

# Community Information Exchange

All Presentations and Slides can be found  
at:



**Some of today's topics:**  
**-MEDDAC Town Hall-**  
Upcoming Events

April 2024

[drum.armymwr.com](http://drum.armymwr.com)



WE ARE THE ARMY'S HOME





# Community Information Exchange “MEDDAC Town Hall”



WE ARE THE ARMY'S HOME



Controlled by : HQ IMCOM

Controlled by : AMIM-G3

CUI Category : OPSEC

Limited Dissemination Control: DL ONLY

POC: [richard.m.stepanek.civ@army.mil](mailto:richard.m.stepanek.civ@army.mil)

**Welcome/Administrative Notes**

GEN Anderson, Commanding General  
COL Myer, Garrison Commander

**Guest Speakers / Presentations****Month of the Military Child Proclamation Signing**

COL Myer, Garrison Commander  
Robin Banks, School Support Services

**MEDDAC -TOWN HALL**

COL Myer, Garrison Commander  
COL Buchner, MEDDAC  
CSM Gibbons, MEDDAC

**Slide presentation**

Al Janssen, DFMWR Special Events  
Dean Harrison, Fort Drum Mountain Community Homes  
Luzane Anderson, Spouse Connections

**Agency Updates / Questions****Closing Remarks**

COL Myer, Garrison Commander





FORT DRUM, NEW YORK  
**PROCLAMATION**



April is designated as the Month of the Military Child, underscoring the important role military children play in the armed forces community; and

The Month of the Military Child is a time to applaud military Families and their Children for the daily sacrifices they make and the challenges they overcome; and

The Month of the Military Child is part of the legacy left by former Defense Secretary Caspar Weinberger. He established the Defense Department commemoration in 1986; and

Whereas, Military children deal with separations, deployments, frequent moves and even their parents' injuries as part of the life they were born into or entered with their families; and

Whereas, Military children move an average of 10 times while growing up; these frequent moves, exposure to different cultures and languages and immersion in military customs are all common, life-defining experiences in the military child culture; and

Whereas, the term "military brat" is a badge of pride worn by generations of kids who traveled the world with their parents, moving into adulthood with the knowledge that they have the strength to handle anything; and

Whereas, Military Children often follow in the traditions of their parents and enter military service to defend our nation; and

Whereas the strength and resiliency of the Military Child is inspirational to our nation;

NOW, Therefore, Fort Drum, New York, in recognition of the importance of the Military Child and their contributions to our Nation's strength and resilience, do hereby proclaim the month of April 2024 to be **The Month of the Military Child** in the Fort Drum, New York community and encourage all citizens to direct their attention to the important role Military Children play in our armed forces community.

Signed this 3<sup>rd</sup> day of April 2024

Matthew R. Myer  
Garrison Commander



Gregory K. Anderson  
Commanding General



WE ARE THE ARMY'S HOME







**ARMY MEDICINE:**

Conserving the Fighting Strength Since 1775!

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# *All Things Medical Townhall* *Fort Drum MEDDAC, Upstate NY Market*

**COL Christina Buchner    CSM Fredrick Gibbons**

**3 April 2024**

**V4.0**



- MEDDAC Command Teams
- Frequently Asked Questions
- Fort Drum (North Country Community) Medical Ecosystem
- Urgent and Emergency Care
- Fort Drum OBGYN
- Appointment Phone Line
- MHS GENESIS Patient Portal
- Exceptional Family Member Program (EFMP)
- Patient Service Center
- Enrollment in TRICARE East/Humana Military
- TRICARE Prime and Martin's Point Comparison
- Pharmacy
- Joint Outpatient Experience Survey (JOES)
- MEDDAC Schedule for the Solar Eclipse





# ARMY MEDICINE:

Conserving the Fighting Strength Since 1775!

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## MEDDAC/DENTAC Command Team



Ms. Deborah Woods  
Patient Advocate



COL Christina M. Buchner  
Commander  
Jul 2023



CSM Fredrick E. Gibbons  
Command Sergeant Major  
Oct 2023



Mr. John Maniscalco  
Fort Drum Ombudsman



COL Evelyn R. Vento  
Deputy Commander for Clinical Services



LTC Betty L. Moore  
Deputy Commander for Nursing



MAJ Katie S. Doyle  
Deputy Commander for Support Operations



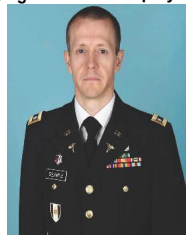
MAJ Emily S. Burkhardt  
Deputy Commander for Resource Operations



LTC Lisa Heiss  
SRU Commander

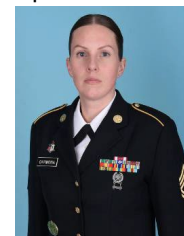


CSM Randy Martinez  
SRU Command Sergeant Major



LTC Russell Searle  
DENTAC Commander

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SFC Julie Carmona  
DENTAC NCOIC



LTC Albert Goetz  
DENTAC Executive Officer

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What are some unique aspects of Fort Drum's **medical ecosystem**?

How does the shortage of Obstetrics and Gynecology doctors affect my **OB/GYN** care at Fort Drum?

I am trying to schedule an **appointment** for initial and follow-up care. What are my options?

What is the **MHS GENESIS Patient Portal** and how do I enroll?

What is the Exceptional Family Member Program (**EFMP**) and how does it affect my PCS move? What does the program provide?

Is there a **Patient Service Center** that can help me navigate the medical system at Fort Drum?

What is my **TRICARE** benefit? How do I enroll in TRICARE-East / **Humana Military**? What is the difference between Humana Military and Martin's Point?

How do I pick up my new medications and refills at the Guthrie **Pharmacy**?

How can I play a more active role in improving the **health care system** on Fort Drum?



**VISION: To represent and provide excellence in all areas of service, care and community health while ensuring the readiness of the 10th Mountain team.**

## The bottom line

**USA MEDDAC Fort Drum Mission:** To provide ready and sustained health service support and force health protection in support of the 10<sup>th</sup> Mountain Division and Mountain Tough units to enable readiness and improve health outcomes through high quality patient-centered care to all beneficiaries.

## The way ahead...

**“Conserving the Fighting Strength Since 1775”**

Continuous improvement of medical system that fosters and promulgates best practices beyond the military to the civilian sectors.

Employing a three-pronged approach of forward training presence (ICTL/BTWD), professional exchanges, and subject matter expert exchanges to address readiness requirements within the region/market.

Synchronizing M6 objectives with MEDCOM/OTSG and DHA to resolve friction points/gaps in capability a/o capacity

## Major stakeholders



**Area of Interest (Strategic)**



**Area of Operations (Tactical)**

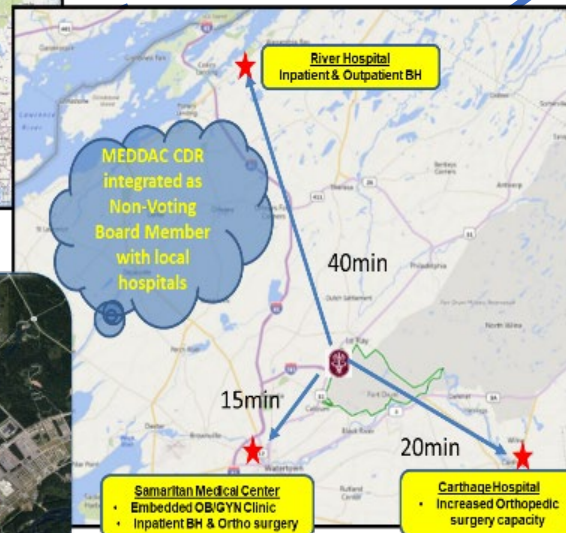


GAHC – 720 personnel (MIL/CIV)  
in 27 facilities across Fort Drum

As of 21 March 2024:

**Total Prime Enrollment:** 24,914  
**Active Duty:** 14,266  
**Active-Duty Family:** 8,364  
**Retiree/Other:** 2,284

**Area of Operations (Operational)**



**Samaritan Medical Center**  
• Embedded OB/GYN Clinic  
• Inpatient BH & Ortho surgery

**Carthage Hospital**  
• Increased Orthopedic surgery capacity

## Priorities

### 1. People

Staff Satisfaction  
Patient Satisfaction

### 2. Readiness

Medically Ready Force  
Ready Medical Force (ICTs, BTWD)

### 3. Quality/Safety

Joint Commission, Patient-Centered Medical Home Model  
Continuous Performance/Quality Improvement  
MHS Ready Reliable Care – High Reliability Organization

### 4. Healthcare Operations Excellence

Synchronize Support to 10th Mountain Division via MEDCOM/OTSG and DHA  
Medical modernization- development-policy-resources

## Challenges

- Discrepancies in higher level policy (health policy, procedure, structure, readiness requirements)
- Market demand vs Market capability (EFMP limitations, BH, Specialty Care, Primary Care)
- Unit is categorized Level 3C for manning and hard to fill location for civilian personnel which can results in the lack of auth/assigned personnel and degrades clinical capability and risk to mission
- Division provider performance (low productivity equates to decreased budget (service line and civ pay)

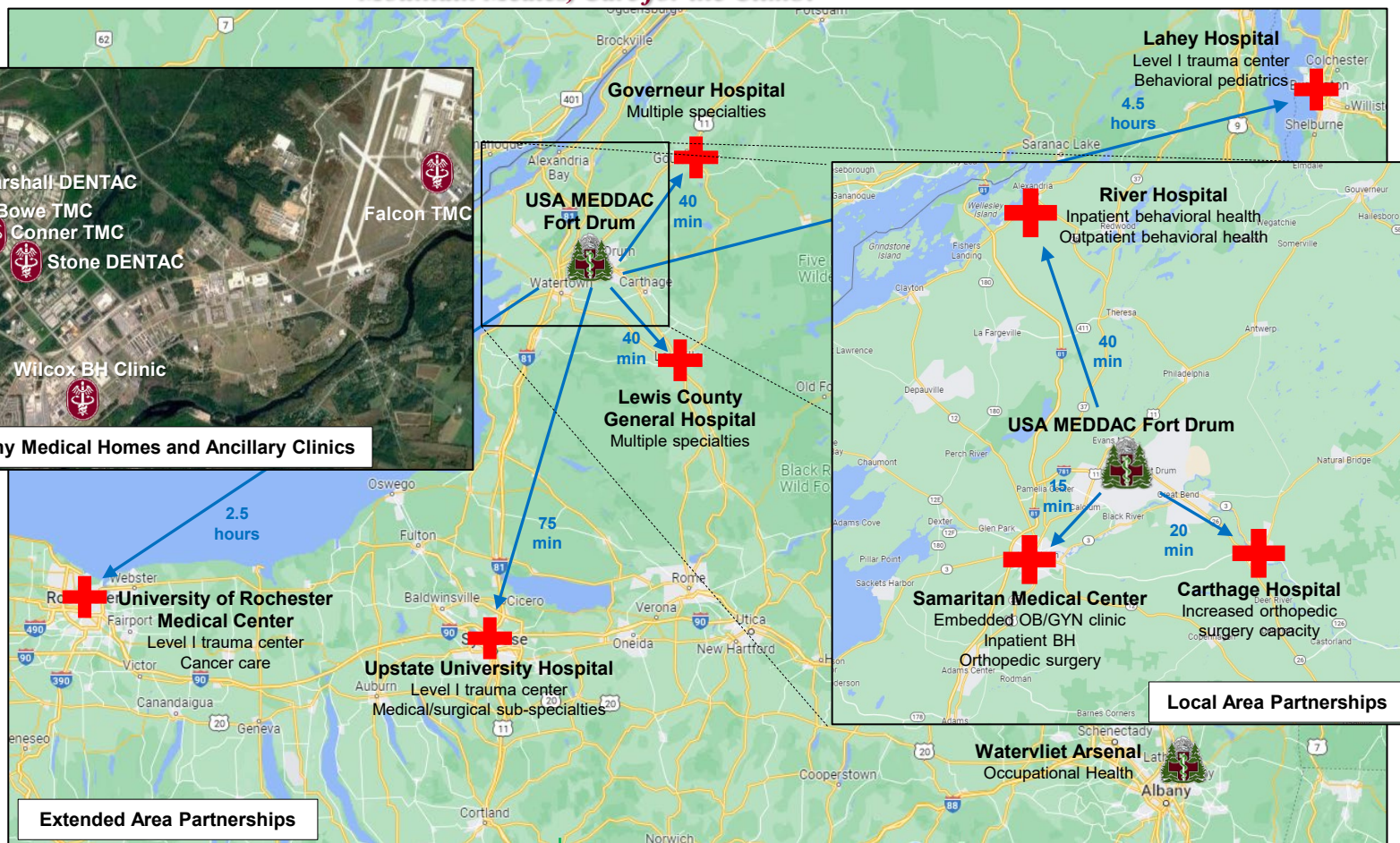
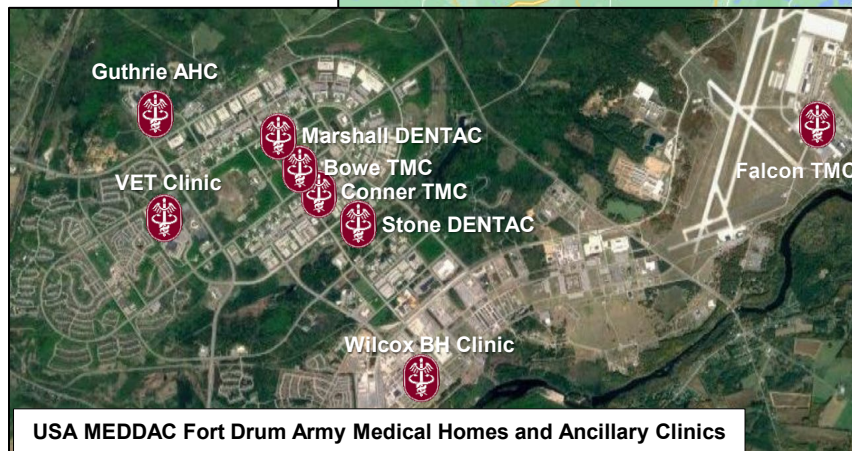
**U.S. Army Medical Department Activity  
Fort Drum, New York**

***Mountain Medics, Care for the Climb!***



## U.S. Army Medical Department Activity Fort Drum, New York

*Mountain Medics, Care for the Climb!*





# MEDDAC's Eligible Patient Density Map

As of 21 March 2024:

<b>Total Prime Enrollment:</b>	<b>24,914</b>
<b>Active-Duty:</b>	<b>14,266</b>
<b>Active-Duty Family:</b>	<b>8,364</b>
<b>Retiree/Other:</b>	<b>2,284</b>

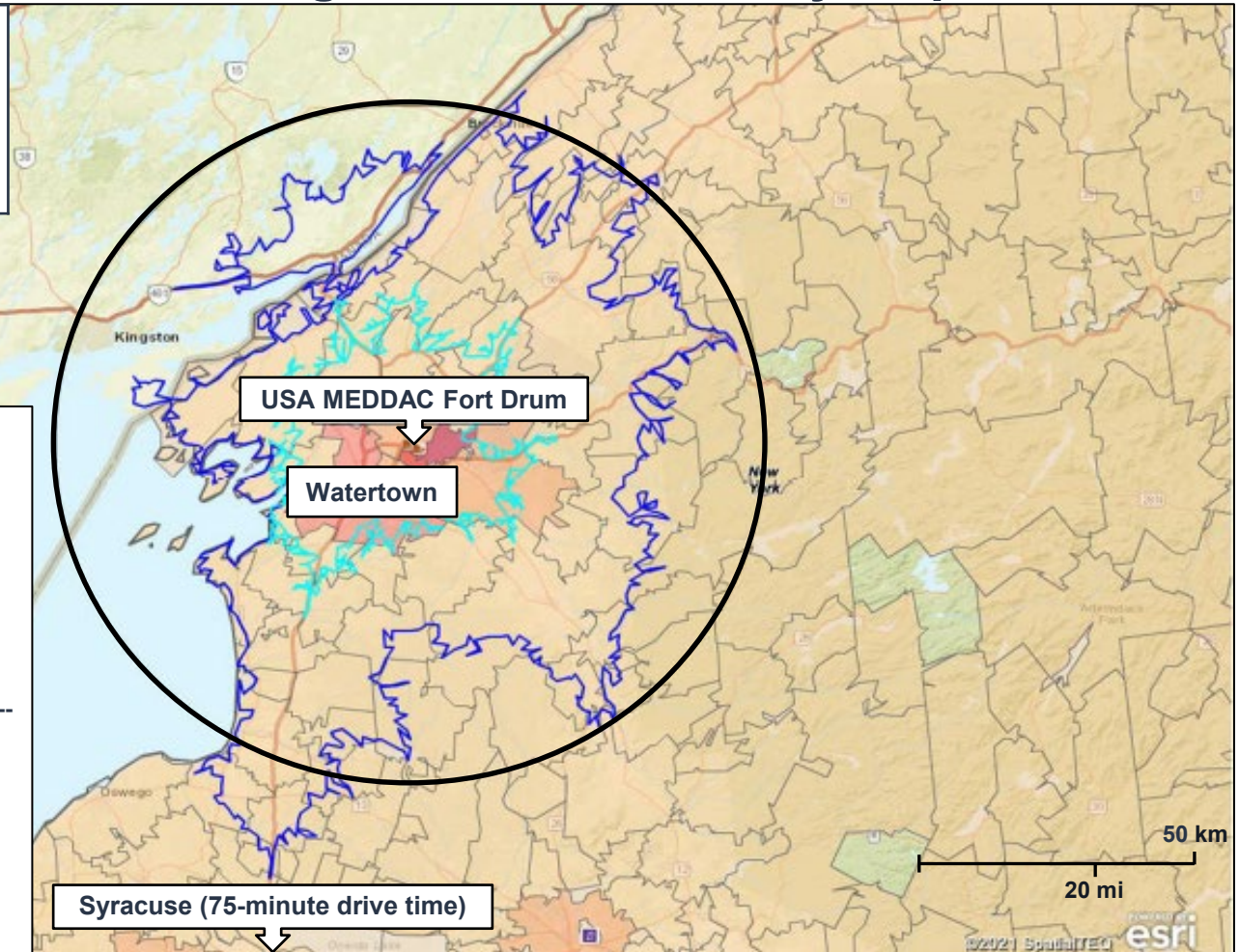
## TRICARE Population Map

- 1 – 500
- 501 – 2,500
- 2,501 – 5,000
- 5,001 – 15,000
- 15,001 – 25,000
- 25,001 – 48,510

Light blue line: 30-minute drive time  
(primary care)

Dark blue line: 60-minute drive time  
(specialty care)

Black circle: 40-mile radius





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### USA MEDDAC Fort Drum

#### Primary Care Services

Guthrie AHC • Bowe TMC • Connor TMC • Falcon TMC

#### Specialty Care Capabilities in the MTF

Audiology	Optometry
Aviation Medicine	OMFS
BH Counselor	Orthopedics
Nurse Midwife	Pediatrics
Chiropractic	Periodontics
Comprehensive Dentistry	Pharmacy
Dentist	Physical Therapy
Dermatology	Physician Assistant
Dietician	Prosthodontics
Diagnostic Radiology	Psychiatric NP
Endodontics	Psychiatry
Family Nurse Practitioner	Psychologist
Family Medicine	Registered Dietitian
Internal Medicine	Social Worker
OB/GYN	Speech Therapy
Occupational Therapist	Women's Health NP
Occupational Health	

#### Ancillary Services

Radiology • Laboratory • Pharmacy

#### Public Health

#### Armed Forces Wellness Center

#### Sexual Assault Forensic Examination / VA

#### Soldier Recovery Unit

TJC Accreditation – JUN 2025

Patient Center Medical Home Certification – JUN 2022

As of 21 March 2024:

**Total Prime Enrollment:** 24,914

**Active-Duty:** 14,266

**Active-Duty Family:** 8,364

**Retiree/Other:** 2,284

**Humana Military  
Managed Care Support Contractor  
(Purchased Care)**

#### Connecting Services:

Provider Network Development

Claims Processing

Referral and Authorization

Customer Service

Data Management

Beneficiary Enrollment

Medical Management

Clinical Support Agreements

External Resource Sharing Agreements

(MTF providers conducting services at local hospitals)  
OB/GYN Outpatient and Inpatient Services; Orthopedic Surgery

US Family Health Plan (Martin's Point; option available for  
Active-Duty Dependents and Non-Active -Duty Dependents)

### Civilian Community

#### Primary Care Services

Family Practice • Internal Medicine • Pediatrics

#### Specialty Care Services in the Prime Service Area

Allergy/Immunology	Orthopedic Surgery
Ancillary Services	Physical Therapy
Anesthesiology	Psychiatry
Behavioral Health	Pulmonology
Cardiology	Radiology
Dermatology	Surgical Sub-Specialties
ENT	Urology

ER/Urgent Care

Gastroenterology

General Surgery

Hematology/Oncology

Hospital

Medical Sub-Specialties

Nephrology

Neurology

Non-Physician Providers

OB/GYN

Ophthalmology

Active-Duty Dental Program:

Dentistry, oral surgery, endodontics

Partial Hospitalization Program

(Behavioral Health)

**Additional Services outside of local  
Prime Service Area:**

Sub-Specialties and Trauma Level I Medical  
Centers in Syracuse, NY; Rochester, NY;  
and Burlington VT areas

#### Inpatient Services

Medical • Surgical • Mental Health

#### Emergency Room Services

#### Urgent Care Centers

#### Sexual Assault Forensic Examination

Fort Drum Regional Health Planning Organization (FDRHPO) –  
Non-Profit

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- Fort Drum does not have an emergency department or an urgent care clinic on post
- As part of our healthcare ecosystem, at least 11 local healthcare facilities in the TRICARE network provide emergency and/or urgent care services
- For more details, please scan the QR code below:



<https://guthrie.tricare.mil/Health-Services/Urgent-Emergency-Care>

### Urgent Care

- If after duty hours or away from the local area, **family members** are authorized unlimited urgent care visits to a TRICARE prime network UCC without a referral
- **Active Duty service members** MUST HAVE a referral to visit an Urgent Care Clinic, otherwise they will receive a bill for the services
  - Must call the 24/7 Nurse Advice Line at **1-800-TRICARE (874-2273)** to request a referral
  - Follow-up with your primary care manager (PCM) after any UCC visit

### Emergency Care (Life, Limb, or Eyesight)

- Go to the nearest Emergency Room (ER)
- No referral or authorization required
- Call an ambulance if needed
- Follow up with your PCM
- Notify PCM within 24-72 hours after your ER visit

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# FORT DRUM OB/GYN CLINIC

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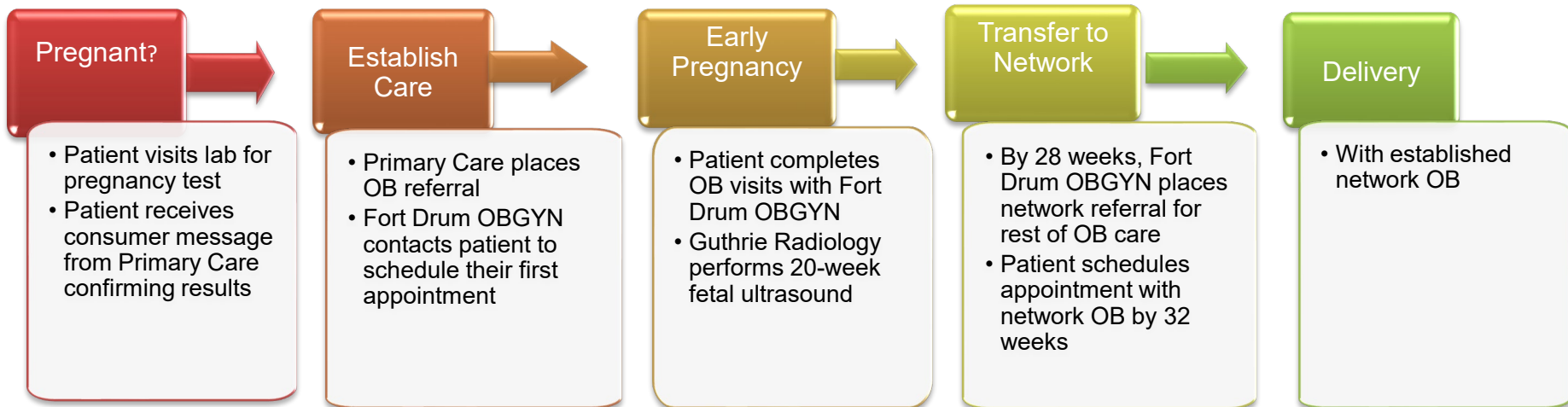


## Fort Drum OBGYN Services

- Dating/Viability obstetric ultrasound
- Outpatient OB care up to a safe point before handing off to the community
- Follow-up miscarriage care
- Routine and preventative GYN services
- Complicated GYN referrals
- Major and minor GYN surgeries/procedures (completed at Samaritan Medical Center)
- RN triage calls during duty-hours
- Outpatient Antepartum Fetal Monitoring
- After 7 April, deliveries and after-hour OB triage will be performed by area hospitals



## OB Care



## GYN Care







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# CLINICAL SUPPORT DIVISION

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- Please call **1-888-838-1303** to schedule an appointment
- If you are unable to get through the appointment line, please contact the following clinics for appointment assistance:
  - **Primary Care Clinic**  
Red/Blue Team: 772-1071  
White Team: 772-5136
  - **Soldier Health Services** (Bowe, Conner, or Falcon TMCs): 772-5557
- When leaving a voicemail, only include the patient's name, DoD ID number, and phone number
- Voicemail messages may not be returned until the following business day
  - Do not attempt to schedule or cancel a same-day appointment via voicemail
- PCC will soon introduce a checkout process at the end of patient visits, which will enable patients to efficiently schedule future appointments with the receptionist



- Through the MHS GENESIS Patient Portal, you can:
  - View your health and medication information
  - Exchange secure messages with your care team
  - Request prescription renewals and refills
  - View notes from your clinical visits and test results
  - Manage medical and active-duty dental appointments
- Access the MHS Genesis Portal by scanning below:



<https://myaccess.dmdc.osd.mil/identitymanagement/app/login>

## Video Tutorial

- For help navigating the MHS Genesis Patient Portal, please speak with our clinic staff or scan below:



[https://www.youtube.com/watch?v=ZX--Q\\_y-RRQ](https://www.youtube.com/watch?v=ZX--Q_y-RRQ)



# EXCEPTIONAL FAMILY MEMBER PROGRAM





## What is the Exceptional Family Member Program?

The Exceptional Family Member Program is a mandatory enrollment program governed by AR 608-75 and DoDI 1315.19, June 23, 2023. This program works with other military and civilian agencies to provide comprehensive and coordinated medical, educational, housing, community support, and personnel services to any Service Member with an Exceptional Family Member.

### **Medical EFMP office has 3 main functions:**

- DA Nominative Review and recommendation
- Enrollment processing ( new enrollment, update to an enrollment or disenrollment)
- Family Member Travel Screening for all OCONUS assignments
- The Fort Drum office services all military branches (Army, Air Force, Marines, Navy, Space Force and National Guard) for all of New York state except NYC, Maine, New Hampshire, Vermont and Canada

### **Things to Know about EFMP:**

- NEW EFMP SITE: <https://efmp.army.mil/EnterpriseEfmp/>
- All Family Members over the age of 18 must have their own DS Logon
- Reminders to start the over seas screening process as soon as possible
  - Commanders need to let SM go to LEVY brief ASAP due to time constraints Spouse can take over after LEVY Brief
- Enrollments must be updated every 3 years
- The EFMP office at the Soldier and Family Service Center offers many community support activities, system navigators, and respite care



## **What are our challenges in meeting access to care?**

- Applied Behavior Analysis (ABA) therapy
- Pediatric mental health care
- Distance and wait times for pediatric specialty providers
- Inpatient mental health care for both adult and pediatric patients
- Limited skilled nursing care and respite care capabilities



# Exceptional Family Member Program (EFMP)

## **Decision methodology:** Capability and Capacity

- Weekly care must be available within a 40-mile radius
- Monthly care within a 60-mile radius
- Quarterly care within a 90-mile radius
- Annual care within 100-miles (or farther)

## **Methods used to determine/validate:**

- Humana Military website for network providers
- Spot checks (calls to specialty offices) to verify wait times for new patient appointments
- Discussions with MEDDAC providers
- Feedback from patients
- Coordination with our referral management office



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# PATIENT SERVICE CENTER

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# Patient Service Center

### Referral Management

Assistance with questions about referrals on and off post

### Benefits Counseling

Advice and information on TRICARE benefits

### Medical Patient Travel

Coordination of travel for medical appointments more than 100 miles (one-way) from Fort Drum

### Debt Collection

Assistance with resolving TRICARE claims involving medical bills

### Ombudsman Services

Support and education for patients and families with complex medical issues or care complaints

**Visit** us at **Guthrie Ambulatory Health Clinic**

Monday - Friday, 0800 – 1600, except federal holidays

We are located between the  
Primary Care Clinic and Pharmacy

**Call** us at **(315) 772-4435**

**Message** us on the **MHS GENESIS Patient Portal**  
**@ Ft. Drum Referral Management Clinic**



<https://my.mhsgenesis.health.mil>

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# Enrollment in TRICARE-East / Humana Military

## To Receive Healthcare on Fort Drum:



I want to...

Manage health benefits

1. Ensure that your address, phone number, and email address are up to date by visiting **milConnect**, visiting the Fort Drum **DEERS Office** at Clark Hall, or by calling **1-800-538-9552**
2. Enroll with **TRICARE-East/Humana Military** by visiting **milConnect** or by calling **1-800-444-5445**

*\*Be prepared to provide the names of your family members\**

*\*You must choose a benefit within 90 days of leaving your previous duty station\**

**Humana**  
Military



Questions?

Contact the Guthrie AHC **Patient Service Center** at (315) 772-4435  
Monday - Friday, 0800 – 1600, except federal holidays

Download the Humana Military app!

View claims, referrals, and authorizations

Access coverage and benefit details

Identify Primary Care Manager

Check eligibility for care

And much more!



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## What is Tricare Prime?

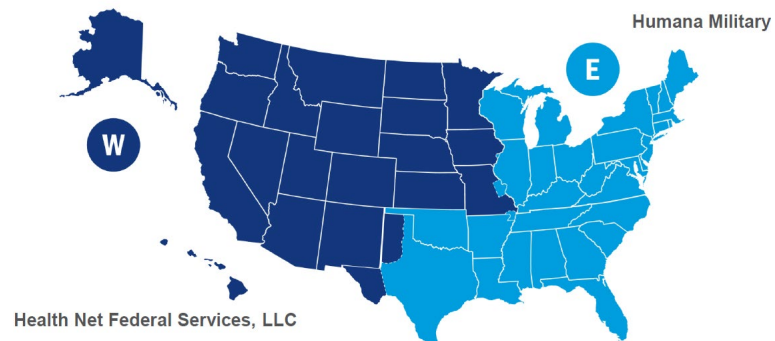
**TRICARE** is the uniformed services' health care program, with a worldwide network of military hospitals, clinics, and civilian health care providers

**TRICARE Prime** is a managed care option for active-duty service members (ADSMs) and their families, retired service members and their families (aside from those eligible for Medicare based on age), and other beneficiary categories (see website for details)

- ADSMs **MUST** enroll in TRICARE Prime
- Beneficiaries receive most care from their assigned PCM at the MTF
- PCMs refer beneficiaries to specialists for care as needed
- ADSMs pay nothing out-of-pocket



### TRICARE Stateside Regions



For more information, visit <https://www.tricare.mil/Plans/HealthPlans/Prime>

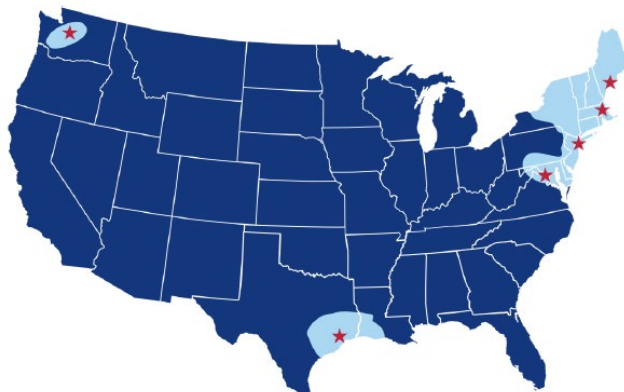
## What is the USFHP?

The **USFHP (Martin's Point)** is a TRICARE Prime option available through networks of community-based, not-for-profit health care systems in six areas of the United States

Enrollment is open to active-duty family members, retired service members and their families, and other beneficiary categories (see website for details)

- Active-Duty service members **CANNOT** enroll in USFHP
- All care is provided by a designated USFHP primary care physician or specialist
- Beneficiaries **CANNOT** access care from military hospitals and clinics or from TRICARE-authorized providers

### USFHP Service Areas



For more information, visit <https://www.tricare.mil/Plans/HealthPlans/USFHP>



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# PHARMACY

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## ARMY MEDICINE:

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## Need to fill an electronic Prescription?

See below for text-based pharmacy activation instructions

Is it a new  
prescription that  
you don't need to  
pick up today?

You can request it  
without calling or  
visiting the  
pharmacy!



SCAN ME



O

R



TEXT

*Get in line*

to

(833) 564-4369



Provide the requested information by responding directly to the text messages you receive. When complete, your request will automatically be sent to the pharmacy for processing. In most cases, your medication will be ready for pick-up after 2 duty days at the Guthrie pharmacy during normal business hours.

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**ARMY MEDICINE:**

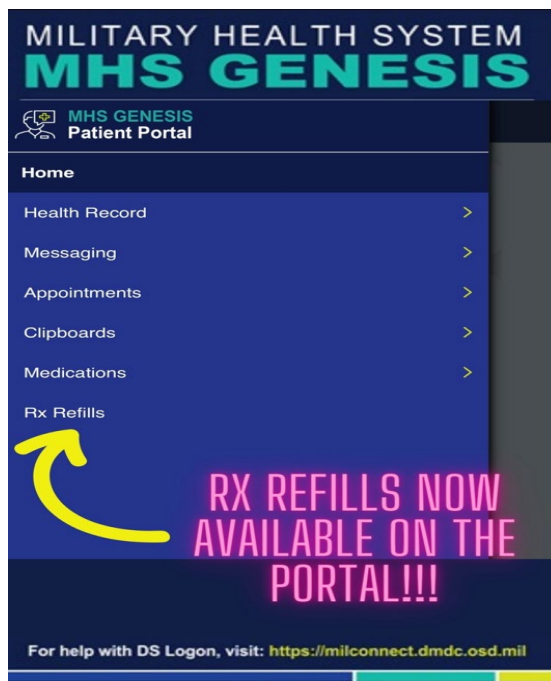
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## How do I request refills and renewals?

Refill requests must be called in to our automated refill line, **1-800-354-9280**. Most requests will be ready in 2 business days.

Renewals can be requested via the MHS GENESIS Patient Portal, <https://patientportal.mhsgenesis.health.mil/>



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### **My provider sent my prescription in days ago. Why was it not ready when I arrived at the pharmacy?**

- Our pharmacies use a “fill on request” workflow, which means we do not prepare your medications until you request them.

### **What is the difference between a “refill” and a “renewal”?**

- When you receive a prescription, it may include several “refills.” These allow you to fill that one prescription multiple times without needing to ask for a new prescription. Eventually it will run out of refills, though. When that happens you can request a “renewal,” which is a completely new prescription, even if it has the exact same directions as your previous prescription. As a new prescription, it might also include several “refills.”

### **What is Prior Authorization?**

- Some medications have rules that must be followed before your insurance company will cover them. Usually, these rules ensure your prescriber has exhausted more cost-efficient options before trying more expensive medications, which helps keep costs low for everybody. When your prescriber submits proof they have followed the rules to your insurance company, they “authorize” you to receive these medications “prior” to picking them up from the pharmacy.



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# PATIENT ADVOCATE

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## What is JOES?

- Defense Health Agency assessment tool and confidential patient satisfaction survey
- Standardized sampling and universal means of delivery:
  - Via email, mail, and text (JOES-T)
- Provides insight for leadership on the beneficiary experience.
- JOES focuses primarily on the following:
  - Access to care
  - Doctor or provider communication and courtesy
  - Effectiveness of the clerks/receptionists
  - Overall satisfaction with the provider and healthcare
- JOES provides information to improve the level of service we provide
- Beneficiaries are surveyed only once within a **90-day period**
- Completed satisfied JOES Surveys helps to improve customer experience



**WE CARE  
WHAT YOU  
THINK**

Take the **JOINT OUTPATIENT EXPERIENCE SURVEY (JOES)**

Joint  
Outpatient  
Experience  
Survey



For more Information  
visit [www.health.mil](http://www.health.mil)



Fort Drum MEDDAC Patient Advocate: (315) 772-4655

Take a few minutes to fill out the Joint Outpatient Experience Survey (JOES) when you get it either by email or mail. JOES is a survey that asks questions about your military health care experience. It's secure and we won't share your personal information. Your JOES responses tell us what we're doing right and what we can do better.







## Half-Day Schedule

All Fort Drum Medical Activity clinics and services will operate on a half-day schedule, ***Monday 08 April 24.***

Due to the **Solar Eclipse**, all clinics and services will ***CLOSE at 12 p.m.***



Normal operations resumes Tuesday 09 April 2024.

If you have a medical emergency, please call 911. Should you still require assistance, please call the MHS Nurse Advice Line at 1-800-TRICARE (874-2273)

or go online to [www.TRICAREOnline.com](http://www.TRICAREOnline.com).

# Questions?





# Special Events

## Al Janssen

315-772-7864

[allen.y.janssen.naf@army.mil](mailto:allen.y.janssen.naf@army.mil)



FORT DRUM FMWR

# SOLAR ECLIPSE

VIEWING EVENT

**APRIL 8**  
12 PM - 4 PM  
THE PEAK

**FOOD | DRINK SPECIALS | MUSIC | GAMES**  
ECLIPSE GLASSES AND SHIRTS AVAILABLE FOR PURCHASE.

DRUM.ARMYMWR.COM

    @DRUMFMWR |  @FORTDRUMFMWR

## OUTDOOR RECREATIONS 4 WHEELER

### ADVENTURE

MAY	3RD, 15TH
JUNE	28TH
JULY	12TH
AUGUST	9TH
SEPTEMBER	6TH, 27TH
OCTOBER	4TH, 11TH

MEET AT OUTDOOR RECREATION AT 8AM TO CONVOY TO TRAIL LOCATION.  
FOR MORE INFO CALL 315-772-8222

**\$90 PER RIDER**

DRUM.ARMYMWR.COM

     @FORTDRUMODR





**CINCO DE MAYO CELEBRATION**

**SAT MAY 04** **The Peak** **DOORS OPEN AT 7 PM**  
 4350 Euphrates River Valley Road

**FREE FOOD, BEVERAGES FOR PURCHASE, ACTIVITIES & MORE!**

**MUSIC BY DJ DREX**

Open to DoD ID Cardholders of all ages.  
 For more information, call 315-772-7864.

Thank you to our sponsors!

[DRUM.ARMYMWR.COM](http://DRUM.ARMYMWR.COM)     @DRUMFMWR  @FORTDRUMFMWR

## ABANDONED VEHICLE AND NAF PROPERTY SILENT AUCTION

**May 9, 10 & 11, 2024**  
**8 AM to 4 PM**

at the corner of Tigris River Valley Road and Restore Hope Avenue



**This auction is open to the general public.**  
 To gain access, go to the Visitor Control Center by the LTG Paul Cerjan Gate.  
 For more details, call 315-772-5685.

[DRUM.ARMYMWR.COM](http://DRUM.ARMYMWR.COM)     @FTDRUMAUTOSKILLSCENTER

## TRIVIA NIGHT

Team up with your friends and test your knowledge at Trivia Night!  
Enjoy food and drink specials!

**THE RIDGE SPORTS BAR**  
AT THE PEAK  
**APRIL 5 | 5 PM - 10 PM**

Patrons ages 18 and older welcome.  
For more information, call 315-772-6222.

DRUM.ARMYMWR.COM



@THEPEAKATDRUM

## COMEDY SHOW

FORT DRUM BOSS PRESENTS A

**THE RIDGE SPORTS BAR**  
**APRIL 6 • BAR OPENS AT 7:30 PM**  
OPEN TO DOD ID CARDHOLDERS AGES 18 AND OLDER



**\$5**  
ADMISSION



STARRING  
**JIMMY MCCARTNEY**

DRUM.ARMYMWR.COM




@BOSSFORTDRUM | @FORTDRUMBOSS



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**WHEN  
FLY**

**SKEET SHOOT  
APRIL 13TH**

**\$20.00 PER SHOOTER**  
INCLUDES A ROUND AND BBQ

**\$10.00 FIREARM RENTAL**  
10:00AM - COMPLETION

**MUST REGISTER BY MARCH 29TH**  
FOR MORE INFORMATION, PLEASE CALL 315-772-8222

DRUM.ARMYMWR.COM      @FORTDRUMMOOR

## A DAY AT ROSAMOND GIFFORD ZOO

**APRIL 27TH**

**\$10.00  
PER PERSON**

INCLUDES TRANSPORTATION AND ADMISSION.  
OPEN TO ALL DOD ID CARD HOLDERS.

JOIN OUTDOOR RECREATION FOR A TRIP TO THE HOME OF 700+ ANIMALS.  
TRIP LEAVES AT 9AM.

FOR MORE INFORMATION CALL 315-772-8222/5169



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# Fort Drum Mountain Community Homes

Dean Harrison

315-955-6800

[dean.harrison@fdmch.com](mailto:dean.harrison@fdmch.com)



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-----

The Army would  
L♥VE to hear  
from you!

**MARCH 4 - APRIL 18**

**Please Complete Your Army Housing  
Tenant Satisfaction Survey**







# Month of the Military Child and Earth Day Celebration



# SATURDAY, APRIL 20

## 10AM-12PM

### Crescent Woods Community Center

#### ACTIVITIES INCLUDE:

- Crafts
- Earth Day games & planting project
- Photos Ops
- Face Painting
- Earth Worm Dig
- Bounce House (weather permitted)
- Community Garden Sign ups
- So much more!



**FORT DRUM MOUNTAIN  
COMMUNITY HOMES**

Created by

 **lendlease**



**ONE** ARMY  
VOICE  
COMMUNITY  
NORTHERN NEW YORK - FORT DRUM

ASSOCIATION OF THE UNITED STATES ARMY - [WWW.ONEAUSA.ORG](http://WWW.ONEAUSA.ORG)

# Spouse Connections

## Mrs. Luzane Anderson





## Spouses Connection - 2024 Dates

4 April

2 May

6 June



**Connecting our Spouses** with installation & community resources and fostering their network of support.

**Family Resource Center 11042 Mt Belvedere Blvd \*\* Kids are welcome!**



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- AAFES (Army & Air Force Exchange Service)- (315) 773-0061
- American Red Cross- (315) 772-6561
- Commissary- (315) 774-9130
- Directorate of Emergency Services (DES)- (315) 772-3547
- Directorate of Family and Morale, Welfare and Recreation (DFMWR)- (315) 772-6071
- Directorate of Human Resources (DHR) Business Office- (315) 772-5849 / 4688
- Directorate of Plans, Training, Mobilization and Security (DPTMS)- (315) 772-7288
- Directorate of Public Works (DPW) Director- (315) 774-5839
- Directorate of Resource Management (DRM) Director- (315) 772-3902
- Fort Drum MEDDAC Appointment Line- (315) 772-2778 / (888) 838-1303 [guthrie.tricare.mil](mailto:guthrie.tricare.mil)
- Fort Drum Mountain Community Homes- (315) 955-6644
- Housing Concerns Hotline (315) 772-6666, choose option 1
- Public Affairs Office (PAO) Director- (315) 772-8286
- Thrift Shop- (315) 772-7189
- USO (United Services Organization)- (315) 777-8006



# Questions?



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BETTER  
*When you tell a*  
**friend**

Next Community Information Exchange  
May 1st, 2024



# Back-up Slides



# Marketing Manager

## Kirk Davis

315-772-0789

[kirk.c.davis5.naf@army.mil](mailto:kirk.c.davis5.naf@army.mil)





U.S. ARMY

# Family and Morale, Welfare and Recreation

Calendar of Events

[home.army.mil/drum](https://home.army.mil/drum)

[drum.armymwr.com](https://drum.armymwr.com)



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# Family and Morale, Welfare and Recreation

## Dates To Remember

### April 2024

4/13	When Pigs Fly Skeet Shoot	9:00 a.m.	Outdoor Recreation
4/13	Indoor Softball Tournament	9:00 a.m.	Sports & Fitness
4/20, 27	Fishing Charter	7:00 a.m.	Outdoor Recreation
4/20	Giant Twister	11:00 a.m.	McEwen Library
4/26	BOSS Social	5:30 p.m.	BOSS
4/27	Fishing Charter	7:00 a.m.	Outdoor Recreation
4/27	Dodgeball Tournament	9:00 p.m.	Sports & Fitness
4/27	Rosamond Gifford Zoo Trip	9:00 a.m.	Outdoor Recreation
4/30	Sprint Triathlon	7:00 a.m.	Sports & Fitness

### May 2024

5/3, 15	ATV Ride	8:00 a.m.	Outdoor Recreation
5/4	May the 4 <sup>th</sup> Be with You 5K	9:00 a.m.	BOSS
5/4	Star Wars Party	11:00 a.m.	McEwen Library
5/4	Cinco de Mayo	7:00 p.m.	Special Events
5/9-11	Abandoned Vehicle Auction	8:00 a.m.	Auto Skills Center
5/10, 17, 24	Fishing Charter	7:00 a.m.	Outdoor Recreation
5/10, 11, 12	Disney on Ice	Various	Outdoor Recreation
5/11	Adirondack Extreme	7:30 a.m.	Outdoor Recreation
5/11	Volleyball Tournament	9:00 a.m.	Sports & Fitness
5/17	Mother's Day Paint & Sip	5:00 p.m.	The Peak
5/18	Ultimate Frisbee Tournament	9:00 a.m.	Sports & Fitness
5/18	Bad Art Day	11:00 a.m.	McEwen Library
5/22	Army 10 Miler Qualifier	7:00 a.m.	Sports & Fitness
5/23	BOSS Social	5:30 p.m.	BOSS
5/31	Hike Club	8:30 a.m.	Outdoor Recreation



FMWR  
Calendar



# Child and Youth Services

## Cathy Stenfeldt

315-772-1565

[cathy.j.stenfeldt.naf@army.mil](mailto:cathy.j.stenfeldt.naf@army.mil)





# Family and Morale, Welfare and Recreation

## Child and Youth Services



MONTH OF THE  
**MILITARY CHILD**

# *Carnival*

**SATURDAY, APRIL 27**  
CYS SPORTS FIELD (BEHIND THE YOUTH CENTER)  
**10 AM - 3 PM**

Celebrate Month of the Military Child with us!  
Rain or shine, we'll be there!

**KICK OFF AT 10 AM**  
WITH A  
**FAMILY FUN RUN.**

**WEAR PURPLE**  
FOR MOMC!

**FREE FOOD  
& DRINKS**

PIZZA, POPCORN,  
SNO-CONES,  
COTTON CANDY  
& MORE!

**SCAVENGER HUNT**  
**BOUNCE HOUSES**  
**OUTDOOR GAMES**  
**TIE-DYE STATION**  
(BRING YOUR OWN SHIRT)

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 @FORTDRUMCYS



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# Family and Morale, Welfare and Recreation

## Child and Youth Services

Fort Drum Youth Program

# YOUTH CENTER SPRING BREAK PICK-UP

**FREE**



## APRIL 22, 23, 24, 25 & 26

Permission slip REQUIRED to utilize transportation.  
FREE pick-up for all registered CYS youth members  
in 6<sup>th</sup> through 12<sup>th</sup> grades.

**1:15 PM**

**RHICARD HILLS COMMUNITY**  
Lewis Ave.  
Bus Stop 1: 8598 C  
Bus Stop 2: Rhicard Hills Community Center

**1:30 PM**

**ADIRONDACK COMMUNITY**  
Constitution Blvd.  
Bus Stop 1: 9598 A  
Bus Stop 2: 9598 C

**DROP OFF STARTS AT 4:30 PM**

SCAN CODE FOR PERMISSION SLIP

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 @FORTDRUMYP | 
  @FORTDRUMYP



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# Family and Morale, Welfare and Recreation

## Child and Youth Services



### YOUTH CENTER

10788 Chapel Drive, Fort Drum, NY 13602

#### HIRING FOR (but not limited to):

Child and Youth Program Assistant (CYPA)

- Benefited positions
- 50% discounted Child Care
- Commissary privileges

#### INTERVIEWS

8 AM  
TO  
12 PM

Set up your USAJobs.gov profile and pre-apply online  
for the listed openings.

Applicants present at the Hiring Event receive first consideration.

APPLY ONLINE AT  
**USAJOBS.GOV**

Questions? Call Child Youth  
Services at 315-772-6715

#### WHAT TO BRING

Transcripts, diploma, and/or  
certificates listed in the  
announcement

Government ID (Driver's license,  
state-issued ID, Military  
Dependent ID, etc.)

Social Security Card

Optional Documents to support  
a claimed priority/preference  
(military spouse, veteran, etc.)



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# School Support Services Contact Information:

Wendy O'Sullivan, Robin Banks  
315-772-3214; 315-772-0281  
[ena.w.osullivan.naf@army.mil](mailto:ena.w.osullivan.naf@army.mil)  
[robin.d.banks3.naf@army.mil](mailto:robin.d.banks3.naf@army.mil)





**Month of the Military Child (MOMC):** Check your school's website for MOMC activities and important dates to remember.

**8 April Solar Eclipse:** Check your school's website for early release or closure information.

**Spring Break:** IRCSD/ CCSD: Spring Break, 22-26 APRIL

**Universal Pre K:** IRCSD UPK Survey ends 30 APR; UPK lottery drawing to be held 1st week of May.

**Kindergarten Roundup for the 2024-25 SY: Flyer available**

- Child must be 5 years old by 1 DEC 2024.
- School Districts April & May Kindergarten Screenings





### Smooth Transition with School Aged Children

- Notify principal/teacher if moving prior to end of the School Year (SY).
- If transitioning prior to the end of the SY, work with your departing school district to gather all relevant documentation to support next grade level entry. This will assist your gaining school district with assessing appropriate grade level entry.
- Withdraw your child; enroll upon arrival (if SY isn't completed).
- Hand carry school registration documents; unofficial copy of school records, IEP and 504 Plan.
- Fort Drum SLO can connect you with new duty station SLO
  - Complete the SLO Transition Referral Form (2-page fillable document)
  - Email introduction
  - School PCS checklist
  - Youth Sponsor request via SLO Transition Referral Form

Military OneSource: SLOs






# Family and Morale, Welfare and Recreation

## School Support Services

### PCS Like a Pro with Relo

Join us for a PCS class just for Spouses!




**Learn all about the PCS process in a class tailored just for you!**

**April 24, 2024**  
**1:00-2:30PM**  
**11042 Mount Belvedere Blvd.**

**Topics covered include:**


- Tricare
- School transition
- Household goods shipments
- Employment tips
- ...and much more!

Call 315-772-6566/6553 to register



# PCS

MILITARY SPOUSES



ARMY COMMUNITY SERVICE  
**ACS**  
Real-Life Solutions for Successful Army Living

Map data ©2024



# Family and Morale, Welfare and Recreation

## School Support Services




### Fort Drum Parent Orientation on Kinder Readiness

Facilitated by Fort Drum School Liaison Officers  
and Child & Youth Services Special Needs Program Manager

**Topics Covered:**

- Information on school registration and kindergarten screening.
  - Important tips on getting your child ready for kindergarten.
- CCSD and IRCSD District registrars: registration process and enrollment for parents zoned for their districts.
- Transitioning from the Child Development Center (CDC) to Elementary School.
  - Transitioning from the CDC to School Age Center (SAC).






 **School Age Center**  
10795 Chapel Drive, Fort Drum


**Wednesday, April 10**  
11:30 AM - 1 PM

**Tuesday, April 16**  
6 PM - 7:30 PM

**Wednesday, May 15**  
11:30 AM - 1 PM

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# Fort Drum Employment Readiness Program Leticia Zielinski

315-772-7581

[leticia.zielinski.civ@army.mil](mailto:leticia.zielinski.civ@army.mil)



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# We're Hiring



## Fort Drum Career Fair

**16 May 2024**  
**9AM - 1PM**  
**The Peak**  
4350 Euphrates River  
Valley Rd.  
Fort Drum, NY 13602

- Meet Employers
- Network
- Discover Careers
- Local/Nationwide Employers
- Spouses Welcome

<https://tinyurl.com/5fenzajx>

[Employers Register Here](#)

OPEN TO ALL DOD ID CARD HOLDERS!

To include:

- CYS
- NETCOM
- MEDDAC
- MWR



Volunteer Opportunities

- Add to your resume

61 Open Announcements  
as of 18 March 2024

Fort Drum, New York X 25 miles X Exclude remote jobs X

[Remove all filters](#)

Viewing 1 - 25 of 56 jobs

Sort by Open date Sort direction Descending

[Save this search](#). We'll email you new jobs as they become available.

**CYS Assistant Director NF-03**  
**Army Installation Management Command**  
Department of the Army  
Fort Drum, New York  
Directorate of Family and Morale, Welfare and Recreation  
Open 09/20/2023 to 10/05/2023

Starting at \$42,022 Per Year (NF 3)  
Regular • 40 hours per week

WORKSHOP

## THE SECRETS OF USAJOBS

**Tuesday**  
**April 9, 2024**  
**1pm - 3pm**

**1000 Coffeen St**  
**Watertown, NY**

- WHAT'S IT IN FOR ME:
- CREATE YOUR PROFILE
  - SEARCH JOB ANNOUNCEMENTS
  - READ A JOB ANNOUNCEMENT
  - BUILD YOUR FEDERAL RESUME

## USAJOBS

SHAPE AMERICA'S FUTURE

Find your fit in the federal government

CALL OR EMAIL TO RSVP



Employment Readiness PROGRAM

(315) 772-7581

LETICIA.ZIELINSKI.CIV@ARMY.MIL



(315) 786-3687

KPARKER@CO.JEFFERSON.NY.US



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# Fort Drum Employment Readiness Program

## Military Spouse Support



### Seminars Offered

- Federal Resume Workshop
- Civilian Resume Start To Finish
- Career Fair Preparation
- LinkedIn Account Review



All seminars and virtual events are posted on our Facebook page.



### Fort Drum ERP Team

Clark Hall  
10720 Mt. Belvedere Blvd  
Suite B2-18  
Fort Drum, NY 13602

Leon Donelson  
Program Manager  
leon.n.donelson.civ@army.mil  
315-772-1090

Fran Lueders  
Program Specialist  
frances.t.lueders.civ@army.mil  
315-772-6894

Elijah Tezeno  
Program Specialist  
elijah.k.tezeno.civ@army.mil  
315-772-3434

Tina James  
Program Educator  
ernestine.b.james.ctr@army.mil  
315-772-4767

Leticia Zielinski  
Transition Services Specialist  
Outreach Coordinator  
leticia.zielinski.civ@army.mil  
315-772-7581

### April Outreach

- Community Resources Fair
- PX Food Court
- Spouse Connections

### Fort Drum Employment Readiness Program

#### OUR SERVICES

- Resume Writing Workshops
  - Federal and Civilian
- Getting Job Fair ready
- One on one assistance
- Sign up For LinkedIn Workshops



For more information, visit our table at the Exchange Food Court (Next to Starbucks)

April 12, 2024  
April 26, 2024  
10am - 2pm

FOLLOW US ON [FACEBOOK](#) @  
Fort Drum Employment Readiness Program



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# Fort Drum Mountain Community Homes

Dean Harrison

315-955-6800

[dean.harrison@fdmch.com](mailto:dean.harrison@fdmch.com)



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Scholarship  
Opportunity for  
Residents

# 2024 Scholarship Program

Scan the QR  
code to apply!



 Apply Now!

 **WinnCompanies**  
Development | Residential | Military



**Are you a high school graduating senior living in a Lendlease community?** The Lendlease Community Fund wants to help you prepare for college.

The **BlueStar Scholarships** program offers **up to \$5,000** to graduating seniors.

Applications are due **May 27, 2024**



COMMUNITY FUND

# FT DRUM THRIFT SHOP

Jana Gillman, Manager  
Laura Wence, Chairman  
315-772-0021

[fdtsmanager@gmail.com](mailto:fdtsmanager@gmail.com)  
[fdtschairman@gmail.com](mailto:fdtschairman@gmail.com)





# SPECIAL SATURDAY OPENINGS FOR PCS SEASON!

**LIVE**

# BREAKING

# NEWS

## PCS SEASON IS COMING!

**STARTING MARCH 21ST WE WILL BE CLOSING OUR GATE TO AVOID  
DUMPING!**

However we've added extra Saturdays, where we **WILL BE  
OPEN** every month starting in April & ending in June. See  
the extra PCS donation days below!

**OPEN SATURDAYS**

**APRIL 6TH & 20TH**

**MAY 4TH & 18TH**

**JUNE 1ST & 15TH**

**CLOSED FOR  
SPRING BREAK  
APR 23-25TH**

**Thrift Shop Hours**

Tuesday 9:30-2:00

Wednesday 10:30-5:00

Thursday 9:30-2:00

(First Saturday of each month)

Saturday 9:30-2:00



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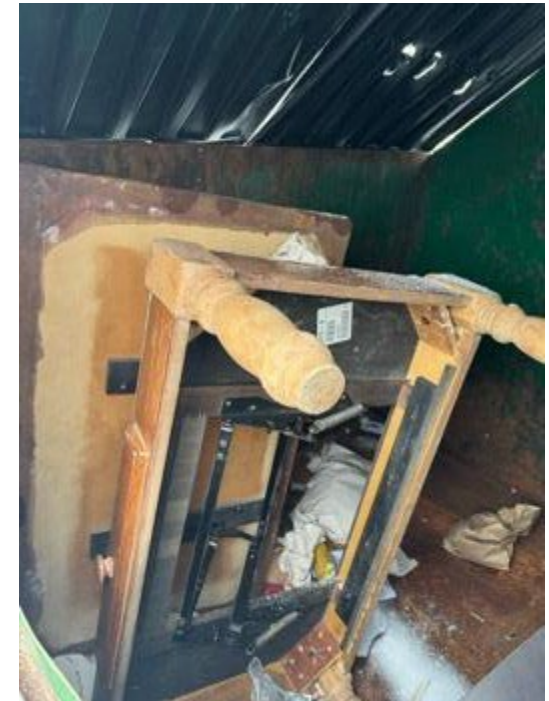


# PLEASE DON'T DUMP YOUR TRASH IN OUR DUMPSTERS OR LEAVE UNUSABLE BROKEN FURNITURE FOR US TO GET RID OF

- The Thrift Shop must pay for recycling and trash – which is surprisingly extremely expensive despite being on a military installation
  - Additionally, we must pay upwards of \$600 each time we have to clear items that don't fit in the dumpsters, like mattresses and large broken-down furniture
- When people come after hours to empty their non-donatable items (see pictures), it takes away from our budget that we could put towards scholarships and grants



*We are activating our outside cameras and will file charges if caught dumping, as it is illegal....save everyone the trouble and dispose legally!!*



*All trash dumped in just this week!!*



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