

# THE READINESS REPORT

FOR INDIVIDUAL RESERVISTS

## INSIDE THIS ISSUE:

- *New SGLI system allows 24/7 life insurance updates*
- *RIO Connect enables mobile CAC access for secure sites*
- *IMA plays key role in Florida veterans court*
- *Big changes coming to TRICARE, Jan. 2018*



*The official magazine of the  
Headquarters Individual Reservist Readiness and Integration Organization*

## Table of Contents

- 2 About HQ RIO
- 3 News Briefs
- 3 Did You Know? Career tips for Individual Reservists
- 4 Individual Reservists activated for Irma Response
- 5 IRs lend a hand after Hurricane Harvey
- 7 PACOM JIOC seeks qualified intel Airmen
- 9 Yates named new Detachment 8 commander
- 10 AROWS-R change improves visibility of operational requirements

## CONNECT

Web: [www.arpc.afrc.af.mil/HQRIO.aspx](http://www.arpc.afrc.af.mil/HQRIO.aspx)  
 Email: [arpc.rio.det1@us.af.mil](mailto:arpc.rio.det1@us.af.mil)  
 Phone: [720-847-3RIO](tel:720-847-3RIO)



[www.facebook.com/HQRIO](http://www.facebook.com/HQRIO)



[www.twitter.com/HQRIO](http://www.twitter.com/HQRIO)



[www.youtube.com/HeadquartersRIO](http://www.youtube.com/HeadquartersRIO)



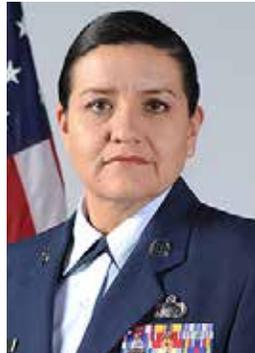
RIO Connect - IMA Mobile Wingman



## LEADERSHIP



*Col. Kelli B. Smiley  
Commander*



*Chief Master Sgt. Dolores Colella  
Group Superintendent*



*Vacant  
First Sergeant*

## ABOUT HQ RIO

The Headquarters Individual Reservist Readiness and Integration Organization (HQ RIO) is located at Buckley Air Force Base, Colorado. Its mission is to seamlessly integrate wartime-ready Individual Reserve forces to meet Air Force and Combatant Commander requirements.

HQ RIO standardizes the processes for the Individual Reserve program. The IR force is comprised of Individual Mobilization Augmentees (IMAs), who are accountable to the Air Force Reserve Command and assigned to funded, active-component positions, and Participating Individual Ready Reservists (PIRRs), who participate for points towards retirement only. Both IMAs and PIRRs augment active-component missions and are rated by active-component or government agency supervisors.

There are more than 2,700 enlisted members and more than 4,500 officers in the IR. IMAs and PIRRs support more than 50 major commands, combatant commanders and government agencies.



**Watch >>** the What is the Individual Reserve video on YouTube: <https://youtu.be/r0bMSNnYhUE>.

## NEWS BRIEFS

## Online SGLI system allows 24/7 life insurance updates

The new SGLI Servicemembers Online Enrollment System (SOES), available on milConnect, allows Airmen to verify their coverage amount and elect beneficiaries.

When first logging into this system, members should not be alarmed to find beneficiary data missing from SOES\*. Coverage and beneficiaries selected under the legacy, paper-based system remain in effect until the member updates their SOES record. Should a tragedy occur prior to making a SOES election, the paper-based coverage amount and beneficiary(ies) will be certified for payment, ensuring elections are carried out.

SOES became available in August 2017, when the Air Force began a 12-month roll-out based on birth month. SOES enables members to electronically update their SGLI coverage/beneficiary elections 24/7/365 via milConnect and replaces the paper-based process. Each member will receive a notification in their birth month to log-in to SOES to verify their coverage amount, elect beneficiaries and certify elections.

*\*Under the legacy paper-based process, beneficiary data was only retained in electronic personnel files (PRDA) and were not extractable for inclusion in the data load into SOES. However, life insurance coverage amounts (up to \$400K) was able to be extracted from DFAS pay records and loaded into SOES.*

Web-based training for the SOES Self-Service Application can be accessed at: <http://www.benefits.va.gov/insurance/training/SOES/SOES.htm>.

## IMA Travel Office email encryption issue resolved

The email encryption issue with the IMA Travel Pay Office's Dobbins.imatravel@us.af.mil address is now resolved. Individual Reservists are now able to send encrypted emails to that address from their AF.mil email accounts.

Members who need to submit documents securely but do not have access to email encryption may use AMRDEC-SAFE to securely submit travel documents: <https://safe.amrdec.army.mil/safe/Welcome.aspx>.

A short AMRDEC-SAFE tutorial is [available on YouTube](#).

Travel documents can also be submitted securely via fax: (478) 327-0625 (DSN 497).

## ESGR accepting Freedom Award nominations

The Employer Support of the Guard and Reserve is currently accepting nominations for its annual Freedom Award Program. The award is the highest honor the Department of Defense gives to employers for supporting National Guard and Reserve employees. The employers chosen for this award exemplify what it means to go above and beyond federal requirements in support of military employees.

To nominate an employer, visit [FreedomAward.mil](http://FreedomAward.mil).

The nomination form takes about 10-15 minutes to complete. Just click "Nominate Employer" on the FreedomAward.mil homepage to share how your employer supports you and fellow military employees.

Nominations must be submitted by Dec. 31, 2017.

## Did You Know?

### Career tips for Individual Reservists

Did you know Individual Reservists can refer peers to an Air Force Reserve recruiter through the Get1Now - Share Your Adventer website and mobile app? Once a referral is verified as a qualifying lead, the referrer is eligible for awards.

According to Lt. Gen. Maryanne Miller, AFRC commander, recruiting is most successful when built on personal relationships. "We are in a competition for talent and we need your help to find

the exceptional men and women who wish to serve our nation in air, space and cyberspace."

To refer someone to the Air Force Reserve, visit the website or install the mobile app, create an account and then provide contact information for your referral.

[www.Get1Now.us](http://www.Get1Now.us) | [Google Play](#) | [Apple App Store](#)



# RIO Connect revolutionizes access to information

By Senior Master Sgt. Timm Huffman

The latest release of the RIO Connect Individual Mobilization Augmentee Mobile Wingman application now enables Reserve Citizen Airmen to access common access card-secured sites from their mobile devices when paired with a mobile CAC reader and associated software.

RIO Connect, first launched in February 2017 exclusively for IMAs, offers Individual Reservists a mobile-friendly way to access the information they need to manage their careers. Now, with mobile CAC functionality, reservists have the option to use the app to access additional resources like official webmail and human resource-related websites.

Lt. Gen. Maryanne Miller, Commander of Air Force Reserve Command, said she is excited about new ideas to help meet the unique needs of Reserve Citizen Airmen who are vital to both national defense and the health of their communities.

“Air Force Reservists are extremely talented and incredibly busy people,” said Miller. “Innovations like the RIO Connect app provide easier access to the resources they need to maintain combat readiness, reducing the impact their service has on the time they spend with their families, their civilian employers and their communities.”

The RIO Connect app is free but to use the optional CAC feature, Citizen Airmen must purchase software and hardware at a cost of \$100 to \$140.

“Adding the CAC feature to the RIO Connect IMA Mobile Wingman app is another step toward eliminating the barriers Individual Reservists face when managing their careers,” said Col. Minh Tri Trinh, the lead customer advocate for the mobile CAC-enabling project. “Individual Reservists can now have the

option to access a host of web and personnel services anywhere, anytime.”

Secured sites accessible through the RIO Connect app include webmail, the Reserve Management Vacancy System, ARCNet, IMR/ASIMS medical readiness website, myPers, and the Volunteer Reserve System.

The RIO Connect IMA Mobile Wingman app is available on [Google Play](#) and in the [Apple App Store](#).

The latest release of the RIO Connect application comes after months of collaboration between the Readiness and Integration Organization (RIO), Air Reserve Personnel Center, and Air Force Reserve Command. The app also underwent rigorous testing by the AFRC technology branch (A6), logistics (A4) and operations (A3) directorates, the app’s developer and a group of HQ RIO staff and Individual Reservists.

Maj. Robert Hill, an IMA who tested the CAC-enabled beta version, said the RIO Connect IMA Mobile Wingman app provides a digital community Individual Reservists can lean on for help. The ability to connect with other IMAs, locate resources and access CAC-secured sites in places where Wi-Fi isn’t available allows reservists to be more liquid in their ability to reach out for help and to help others.

“I am already finding that I have a community and am not alone [in my IMA career],” he added.

Hill said his favorite app feature was “the ability to check my military email during lunch at my civilian job, without lugging my laptop around looking for Wi-Fi.”

Fred Massey, the AFRC/A6 Directorate Chief of Plans, Programs and Resources Division, said collaborating with HQ RIO on the mobile CAC feature energized conversations about mobile technologies.

“The ability to embed secured CAC access into the RIO Connect app has stimulated mobile conversations and paved the way for the Air Force Reserve to cross the mobile barrier toward expansive and exciting future mobile



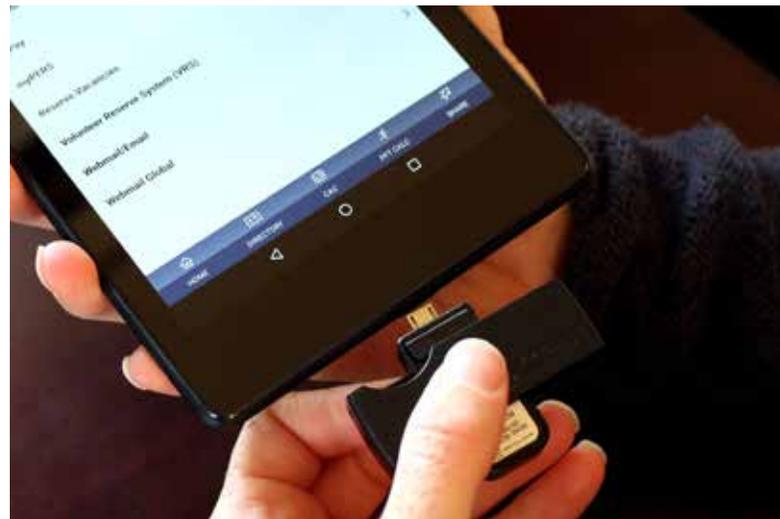
opportunities,” said Massey.

In addition to testing the software for functionality, the team also reviewed the relative mobile-friendliness of each website the RIO Connect app accesses, ensuring the options available to reservists are both useful and functional on a mobile device.

Innovation is an integral part of the Air Force Reserve’s future, and it comes from the diverse experiences the nearly 70,000 Citizen Airmen bring to the mission from various communities and industries across the nation, said Col. Bruce Bender, the AFRC Director of Public Affairs. He added the mobile-CAC capability will change the way reservists do business.

“This tool will provide ease of access, flexibility, streamlined workflow and reduced response time for time-sensitive information,” said Bender.

*Disclaimer: Information presented here does not constitute an endorsement of third-party companies, specific product or software, nor indicate any connection between HQ RIO, The United States Air Force, or Department of Defense, and the product or company represented herein. The appearance of any hyperlinks or reference to commercial applications does not constitute endorsement by the HQ RIO, the United States Air Force, or the Department of Defense, of the external Web site, or the information, products or services contained therein. Links and information are provided consistent with the stated purpose of the Web site.*



A RIO Connect user inserts a mobile CAC reader into an Android tablet in order to gain access to CAC-secured websites.

## Mobile CAC Readers

Pictured here are three variants of commercially available mobile CAC readers. The top two are for Apple iOS devices and use the Apple Lightning connector. The bottom variant is for Android devices that support USB OTG via microUSB.



## Instructions for setting up mobile CAC access

### Apple iOS

1. Install RIO Connect from the App Store
2. Purchase Apple iOS compatible mobile CAC reader
3. Purchase Sub Rosa Pro app (\$99.99)
4. Follow RIO Connect in-app instructions

### Android\*

1. Install RIO Connect from Google Play
2. Purchase a microUSB CAC reader (ensure mobile device supports USB OTG\*)
3. Purchase Sub Rosa Pro app (\$99.99)
4. Follow RIO Connect in-app instructions

*\*Android users: Prior to purchasing a mobile CAC reader for your mobile device, ensure your device will operate in USB Host Mode, also known as USB On-the-Go (USB OTG).*

# IMA serves key role in Florida vets court

By Senior Master Sgt. Timm Huffman

Joseph Stickle thanked the arresting officer when he was picked up for heroin possession in his hometown of Tampa, Florida, earlier this year.

“He saved my life,” said Stickle, a U.S. Navy veteran with a 35-year history of drug and alcohol abuse.

The arrest cost him his marriage and kids but led him to Senior Master Sgt. James Salgado and the 13th Judicial Circuit Veterans Treatment Court, which helped him keep his job of 19 years at the Department of Veterans Affairs, rebuild his life and avoid a conviction.

Salgado, an Individual Mobilization Augmentee at U.S. Special Operations Command, MacDill Air Force Base, is one of the senior mentors and the operations director for the Tampa-area Veterans Treatment Court, both volunteer positions; he served as Stickle’s mentor while the vet went through the rehabilitation program.

A Veterans Treatment Court is a non-adversarial, problem-solving court dedicated to helping veterans who were honorably discharged or separated and, thru commission of a misdemeanor or felony offense, became involved with the criminal justice system. VTCs are often affiliated with the local VA and bring together specially trained judges, case workers and volunteer mentors to rehabilitate veterans and reintegrate them with their communities. Instead of a jail sentence, veterans are placed into a recovery program. In many cases, if they graduate, they are free to go and leave the program with charges dropped. The 13th Circuit Court’s VTC was established in 2013, one of nearly 500 in the nation, and has served as a model for other courts nationwide.

“It’s an incredibly unique courtroom and process that brings all sorts of specialties to bear on veteran rehabilitation,” said Judge Michael J. Scionti, the 13th Judicial Circuit Court judge who presides over the VTC; he’s also an Army Reserve judge advocate.

According to the Justice For Vets website, a national non-profit that works to promote the VTC model, veterans suffering from service-related mental health issues, such as PTSD and Traumatic Brain Injury, often fall into patterns of substance abuse or criminal activity after leaving the support network they had in the service. Nearly half of veterans suffering from PTSD and TBI never seek treatment and there are currently over 180,000 incarcerated veterans.

Prior to gaining access to the rehabilitative services available through the VTC, veterans must appear before the judge, who does discovery and confirms they are eligible based on their service record and the type of crime committed. Once they are enrolled in the program, which ranges from 6 to 18 months depending on the crime, the veteran is connected with a mentor,

like Salgado, who keeps them accountable and helps them connect the dots on the numerous resources available through the VA and community organizations. The Tampa VTC even provides access to chaplains and therapy dogs.

“It’s a complete, end-to-end solution,” said Salgado, who related the story of one veteran who was able to successfully stand in front of the judge only after a local organization provided him with a therapy dog that helped him cope with his PTSD.

Scionti said the VTC model keeps veterans from serving jail time for issues that stem from their time in the service. Instead of delivering punishment, the program helps address the root issues, such as PTSD and military sexual trauma, which brought the veteran into contact with the law in the first place. The judge added that the court is made up of a whole cadre of volunteers and professionals who are there to help their veterans rehabilitate and reintegrate into society.



Joseph Stickle (left) and former 13th Circuit Court Veterans Treatment Court judge, Judge Greg Holder, at Stickle’s graduation from the program. Stickle, a Navy veteran, was arrested for heroin possession but graduated without criminal charges thanks to the unique veteran-focused court. (Courtesy photo)

As the third largest city in Florida and home to two of the heavy lifters in the global war against terrorism --U.S. Central Command and U.S. Special Operations Command -- Tampa has a large veteran population. U.S. Army Col. (ret.) Darryl Reyes, who has been involved with the local VTC from its beginning, said they have witnessed and handled countless cases of post 9-11 combat veterans who committed criminal acts that were service related to such VA diagnosed disorders as PTSD, TBI, substance abuse and MST.

“If there were ever a venue where a VTC was needed,

I would say that Tampa is that place,” he said.

The 13th Circuit Veterans Treatment Court has one of the largest dockets in the country and enjoys an 80 percent success rate, said Reyes, who was responsible for building the mentor program when the VTC was launched in 2013. He added that the VTC program currently saves the county tax payers almost \$6 million annually. The court is currently tracking almost 200 veterans and maintains a bi-weekly docket of more than 80, a number that continues to grow as word spreads about the program’s success.

“It’s the only court where expanding the docket is a good thing,” said Judge Scianti.

Salgado said his drive to help other veterans stems from his father, a World War II combat veteran who came back with PTSD and struggled with drug and alcohol dependencies for many years.

“I always had it in me to help veterans,” said Salgado, who has mentored veterans from his father’s generation to the present one.

As a senior mentor in the Tampa VTC, Salgado supports the five to ten veterans, like Stickle, who are

assigned to him at any given time; he also manages the other volunteer mentors. His team of mentors keep the veterans accountable and connect them with community services, including transportation. They were giving out bus passes but found the veterans burned through them at an unsustainable pace. Salgado had a solution -- bicycles.

The Airman, who has ridden bikes his whole life, began collecting donations of used bicycles, mostly 26” men’s mountain bikes, tuning them up and then donating them to the veterans who needed transportation. Not only were the bikes an affordable, long-term solution to transportation, they also provided the veterans with an avenue to fitness, another important aspect of the treatment process. Salgado said that most of the buses in Tampa have bike racks, so the rider can easily combine modes of transportation.

In addition to serving as a senior mentor, Salgado is also the program operations director for the VTC, a role he estimates takes him about 30 hours a week to fulfill. He maintains all of the administrative functions, including

processing the weekly docket and assigning mentors. He is also in court with the veterans every two weeks.

Reyes, who recruited the IMA into the mentor program, said Salgado’s senior rank, leadership, operational experiences and people skills not only made him the ideal veteran mentor but also facilitated his quick rise in the VTC ranks to his current position.

“He has earned the praise and the respect, not only from the Judge, judicial support staff and supporting organizations, but also from his fellow mentors and the veteran defendants in the program,” said Reyes.

When he’s not helping rehabilitate veterans, Salgado is on duty with Special Operations Command, where he is assigned as an Air Force Reserve IMA and also serves on active-duty orders as a foreign disclosure officer in the intelligence directorate. He is responsible for brokering information with partner nations and works closely with other military organizations, as well as government agencies in Washington, D.C. Salgado is the only Airman with letter-granting authority for disclosure approvals.

Salgado said his chain of command at MacDill is very supportive of his work with the VTC and he often recruits new mentors, something the VTC is always looking for, from the senior non-commissioned officer corps on base. Salgado added that the reward is well worth the investment for anyone giving their time to support the court.

“We make [the veterans] work, this is not an easy road,” said Salgado. “But, when you see them graduate, that’s the bread and butter for mentors -- you’ve given them their lives back.”

Navy veteran Stickle said he started using drugs at the age of 13 but put that on hold when he entered the service in 1986. Then, during Desert Shield and Desert Storm, he witnessed a ferry boat accident in which 21 sailors died. This took an emotional toll that led him back to his old habits. He left the Navy in 1992 and things went downhill from there.

He was at rock bottom when he walked into his first VTC hearing. But, through the support of his mentor and the resources made available to him, such as Alcoholics Anonymous and the VA, he has started living a life he didn’t know was possible. He credits Salgado’s mentoring and friendship as key pieces of his success.

“Without VTC, I’d be a dead man,” said Stickle. “By offering me something I could follow, it made all the difference in the world.”



Senior Master Sgt. James Salgado (center, standing) and retired U.S. Army Col. D.J. Reyes (center, seated) with their team of VTC mentors. (Courtesy photo)

# Milestone changes coming to TRICARE

By Military Health System Communications Office

**T**RICARE beneficiaries will soon have increased access to health care through key changes that are set to take place in January 2018. With the benefit set to undergo some of the biggest improvements in more than two decades, beneficiaries will be able to take command of their health care through expanded choices. These improvements include wider access to network providers, updated enrollment to reduce disruptions in care and simplified co-payments.

The Defense Health Agency recently met a key requirement for implementing these changes, with the publication of a formal document – called an Interim Final Rule – that establishes the legal “rules of the road” for putting in place changes mandated by Congress. The Interim Final Rule is now available for public review and comment.

“We are working hard to use the opportunity Congress gave us to continue building a health plan that does even better for our beneficiaries, the warfighter, and the taxpayers who support us,” said Vice Adm. Raquel Bono, Defense Health Agency director.

The goal of this change is to keep beneficiaries healthy by providing better health care options. This includes allowing doctors to make the decisions on whether beneficiaries need a referral or specialty care instead of the regional contractors. Urgent care will be available without a referral through either the military hospital or clinic or at a civilian urgent care center in areas the military health facility is not an option.

TRICARE is changing. Here is what beneficiaries need to know: Some of the key changes that will become effective on January 1, 2018, will affect region consolidation, TRICARE plans, enrollment, and costs. There are currently three TRICARE regions in the United States, including TRICARE North, South, and West. Starting in 2018, these regions will become TRICARE East and West. They will be administered by Humana Military and Health Net Federal Services. This change will allow for better coordination between the military hospitals and clinics and the civilian health care providers in each region.

Several changes will also occur in coverage plans at the start of the new year. TRICARE Select will replace TRICARE Standard and TRICARE Extra. In the U.S., TRICARE Select will be a self-managed,

preferred provider network option. Beneficiaries will not be required to have a primary care manager and can visit any TRICARE-authorized provider for covered services without a referral. Overseas, TRICARE Overseas Select will provide access to both

network and non-network TRICARE authorized providers for medically necessary covered services. TRICARE Select, both stateside and overseas, includes additional preventive care services previously only offered to TRICARE Prime beneficiaries. Beneficiaries can review all available plans at [www.tricare.mil/changes](http://www.tricare.mil/changes) under the plan finder.

Starting Jan. 1, 2018, all current beneficiaries will also be automatically transitioned into their respective plan as long as they are eligible. TRICARE Prime enrollees will remain in this plan. TRICARE Standard and Extra beneficiaries will be converted to TRICARE Select. Beneficiaries will be able to choose to enroll in or change coverage plans throughout the year-long grace period in 2018.

Beginning in fall 2018, enrollment will move to a calendar year open enrollment season like federal employee plans. During this time, active enrollment will be required to change plans for the following year. Those who are retiring will have to choose their plan and enroll to retain coverage. The open enrollment season begins on the Monday of the second full week in November and run through the Monday of the second full week in December of each calendar year starting in 2018. All beneficiaries should make sure their information is current in DEERS now so they are converted to the correct plan in January. Learn more about enrollment changes.

Beneficiaries will shift to a copayment structure from the current cost-share structure also starting Jan. 1, 2018. With fixed costs for specific services, beneficiaries will be able to better predict their health care costs. Updated out-of-pocket costs for 2018 will be available at [www.tricare.mil/changes](http://www.tricare.mil/changes).

While the upcoming changes are significant, the goal of the Military Health System is to continuously improve health care for all its beneficiaries. Beneficiaries can prepare for the upcoming changes by visiting the TRICARE Changes page, where they can sign up for email alerts, complete a beneficiary checklist, and see available plans and updated costs for 2018.

“This marks a major milestone in our effort,” said Bono. “It highlights the opportunity for our beneficiaries to take command of their health plan, and our responsibility to ensure that these historic changes to TRICARE are a success for beneficiaries and the department.”

# AROUND

# RIO



## Fond Farewell

HQ RIO said goodbye to their outgoing first sergeant, Master Sgt. Wendy Barraza (center), Oct. 3. Barraza, who served as RIO's "shirt" since 2015, will now instruct at the Senior Non-Commissioned Officer Academy, Maxwell Air Force Base, Alabama. Also pictured, from left to right: Brig. Gen. Ellen Moore, Chief Master Sgt. Jeannette Masters, Col. Kevin Heckle, Col. Jena Silva, Col. Kelli Smiley and Master Sgt. Jessie Thomas. (U.S. Air Force photo/Master Sgt. Marshall Magee)

## HQ RIO QUARTERLY AWARD WINNERS

### Team of the 3rd >> Quarter:

HQ RIO Readiness and Training Team



### >> NCO and SNCO of the 3rd Quarter:

Tech. Sgt Erika Daniel and Senior Master Sgt. Sirita Harmon, HQ RIO Det 6



### << Civilian of the 3rd Quarter:

Kurt Grogan, HQ RIO Det 3

