

FORT SILL FAMILY AND COMMUNITY TEAM SESSION & TOWN HALL



SILLFACTS

5 March

2019





WELCOME AND OPENING REMARKS

**MG SHOFFNER
COMMANDING GENERAL**





Welcome/Opening Remarks

Events and Calendar Review

Local Schools Update

Community Activities Update

Town Hall Issues

Closing Remarks



Notes:

- March 4-7: Post Intramural Basketball Tournament
- March 5: SILLFACTS, 1000, Patriot Club
- March 5: AER Campaign begins/runs thru 15 May
- March 6: AER Campaign Kickoff, AAFES Mall
- March 8: Dental Corps Birthday Ball, Patriot Club
- March 9: Family Pool Fun Day at Rinehart
- March 12-13: Career Exploration & Planning Workshop
- March 13: 1-14 FA Change of Command, 0900
- March 15: Right Arm Night, Patriot Club, 1600
- March 18-22: Area Schools Spring Break
- March 20: SFL-TAP Hiring Event/Education Fair, 1030
- March 20: Colonel's Mess
- March 21: Women's History Month Luncheon, Patriot
- March 27: Intramural Cross Country Championship
- March 29: Post Retirement Ceremony, 0900, OPQ
- March 29: CGs Golf Scramble, FS Golf Course, 1300

March 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Notes:

April 1: Month of Military Child Kickoff Parade, 1030

April 2: SILLFACTS, 1000, Patriot Club

April 4: Spring Youth & Community Svc Expo, 1600-1830

April 5: Special Olympics

April 8-12: Volunteer Appreciation Week

April 11: Bill Smith Memorial Golf Tournament

April 12: Volunteer of the Year/Helping Hands Awards Ceremony, 1600, Patriot Club

April 15: Military Long Drive Qualifier, Golf Course, 1730

April 16/17: Post Intramural Golf Tournament

April 18: Days of Remembrance Luncheon, Patriot Club

April 19-21: FCOE Spring Training Holiday

April 20: Easter Egg Hunt, 1100-1300, Butner Field

April 21: Easter Brunch, Patriot Club, 1100-1400

April 23-26: Fires Conference and Expo, Snow Hall 

April 23/24: Boots to Business

April 25: Paint it Up Date Night, 1800-2000, USO

April 26: Right Arm Night, 1600, Patriot Club

April 27: Month of the Military Child Spring Festival

April 2019

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
 21	22	 23	 24	 25	 26	27
28	29	30				

Notes:

May 2: National Prayer Luncheon, Patriot Club, 1130

May 2-4: NAF Property Sale, B3328, 1000

May 7: SilFACTS, 1000, Patriot Club

May 7: Spouse-A-Palooza, Main Exchange, 1800

May 8: Post Intramural Corn Hole Tourney, LETRA

May 13: Post Intramural Soccer Tourney, Butner Field

May 14/15: Career Exploration & Planning Track Workshop

May 15: Colonel's Mess

May 16: Asian American/Pacific Islander Heritage Lunch

May 18: Family Pool Fun Day (Rinehart Fitness Pool)

May 23: Army 10 Miler Run Qualifier

May 27: Memorial Day Holiday

May 31: Post Retirement Ceremony, 0830, OPQ

May 2019

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
			1	2	3	4
5	6	7	8	9	10	11
 12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

LAWTON PUBLIC SCHOOLS UPDATE

DR. JAMIE POLK, ASSISTANT SUPERINTENDENT

[HTTPS://WWW.LAWTONPS.ORG](https://www.lawtonps.org)

(580) 357-6900

March 13 & 14

March 15

March 18-22

March 25 – 8 April

March 26 and 28

General Tommy Franks Road Show –CMS

Professional In-Service Day – No Classes

Spring Break – All Offices Will Be Closed

District Interim Assessment Window Open

Parent-Teacher Conferences, 4-7 pm

Friday, 26 Apr 19

Tuesday, 28 May 19

Thursday, 30 May 19

PRE-K-ENROLLMENT

0900-1500

1300-1500

0900-1100

**Must be 4 years
old on/before
1 Sep 19. Call
355-2214 for
information.**

Online Registration at: www.lawtonps.org. Click on [menu], scroll down, click on [online registration]



COMMUNITY ACTIVITIES UPDATE

- * **RAHC Update**
- * **Corvias Update**
- * **Soldier for Life Hiring Event**
- * **Army Emergency Relief Campaign**



RAHC UPDATE

- 8 January 2019, RAHC Main Pharmacy implemented two ticket options:
- A ticket for Surgeries, Confirmed Flu, Clinic Staff on Duty w/ID Badge, and Active Duty in Uniform
- B ticket for everyone else
- Reactivated the walk-up window (first-come, first-serve) for called-in refills
- Average wait times for January 2019: A tickets = 9 mins; B tickets = 29 mins
- Average wait times for February 2019: A tickets = 8 mins; B tickets = 30 mins





NEW SPECIALTY SERVICE AT RAHC

- **Podiatry Specialty Care is currently available for all Service Members, Family Members and Retirees at RAHC**

NEW SERVICES

- **Developmental Pediatrics (Virtual Health)**
- **Orthopedics (Virtual Health)**
- **Additional Chiropractic Provider**

UPCOMING SERVICES

- **Pulmonology(Virtual Health)**
- **Endocrinology(Virtual Health)**
- **Additional Primary Care Providers**



CORVIAS UPDATE

Corvias Call Center opened 27 FEB 19

- **844-947-4412 for all maintenance questions and concerns**
- **Calls answered by local Corvias team members M – F, 8 a.m. – 5 p.m.**

Increasing maintenance staff

Early lease termination without penalty for health or safety home concerns

No pet fees/deposits as of 20 FEB 19

RECP suspension as of 1 MAR 19; all homes in mock billing

Free weekly events in Community Centers

Follow up phone calls for every move-in, emergency, and urgent work order

Follow up emails for every routine work order



HIRING EVENT/EDUCATION FAIR

Purpose is to connect businesses looking to fill open positions, with AD, spouses, veterans and retirees with the focus on Service Members transitioning from the military in next 12 months. (1 Apr 19 – 31 Mar 20)

Date: 20 March 2019
Location: Rinehart Fitness Center
Time: 1030-1400

Currently have 79 businesses and 30 colleges registered. This is an annual event held each year in March

Attendees expected 500-600





ARMY EMERGENCY RELIEF CAMPAIGN

2019 Campaign Dates: 1 March through 15 May 19

2019 Campaign Goal: 100% Informed and Raise \$130K in donations

Who AER Helps: AER funds support Soldiers on Active Duty, Soldiers Retired from Active Duty, Soldiers Retired Army Reserve and National Guard and their eligible dependents, Soldiers who are receiving retirement benefits and their dependents, Medically Retired Soldiers and their dependents, Surviving Spouses and Children of Soldiers who died while on Active Duty (including those on Title 10 Orders) or in an eligible Retired status.

2018 AER Assistance: Fort Sill processed 519 AER cases and provided emergency financial assistance in excess of \$700,000 last year.



town hall

TOWN HALL ISSUES

(Submitted prior to 5 Mar 19)

Issue #1: The HVAC is not working properly, especially in those government homes with a Geothermal system.

Answer: Corvias is following up with every resident who made a comment during the recent Housing Town Hall. The follow up will be completed by close of business on Tuesday, 5 Mar 19.

We have identified that Geothermal systems require more Maintenance than conventional HVAC systems.

We have also identified the 10 homes with the highest number of HVAC service requests and are developing a plan to begin replacement.



CUSTOMER SERVICE AND PROFESSIONALISM OF HOUSING MAINTENANCE PERSONNEL

Issue #2: The customer service and professionalism of maintenance employees that service government housing is not acceptable.

Answer: Service maintenance technicians will receive bi-monthly customer service training beginning immediately.

UNEVEN HOME TEMPS AND WATER LEAKS IN GOVERNMENT HOUSING

Issue #3: Window/door seals are leaking, causing drafts in the home and water penetration.

Answer: Corvias is following up with every resident who made a comment during the Housing Town Hall. Follow up will be completed by 5 Mar 19. Once follow-up has occurred, we will identify if there are trends by home type. If issues are found to be large scale, a plan will be developed to address.



Question: *The Front Desk Clerk at the Radiology Clinic was very rude. She told the ringing phone to "shut up, you're bothering me". When the staff member sitting next to her asked if the people in back knew they had 3 people waiting, the Front Desk Clerk said, "don't know, don't care". Finally, she negatively talked about a Reynolds Clinic to a patient (Nuclear Medicine) saying they don't do their jobs and never answer the phone. This was completely unprofessional, all of her behavior.*

Answer: *Response will be provided by the Commander, RAHC*

DO YOU HAVE A QUESTION YOU
WOULD LIKE ANSWERED?



FACEBOOK TOWN HALL

*PRESENTED BY PUBLIC AFFAIRS OFFICE
VIA FACEBOOK LIVE STREAM*

Today's SillFACTS slides and additional community information are available for viewing or downloading at www.sill.armymwr.com; click on SillFACTS tab.

