

# TO THE POINT



## October is Domestic Violence

The Army observes October as Domestic Violence Prevention Month. This year's theme, "Make the Right Choice" speaks to the Army Values of loyalty, duty, respect, selfless service, honor, integrity, and personal courage as the cornerstones for community awareness.

Central to the theme is the point that everyone has the right to feel safe. In the Army and the West Point community, multiple sources of support are available – chaplains, Behavioral Health, and Military One Source (1.800.342.9647) – for individual and couples counseling.

Prevention begins with awareness, and awareness starts with one person at a time. Reach out **to** help – talk with your Soldiers, your neighbors – a friendly word, random acts of kindness are appreciated more than you know. Talk about issues, concerns, and problems when they are small and simpler to solve. Reach out **for** help before things get out of control. The Domestic Violence Hotline in NY is 1.800.942.6906 (English) or 1.800.942.6908 (en Espanol). Reporting options exist in the Army for domestic violence: restricted reports (no command notification or law enforcement investigation) can be made by calling Family Advocacy at 938.3369 or 938.5657. Unrestricted reports (command notification and law enforcement investigation) can be made by calling the Military Police Desk, 938.3333. Make the right choice – **everyone** has the right to be safe.

*Contributed by Shelley Ariosto, Family Advocacy Program Manager/  
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### ARMY COMMUNITY SERVICE CENTER

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### MEET YOUR ARMY COMMUNITY SERVICE STAFF

Jill O'Brien— Army Community Service (ACS) Director  
Suzi Lomax— Program Support  
Louise Ennesser— Program Support  
Lisa Blackmon— Information and Referral  
Vacant— Relocation Readiness  
Amy Rodick— Employment Readiness  
Michael Doorbal— Financial Readiness  
Amy Weyhrauch— Army Emergency Relief (AER)  
Amy-Jo Johnson— Mobilization & Deployment/AFTB\*  
Christina Overstreet— Army Volunteer Coordinator/AFAP\*  
Josephine Toohey— Exceptional Family Member Program  
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Peggie Taylor— SFAC Army Career and Alumni Program (ACAP)

\*Army Family Team Building (AFTB)

\*Army Family Action Plan (AFAP)

\*Sexual Assault Prevention and Response (SAPR)

\*Soldier and Family Assistance Center (SFAC)



## Farewell to Jill O'Brien, ACS Director



The ACS Staff would like to wish Jill O'Brien a fond farewell as she embarks on a new adventure as the ACS Director in Schinnen, Netherlands. She has been a dedicated West Point employee for the past 21 years and our ACS Director for the past seven years. She has inspired us as a staff to provide the very best to the community. Her compassion towards Soldiers and their Families is contagious. We wish her the very best and know that the Soldiers and Family members in Schinnen are gaining a very valuable employee who truly believes in the strength of the Military Community.

## Are You Ready for NOW?

The Relocation Readiness Program hosted a very successful Newcomer's Orientation and Welcome (NOW) over three days in August. This class was an indoor and outdoor adventure and helped new arrivals to West Point get to know the community, other newcomers and find out what great things there are to do in the local area. Participants gained valuable information through informational briefings and a historical tour of West Point on day 1 while receiving a personal welcome from Garrison Commander, COL Dan Bruno. On day 2, participants took a boat ride to Constitution Island in the middle of the Hudson River where they were able to have a picnic lunch, explore the island and learn about its rich history. The NOW class culminated with a trip to New York City on day 3 where participants learned to navigate train and subway systems, learned about the discounts available through the USO, and found out how to experience the city like a New York native.



If you're interested in NOW, be sure to sign up for the next session which will be held from 27 to 29 October. Space is limited and advance registration is required, so get on the list today! For more information contact Ciara Luna at 845.938.3487 or [Ciara.luna@usma.edu](mailto:Ciara.luna@usma.edu).

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## Employment Readiness for You and Your Teenager



The Army knows that employment is one of the most significant issues for military Families. The goal of the ACS Employment Readiness Program (ERP) is to assist Family members with securing employment by providing assistance throughout the job search process. ERP services include career counseling, assessments, employment related workshops, current job listings, career fairs and resume consultation.

In an effort to reach our teen population the Employment Readiness Program works with Child and Youth Services to ensure our teens are aware of our services and have equal access to the Employment Readiness Program by offering monthly employment workshops at Youth Services bldg 500.

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## Army Emergency Relief also offers Educational Scholarships

Army Emergency Relief (AER) is a non-profit organization which was incorporated in 1942 by the Secretary of War and the Army Chief of Staff. Since it was founded, AER has always been there for Soldiers when they need help during financial emergencies. Although many things have changed over the last 67 years, AER is proud to maintain its commitment to caring for Soldiers, Retirees, and their Families. Just as no two Soldiers are alike, no two emergencies have the same solution. Each request for assistance is individually assessed and given careful consideration, to ensure that it falls within the scope of AER Regulation (AR 930-4.) The mission of AER is to facilitate a successful resolution for the person in need while being a good steward of donated monies, ensuring that it is used for its intended purpose. Loans are provided at 0% interest, paid back in monthly allotments with payment contingent on the total amount of the loan. Grants are given with no payback needed. They are provided in circumstances where an extra allotment taken from a Soldier only would cause further financial hardship. While Active Duty Soldiers receive the bulk of AER assistance, Cadets, Retirees and Widows/Widowers are also eligible. AER also has a robust education scholarship program that provides financial support for both dependent children and spouses. Please take a few moments to explore our internet site [www.aerhq.org](http://www.aerhq.org) and become familiar with the information that is there to help you. You can also find out more about AER Scholarship Programs by calling 845.938.5839 or emailing [amy.veyhrauch@us.army.mil](mailto:amy.veyhrauch@us.army.mil).

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# Hooray For Holidays, BUT Maybe Not For Food Allergic Children

For parents of food allergic children; Halloween, Thanksgiving, Christmas and Hanukkah are events that are often filled with “anxious” anticipation. Until we live with food allergies, we don’t realize how food plays a role in many of these celebrations. We want to include our children, yet we also experience fear and worry about our ability to ensure the safety of our child. These events are opportunities for you to teach your children problem solving skills, to cope with life’s unavoidable disappointments, develop positive coping strategies and, increase their own sense of safety.

The following are some possible ideas or strategies.

- Children should carry an auto-injector at all times. If the auto-injector is not carried on their person, make sure the caregivers know where it is located.
- It is recommended that children wear a MedicAlert™ bracelet as the bracelet identifies their allergy, medical information, treatment required and emergency contact numbers.



The key is advanced preparation. It is important for you to talk with your child about the celebration in advance. Remember that children do not always perceive things the way adults do. When age appropriate, ask your child how he/she feels about this event, what are their concerns and thoughts. Next, listening is key. Sometimes children just need their feelings to be heard and are not asking us to “fix” the problem. Acknowledge their feelings and reassure them that it is normal to feel angry, disappointed, or left out. Now move from feelings to action. Include your child in finding solutions to the problems you have identified. If there is a caregiver other than a parent, ensure well in advance, that the caregiver has a basic understanding of the allergy, knows the emergency action plan, is comfortable with the technique of giving an auto-injector. If there are foods that the child cannot have, ask the child to help you decide on appropriate substitutes he/she could have instead. Teach your children what symptoms to be aware of, who to ask for help, what happens after the auto-injector is given, what happens at the hospital, etc. Practicing gives the child a sense of control and develops self-confidence in their ability to cope. In summary, allow them to express their feelings and acknowledge their concerns. Remind and reassure yourself that there are effective safeguards in place. Celebrations are unavoidable and an important part of your child’s development.

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## November is Military Family Appreciation Month

ACS would like to extend our sincerest gratitude and appreciation for all the sacrifices made by military families everywhere and especially here at West Point. Let us use this time to celebrate these families who keep our home front alive with their spirit and unsung patriotism. As a show of support, Family and Morale, Welfare, and Recreation activities will be offering special discounts through out the month of November for Military Families. Please take some well deserved family time and enjoy the discounts that will be marketed during the month. For more information contact ACS at 845.938.4621.

## Reserved For The Families of Deployed Soldiers

The Mobilization and Deployment Program will host a monthly Family Fun Event every 3rd Saturday of the month at the Youth Services Bldg 500 from 5:30 – 7:30 p.m. for Family members of deployed Soldiers. This is an event that is sure to be fun for the whole family. Past events have included pizza parties, barbeques, crafts and a bouncy house for the kids to enjoy. This provides our children and parents with the opportunity to interact with other military Family members who are experiencing a deployment. For more information on the Mobilization and Deployment Program or to register to attend a Family Fun Event please e-mail [amyjo.johnson@usma.edu](mailto:amyjo.johnson@usma.edu) or call 938.5654.



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## Help DoD Select High-Quality Movers



The Defense Department (DoD) is changing the way it selects civilian companies that move Soldiers and Civilians to new duty stations by focusing on customer service rather than on cost. DoD now ranks a company's performance based in part on input from people they have moved. Soldiers are asked to fill out a 12-question survey after the move is made. The survey is completed online. Customers receive an email message with a link to the survey after their household goods are delivered at their new duty station. Soldiers not receiving an email with a survey link should go to <http://www.move.mil/> to complete the survey online. The survey is one of three factors used to rank and select moving compa-

nies. It is the cornerstone of the "best-value acquisition" program utilized by DoD. Moving company rates and how well the company handles claims for lost or damaged items also determine which companies are used and how frequently. Poorly ranked companies will be used less frequently and eventually removed from the list of available transportation carriers. Currently, only about 20 percent of military members who have moved since last November have completed the moving survey. If you or someone you know has moved this summer, please remind them to complete their customer satisfaction moving survey. Do your part to help select high-quality movers for military Families. For more information, go to <http://www.myarmyonesource.com/News/2009/09/Movers>.

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## Homeowners Assistance Program (HAP)

The Homeowners Assistance Program was established to help military personnel who are forced to sell their homes due to the current real estate crisis. The following rules apply:

### ELIGIBILITY:

- Homeowners must have lost at least 10% between the purchase price and sale price of the home, and the home must have been in an area that suffered at least a 10% decline in housing prices.
- The homes value must not exceed a cap that ranges between \$417,000 and \$729,000 depending on location.
- The move must be farther than 50 miles.
- Homeowners under PCS or affected by base realignment and closure actions (BRAC), must have purchased the home before July 1, 2006.

### REIMBURSEMENT FOR LOSSES:

- Wounded warriors, wounded defense or Coast Guard Civilians and surviving spouses would receive a cash payment for the difference between their home's sale price and 95% of its prior market value.
- Those in communities where it's proven that the market declined because of a BRAC announcement would receive 95% of the home's prior fair-market value.
- Other BRAC and PSC homeowners would receive up to 90% of the home's prior fair-market value.



### GOVERNMENT PURCHASES/MORTGAGE PAYOFF:

- The government will buy the home only if the homeowner can't sell it after 120 days on the market at a price deemed appropriate by the Army Corps of Engineers.
- Wounded warriors, wounded defense and Coast Guard civilians and surviving spouses unable to sell their homes will be able to sell to the government for 90% of the home's prior fair-market value.
- For BRAC and PCS homeowners, the government would pay 75% of the home's prior fair-market value.

### WHERE AND HOW TO FILE CLAIMS:

- The Army Corps of Engineers, Savannah District is responsible for processing claims for Soldiers assigned to WestPoint.
- Applications are filed online at <http://hap.usace.army.mil>
- Toll Free number for the Corps of Engineers 1.800.861.8144
- Contact ACS Financial Readiness Office 938.5653 for assistance.

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