

# THE READINESS REPORT

FOR INDIVIDUAL RESERVISTS

## INSIDE THIS ISSUE:

- *New commander for HQ RIO*
- *IMA helms Texas county*
- *Citizen Airmen support NRO*
- *HQ RIO Airmen earn AF A1 Awards*
- *New tool improves IR customer service*



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

## Table of Contents

- 2 About HQ RIO
- 3 News Briefs
- 4 New leader takes command at HQ RIO
- 5 AF recognizes HQ RIO Airmen for supporting IR
- 6 IMA helms Texas county
- 8 Citizen Airmen support global ISR mission at NRO
- 10 Air Force adds international affairs to VLPAD
- 11 New tool improves customer service for IR
- 11 Did you know photocopying a government ID is illegal?

## 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)



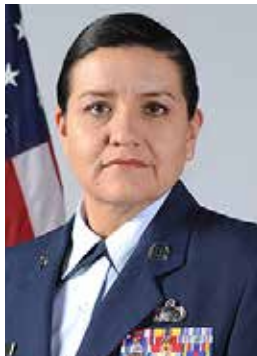
RIO Connect - IMA Mobile Wingman



## LEADERSHIP



*Col. Kelli B. Smiley  
Commander*



*Chief Master Sgt. Dolores Colella  
Group Superintendent*



*Master Sgt. Wendy Barraza  
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 AFRC Community Spotlight of HQ RIO on YouTube:  
<https://youtu.be/r0bMSNnYhUE>.

## NEWS BRIEFS

## All AT requests must be submitted by June 30

All annual tour (AT) requests for the remainder of FY17 must be submitted in AROWS-R no later than June 30. Funding may not be available for orders requested after that date.

If a member is unsure of the actual dates they will perform their duty, they should submit an orders request for the approximate dates of their AT. This will obligate the funding and the orders can be modified to adjust dates once they are solidified.

Please contact your [servicing HQ RIO Detachment](#) with questions or concerns.

## IR Orientation registration deadline extended to June 29

The registration deadline for the upcoming Individual Reservist Orientation Course dates has been extended to June 29.

The course is being offered Aug. 1-3 and again Sept. 26-28.

Applications to attend either course must be received by June 29.

IRs who were confirmed for the canceled May IR Orientation must reply to the RNT/myPers incident they received via email to indicate their preferred course date. These members will receive priority placement. The deadline for these members to reply is also June 29.

IMAs gained within the last 12 months are also eligible to attend. IMAs gained more than 12 months prior to the class start date may attend with HQ RIO Detachment commander approval.

IR Orientations are provided twice a year at HQ RIO, Buckley AFB, Colorado. The course provides IRs with tools and information to effectively manage their Air Force career. Although this training is not mandatory, it is highly recommended.

Application instructions are on [the HQ RIO website](#).

## DoD Launches Retirement System Comparison Calculator

The Department of Defense officially launched the [Blended Retirement System \(BRS\) comparison calculator](#) in June, providing BRS opt-in eligible service members their first opportunity for an individualized comparison of retirement systems. The comprehensive tool, in combination with the mandatory BRS Opt-In Course, will assist the nearly 1.7 million opt-in eligible service members and their families make an informed decision on whether or not to elect the new retirement system. The BRS goes into effect on Jan. 1, 2018.

Service members are encouraged to use all resources available to them in the decision making process, to include completion of the [BRS Opt-In Course](#), utilizing the BRS Comparison Calculator, accessing the [online BRS resource materials](#) and scheduling time with a personal financial counselor or manager. Service members can get free, personal support from an accredited personal financial counselor or manager through their installation's Military and Family Support Center. Search online at <http://www.militaryinstallations.dod.mil> or <http://www.jointservicessupport.org/spn>.

### Did You Know?

### Career tips for Individual Reservists

Did you know you can get paid faster for tours less than 30 days in duration by completing an electronic tour of duty certification (TOD-C) in AROWS-R?

IRs can input details about their TDY, sign their order using their CAC and then route the order to their supervisor for supervisor certification, all online.

The [HQ RIO Reserve Pay Office web page](#) has instructions for the TOD-C process, along with many other useful resources, such as:

- AROWS-R User Guide
- AFRC Leave Carryover Program
- 2017 Critical Skills List
- Leave sell back
- and more!

# New leader takes command at HQ RIO

By Master Sgt. Timm Huffman, Headquarters RIO Public Affairs

The organization responsible for managing the Air Force Reserve's Individual Reserve program saw a change in leadership during a ceremony held at the Headquarters Air Reserve Personnel Center, June 12.

The Headquarters Individual Reservist Readiness and Integration Organization welcomed Col. Kelli B. Smiley as its new commander and bid farewell to Col. Carolyn A. Stickell.

Brig. Gen. Ellen Moore, the HQ ARPC commander, presided over the change of command ceremony, transferring the unit guidon from Stickell to Smiley.

Smiley joins HQ RIO as its third commander. Prior to this, she served as the director of Total Force Services at ARPC, which provides personnel support to over 1 million Air Force Reserve, Air National Guard and Retired Airmen. Smiley worked closely with all three Air Force components to develop future processes and leverage technology to support Air Force personnel programs for the future.

In her remarks, Moore said the new commander comes with the incredible wealth of knowledge and experience expected of personnel senior leaders. She also noted that Smiley's service in all components of the Total Force -- active duty, traditional reserve, individual reserve and Active/Guard Reserve -- has prepared her for this role.

"As a former IMA, she understands the challenges they face and is going to give the phenomenal effort she puts into everything to continue the legacy Col. Stickell created and will keep moving the organization in a forward direction," said Moore.

After taking command, Smiley noted that while HQ RIO differs from her previous organization in many ways, they are similar in the most important way -- the need for top-notch customer service. This was echoed by Moore, who pointed out that under Smiley's leadership, the Total Force Service Center had a 95 percent customer satisfaction rate.

In her closing comments, Smiley committed to bringing her passion and dedication to support HQ RIO and its mission, to work together as a whole organization.

"As you serve others, I will serve you," said Smiley to the approximately 100 HQ RIO staff members who were present at the ceremony and watching remotely via Skype. "I don't take this command lightly."

Smiley's full biography is [available on the HQ RIO website](#).

Stickell leaves HQ RIO after two years of service.

She will now serve as chief of the Joint Force Support Division, U.S. Pacific Command. During her tenure, Stickell led many improvements to the Individual Reserve, including standardizing processes across the seven detachments, standing up a force management team, bringing the RIO Connect IMA Mobile Wingman app online and laying the groundwork for moving the IMA Travel Office from Robins Air Force



Brig. Gen. Ellen M. Moore, the HQ ARPC commander (left), passes the HQ RIO guidon to Col. Kelli B. Smiley during a change of command ceremony, June 12. (U.S. Air Force Photo/Quinn Jaobson)

Base, Georgia, to HQ RIO.

Reflecting on her time with HQ RIO, Stickell said the opportunity to grow an organization at a critical point in its development, surrounded by a group of incredibly talented group of people, was an honor.

"It has truly been my honor to serve as your commander and I hope you can all reflect on how far we've come and take great pride and satisfaction in what we've accomplished," said Stickell. "Thank you for making the last two years so incredibly rewarding."

Moore, who presented Stickell with a Legion of Merit medal during the ceremony, said the efforts of the outgoing commander were of the caliber expected from Air Force senior leaders.

"All the things Carolyn has done have been nothing short of stupendous," said Moore. "But the most important thing in my mind that stands out is her dedication to the mission and her people."

# AF recognizes HQ RIO Airmen for supporting Individual Reserve

By Master Sgt. Timm Huffman

**T**wo Headquarters Individual Reservist Readiness and Integration Organization Airmen were recognized in the 2016 Air Force manpower and personnel (A1) awards program.

Senior Master Sgt. Deana Rossi, who served as superintendent of force management at HQ RIO until taking a new job at the Pentagon in May, was named the 2016 Operational-level Force Support Senior Non-Commissioned Officer of the Year (Air Reserve Component).



Senior Master Sgt. Deana Rossi, HQ RIO Force Management superintendent, was named the 2016 Air Force A1 Force Support SNCO of the Year. (U.S. Air Force photo/Quinn Jacobson)

Tech. Sgt. Chrisanna Walton, the HQ RIO non-commissioned officer in charge of force management, was named the 2016 Operational-level Force Support NCO of the Year (Air Reserve Component).

Both award winners said they have a passion for ensuring their customers have what they need to successfully serve as Air Force reservists.

Rossi said her focus on supporting Individual Reservists comes from the eight years she spent in the Individual Mobilization Augmentee program. She said knowing first-hand how hard it is to accomplish all the required readiness

items in just 28 duty days each year drives her to ensure the program is at its best.

For Walton, the satisfaction she gets from making her customers happy is the ultimate prize. The personnelist said she understands how she fits into the big picture and knows that by doing her job, she is enabling her customers, the operators in the field, to do their jobs.

Col. Carolyn Stickell, the HQ RIO commander, praised the efforts of her Airmen and thanked them for serving as fantastic representatives of the organization. She also noted that this is the second year in a row an

HQ RIO Airman was named an AF-level A1 award winner; Senior Master Sgt. Warisar Villarreal, HQ RIO Detachment 6, earned the Force Support SNCO of the Year (ARC) honor in 2015.

“Over the past two years, HQ RIO has placed a special focus on the customer service aspect of the business and the awards are just one more example of how serious we are about supporting our IRs,” she said.

Stickell added that top-notch Airmen like Rossi and Walton ensure the 8,000 Individual Reservists have the support they need to augment their active-component organizations around the world.

“Like many of RIO’s professionals, Sergeants Rossi and Walton have gone above and beyond to improve the service level of our organization and these two have now been recognized by Headquarters Air Force for their efforts. I am so proud of them!” said Stickell.

In addition to its main location at Buckley Air Force Base, Colorado, HQ RIO has seven detachments and



Tech. Sgt. Chrisanna Walton, HQ RIO Force Management non-commissioned officer in charge, was named the 2016 Air Force A1 Force Support NCO of the Year. (U.S. Air Force photo/Quinn Jacobson)

eight operating locations across the globe. About 160 active-duty, reserve and civilian HQ RIO professionals support the IR force, providing pay, travel, career, and readiness services.

Rossi and Walton advanced to the Air Force A1 Awards after winning at Air Force Reserve Command in March.

# IMA helms Texas county

By Master Sgt. Timm Huffman, HQ RIO Public Affairs

Orange County, in Southeast Texas on the border with Louisiana and just 20 miles from the Gulf of Mexico, is home to more than 80,000 Texans and led by Air Force Reserve Major S. Brint Carlton.

Carlton was elected to the county's top position in 2014 and has used the experience and leadership he gained in the Air Force to steer policy and guide his decisions.

With over 10 years of Air Force service, including time on active duty and in the traditional and individual reserve programs, Carlton has had ample time and opportunity to gain the leadership skills he uses every day in Orange County.

"I credit my leadership skills, understanding of budgets and my focus on the big picture to what I learned in the Air Force," he said, speaking with a barely detectable southern drawl.

The Orange County native began his Air Force career in 2005 after finishing a master's degree in health administration at the University of Florida. He spent just shy of four years on active duty as a Medical Service Corps officer. Following a deployment to the Middle East, he transferred into the traditional reserve at the 433rd Airlift Wing at Lackland Air Force Base, Texas, to pursue more education. He knew that his MHA would pair well with a law degree and had seen his father's success practicing family law, so Carlton used the Post-9/11 GI Bill benefits he earned on active duty to earn both a juris doctor program and master's degree in business administration at St. Mary's University in San Antonio. It took him 2 1/2 years.

After graduating in December 2011, he returned to Orange County to practice family law with his father. He also left the 433rd for a joint assignment at the 953rd Reserve Support Squadron at Naval Station Norfolk, Virginia, in 2013. He soon realized, however, that practicing family law was not for him. He applied for, and was hired, into the district attorney's office as a juvenile prosecutor. This new position was

much more to his liking. He felt the work was having a positive impact, giving children who found themselves in trouble with the law a chance at a new start while also getting justice for victims. He said it wasn't long before some fellow county employees suggested he might do more for Orange County, asking him if he had ever thought of running for county judge.



While the word judge often invokes images of a robed figure presiding over a courtroom, Carlton said a county judge in Texas is more akin to a governor or the CEO of a company, albeit one with a judicial aspect. In Texas, some of the roles a county judge fills are as budget officer, the head of emergency management, and presiding official of the commissioner's court. They also preside over local judicial matters such as misdemeanor, probate and civil cases.

After talking with his family and researching the role in depth, Carlton began his bid for county judge in 2014. The four-way election named no victor; Carlton earned 26 percent of the vote. The election came down

to a run-off between the Airman and former county commissioner John Dubose. Carlton won 53 percent of the vote in the run-off and entered office Jan. 1, 2015.

At 32, he was one of the youngest county judges in Texas. He was also the county's first new judge in 20 years. The people of Orange County were ready for something different, he said.

"I credit my leadership skills, understanding of budgets and my focus on the big picture to what I learned in the Air Force."

-Maj. S. Brint Carlton

County commissioner Barry Burton, another Orange County native who was elected at the same, said the Air Force reservist brought a new style of leadership to the county. Brint is a forward thinker, he said. He's looking five, 10, 15 years into the future and he's finding ways to make county programs sustainable.

"In the past, the budget cycle was a year-to-year kind of thing. We don't do it that way anymore," said Burton.

As Carlton adjusted to public life, he also had to rebalance his relationship with the Air Force. His assignment at the 953rd, a three-year commitment which he had taken even before starting at the D.A.'s office, was more demanding than expected. In addition to numerous trainings, he found himself participating in exercises and missions that had him globetrotting, including several high-profile readiness exercises and seven weeks spent in Italy assisting with U.S. efforts to combat the Ebola Virus Disease in West Africa. Carlton had to exercise his authority as head of Orange County emergency management by calling in a flood evacuation order while on an exercise in Korea!

"It was a lot more than I expected and took away from my time in Orange County," he said. "I was not getting much sleep as I did military work during the day and civilian work during the evenings."

As his commitment at the 953rd was nearing its end, the major began looking for other opportunities in the Air Force Reserve and he landed in his current assignment in 2016. While he wasn't specifically looking for a position in the Individual Reserve, an Individual Mobilization

Augmentee vacancy with the Air Force Medical Operations Center at the Pentagon offered fewer training requirements, increased flexibility in his annual commitment and also allowed him to check off another of the four pillars of his officer career – a National Capitol Region assignment. He said his decision to continue serving also benefits the county because he will continue receiving "valuable and relevant experience and training in leadership and planning that this county sorely needs."

Despite the challenges of balancing his Air Force and civilian careers, Carlton has seen success since taking office. He faced a number of challenges upon beginning his new job, including rising expenses, growing debt, an aging and shrinking population, and stagnation in business growth. To date, the county judge said his biggest accomplishment has been doubling down on growing the county's reserve fund. When he took office, the fund had only enough money to sustain the county for three days. Since taking over the budget when he was sworn in on Jan. 1, 2015, the fund has grown from \$392,000 to \$4.6 million--without raising the county property tax rate. He has also made improvements to the county infrastructure, purchased over \$1 million in new vehicles, machinery and equipment, and increased government transparency.

Another improvement -- a focus on efficiency -- which he did by entering into an energy efficiency program to lower expenses at all county buildings. This included switching to LED lights and ensuring the buildings were properly sealed to make the most of cooling systems.

Burton, the county commissioner, said this plan will pay for itself. The old way of maintaining these buildings, he said, was to run the equipment until it broke and then scramble to fix it. Now, everything is on a maintenance schedule, which allows the costs to be built into the budget.

---

"It's not necessarily doing more with less but doing more with what we have; being as efficient as we can be before we ask for a tax increase."

-Maj. S. Brint Carlton

---



---

*"He is a statesman and I am very impressed with how he handles himself. He does what's right even if there's damage coming."*

-Jody Crump  
Orange County commissioner

---

"It's not necessarily doing more with less but doing more with what we have; being as efficient as we can be before we ask for a tax increase," said Carlton.

Carlton also shook things up on the economic development corporation. Before he took office, the corporation was made up of only county, city, and port officials. The judge opened it up to local business leaders

and school district officials as well. He also shifted away from focusing only on large projects like attracting big petrochemical companies, working instead to bring in more research and development, retail, manufacturing and housing opportunities. While economic development is ultimately a long-term project for the county, Carlton said the changes lay the groundwork for greater economic impact and a quality of life increase for the county in the years to come.

Jody Crump, who was elected as a county commissioner in 2011, said the county needed a leader who wasn't afraid to make changes. Expenses were going up, tax rates were going up, someone had to grab the bull by the horns; Carlton came along at the right time, he said.

"He's very effective at saving money... and doing the right thing, regardless of the political damage to himself," said Crump. ***(Continued on page 10)***



provide,” she says.

In addition to supporting ISR functions, reservists at the NRO also support the cyberspace mission. Cybersecurity is a critical enabler of the warfighting mission. Senior Master Sgt. Nick Multari works at the NRO in support of the Special Communications office as an information system security manager. He is employed at the NRO in and out of uniform and helps the organization deliver cutting edge ISR capabilities,

**H**igh above the clouds, intelligence satellites operated by the National Reconnaissance Office keep a close watch on the world below.

Air Force Reserve Individual Mobilization Augmentees (IMA) play a key role in ensuring those satellites remain a viable component of global vigilance for the nation.

The NRO is the government agency tasked with oversight of the United States’ intelligence satellites and is a crucial piece of the Intelligence, Surveillance and Reconnaissance (ISR) mission, which is one of the Air Force’s five enduring core missions.

More than 100 IMAs are assigned to the NRO. Many of them also work within the intelligence, space or cyber communities in a civilian capacity. This cross pollination of experience ensures a unique blend of skills and experience are available, ensuring the country’s fleet of satellites are performing at their best.

“Our reservists work on operations floors, in labs and in offices,” said Lt. Col. Sheila Wilds, director of the Reserve Management Office at the NRO. “They are a highly experienced and diverse workforce with unique skill sets derived from their connections with the civil sector.”

Finding the right match of skills and experience is Wilds’ priority. She works to familiarize the leaders at the NRO with the best way to align the right Air Force Specialty Code (AFSC), rank and skill level with the right position.

“It is important to help leaders understand how to utilize IMAs properly and what kind of support they can

providing an asymmetric advantage in the field. He works with system engineers and program managers to build security into their communications platforms. His subject matter expertise in security architecture and engineering plays a key role in meeting cybersecurity objectives.

“Knowing that what I do enables our systems to deliver capabilities in a manner that is secure and readily available to those whose lives depend on that capability, motivates me and is personally rewarding,” Multari said.

Multari’s said his service in both civilian and military capacities has given him a multi-dimensional outlook on the mission and a unique perspective on cyberspace operations.

The depth and breadth of knowledge the IMAs provide to the NRO is a calling card of the reserve Citizen Airman contribution to the force.

Technical Sgt. Sharon Hazel, who is currently assigned to the Intelligence Support Division in the National Reconnaissance Operations Center, said the IMA program affords her maximum flexibility and management of her own career. She has more than 16 years of experience in the Intelligence Community (IC) and says her team at the NRO capitalizes on the strengths of each other’s diverse skillsets.

“We rely on the talents of our highly diversified team to help the NRO solve the toughest challenges,” she said.

Hazel said as an IMA, she can use her civilian experiences to improve her capabilities and skills in uniform. The ISR capabilities Hazel and the other IMAs



support are the bedrock of Air Force support for successful joint, interagency and coalition partners operations around the globe.

In her civilian career, Hazel has been a senior intelligence advisor, providing executive management consulting to national level collaboration, resource planning, geospatial intelligence (GEOINT) mission management strategies, and integration efforts between the IC, the Department of Defense and other GEOINT communities. She has also established insider threat programs for Industry.

“One of the greatest values our team brings to the NRO is our diverse skillsets,” Hazel said.

This diversity of skillsets helps the IMA team seamlessly integrate with their active duty partners and the leaders they support. On any given day, nearly 5,000 Air Force Reservists are serving on active duty worldwide in support of combatant commanders and other agencies and major commands. Within the NRO, IMAs create an agile environment in the face of day-to-day operations and contingency mission execution.

Contributing to mission sustainability during high operations tempo is a cornerstone of the AFR mission. Maj. Jason Mellein, an IMA assigned as a mission director at an NRO Mission Ground Station (MGS). He said his team provides surge support that can be employed both as a steady state augmentation and as a targeted fix when there are challenges. Additionally, Mellein can serve as a backfill for active duty members who are deployed or deploy himself to support the team and the mission.

Mellein said the MGS is like a small city dedicated to mission operations, supported by different teams and administrative staff who are critical to mission success and protection. As a mission director, Mellein acts as the MGS commander’s administrative and operational representative in leading the teams that fly the satellites producing intelligence data. His Air Force skillset is not only technical, but executive, giving him a diverse toolkit to support the mission and the people who execute the mission.

“It’s energizing and humbling to know that on a daily basis the team has real and positive impacts on the missions of people across a broad swath of the national security enterprise,” Mellein said.

The Air Force Reserve contribution to the fight is undeniable.

“The IMAs at the NRO not only augment active duty forces when they deploy or mobilize, they also provide strategic depth to the intelligence community,” Wilds said. “They are a ready force that is called on to provide surge support during crisis operations, exercises and special projects.”



**Editor’s note:** Information for this article was taken from the Air Force Waypoints. For more information about the NRO, visit <http://nro.gov>. For up-to-date information, visit the NRO social media pages:

Facebook: [www.facebook.com/NationalReconnaissanceOffice](http://www.facebook.com/NationalReconnaissanceOffice)

Twitter: [@NatReconOfc](https://twitter.com/NatReconOfc)

YouTube: [www.youtube.com/nationalreconnaissanceoffice](http://www.youtube.com/nationalreconnaissanceoffice)

## Air Force adds international affairs to Voluntary Limited Period of Active Duty program

By Kat Bailey, Air Force Personnel Center Public Affairs

The Air Force has added two international affairs specialties to the Voluntary Limited Period of Active Duty program, which allows Reserve and Air National Guard Airmen from select Air Force officer and enlisted specialties to serve on active duty in vacant active-duty positions for three years and one day, if approved for release from their Air Force Reserve or Air National Guard component.

Added to the list of available special duty opportunities are Regional Affairs Strategist and Political-Military Affairs Strategist. These officers provide the Air Force

multinational operations.

The Military Personnel Exchange Program was also added as a special duty program. MPEP officers act as instruments by which the Air Force builds, sustains and expands international relationships that are critical enablers for the Expeditionary Air and Space Force.

The Air Force expanded VLPAD in April, adding 51 additional Air Force Specialty Codes for select air reserve component officers in rated, non-rated, Battlefield Airman and special duty options.

Enlisted air reserve component Airmen may also submit applications for more than 60 career fields, which include maintenance, aircrew operations, command control systems operations, personnel, aerospace medical services and medical lab technicians.

During their tour, the selected Airmen will receive active-duty benefits but remain on the Reserve Active Status List and meet Reserve promotion boards when eligible.

VLPAD information is available and continuously updated on myPers. Click the "Assignment" link on the left side from any Reserve or National Guard officer or enlisted page. Then select "Officer/Enlisted Voluntary Limited Period of Active Duty Program" to find the complete VLPAD AFSC list, detailed eligibility criteria and application procedures for each specific VLPAD program.

For more information about Air Force personnel programs, go to [myPers](#).



with the required capability and depth in foreign-area expertise and language skills to successfully sustain coalitions, pursue regional stability and contribute to

### **Carlton, Continued from page 7**

Crump, the longest serving of the current court, believes Carlton's Air Force training and experience, along with his education, has established who he is today; something for which he is thankful.

Carlton said the most important leadership skill he brings to the table comes from the combination of smaller skillsets he learned in the Air Force. These other experiences, such as emergency management, preparing budgets and serving as a health administrator, have prepared him to frame things in terms of what is best for the common good, rather than that of special interest groups. It has also helped him have a better chance to encourage those who don't see eye to eye to work together. His decisions don't always win him praise, he said, but in the end his goal is to get everyone working together for the betterment of the entire county, not just individual groups.

"He is a statesman and I am very impressed with how he handles himself," said Crump. "He does what's right even if there's damage coming."

Putting aside the various tasks associated with county judge, Carlton classified the job as primarily one of leadership -- leadership in the budget process, leadership in economic development, disaster management and serving as the face of the county. The county judge has to make tough choices and take responsibility for the outcomes, he said.

"What that means to me is giving full credit and taking full blame. That's what I've learned in the military," said Carlton. "When you're in a position of leadership and authority and something goes wrong, it's your fault and you don't make excuses, no matter what happens."

## New tool improves customer service for Individual Reservists

By Master Sgt. Timm Huffman

Individual Reservist who contact HQ RIO for support may notice they now receive a myPers customer satisfaction survey in their email afterward.

This is a result of the implementation of the myPers Console at each of the Headquarters Individual Reservist Readiness and Integration Organization's locations.

The myPers Console is a customer relationship management tool. Anytime an IR calls or emails their HQ RIO or their Detachment, the staff creates a myPers ticket and this ticket generates an email notification to the IR, as well as the customer satisfaction email.

This console brings a variety of benefits to the organization, said Staff Sgt. Carol Beutel, who oversaw the implementation of the system at each detachment. The two biggest improvements for IRs are access to the system and the ability to submit documents securely.

IRs can ditch the CAC card and reader for myPers because the system can be accessed with just a username and password from anywhere in the world at any time, even from a mobile device. The password reset and forgot username functions are robust and if they don't work, Sergeant Beutel said a call to the Total Force Service Center (1-800-525-0102) will straighten things out.

myPers is also a secure, approved way to transfer documents containing privacy act information to and from HQ RIO. A bonus feature is that IRs can reply to any message from their detachments by simply hitting "reply" in their preferred email client.

"We know it's hard for IMAs to get into secure government sites and we're trying to make that easier with myPers by providing 24/7 access worldwide," said Beutel.

Beutel said myPers is also a smarter way for HQ RIO to work. She said the system allows HQ RIO to track every process from start to finish, which, over time, will uncover inefficiencies that can be improved upon. Additionally, because the system operates in the cloud, supervisors can assign personnel actions without worrying about the information getting locked away on an employee's workstation.

The HQ RIO Airman said the software is powered by Oracle and has a front-end, which is what the reservist sees, and a back-end, which is what the staff at HQ RIO see. Looking ahead, Beutel said the groundwork has already been laid for the IMA Travel and Reserve Pay Offices to start using the system.

"myPers is the future. It's how we will be interacting with customers going forward," she said, adding that members are still always welcome to call their detachment or headquarters for support.

As for those customer satisfaction surveys that show up after each contact?

"We encourage all customers to provide feedback on the service received," said Chief Master Sgt. Dolores Colella, the HQ RIO group superintendent. "The survey feedback is very useful to the technicians and supervisors to identify how well the technician performs, whether additional training is necessary and whether the process or the system can be improved."

## Did you know photocopying a government ID is illegal?

**H**ave you ever been asked by a business if they could photocopy your identification? Chances are that if you've rented a hotel, car or apartment, the answer is yes.

But don't hand them your common access card or military identification card; copying it is against the law.

Photocopying any U.S. government identification is a violation of Title 18, US Code Part I, Chapter 33, Section 701. The law reads: *"Whoever manufactures, sells, or possesses any badge, identification card or other insignia of the design prescribed by the head of any department or agency of the United States for use by any officer or employee thereof, or any colorable imitation thereof, or photographs, prints, or in any other manner makes or executes any engraving,*

*photograph, print, or impression in the likeness of any such badge, identification card, or other insignia, or any colorable imitation thereof, except as authorized under regulations made pursuant to law, shall be fined under this title or imprisoned not more than six months, or both."*

Commercial establishment can ask to see your card to verify military affiliation or to provide government rates for, but they can't photocopy it. So if they ask to do so, tell them no. Give them a state driver's license or other form of photo identification instead.

Photocopied cards might be used for counterfeiting purposes, with no real safeguards against it. Since criminals and terrorists value U.S. government IDs, it's best to not give them that chance.

This law does NOT apply to medical establishments, which are allowed to make copies for filing insurance claims, or other government agencies using the copied ID to perform official government business.