



Grafenwoehr Military Community



Welcome to the
24 January 2013

COMMUNITY HUDDLE

NEXT COMMUNITY HUDDLE

(Tenative) 21 March 13 (1130)

Multipurpose Center (Rose Barracks BLD 134)



Grafenwoehr Military Community



AGENDA

- Welcome
- Special Recognitions
- Garrison Commander's Remarks
- Questions/Answers from audience (to include Facebook participants)
- Commander and CSM Time
- Community Information
 - Community Calendar (DPTMS)
 - DoDDs Calendar Events (SLO)
 - Directorate of Emergency Services (DES)
 - Health Clinic
 - Dental Clinic
 - Religious Services Office (RSO)
 - Issue Tracker Updates (PAI)
 - Directorate of Human Resources (DHR)
 - Army Community Service (ACS)
 - Community Bank
 - AAFES
- Closing Remarks



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CYSS Student Recognition

(Fine Arts Exhibit Winners)

Tyrique Hussey

Ashlea McIntire

Morgan Huefner

Persyda Trevino

Alessandra Ramirez

Princess Jeremie

Alison Nunley

Paloma Lopez

Michelle Keenan

Gabbi Swierczek



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Garrison Commander

COL James Saenz



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Questions & Discussion





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Commander/CSM Time



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COMMUNITY CALENDAR HIGHLIGHTS

- 24 JAN – End of 1st School Semester
- 25 JAN – No School Teacher Work Day (BMC Wide)
- 30 JAN – Quarterly Security Awareness Training – East Camp
- 30 JAN – BOSS Community Council Meeting
- 31 JAN – Quarterly Security Awareness Training – Rose Barracks
- 31 JAN – Technology Exposition – Tower View Conference Center
- FEB – Black History Month
- 4 FEB – Super Bowl ½ Day Schedule
- 5-8 FEB – FOX Sports “Spring Training with the Troops”
- 5 FEB – Community FRG Meeting
- 8 FEB – Civilian Awards Ceremony
- 12 FEB – Grafenwoehr Elementary Fasching Parade
- 13 FEB – BOSS Community Council Meeting
- 15 FEB – USAREUR Training Holiday/No School (Continuous School Improvements)
- 18 FEB – President’s Day
- 21 FEB – African American/Black History Month Observance (TVR)
- 27 FEB – Community Retirement Ceremony
- 27 FEB – BOSS Community Council Meeting



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COMMUNITY CALENDAR HIGHLIGHTS

- 5 MAR – Community FRG Meeting
- 11-15 MAR – Terra Nova Testing
- 13 MAR – BOSS Community Council Meeting
- 15 MAR – USAREUR Training Holiday
- 18 MAR – USAREUR Training Holiday
- 22 MAR – (T) Vilseck Health Clinic Groundbreaking Ceremony
- 27 MAR – BOSS Community Council Meeting
- 28 MAR – Community Huddle (Rose Barracks, BLDG 134)



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DoDDs Calendar Events

- 28 Jan: 3RD Quarter 2nd Semester Begins
- 15 Feb: CSI day-No School
- 18 Feb: No School-President's Day-Federal Holiday
- 11-15 Mar: (tentative) Terra Nova testing grades 3-5

Grafenwoehr Elementary

- 29 Jan: Spelling Bee
- 31 Jan: Drama Club production
- 1 Feb: STAR Assembly
- 12 Feb: Fasching parade
- 1 Mar: STAR Assembly



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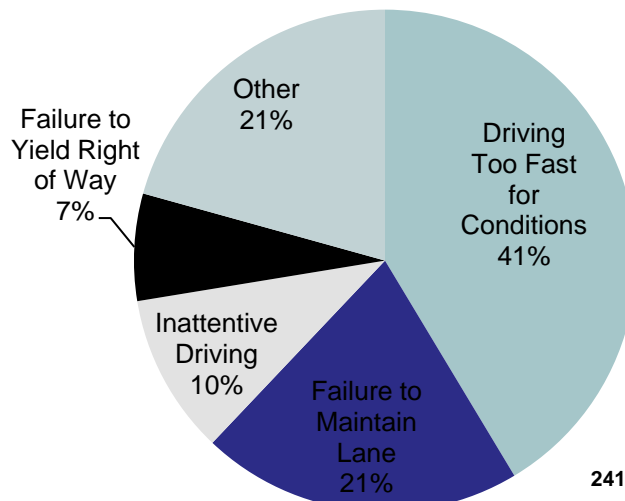


Winter Driving Safety

- Plan for extra time to reach your destination
- Know your driving ability
- Reduce your speed, and increase following distance
- Check the garrison webpage for current driving conditions



Traffic Accident Causes



241130JAN13

THE OFFICIAL WEBSITE OF
USAG GRAFENWOEHR
THE CROWN JEWEL OF US ARMY EUROPE

Driving Conditions - Hazardous. Drivers are likely to encounter snow, slush, and patches of black ice. Caution is advised during vehicle operation. There are no closures or delays. Road conditions for the purpose of dispatching tactical and non-tactical vehicles are (AMBER).

Home EMERGENCY Garmisch Hohenfels Phonebooks / Hours Media Army News Resource Guide

- About USAG Graf
- Garrison Leadership
- Mission Statement
- Directorates
- Organizations & Services
- Community Services
- Tenant Units
- Newcomers
- Army Links
- IMCOM Links
- Community Huddle
- Weather Forecast
- Dispatch Conditions & Closures
- Driving Conditions
- Schools
- Safety
- Housing
- Public Works
- Employment Opportunities
- Civilian Employment CHRA-E
- Home Based Business (HBB)
- GMC Tracker
- Driving in Europe

DRIVING CONDITIONS FOR THE GRAFENWOEHR MILITARY COMMUNITY (GMC)



DRIVING CONDITIONS

DISPATCH CONDITIONS & CLOSURES

EMERGENCY NUMBERS
MILITARY POLICE
FIRE DEPARTMENT

NOTICES
SUICIDE PREVENTION
DOMESTIC VIOLENCE
SEXUAL HARASSMENT

WEATHER FORECAST

Bavarian News

Bavarian News

Weekly Newsletter
GoGreen Newsletter
link Magazine
DHR Newsletter



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Fire Safety

• **Cooking is the leading cause of home fires in IMCOM Europe.**

- unsupervised food on stove or in oven or microwave
- dish towel too close to the burner
- toaster or toaster oven flare-up
- coffee pot accidentally left on

REMEMBER

- ✓ Never leave food cooking unattended
- ✓ Keep cooking areas clean and clear of combustibles
- ✓ Keep a three-foot “kid-free zone” around the stove
- ✓ Turn pot handles always inward





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HEALTH CLINICS: GRAFENWOEHR & VILSECK

• Immunizations

- Flu immunizations are still available



• Super Bowl Monday 2013

- Clinics will be OPEN



• Leading the Transformation to Excellence

- Improving access and patient satisfaction- Secure Messaging



Secure Messaging

Access [Secure Messaging](#) to communicate safely and efficiently on a variety of topics with your health care team.



Home

My Profile

Resource Center

• Still hiring clerks/call center staff!



Welcome to TRICARE Online

TRICARE Online features secure access to beneficiary appointments, prescriptions, and personal health data.



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HEALTH CLINICS: GRAFENWOEHR & VILSECK



ARMY MEDICINE
Serving To Heal...Honored To Serve

Top 2 for You
Or
Let Us Know Before You Go!

You may receive an Army Patient Satisfaction Survey in the mail 2 to 4 weeks following your visit at the Health Clinic.

By completing and submitting the Army Patient Satisfaction Survey, the more resources YOUR Health Clinic receives to deliver the healthcare that YOU demand and expect.


If you feel we didn't earn ONE of the TOP ratings please let us know before you leave our Health Clinic, so we can make it right before you go.

With your help we can earn the best ratings which translates to better and more services for you and your family!

If you are satisfied, for each applicable question, please check ONE of the TOP 2 boxes on your Survey.

Only "Very Good/Excellent" & "Satisfied/Completely Satisfied" responses help YOUR Health Clinic receive more resources.

VILSECK HEALTH CLINIC NEEDS YOUR HELP

 Vilseck Army Health Clinic

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GRAFENWOEHR HEALTH CLINIC NEEDS YOUR HELP

 Grafenwoehr Army Health Clinic



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BAVARIA DENTAL ACTIVITY

- **Vilseck Dental Clinic transition to Building 154 complete**
 - Building 154 is fully operational. No dental services are available at old location (Building 250)
 - Vilseck Dental Clinic front desk phone number: 476-1720 (same as before)
 - Dental Clinic will operate in Building 154 for approximately 18 months
- **Failed Appointment Rate**
 - Grafenwoehr Dental Clinic: 3.48%
 - Vilseck Dental Clinic: 2.73 %



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COMMAND CHAPLAIN

• Religious Services:

(Note – services for Holy Week will be posted to our Graf Chaplain Face Book and webpage.)

DATE	LOC	TIME	TYPE
13 FEB 13	RB Chapel	1205	Catholic Mass- Ash Wed Rite
13 FEB 13	RB Chapel	1800	Catholic Mass – Ash Wed Rite
13 FEB 13	EC Chapel	1800	Protestant – Ash Wed Service
25 MAR 13	EC Annex	1900	Passover Seder – First Night
26 MAR 13	EC Annex	2000	Passover Seder - Second Night

• Watch care:

- Due to new DOD guidelines, Watch-Care during worship services and PWOC weekday meetings is on a stand-by basis until our providers meet the new requirements. Please check the Garrison Website and Face Book for updates on the status of Watch-Care.
- If you are interested in volunteering to assist with child care or religious education services, please contact the Garrison Chaplain office DSN 475-1370.



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CUSTOMER RELATIONSHIPS MANAGEMENT (CRM)

- CRM is the system used to obtain the voice of the customer throughout the BMC and improve/foster customer relationships between service providers and their customers
- Components of CRM are:
 - Customer Service Standardization
 - ICE (On-line, Hard Copy Cards, and ICE KIOSKs)
 - Community Forums (i.e. Community Huddle, AFAP, BOSS, etc...)
 - Garrison's Facebook page
 - Senior Leader Engagements
- Your comments and opinions matter and we want you to tell us how we are doing, where we can do better, and what we are missing
- To find out what your BMC members are saying or what issues are being worked go to the following sites:
 - <http://www.grafenwoehr.army.mil/pdfs/GMC/CH-Tracker-Community%20Huddle.pdf>
- Installation of new ICE KIOSKS coming within the next 30 – 45 days



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ISSUE TRACKER UPDATES

ISSUE	OWNERSHIP	ISSUE	STATUS
12-109	DHR	How can the Garrison develop a procedure to eliminate the use of full SSN input on various forms and documents (i.e. Vehicle Registration, Fuel Card Agency, etc.)?	Issue has been presented to DHR and is pending resolution update.
13-001	HOUSING	Allow new community members to interchange between possible off post housing options at Graf and Vilseck.	Issue has been presented to the Housing Manager and is pending resolution update.
13-002	HOUSING	Provide translation support for private rental residents with non-English speaking landlords.	Verbal translations of conversations between tenant and landlords is provided through-out the life of a contract. Additionally, customers are provided courtesy translations of utility bills during reconciliation periods when requested. When official translations of documents are required this service must be requested through the legal office or provided by a professional translator.



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ISSUE TRACKER UPDATES

ISSUE	OWNERSHIP	ISSUE	STATUS
13-003	CYS SPORTS	A better process needs to be developed to obtain, distribute, and turn-in CYS sports uniforms. Recommend youth sports directors receive training in Recreational Sports Management. In addition sports field management and scheduling needs to be improved so parents don't have to drive long distances to games. Better utilize garrison fields when available.	Issue has been presented to the DFMWR and is pending resolution update.
13-004	AAFES	School items not stocked to appropriate levels in the PX at the beginning of the school year.	Issue has been presented to the Exchange Manager and is pending resolution update.



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DHR-EDUCATION CENTERS



- For all adult ID card holders in community; Service members, Family members, and Civilians
- Education Counselors available to get you started.
- Course formats include face to face classroom and on-line
- Contact the Education Centers for more info;
 - EC-Graf, Bldg 538/549, 475-6219, 09641-83-6219
 - RB, Bldg 223, 476-2753, 09662-83-2753
 - Email; usarmy.grafenwoehr.imcom.mbx.usag-grafenwoehr-aces@mail.mil
 - FB; <http://www.facebook.com/USAG.Graf.Ed.Ctrs>
- East Camp and Rose Barracks (RB) Education Centers scheduled to consolidate Apr/May at RB, Bldg 223
- Impact to customers:
 - NOW; some services @ RB temporarily displaced/disrupted through March 2013 as Bldg 223 renovated prior to consolidation
 - After consolidation, customers receive most face-to-face services at Rose Barracks
 - Will have option to use email, phone, and GoArmyEd portal help case system for routine actions
 - College classes, computer labs continue both locations



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DHR – EDUCATION CENTERS

GED Test Change Update

- GED Testing at Rose Barracks (RB) ceased Oct 12; GED Testing Service converted to computer based (CBT) format and new contractor overseas
- Expect National Test Center (NTC) at RB Ed Ctr will be able to administer GED in Spring 2013. May be available in Ansbach by Feb
- Educ Ctrs have more details on current Euro options, costs, but recommend interested examinees wait until local options resolved
- Can provide info on prep resources incl administering practice tests
- For more info, RB Educ Ctr: 476-3136/2753, civ 09662-83-3136/2753, EC Educ Ctr: 475-6219, civ 09641-83-6219 or usarmy.grafenwoehr.imcom.mbx.usag-grafenwoehr-aces@mail.mil

DHR – MILITARY PERSONNEL DIVISION

- ID Card/Passport Office: Office hours are from 0800-1600, the last customer is received at 1540.
- ID Card/Passports moved: New location is Building 244, Room 120.
- IACS moved: New location is Building 244, Room 129.
- Rose Barracks IACS is now closed; Operations consolidated at East Camp



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DHR – POSTAL SERVICE CENTERS

- **USPS Postage Rate Increases, Sunday, 27 Jan 2013**
- **Customs Alert: Medications, Vitamins and Supplements to/from APOs**
- **Mailing of Lithium Batteries to and from OCONUS APOs**

Points of Contact for questions, concerns or additional information

- Main Post Grafenwoehr PSC: jaye.bakalars@us.army.mil 475-6333
- Rose Barracks Vilseck PSC: larry.morris@us.army.mil 476-2581



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ARMY COMMUNITY SERVICE

- **AFAP FY 13**
- **RTA Training + Community Meet and Greet**
- **Employment Readiness Program (ERP) Initiative**
- **Exceptional Family Member Program (EFMP) Initiatives**
- **New Parent Support Program (NPSP) Initiative**



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COMMUNITY BANK

- The Grafenwoehr and Rose Barracks Community Bank renovation projects are ongoing.
- 172nd soldiers clearing:
 - Do not wait until the last minute to clear the bank
 - Do not wait until the last minute to turn in coins: we will provide resources
 - Accountholders with accounts on 90-day extension:
 - Provide a good forwarding address and telephone number
 - Remember that charges are assessed when using non-Community Bank ATMs (to include balance inquiries)
 - Remember to stop all local bill payments in advance: ask providers like Telekom/TKS etc if any outstanding charges exist

(NOTE: local garnishments are reportable on U.S. credit reports)



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EXCHANGE

- **H&R Block**
 - Now open at the East Camp Exchange Mall and the Rose Barracks Pxtra.
 - Mon-Sat 10:00 – 18:00 Closed Sundays
 - For Appointment Call: 0713-573-6112
- **Digital Copy and Printing Center**
 - Now open at the Rose Barracks PXtra Mall
 - Tue, Wed, and Thursday 1000 – 1800 hrs.
 - Get posters, digital photos, mugs, mouse pads and much more printed!
- **Alcohol Sales**
 - Effective 3 Feb 2013 Alcohol sales will be suspended between the hours of 0200 - 0700





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EXCHANGE

- **Annual Inventory**
 - **The following facilities will close to conduct annual Inventory**
 - Rose Barracks Express - 24 Jan 2013
 - Rose Barracks Military Clothing Store - 24 Jan 2013
 - Rose Barracks Car Care Center – 25 Jan 2013
 - Rose Barracks Furniture Store – 25 Jan 2013
 - Grafenwoehr Car Care Center – 27 Jan 2013
 - Grafenwoehr Express – 27 Jan 2013
 - Grafenwoehr Military Clothing Store – 28 Jan 2013
 - Normandy Express – 29 Jan 2013
 - Algiers Express – 29 Jan 2013
 - Netzeberg Express – 29 Jan 2013
 - Grafenwoehr Main Exchange – 31 Jan 2013



EXCHANGE
ARMY & AIR FORCE EXCHANGE SERVICE



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Closing Remarks