

The NORTHWEST AIRLIFTER

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McChord Air Force Base, Wash.

Connecting Team McChord with the Combat Airlift Mission

September 19, 2008

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McChord aids in Ike relief operations

By
62nd Airlift Wing
Public Affairs

Team McChord Airmen supporting Hurricane Ike relief operations went off alert status Monday after completing taskings from the 618th Tanker Airlift Control Center, the Air Mobility Command hub for planning and directing tanker and transport aircraft operations around the world.

"Our Airmen have done an outstanding job this week," said Col. Jon DeClerck, 62nd Operations Group deputy commander. "Whenever we get the call, we're ready to respond and mobilize. Any time, any place."

McChord aircrews maintained alert readiness at McChord and Altus Air Force bases from Sept. 7 through Monday.

A C-17 Globemaster III from McChord's 8th Airlift Squadron flew to Travis Air Force Base, Calif., Sept. 9 to pick up and deliver cargo to McAllen-Miller International Airport in McAllen, Texas, in preparation for Hurricane Ike. The crew then flew to Altus AFB, Okla. to stand on alert status. An additional crew from the 7th AS remained on alert at Altus for the duration of the storm.

Four other aircrews at McChord were also on alert status, ready to respond quickly to various relief scenarios related to Hurricane Ike.

When a Hurricane is identified as having potential to strike the United States, the 618th TACC begins to posture mobility forces for various relief scenarios. This posturing may include placing aircraft and crews in alert status, meaning crews are on standby and ready to launch in three hours or less from notification.

The commander of U.S. Northern Command, Gen. Victor E. Renuart, Jr., and other senior military leaders surveyed the Gulf Coast areas affected by Hurricane Ike Monday from HH-60G Pave Hawk helicopters.

"We've seen an integrated team that has worked together pre-landfall and post-landfall to provide whatever Texas might need in terms of response to its citizens," General Renuart said. "Mother Nature doesn't discriminate, so we have to be in a position to try to help those citizens recover, respond and reconstruct their lives the best we can."

"There were varying degrees of devastation," General Renuart said. "The good news is the local communities are back out. The state is building the distribution points for water, food and ice to help the neighborhoods recover. The federal partners, (Federal Emergency Management Agency) and others are trying to build the kind of capacity that will allow the response to continue over time."

{AMC and Air Force News contributed to this article.}



Photo by Abner Guzman

Mission: Mexico

Airman 1st Class Bradley Bardsley, 62nd Aerial Port Squadron, secures a cargo pallet loaded with donated items bound for Guadalajara, Mexico. Airmen from the 62nd AW assisted Reservists from the 446th Airlift Wing preparing to transport a fire truck and emergency equipment to Guadalajara. The mission is a result of the Denton Program, which allows private U.S. citizens and organizations to use space available on U.S. military aircraft to transport humanitarian goods, such as clothing, food, medical and educational supplies, and agricultural equipment and vehicles, to countries in need. For more mission coverage, see next week's edition of the Northwest Airlifter.

Wing welcomes new command chief

By
Airman 1st Class Kirsten Wicker
62nd Airlift Wing
Public Affairs

The 62nd Airlift Wing appointed Chief Master Sgt. Cary Hatzinger, former 62nd Mission Support Group superintendent, as McChord's new command chief. He assumed the duties of that office Sept. 12.

Over his 22-year Air Force career, Chief Hatzinger has served in aircraft maintenance management, logistics readiness support, operations support, and most recently as the superintendent for the 62nd MSG.

As the former 62nd MSG superintendent, Chief Hatzinger played a significant role in the group, according to Lt. Col. Eric Payne, 62nd MSG deputy commander. "It was very difficult to see the chief leave us; but the wing is very fortunate to have him as command chief. His strong leadership, mentorship to Airmen and mission focus were felt throughout this group and will now reach the entire wing."

Before arriving at McChord in 2004, Chief Hatzinger served as the superintendent of the 60th

Maintenance Operations Squadron at Travis Air Force Base, Calif.

"I've played a part in every side of the mission but the medical side," Chief Hatzinger said.

The Madison, Wis., native now brings that wealth of experience to the commander's staff, serving as the advisor for more than 2,900 enlisted Airmen serving the wing in support of worldwide combat and humanitarian airlift requirements.

In a recent interview with the *Northwest Airlifter*, the new command chief identified three areas of focus for his tenure as McChord's senior enlisted leader.

"We are warriors first," said Chief Hatzinger. "Whether we are deployed, TDY, or at home, we need to train hard, stay focused and be prepared to execute the mission."

While promoting the warrior culture, encouraging a culture of wingmen is also paramount, he said.

"Second, good wingmen take care of each other by anticipating others' actions and thinking ahead," he said. "Be prepared to be a second set of eyes asking questions and looking out for each



See HATZINGER, Page 7

Weekend Weather

FRIDAY	SATURDAY	SUNDAY
Hi: 68 Low: 52	Hi: 66 Low: 52	Hi: 65 Low: 53

Forecast generated at 7 a.m. Thursday
Courtesy of the 62nd Operations Support Squadron

Countdown to success

Nuclear Surety Inspection	111	days
Rodeo	304	days
Operational Readiness Inspection	402	days

Don't miss it ...

Retiree Appreciation Day

Retiree Appreciation Day is from 8 a.m. to noon Saturday at the McChord Clubs and Community Center.

History's lessons: today's success, tomorrow's opportunities

By

Gen. Arthur Lichte
Air Mobility Command
commander

In our Air Force's 61-year history, Airmen repeatedly have been called upon to defend the cause of freedom in the air and on unfamiliar terrain around the world. Whatever the conflict, natural disaster or crisis, Airmen have answered the call and performed their missions with incredible courage and distinction. Their consistent example of excellence and dedication is our treasured heritage.

Mobility Airmen share in the proud legacy of our nation's defense throughout the history of manned flight. Through air mobility, our nation can extend an out-stretched hand of compassion to those in need, or a clenched fist to those who threaten our freedom. The air mobility legacy is visible all around us — from the Air Force's first challenge 60 years ago, the Berlin Airlift, to the relief efforts after natural disasters in our country and around the world, to today's daily engagement in the Global War on Terror.

The Berlin Airlift and the long list of operations that followed are each

a significant piece of Air Force history. Our legacy of successful delivery of our nation's might, or its assistance, set the standard for the modern Air Force.

As Col. Gail Halvorsen, the storied 'Candy Bomber' of the Berlin Airlift said, "Today Air Mobility Command travels faster, farther and with a greater load. But one thing hasn't changed since 1948: The Airmen and their attitudes. They continue to exemplify integrity, service before self and excellence in all we do."

Indeed, today's Airmen are remarkable. Through careful attention to detail, ingenuity, flexibility

and a keen mission focus, we prove our value to our joint partners, allies and nation. The positive impact of the talent and spirit of Airmen is displayed daily around the world — it's an identity we proudly claim through our character and daily performance.

Through your daily mission success, we honor the legacy of those great mobility Airmen from the past and set an uplifting and high standard for future mobility Airmen.

I am encouraged by our Air Force's boundless horizons and look forward to serving alongside you to deliver excellence through global reach for our nation.

Murphy-proof your work for continued mission success

By

Lt. Col. James Ray
4th Airlift Squadron
commander

When I was young, I frequently heard my father say that he didn't care much for Murphy. One day I asked him, "Who is Murphy?" He said that Murphy really wasn't a "who," but a "what." He went on to say, "What I actually mean is Murphy's Law." He explained it: "If anything can go wrong, it will."

Years later, I remember coming home from school one afternoon completely frazzled after losing a term paper that I had worked on for

two months. All of the files on the floppy disk I was saving my work on somehow were erased. When my dad saw me, he asked what was wrong. After I told him he said, "Well, you didn't Murphy-proof it — you should have had a backup."

I have never forgotten that painful lesson, and it applies to everything we do in the Air Force today. Preparation is important to overcoming obstacles that are encountered along the way. Each day at our work centers, whether that is on the flightline, at a computer terminal or flying an aircraft, it is essential to have carefully thought through every aspect of the task at hand. This is more important than ever as budgetary constraints have forced every Air Force

unit to maximize scarce resources. We can't afford to not get the job done right the first time. Things are bound to not go as planned, but that doesn't mean we don't have an obligation to still succeed at accomplishing our daily mission.

The best way to "Murphy-proof" any task is to develop a detailed plan of action. After you have developed the plan, sit down with others and go through a "murder board" session. The murder board allows you to identify potential problem areas. Once the problem areas have been identified, a contingency plan should be developed so course corrections can be made along the way ensuring mission success.

Think ahead, don't let Murphy get you!

The Sharp Airman ...

Makes a positive first impression.

The military lifestyle creates frequent opportunities for first impressions. These are the top five things Airmen can do to make a positive first impression:

- Sharp professional appearance
- Uniform

- Grooming
- Arrive five to 10 minutes early to a meeting
- Focus on proper etiquette (such as saluting and rising for senior officers)
- Friendly and welcoming demeanor
- Focus on positive initial topics
- Avoid whining
- Create two way conversation
- Don't dominate an entire discussion
- Ask questions that get everyone involved

Professionals of the week

7th Airlift Squadron

Staff Sgt. John Frisk

Duty title:

Noncommissioned officer in charge of training

Duty section:

7th AS Training

Hometown:

Salt Lake City, Utah

Why he's tops:

As the NCOIC of squadron training, Sergeant Frisk directly supervises three Airmen. He is responsible for the mission readiness of 54 combat airlift loadmasters tasked to deploy in support of humanitarian and contingency operations around the world. He tracks and maintains career development courses for newly assigned loadmasters to ensure proper upgrade and continuation training. As an airdrop instructor loadmaster, Sergeant Frisk ensures squadron loadmasters are trained to meet McChord's combat airlift mission safely and effectively.



Airman 1st Class Brandon Henry

Duty title:

C-17A loadmaster journeyman

Duty section:

7th AS resource flight

Hometown:

Cranberry, Texas

Why he's super:

Airman Henry assists in the management of the squadron's \$300,000 budget and personally reviews and processes all squadron defense travel system and government travel card vouchers for 154 Airmen. With superb attention to detail, Airman Henry reviewed 100 DTS vouchers totaling \$50,000 in travel payments this quarter. Airman Henry is a combat-ready C-17A loadmaster tasked to deploy in support of JCS-directed missions to include aeromedical and humanitarian airlift missions around the world. Airmen Henry is also involved in multiple community projects.



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New resources ease deployment stress

By
Tyler Hemstreet
Staff writer

Starting Sept. 29, active duty Airmen, guardsmen, reservists and their family members have one more resource to utilize on base when they need assistance coping with stressful situations created by deployments and reintegration.

A consultant from the Military Family Life Consultant program is visiting the Airman and Family Readiness Center as part of an Office of the Secretary of Defense initiative designed to provide non-medical, short-term, situational, problem-solving counseling services to address issues that occur throughout the military community, said Joanne Higgins, manager of the Air Force MFLC program.

The program is conducted by licensed clinicians with master degrees, and they will work in conjunction with AFRC staffs. Each consultant is contracted to work for the Air Force for 45 consecutive days with a two-day cross over. The licensed clinicians on board typically have their own private practice or are part of a practice team, she said.

The rotation of consultants is integral because officials, "want it to be about the program, not the person," Ms. Higgins said.

Though targeted at the deploying military member, the program has capacity for family members experiencing related issues.

The program's aim is to augment existing support services and it has already proven to be successful at several other

installations across the Department of Defense, said Cheryl Vollmer, director of the McChord AFRC who will also serve as the consultant's liaison with wing leadership.

Air Force officials said this counseling program addresses issues common throughout the military; military and family life consultants assist members and their families with coping skills, conflict resolution, loss, grief, family issues, relationships, deployment stress, parent-child communication, family separations, reunion and reintegration, Ms. Higgins said.

To add to the program's flexibility, consultant services are provided on and off base, although consultants cannot meet with clients at their residence, she said.

The consultants assist Airmen and their families in reducing stress through informal support. They also provide psycho-educational presentations and facilitate groups on issues that affect Airmen and their families in their personal and professional lives.

"Many consultants that have come through the program are very passionate about their work ... we hear sadness in them when they leave the program," Ms. Higgins said.

Communication with consultants is anonymous except when state, federal and military reporting requirements dictate otherwise to protect individual safety. Consultants also have cell phones making them accessible to Airmen or their family members for individual support.

(Information from an Air Combat Command press release was used in this article.)



Photo by Staff Sgt. Nicholas

Air Force Ball 2008

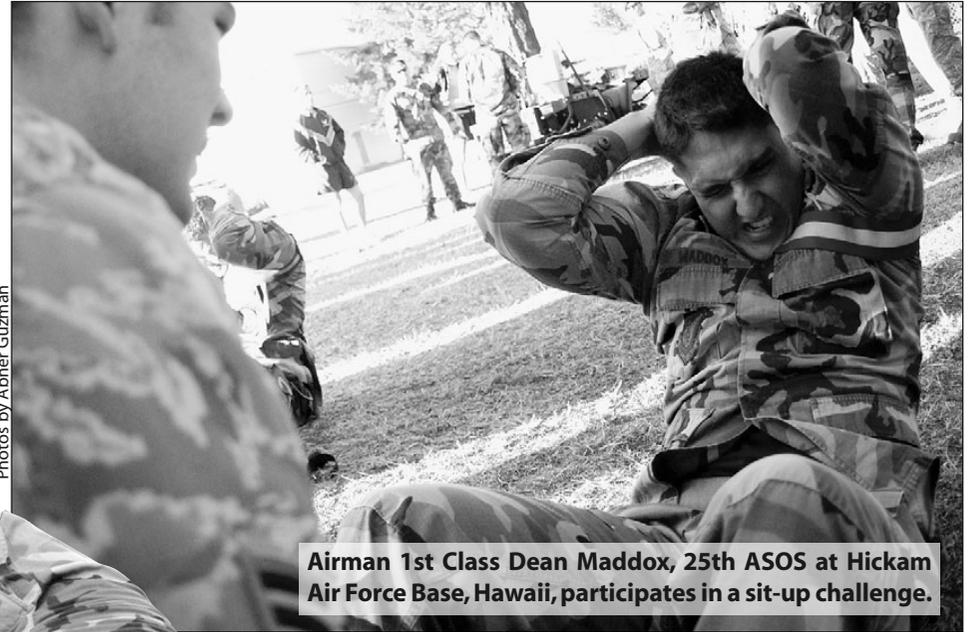
Team McChord celebrates the 61st Air Force birthday at the Air Force Ball on Sept. 13. Maj. Gen. Robert Allardice, former 62nd Airlift Wing commander and current U.S. Central Command director of strategy, plans and policy, served as the keynote speaker for the event. The theme for the ball was "Berlin to Baghdad"





Airmen ruck marched 12 miles on Fort Lewis.

Photos by Abner Guzman



Airman 1st Class Dean Maddox, 25th ASOS at Hickam Air Force Base, Hawaii, participates in a sit-up challenge.



TACP Challenge

Fort Lewis hosted a five-day tactical patrol challenge Sept. 8-12. Thirty-two Tactical Air Control Party Airmen from Washington, Hawaii and Alaska participated in the event, which included physical and mental challenges, communication skills and a 12-mile ruck march.

Left: Senior Airman Michael Wilhelm and Airman 1st Class Jesse Mink, right, both of the 5th Air Support Operations Squadron, navigate the obstacle course at Fort Lewis.



McChord Airmen

AROUND THE WORLD



Courtesy photo

SOUTHWEST ASIA — Tech. Sgt. Angelique Snyder, 62nd Force Support Squadron, left, helps deliver U.S. troop mail during a recent deployment.



Courtesy photo

MANAS AIR BASE, Kyrgyzstan — Rhinesmith, 62nd Airlift Wing, left, reviews details of the base's Bird Aircraft Strike Hazard program with the new flight safety noncommissioned officer during a recent deployment.

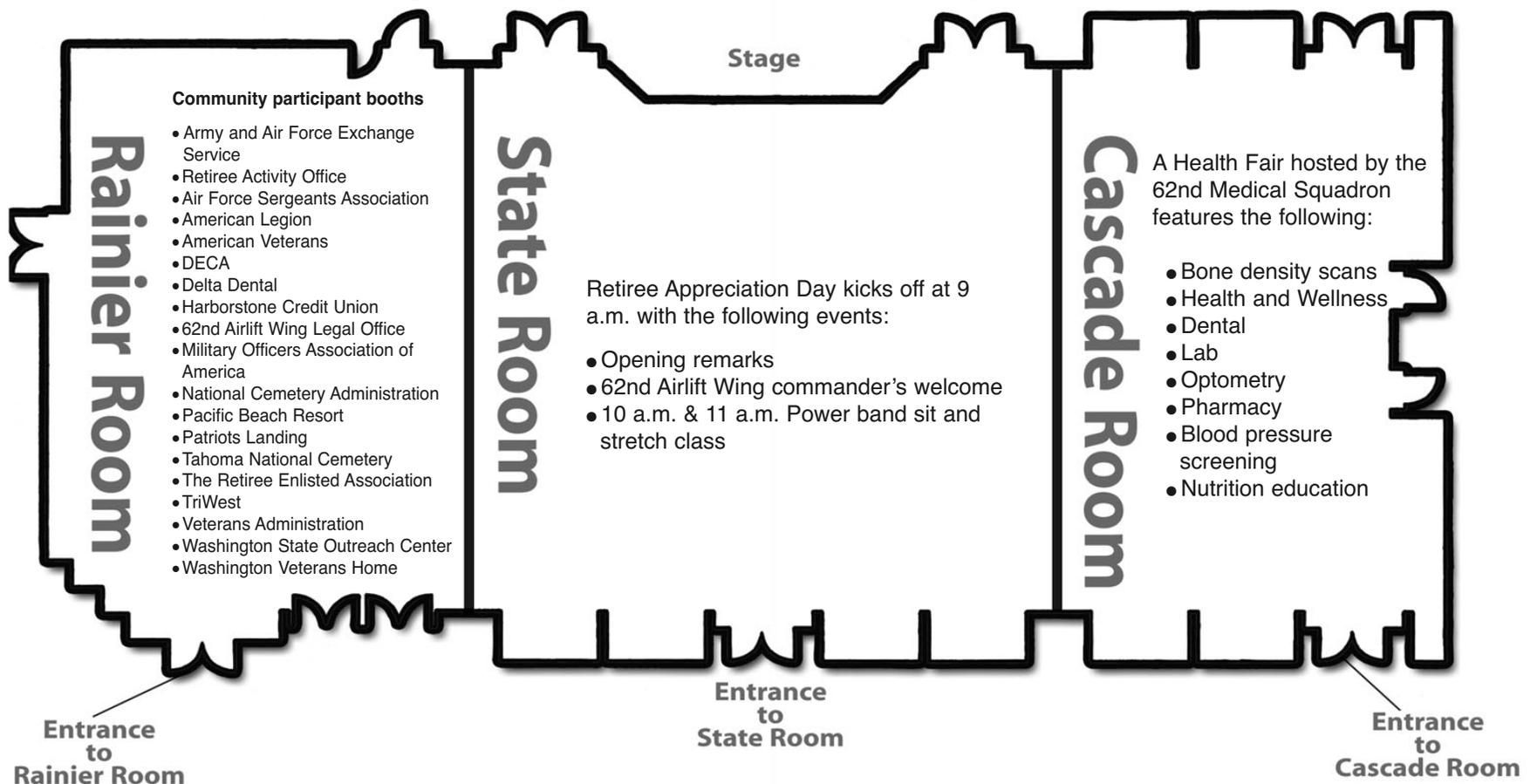


Retiree Appreciation Day

at
McChord's Clubs
and Community Center



Editors note: This diagram serves as a guide for those attending McChord's Retiree Appreciation Day, 9 a.m. to 1 p.m. Saturday at McChord's Clubs and Community Center, Bldg. 700.



Key: The above rooms are inside McChord's Clubs and Community Center, located off Col. Joe Jackson Boulevard just inside the main gate. Enter through any door of the club and look for signs directing guests to the event.



Alternative dispute resolution training builds teamwork

By

Airman 1st Class Kirsten Wicker
62nd Airlift Wing
Public Affairs

More than 20 Airmen, Soldiers and civilians participated in alternative dispute resolution training here this week. Attendees volunteered to serve on McChord's ADR team.

ADR is an alternative means of resolving equal opportunity complaints, union grievances, and other workplace disputes without resorting to the lengthy and often administrative process of agency investigation, formal hearing and appeal to the Equal Employment Opportunity Commission, followed by possible litigation.

To be qualified as a mediator, participants received supervisory approval, attended training and committed to volunteer for 24 months as a collateral duty mediator.

Mediation is the most common ADR technique used at McChord

because it has been shown to be effective in resolving workplace-related disputes quickly, economically and fairly. In mediation, a trained, impartial third party called a mediator, assists the parties in negotiating a settlement. The advantage of the mediation is the "caucus", a confidential discussion between each party and the mediator, allowing each party to be open and candid without fear that their statements could later be used against them.

"We are committed to training mediators and supervisors and giving them the skills they need to be effective in this area," said Master Sgt. Brian Baker, 62nd Airlift Wing equal opportunity office. "This training is going to help us do just that and more."

The training provided Team McChord a cadre of mediators with the right tools for resolving conflicts and disputes with professionalism and tact. The program teaches mediators to resolve issues at the lowest level so the

mission continues without delay.

Moore and Associates, a private consulting, training, mediating and counseling firm led the training effort.

"Our goal is to teach and certify mediators," said Mr. Greg Moore, the head of Moore and Associates consulting group. "We train people to resolve disputes at the lowest level so they can get right back to accomplishing the mission."

ADR uses many different techniques (mediation, fact-finding, facilitation) but they all share common characteristics:

- ADR is voluntary – the parties to a dispute decide whether they want to use it or not
- ADR allows the parties to mutually determine the outcome of their own dispute
- ADR is to satisfy interests, not argue positions
- ADR is confidential – what's said in connection with ADR usually can't be disclosed unless the parties consent

The program has many advan-

tages over traditional methods of dispute resolution including:

Control – ADR gives the parties more control over the outcome of their dispute.

Timeliness – ADR promotes early resolution of the dispute in a manner that is mutually satisfactory to both parties.

Economy – ADR saves money and resources to devote to the mission.

Flexibility – ADR permits "non-legal" issues such as communication problems or personality conflicts to be addressed and resolved.

Problem Solving – ADR stresses creative problem solving over adversarial positions, improving communication between the parties and enhancing the work environment.

To learn more about the ADR Program at McChord contact the Equal Opportunity office at 982-4036 or visit the equal opportunity Sharepoint page at <https://62aw.mcchord.af.mil/awstaff/EEO/default.aspx>.

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other."

Embracing those ideas is key to keeping McChord's great team operating at a high level, he said.

In addition to being warriors and wingmen, Chief Hatzinger said good leadership is key to every success.

"Leadership starts with each one of us," Chief Hatzinger said. "We all have the opportunity to lead. We're a service designed to grow leaders from day one."

With large-scale events such as the Air Mobility Command Airlift Rodeo and the Operational Readiness Inspection on the horizon and deployments remaining a constant, the chief is already ensuring Airmen and their families are taken care of.

"I couldn't be more proud than to be standing with Team McChord in this position," he said. "I

feel fortunate to be selected for it; I've really enjoyed my first few days on the job and I look forward to helping the wing meet the challenges that lay ahead."

Official responsibilities of a command chief include leading the enlisted force and advising commanders on matters impacting the enlisted force, such as proper utilization, quality of enlisted leadership, management and supervisor training, operations tempo and quality of life. The command chief monitors compliance with Air Force standards, serves on advisory councils and maintains a close relationship with the local community.

Command chiefs maintain a liaison between their commander, the enlisted force and staff members and they communicate with commanders on problems, concerns, morale and attitudes of the enlisted force. Finally, they also ensure their commander's policies are known and understood by the enlisted force and serve as the functional manager for assigned first sergeants.

Joint Basing Civilian Town Hall

All McChord civilian employees are invited to learn how joint basing will affect them. This event is considered an alternate duty location.

Where: McChord Clubs and Community Center's main ballroom

When: Wednesday, Sept. 24 at 2 p.m.

Doors open at 1 p.m. Experts are available for questions after the briefing.



McChord base spouse clubs: Scholarships, cultural events & support to families of the deployed



OSC members recently hosted a 1950s-themed social.

While some people may hold the traditional view that members of officers and enlisted spouses clubs simply get together and drink tea and chat, McChord members of the Officers Spouses Club and Enlisted Spouses Clubs beg to differ.

Both clubs offer members a wide variety of activities and volunteer events that provide family support and give back to the local community.

"Our goals are to build stronger families, friendships and communities," said ESC president Krystal Beadle, whose club currently has more than 20 members.

That includes getting spouses together for activities in the local communities, she said.

"We're a very social club in that aspect," Ms. Beadle said. "We like to explore new places in the community, meet new people and try new activities."

The ESC also hosts events on base to get the word out about what the club offers to those new to the community. Recently the ESC supplied a bouncy castle for children and accompanying adult supervision during the Deployed Spouses Dinner at the chapel support center.

"It's about getting out there and showing what we're about," she said.

This summer the ESC also hosted a car wash to raise money for the McChord community, and led a bake sale to raise money for the youth sports program at McChord's

Youth Center.

A volunteer first sergeant also works with the club to help spread the word to McChord families who the club can assist.

The McChord OSC has a membership of more than 70 members and is currently hosting themed socials which focus on events and activities that reflect the culture and landscape of the state of Washington.

But the OSC isn't just about social events, as it donates more than \$40,000 a year to base and local communities, including awarding \$20,000 in scholarships to military children and spouses, said Brenna Marshall, OSC publicity chairman.

"That's what we really pride ourselves on," Ms. Marshall said.

The money the club generates for scholarships and donations comes from proceeds from the sale of items at the base thrift shop, which the club owns, she said.

"Many of our members are part of the club because they enjoy giving back to the local and McChord communities," Ms. Marshall said.

The OSC provides a friendly and open atmosphere and a solid support system for members, said OSC president Erica McDonald.

"The tea party stereotype is a very traditional view of things," Ms. McDonald said. "We're really branching out in our socials and providing people a look inside their own local community."

ESC upcoming events

Oct. 11 — Pottery painting at an off base location, babysitting is not included. Call 983-1771 for more information.

Nov. 10 — Rock climbing for families at Adventures Unlimited, Bldg 739. Time is to be announced.

Dec. 9 — White Elephant Gift exchange with \$10 maximum, 6:30 to 8 p.m. at the chapel support center, Bldg 746. Free child care is provided.

OSC upcoming events

Tuesday — The OSC will host a "Washington Apple Festival" social with lunch and apple pie from 11 a.m. to 7 p.m. at the McChord Clubs and Community Center. James Jewelers will also be on hand selling items that will raise money for McChord charitable organizations.

For more information

OSC: 253-302-3443 ESC: 253-589-8992



Spouse Debra Tenbush helps a child color eggs earlier this year at an event for families with deployed spouses.



This recent barbecue is just one of the many social events the OSC hosts each year.



A McChord family is served dinner at a 2006 deployed spouses event sponsored by the ESC.

Background photo: OSC members prepare for Oktoberfest in 1953.

Marathon pace team helps runners achieve time goals

By

Chris McGee
88th Air Base Wing
Public Affairs

WRIGHT-PATTERSON AIR FORCE BASE, Ohio (AFPN) —

Runners targeting a certain time goal or just seeking additional encouragement and motivation in running the Air Force Marathon's full or half marathon course here Saturday can get a boost from the marathon's pace team.

The pace team is a group of 17 experienced marathon runners who coach and encourage other runners during the full or half marathon, helping them to achieve targeted times and to run at an appropriate pace.

Pace times for the full marathon in hours and minutes are 3:10, 3:20, 3:30, 3:40, 3:50, 4:00, 4:10, 4:20, 4:30, 4:45 and 5:00.

Half marathon pace times are 1:40, 1:50, 2:00, 2:10, 2:20 and

2:30.

Jim Crist, who has run 44 marathons and currently runs 40 to 50 miles a week, is the organizer and director of the Air Force Marathon pace team. He has been organizing pace teams for marathons for six years, with this being the fourth year to have a pace team at the Air Force Marathon.

"The pace team runs each mile at an exact pace to provide a guide for the runners who might normally run unevenly," Mr. Crist said. "Those leading the pace team provide direction to new runners on hydration and nutrition during the race. They cheer, support and encourage the runners in their respective groups to help them achieve their goals."

Pace leaders are experienced marathoners who maintain an exact per-mile average pace to help runners achieve peak performance and avoid burning up too much energy early. Normally, it

can take the first one to two miles to settle into a steady pace, particularly as the field of runners thins, but the pace leaders draw on their experience and knowledge to help runners finish at their targeted time.

Runners interested in running with the pace team can visit the team's booth at the Sports and Fitness Exposition to be held at the Ervin J. Nutter Center at Wright State University Sept. 18 from noon to 7 p.m., and Sept. 19 from noon to 8 p.m.

"We encourage runners to stop by our booth at the expo and discuss their race goals with us," Mr. Crist said. "They can sign up and receive a name bib for their shirt so they are identified as running with the pace team. There's no additional cost involved."

Runners looking for their respective pace team leaders can find them assembling at the starting line about 30 minutes before the race. Each pace leader will

hold a sign identifying the group.

As pace team director, Mr. Crist usually is not hard to find. He's the tall runner with red spray-painted hair, making him easy to identify. He said the pace team normally works with three types of runners.

"First, we get the newbies who have never run the full or half marathon distance, and they enjoy the confidence that running with an experienced coach provides," he said. "Second, we have runners trying to qualify for the Boston Marathon by beating a specified goal standard for their age and gender. Third, we have experienced marathoners that just run with us for the company because it is more enjoyable to run in a group when you are out running for several hours."

For more information on running with the pace team, visit the Air Force Marathon Web site at www.usafmarathon.com and look under the race information tab.





Courtesy photo

Match it up and win

Staff Sgt. Ramona Gochin, 62nd Medical Support Squadron, receives a \$10,000 check after winning the Air Mobility Command MatchUp game. The check was presented by, from left, Lt. Col. Eric Payne, 62nd Mission Support Group; Lt. Col. John Andrus, 62nd Medical Squadron; Maj. Chris Lavalley, 62nd Force Support Squadron; Tech. Sgt. Joel Gochin, 62nd MDSS; and Col. Jeffrey Stephenson, 62nd Airlift Wing commander. The annual game runs from June to August and is played on every AMC base. To earn game pieces, players visit various FSS facilities like the library, youth center, or the club and then register the pieces online. The more pieces a player has, the better the chance of winning. The winners are randomly selected by a computer.



AF Financial Services Center working through challenges

By

Senior Master Sgt. Edward Horsch
Air Force Financial
Services Center

Last fall, financial management implemented its largest change in its 60-plus year history with the establishment of Air Force Financial Services Center at Ellsworth Air Force Base, South Dakota. Back shop military pay and travel processes for each installation migrated to the AFFSC with the goal of saving manpower while streamlining processes.

The growing pains resulting from the combination of new information technology systems, new processes, and a new center have been felt by some FM customers. FM leadership is keenly aware of the impact that long processing time has on Airmen and how disruptive it can be for Airmen and their chain of command.

The FM community remains committed to providing timely, accurate and reliable service and it is working hard to resolve the issues that have impacted customers. The time it took to process transactions has been significantly reduced, and FM leadership is making adjustments that will further reduce processing time and

reduce lost or misplaced vouchers.

This article provides information on why customers may have noticed changes to their service, an update on current processing times, steps Airmen can take to ensure their transactions are processed quickly and the resolution process for issues that arise.

When the AFFSC opened its doors in October 2007, the expectation was that the transition of back-office financial transactions would have no noticeable effect on customers. Although the men and women at all levels of FM worked to achieve this goal, the combination of information technology system challenges and the difficulty in standardizing processes which had been done somewhat differently across all MAJCOMs led to several challenges the FM career field has had to overcome. Airmen at the AFFSC remain committed to providing world class service and continue to work hard to conquer these challenges.

The current processing time for a temporary duty assignment or permanent change of station voucher is 10 to 15 days. This count begins when the customer submits the voucher to the local finance office and ends when the money is deposited in their account.

Currently, processing time for military pay documents is less than five days from the time the document is submitted until it is processed. These processing times are not what most Airmen are accustomed to, and the AFFSC is implementing several technology and process fixes that are designed to reduce these times further, especially the voucher processing time.

In addition to longer processing times, there have been occasions when documents have been lost. Improvements to the new document management IT system and its accompanying processes that will be implemented in the near term should virtually eliminate cases of lost documents. However, if an Airmen's document has been lost, or if an Airmen's unique circumstances require special attention, the AFFSC asks Airmen to use the following process for resolving these issues.

If a claim has not been paid within 15 days for a military pay document or travel voucher, the first stop should be the local finance office. The local finance office can place the document in a priority folder which will get it to the front of the queue. If this does not promptly resolve the issue, Airmen should work within their local chain of command to ensure

they receive payment. If their transaction has not been processed within 15 days, Airmen are encouraged to contact the financial services office. Early notification of a delay is the best measure to ensure the claim is being processed.

Airmen should also:

- Utilize existing automated systems such as Defense Travel System, myPay, and LeaveWeb for transactions.
 - Remember to claim all reimbursable expenses and annotate proper modes of transportation.
 - Remember to have a complete set of orders when you file.
 - Have the proper signatures on travel vouchers.
 - Indicate the amount you would like disbursed to your Government Travel Card.
 - Your Unit Agency Program Coordinator is the first place to go for GTC issues — not the AFFSC or local finance office.
 - Write clearly and legibly so documents can be easily read.
- At present, the AFFSC rejects 10 to 15 percent of documents because of incorrect or missing basic information. This can add days and sometimes weeks to the processing time. Performing a quality check before taking the documents to the local finance office will help expedite payments.



Housing privatization town halls ease resident transition

By
Tyler Hemstreet
Staff writer

Base housing residents set to partake in the housing privatization were briefed by Equity Residential officials Aug. 28 at the base theater, part of an ongoing effort to inform them about the changes starting Oct. 1.

The meeting allowed Equity Residential officials and base housing residents to get together and discuss various details concerning the what, when and where about the housing privatization design and development plan.

“This is a positive thing,” said 62nd Airlift Wing Commander Col. Jeffrey Stephenson of the housing privatization project here, noting

that this is the third privatization project he’s been through.

Equity officials outlined the project’s demolition and construction plan and answered questions about everything from families having to move out before demolition of their house to saving certain trees already planted in neighborhoods that have been there for years.

While Equity has had to do some moves at Fort Lewis throughout the demolition and building process, Kimberlee Schreiber, the housing privatization managing director for Equity, assured residents moving due to demolition that the project will pay for any on-base moving costs residents incur.

“Most of the time what has happened is residents will see how nice the newly renovated houses are and want to move out of their current

house into the renovated one,” Ms. Schreiber said.

However, she said, the move must be directed by the project and not at the residents’ request.

Demolition plans are designed with the intent of leveling unoccupied houses as the tenants leave and are done to avoid moving people around, she said.

As for the trees, Equity has an arborist on staff to survey trees and work to save as many as possible, Ms. Schreiber added.

The meetings also offered information on lease signings, which Equity has hosted here since the beginning of the month. Anyone who still needs to sign their lease can do so from 8 a.m. to 4 p.m. Monday through Friday in Bldg. 553.

“The meetings were very well attended and I think Equity really

showed willingness to partner with us during this process,” said Cal Lovering, housing privatization project manager with the 62nd Civil Engineer Squadron. “Residents will see that they will get a much better quality of life [versus the old system] with what Equity is providing.”

Early details of the housing plan include demolishing between 580 to 600 on-base housing units and building new homes in their place over the next seven years.

The construction standards for the new houses call for larger living space above the minimum requirement, an attached two-car garage, double-wide driveways and covered patios, according to McChord’s housing privatization Web site, https://62msg.mcchord.af.mil/62CES/Housing_Privatization/default.aspx.



Military couple spends first anniversary in unlikely place

By

Staff Sgt. Samuel Morse
455th Air Expeditionary Wing
Public Affairs

BAGRAM AIR FIELD, Afghanistan (AFP) — Marriages with military members are never easy. Marriages where both partners are military prove to be even more difficult at times. When each spouse is in a different branch of the military, challenges arise that can be almost impossible to overcome.

Capt. Vanessa Mahan, an F-15E Strike Eagle weapons systems officer, and Navy Lt. Larry Mahan, a naval aviator, have gone against the odds and just celebrated their first anniversary at Bagram Air Field.

The couple met during Aviation Preflight Indoctrination in Pensacola, Fla. The close proximity was short-lived though, and the new couple was split; Lieutenant Mahan went to Washington state., and Captain Mahan went to the 335th Fighter Squadron at Seymour Johnson Air Force Base, N.C. The Mahans settled into life under the strain of a long-distance relationship.

The couple said they remember the constant barrage of comments such as “It will never work,” but were determined to see the relationship through.

Making it work was easier said than done.

“We make an effort to see each other as much as possible, which means lots of time in airports and lots of money spent on plane tickets,” Captain Mahan said. “When we are both stateside, we’ve made a commitment to talk multiple times a day, even if it’s just to say ‘Hi.’”

Deployments also proved to be a challenge, making it even harder to stay in touch.

Earlier this year, Captain Mahan deployed to Bagram. The Mahans knew they’d have some overlap — time where both of them would be at Bagram at the same time, but also knew it would only be for a short while.

Captain Mahan’s commander with the 335th FS, Lt. Col. James Jinnette, had mentioned the possibility of extending her deployment by a few days to allow her more time with her husband. In a case of “hear what you want to hear,” Captain Mahan followed up, asking for an extra month or two.

By chance, there was an opening in the 455th Air Expeditionary Wing for a deputy chief of wing plans. Seizing the opportunity, 335th FS and 455th AEW officials worked together to make the extended deployment happen. The 455th AEW gained a deputy chief of wing plans, and the Mahans gained a few precious months together.

On Sept. 1, they celebrated their first anniversary together here with a lunch of pizza and iced tea. The



Photo by Staff Sgt. Samuel Morse

Navy Lt. Larry Mahan and his wife, Capt. Vanessa Mahan, celebrate their first anniversary with iced tea Sept. 1 at Bagram Air Base, Afghanistan. The couple celebrated together with the help of Captain Mahan’s home unit, the 335th Fighter Squadron from Seymour Johnson Air Force Base, N.C., and the 455th Air Expeditionary Wing. Captain Mahan is an F-15E Strike Eagle weapons systems officer from St. John, Ind.

informal nature didn’t matter to them, because if it weren’t for the efforts of their commanders, this anniversary celebration would have never happened face-to-face.

The couple’s time together was not limited to the ground. In some cases, they said they remember

being in the same operation together. They were flying in different aircraft, at different altitudes, but both were working toward the same goal in Operation Enduring Freedom.

“It’s awesome. I can’t wait to tell our kids about that,” Captain Mahan said.



Customer service new hours

Customer service is changing the hours for passports and in-processing.

The new hours for passports is from 7:30 a.m. to 3 p.m. for walk-ins and 3 p.m. to 4 p.m. for appointments. The new hours for in-processing are 7:30 a.m. to 12 p.m. for walk-ins and 1 p.m. to 4 p.m. for appointments. The hours for all other services remain the same.

OSC September social

The Officers Spouses Club will have a September social 11 a.m. to 1 p.m. Tuesday at the McChord Clubs and Community Center. A

plated lunch of Waldorf salad, quiche, roll, tea, coffee, iced tea and apple pie. The cost for the event is \$8.50. For reservations, call Heidi Tucker at (253) 292-0191.

Catholic classes

The McChord Chaplain Corps Catholic community welcomes adults interested in learning more about the faith.

Adult programs begin in October; all are welcome. For more information please contact Karen Lynch, Catholic RE Coordinator at 982-8178 or Karen.lynch@mcchord.af.mil.



**McChord Chaplain Corps
Faith & Worship
Programs**

For more information on Chapel services and programs, please call 982-5556.

To contact Duty Chaplain after duty hours, contact the Command Post at 982-2635

CATHOLIC SERVICES and RELIGIOUS EDUCATION:

All Catholic services are in chapel two.

Saturday:

4 p.m. Confession: Chapel 2, Building 181

5 p.m. Mass: Chapel 2, Building 181

Sunday:

9:30 a.m. Mass: Chapel 2, Building 181

11 a.m. Mass: Chapel 2, Building 181
12:30 p.m. Why Catholic? Small Group Study: Chapel Support Center, Building 746

Monday:

12:00 p.m. Why Catholic? Small Group Study: Chapel Support Center, Building 746

Wednesday:

6:30 p.m. Faith Formation: 1st, 2nd & 3rd Wednesday of the month: Chapel Support Center, Building 746

6:30 p.m. Why Catholic? Small Group Study: Chapel Support Center, Building 746

PROTESTANT SERVICES and RELIGIOUS EDUCATION:

Sunday:

8:30 a.m. Liturgical Worship: Chapel 1, Building 180

9:45 a.m. Sunday School: Chapel Support Center, Building 746

11 a.m. Traditional Worship: Chapel 1, Building 180

11 a.m. Contemporary Worship: Chapel Support Center, Building 746

JEWISH SERVICES:

Friday:

6 p.m. Every 1st, 3rd & 5th Friday of the month: Ft Lewis, Chapel 5, Building T-2270

OTHER PROGRAMS:

The following Chapel programs take place at the Chapel Support Center, Building 746.

Tuesday:

9:30 a.m. Mothers of Preschoolers (MOPS); 2nd & 4th Tuesday of the month

6 p.m. Mothers of Preschoolers (MOPS) Bible Study; 1st, 3rd & 5th Tuesday of the month

Wednesday:

11 a.m. Adult Bible Study

