



JOINT BASE SAN ANTONIO—RANDOLPH



RETIREE NEWSLETTER

VOLUME 2, ISSUE 1 OCTOBER 2011

Phone: (210) 652-6880/5778

Toll Free: 1-877-282-2441

Email: rao.randolph@us.af.mil

Website: <http://www.randolph.af.mil>

Leadership Change

We've had a change of leadership since our April 2011 newsletter. CMSgt (USAF-Ret) Jon Lindgren has moved up to be Director after Col (USAF-Ret) Len Zych stepped down. Also, Lt Col (USAF-Ret) Mike Hoffman is Deputy Director.

Your RAO staff of twenty (more or less) talented, pleasant, and knowledgeable folks is always ready to assist you in providing pertinent information about concerns and issues of your interest. Think of us as a retiree's first-stop shopping center. While we may not be able to promptly answer every one of your inquiries, we will attempt to quickly connect you with the office and persons who will.

Newsletter Reductions

The Government's budgetary reductions have now "trickled down" to the Randolph RAO; consequently, the size and distribution of this newsletter have been reduced. Depending upon allocations for next year, the spring newsletter may be adversely affected too. If you don't receive a copy on or about April 2012, check our website for an explanation and download an issue, if available.

Retiree Appreciation Day

The Randolph AFB Retiree Appreciation Day (RAD) will be held between 0900 and 1200 hours on 22 October 2011 at the Kendrick Club at the West Gate to Randolph. The usual organizations will be there to provide information about their services. It is unknown at this time as to whether flu shots will be given. Call us (210-652-6880) for an update.

Randolph Casualty Assistance and Survivor Benefits Program Offices Move

Randolph's Casualty Assistance and Survivor Benefits Program (SBP) offices have moved from Building 399 to Building 693. Since they are extremely busy, walk-ins cannot always be accommodated. Please call for appointments. Casualty Assistance's phone number is 210-652-2104 and SBP's number is 210-652-3633.

Mature Driving Course

The AARP-conducted Mature Driving Course is offered to retirees and un-remarried spouses of deceased retirees. The program is conducted throughout the country in one half-day session. The course addresses the physical changes that can affect your driving ability, behavior, and ways to compensate for these changes. This course is **not for ticket dismissal**, but nearly all major insurance companies will offer a reduction in the cost of collision insurance for up to three years upon proof of course completion. You must fill out an enrollment application prior to attending the class. There is a \$12 charge per person for AARP members or \$14 for non-members. Fees are collected at the beginning of the class. AARP

Mature Driving Course (Continued)

cannot accept cash; checks only please. Upcoming classes are on 17 Nov 2011, and in 2012: 19 Jan, 22 Mar, 24 May, 26 Jul, 27 Sep, and 15 Nov.

If you are interested in attending one of the courses, call (210) 652-6880.

Randolph AFB Clinic (Provided by 359 Medical Group)

Clinic Hours: Monday-Friday 0730-1630. Closed 1200-1630 the 4th Wednesday each month for training. (Training days may be adjusted.) For up-to-date information, please visit our Facebook site; "359 Medical Group." Call (210) 916-9900 to book, cancel or change appointments.

Pharmacy: The Randolph AFB pharmacy now has an additional location at the Base Exchange (BX) shopping Mall. The BX pharmacy fills all new hand-written prescriptions or faxed prescriptions from civilian providers. It is also our refill processing center where refills are filled and picked up. All refill prescriptions must be called in using the automated call in system (210-652-2025/3552/2777 or 1-800-471-0309) or sent through the TRICARE Online Pharmacy Refill website at www.tricareonline.com.

The Main Clinic pharmacy at the 359 Medical Group fills prescriptions that have been entered electronically into our pharmacy system by a Joint Base San Antonio Military Treatment Facility provider. The hours of operation for the Main Clinic and BX pharmacies are 0715 – 1630 and 0730 – 1630 respectively. For additional information on pharmacy operation and services, including the formulary, please visit the pharmacy on the 359 MDG's web page: <http://airforcemedicine.afms.mil/359mdg>.

Emergency Care: There are NO emergency room services at either Randolph or Lackland AFB. Go to Brooke Army Medical Center for emergency services.

Tricare: The Randolph AFB Tricare Service Center is located in the Randolph Clinic on the first floor, next to Radiology. Hours of operation are 0730-1630. Their phone number is 1-800-444-5445 and fax number is 210-652-5669.

Legal Assistance (Provided by Staff Judge Advocate)

Legal assistance is a free service that allows individuals to meet privately with an attorney to discuss personal civil legal matters. Attorneys offer advice on a wide range of legal matters, including family law, wills and estates and consumer and financial issues. If you have a legal problem, schedule an appointment with the Legal Office. Legal advice is not given over the phone.

To qualify for legal assistance, retired military members and their dependents must have a valid military identification card. The Randolph AFB Legal Office is located on the main floor of the Headquarters Building (Taj Mahal), Room 201. Their phone number is 210-652-6781.

The Legal Office provides assistance primarily by appointment; however, walk-in **legal assistance** is on Tuesdays from 0830-1030. Walk-in **will service** is available on Thursdays from 0800-1000 hours. Please call ahead to make sure an attorney is available on those days. **Notary and power of attorney** service is on Monday thru Friday 0830-1600 hours. To expedite service go to the legal website <https://aflegalassistance.law.af.mil/lass/lass.html> before you go to the Legal Office. Fill out the appropriate document, write down or copy the ticket receipt number (it is case sensitive so write it down correctly),

and then bring it to the Legal Office and they will handle the rest.

The website is not a substitute for competent legal advice and you should never rely solely on the website when making decisions. Before making a decision or taking any action, it is highly recommended that you meet with a licensed attorney. While the website is designed for client convenience, no one is required to use the website.

Force Support Is All About the Customer

By Ashley M.D. Murphy, 902nd Force Support Squadron marketing

Only one unit in the Air Force is completely customer-service driven, and driven to succeed: The Force Support Squadron.

The 902nd Force Support Squadron (902 FSS) at Randolph Air Force Base is responsible for providing manpower and organization, education, professional military education, career enhancement, Airman and family support services, and quality of life programs for military and civilian members and families of the 502nd Air Base Wing, 12th Flying Training Wing and Randolph Air Force Base mission partners. Additionally they support more than 60,000 military retirees and their family members in the San Antonio area.

“People are our most valuable resource and our customers are our number one priority,” says Terrye Heagerty, 902 FSS Director. “All employees are empowered to take the necessary actions to satisfy our customers.”

Anything that has to do with food, family or fun is probably organized by the 902 FSS. They provide meals daily at the dining facility and clubs, host weekly programs at the Airman and Family Readiness Center, develop seasonal sports programs, orchestrate annual base-wide events, and so much more.

The next major event taking place on Randolph AFB is Customer Appreciation Oktoberfest on September 30 at the Parr O’Club from 5-10 p.m. As a “thank you” to 902 FSS customers there will be a free German meal, drink specials, family fun and games, and live music from 7-10 p.m. No registration is necessary, but fun is mandatory. (Depending upon the amount of time needed to get this newsletter out, this event may have already occurred.)

The Parr O’Club hosts special events all year long, and deck parties are a hit throughout the summer. The last deck party of the summer is scheduled for October 6 from 5-9 p.m. There will be Louisiana southern style food and live entertainment; and of course, misting fans to keep cool on the deck.

On October 29 and 30, the 902 FSS and the Randolph community will team up to put on the ultimate military event – an Air Show! Scheduled is a performance by the Navy’s Blue Angels, a B-52, F-22, aerial aerobatics, and much more. All information about the Air Show and all 902 FSS events can be found at www.randolphfss.com.

Trying to keep up with the time, the 902 FSS is now on Facebook. Search for ‘902d Force Support Squadron’ and “like” them to receive notices about upcoming events and view pictures from events past. Or, anyone can stay in touch with what is going on around Randolph by logging onto www.randolphfss.com, or picking up an ‘@ Your Service’ magazine available at most facilities on base. There is also an option to have a bi-weekly electronic newsletter delivered to any inbox – just call 210-652-2052 and ask to be added to the list. Whatever one’s preference is to stay in touch, the 902 FSS will deliver. After all, it’s all about the customer!

SOCIAL SECURITY NUMBERS TO BE REMOVED FROM ID CARDS

To protect the safety of retirees and their families, the Department of Defense is removing the Social Security Number (SSN) from DoD ID cards. The SSNs will be removed when an ID card expires. If you have an ID with an indefinite expiration date, go to a facility that issues ID cards and have your card reissued without an SSN. Your SSN will be replaced with a Benefits Number. (No, you can't have your old serial number back.) Two valid original forms of ID are required. One must be a federal or state-issued photo ID. The other can be your old ID card.

TAX PREPARATION SERVICES

It's not too early to be thinking about next year's tax season. At Randolph AFB there are two locations where retirees may be able to get their tax returns prepared for free. AARP sponsors a service for retirees and their dependents, and un-remarried spouses of deceased retirees. Preparation appointments are on Tuesdays, hourly from 0900 to 1200. In early January 2012 call (210) 652-6880 for an appointment. The service is located in the Main Chapel Annex, Building 103.

Volunteer Income Tax Assistance (VITA) also helps retirees. Call VITA at (210) 652-1040 after mid-January 2012 for appointments.

When calling either location, ask about any restrictions (e.g. rental property, employee business expenses, marital status, etc.) in tax preparation capabilities. You might want to review your last year's return and ensure you have received all required forms (W-2, 1099's, etc.) before calling for an appointment. Be sure to bring last year's tax return to your appointment.

Are you paying too much property tax on your personal residence? Among the most common exemptions in Texas are Homestead, Over-65, Disability (to include VA disability from 10 to 100%, as well as for individual unemployment). For more information you can call your county appraisal district office. Most counties have websites from which you may download exemption forms.

Who Should Be Notified In the Event of My Death?

1. Defense Finance and Accounting Service (800) 321-1080 or (216) 522-5955
2. Social Security Administration (for death benefits) (800) 772-1213
3. Department of Veterans Affairs (if applicable) (800) 827-1000
4. Office of Personnel and Management (if applicable) (724) 794-8690
5. Any fraternal group that you have membership with such as MOAA, FRA, NCOA, VFW, AL, TREA, NAUS
6. Any previous employer that provides pension or benefits.

The above information is not all-inclusive and should be used with other estate planning tools to lessen trauma to your loved ones. Your nearest military casualty assistance office personnel stand ready to assist.

Military Personnel Records

The National Personnel Records Center, Military Personnel Records (NPRC-MPR) is the repository of millions of military personnel, health, and medical records of discharged and deceased veterans of all services. (Records prior to WWI are in Washington DC.) NPRC (MPR) also stores medical treatment records of retirees from all services, as well as records for dependent and other persons treated at naval medical facilities. Information from the records is made available upon written request (with signature and date) to the extent allowed by law.

If you are a veteran or next-of-kin of a deceased veteran, you may now go on line and use eVetrecs (<http://www.archives.gov/veterans/military-service-records/>) to order a copy of your military records, **especially copies of DD Forms 214**. For all others, your request is best made using a Standard Form 180, which can be downloaded or copies are available at the Randolph RAO. It includes complete instructions for preparing and submitting requests. **Please Note:** All requests must be in writing, signed and mailed to **National Personnel Records Center, 1 Archives Drive, St. Louis, Missouri 63138**.

Useful Phone Numbers (Furnished by Austin RAO, But Helpful To Everyone)

<u>Tricare</u>	1-800-444-5445	<u>Brooke Army Med Ctr</u>	1-800-443-2262	<u>Lodging</u>	
Dental Insurance	1-888-838-8737	Appointments	210-916-9900	AF Lodging	1-888-235-6343
Express Scripts	1-866-363-8779	Pharmacy	210-916-1536	Army lodging	1-800-462-7691
Tricare For Life (TFL)	1-866-773-0404	Refills	1-800-771-3455	Navy lodging	1-800-628-9466
	1-866-363-5433(Spanish)	<u>Fort Sam Houston</u>	210-221-1211	Armed Forces Vacation Club	
<u>Medicare</u>	1-800-633-4227	Commissary	210-221-4678		1-800-724-9988
<u>Social Security</u>	1-800-772-1213	Legal	210-221-2353	<u>Fort Hood</u>	254-287-1110
<u>DoD</u>		Main Exch.	210-225-5566	Casualty Assistance	254-287-7200
DEERS Update	1-800-538-9552	<u>Kelly/Lackland</u>	210-925-1110	Commissary Clear Creek	254-287-5943
DFAS Retired & Annuity Pay		Passenger Terminal Flight		Warrior Way	254-287-8025
Contact Center	1-800-321-1080	Recording (Space A)	210-925-8715	Exchange info	254-532-6537
Coast Guard - Retiree & Annuitant		<u>Lackland AFB</u>	210-671-1110	Main Exchange	254-532-7200
	1-800-772-8724	Commissary	210-671-2837	New PX Facility	254-532-8100
<u>Veterans Affairs (VA)</u>		Legal	201-671-3361	ID Cards	254-287-2518
Austin Clinic	512-389-1010	Main Exchange	210-674-6465	Legal	254-287-7901
Cedar Park Clinic	512-260-1368	<u>Wilford Hall</u>	210-292-7100	Retirement Services	254-287-5210
Benefit Counselor	1-800-827-1000	Refill Pharmacy	210-292-7000		1-800-403-6640
CHAMPVA	1-800-733-8387		1-800-469-7170	Soldier Locator	254-287-1110
Grave Information	1-800-827-1000	<u>Randolph AFB</u>	210-652-1110	<u>Darnell Army Community Hospital</u>	254-288-8000
Health Care Program	1-877-222-8387	AF Retiree News	1-800-558-1404	Appointments	254-288-8888
Headstone and Marker Status		Commissary	210-652-5102		1-800-305-6421
	1-800-697-6947	ID Card	210-652-1845	Health Benefits Advisor	254-288-8155
Life Insurance Info	1-800-669-8477	Legal	210-652-6781	Patient Assistance	254-288-8156
Retro Program	1-877-327-4457	Main Exchange	210-658-7471	Pharmacy	254-288-8801
TDD	1-800-829-4833	Pharmacy	210-652-4127	Refill	254-288-8802
<u>Texas Veterans Commission</u>		<u>AF Personnel Center (AFPC)</u>			1-800-351-3636
Austin	512-389-6543/463-5538	Casualty Reporting	210-652-2104		
Cedar Park	512-260-1368 X-58022		1-877-353-6807		
Travis County Veterans Service Off.	512-854-9340	Survivor Benefit Plan (SBP)	1-800-531-7502		
			210-652-3633		

AUSTIN AREA NEWS

PROVIDED BY TSGT (RET) JOE HENDRIX
DIRECTOR AUSTIN RAO

The Air Force **Retiree Activities Office** at Camp Mabry is located in the southeast corner inside the PX (Building 58). Its telephone number is (512)782-6859. The hours of operations are Monday-Friday 1000-1300.

The RAO is now receiving a limited number of base newspapers from Randolph AFB, Ft. Sam Houston, and, Ft Hood. The newspapers are located in the food court for all to use.

Pam Paercklein, Texas Veterans Commission, now has an office next to the two VA counselors' in Building 10 (behind the museum). Pam is available to assist veterans on a walk-in basis on obtaining assistance on a number of state and federal programs. She has a direct connection to the VA system, so filing a VA application is much easier than ever. Her office hours are 0830-1630, Monday through Friday. Phone her at (512) 389-6543.

The Austin VA Outpatient Clinic broke ground the 1st of July on a new two-story clinic. Completion is expected to be accomplished around the end of December 2012.

Lastly, we have to say "so long" to a long time friend here at Camp Mabry. Col. Don Hobart, our current director of Retiree Activities, is hanging up his hat after serving our community from 1986 to 2011. Col. Hobart started out as a volunteer at Bergstrom AFB, Texas. He oversaw the program move to Camp Mabry in the 1990s when the base closed. He had continued in the role as Director until this year. Col. Hobart was also on the Air Force Retiree Council at one point. He will be sorely missed around the office.

Tricare Service Center: Humana Military Healthcare Services, 9101 Burnet Rd, Suite 104, Austin, TX 78758. Phone: 1-800-444-5445.

Camp Mabry PX: Phone 512-782-5120, Mon 1000-1800/ Tues thru Sat 0900-1800/ Sun 1100-1800.
Food Service: 512-467-0050, Mon thru Sat 1000-1400 / Sun Closed. **Barber Shop:** 512-419-1224, Mon 1000-1700/ Tue thru Sat 0930-1700/ Sun 1100-1600. **Texas Pride Gifts:** 512-458-8897 Mon thru Sat 1000-1800/ Sun 1100-1600.

ID Cards can be obtained in Building 34. Phone is 512-782-6841. Hours are 0800-1800, Mon thru Fri. Will issue Army base decals; call before coming. The **Naval Reserve Center** 4601 Fairview Dr in Austin also issues ID cards. Phone is 512-458-4154. Hours are 0900-1100, Tue and Thu.

HOUSTON AREA NEWS

PROVIDED BY MSGT (RET) TOMMY GREEN

ID Cards and DEERs Enrollment in the Houston Area

Most of the calls we have received have been about getting ID cards renewed or issued. There have been many changes lately to that process. In the past, we relied on some outlets near the Veterans Hospital but that has all changed now.

As of April 2011, the DEERs/ID Card office at Ellington Field is the main provider of this service. They have opened a new Welcome Center. The center is the first building on the right as you enter the base and before going through the traffic circle. The new number is **832-380-7239** and the hours are 0800 to 1200, Tuesday through Friday, closed on weekends.

You can still get ID cards at the Coast Guard office in Galveston. Their number is (409) 632-6738 or you can make an appointment online at [HTTP://appointments.cac.navy.mil](http://appointments.cac.navy.mil)

Also, the National Guard Armory on 15150 Westheimer Parkway has offered to do ID cards but their service is sporadic. Call before you go. Their number is 281-558-1742, ext 6620.

Houston Area Events

TEXAS SALUTE TO THE MILITARY - November 4-6

The event will be at the Boardwalk-Kemah on 4, 5, and 6 Nov. Daryl Worley has been signed for a concert on the evening of 5 Nov. We are bringing all types of military hardware. The 82nd Airborne Free-fall Team will jump there and the Golden Knights are a great possibility. The Boardwalk expects 25,000 people to attend this event...over 100 Wounded Warriors and some family will be there.

You can find more information at http://www.hmac.us/other_events.htm

VIETNAM TRAVELING MEMORIAL WALL - November 4-6

The Wall will be open all three days from 9 AM to 9 PM at David McNerney, American Legion Post 658, 14890 FM 2100, Crosby, Texas 77532. The Crosby American Legion Post 658 will be holding a dedication ceremony to David H. McNerney on Friday November 4 at 5PM, which will take place in the banquet hall of the American Legion Post.

Opening ceremonies will be Saturday, November 5 at 9 AM.

Parade will be Saturday, November 5 at 10 AM. All floats are welcome. Must be patriotic and have at least one veteran or active military personnel on it during the parade.

Closing ceremonies will be Sunday, November 6 at 9 PM.

If you need more information concerning anything on this page, you can contact MSgt (ret) Tommy Green at (281) 772-1827, or email to needtawrite@gmail.com



RAO

902 MSG/CVR
550 D Street East Rm. 104
Randolph AFB TX 78150-4431

Phone: 210-652-6880/5778
E-mail: rao.randolph@us.af.mil

“STILL SERVING”

2011 Randolph AFB Airshow

October 29-30, 2011

9 a.m. to 5 p.m.

Featuring: The U.S. Navy Blue Angels

