

Return Strong



United States Air Force Deployment Transition Center Staff Cadre Welcome Package



MAJOR MICHELLE RODRIGUEZ

PROGRAM DIRECTOR

DSN: 314-478-4647

iP: 01749329848 (internationally: 011491749329848)

michelle.rodriquez.4@us.af.mil

michelle.rodriquez.mil@mail.smil.mil

Ramstein AB, Germany

TABLE OF CONTENTS

1. Commander's Welcome Letter.....	page 3
2. DTC Program Details.....	pages 4, 5, 6
3. DTC Reporting Instructions.....	page 7
4. DTC Staff Responsibilities.....	pages 8, 9, 10
5. In-Processing Actions.....	page 11
6. DTC Points of Contact.....	page 12
7. DTC Entitlements Explained.....	page 13



DEPARTMENT OF THE AIR FORCE
86TH AIRLIFT WING (USAFE)
86TH MISSION SUPPORT GROUP/DETACHMENT 1

MEMORANDUM FOR NEW DEPLOYMENT TRANSITION CENTER STAFF

FROM: 86 MSG/Det 1 Program Director

SUBJECT: Air Force Deployment Transition Center (DTC) Welcome

Congratulations on your assignment to the Deployment Transition Center. You have been selected to an important mission, a fantastic team and a great location. Your individual and corporate skillsets will be utilized to aid returning warfighters to decompress and reintegrate. You will find several pieces of important information in the following pages, but you should also locate and familiarize yourself with the [DTC CONOP](#).

The DTC is a “Combat Bridge” program which provides attendees with information and skills to help ease their transition from the highly structured, combat environment experienced in the AOR to the challenges of everyday life back home. The DTC also provides attendees with maximum opportunities for relaxation/decompression during their redeployment phase.

Included in your Welcome Packet are some important items that can be used during your transition to Germany. Being in Germany is a great adventure, but it can be challenging as you adjust to some of the differences in language and culture. One of the best resources in your transition and to what is available to you on base is: <http://www.ramstein.af.mil>, accessing the “Inbound” information sites. Here you will find your transition divided into phases such as “Getting Here” and “Getting Settled.” In addition, the USAFE Reporting Instructions is an excellent source of information which can also be used for your end of tour vouchers (see USAFE Reporting Instructions on the DTC website- 11 Jan 19).

I hope you are excited about your chance to come to Germany and your chance to serve at the DTC. The impacts you will make as our nation's heroes prepare to return home are immeasurable. Additionally, the opportunities for travel and exploration are fantastic. This packet will give you basic information about job duties and responsibilities, but many answers will come after you arrive. If you have any specific questions or concerns, please do not hesitate to contact myself or the staff you will be replacing. Again, welcome to Ramstein Air Base and the Air Force Deployment Transition Center.

//signed//

MICHELLE M. RODRIGUEZ, Maj, USAF
Program Director

DEPLOYMENT TRANSITION CENTER

The U.S. Air Force Deployment Transition Center at Ramstein Air Base, Germany operates a continuing world-class organization, en-route to redeployers' home station. Operation began in July 2010 as part of the overarching resiliency education and training program assisting in the transition from deployment to home station.

Vision

To be the DoD's Center of Excellence for returning warfighters by bridging positive combat and home-front skillsets

Mission

To provide critical reintegration skills and decompression opportunities for redeployers.

Program Objectives

1. **Rest:** Provide a safe environment and transition time for redeployers to relax, recover, sleep, and restore energy before returning to their families and in-garrison missions.
2. **Reflect:** Facilitate reflection on combat and operational experiences and provide strategies for integration, including anticipating how to discuss experiences with family members, friends, and coworkers.
3. **Recreate:** Provide a range of recreational activities to help service members transition from a high intensity and control-oriented combat and operational environment to lower intensity adaptive social interactions.
4. **Reintegrate:** Provide information and skills for managing combat and operational stress, recognizing the need for treatment in self and others, as well as facilitating a smooth reintegration with family and friends.
5. **Recapture:** Clarify purpose, values and goals by developing a supportive plan for reintegration.
6. **Resources:** Educate redeployers by providing information and handouts on available base and community resources.

Priorities

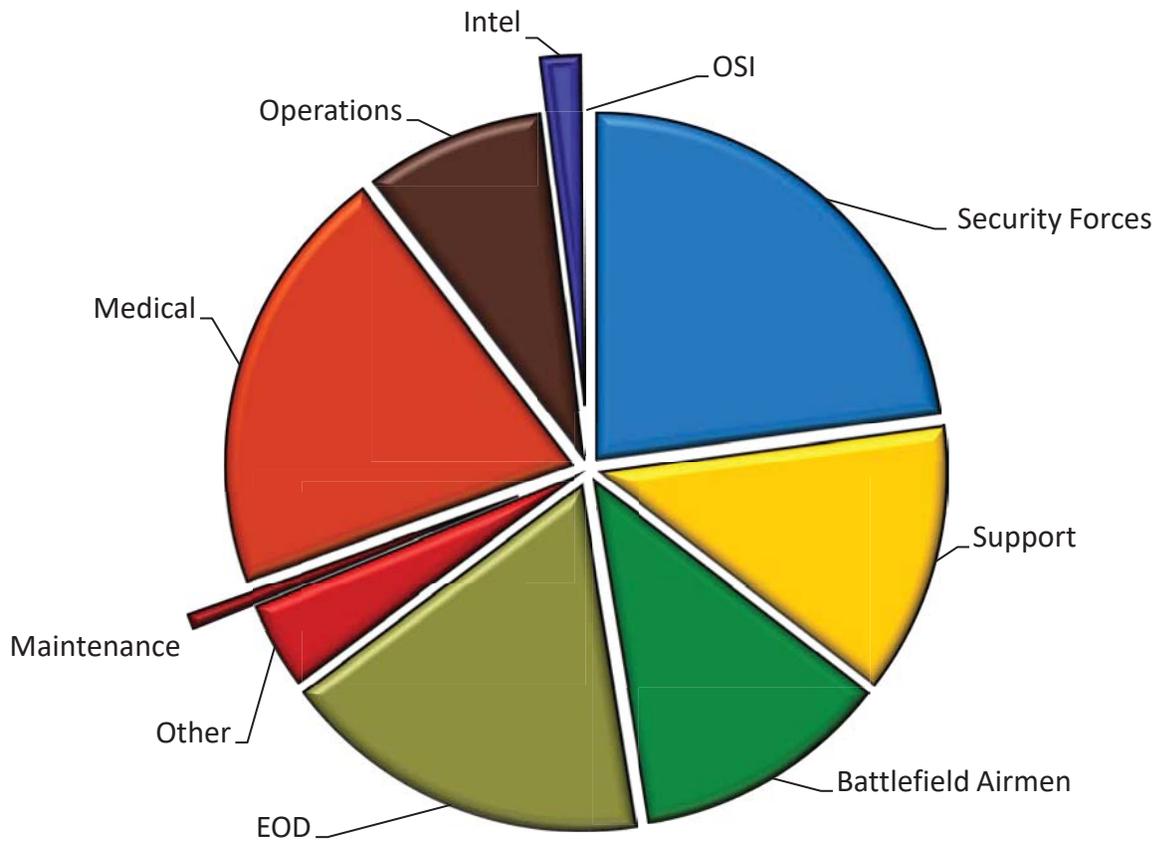
1. Enhance People
2. Build Community
3. Flex and Adapt to Mission Needs
4. Conserve Resources

WHO ATTENDS THE DTC

Attendance to the DTC follows two paths: Pre-identified AFSCs are mandated by their Chief Functional Managers at the HAF level and downrange Commander. Pre-identified or line remarked individuals know they are coming before their deployment begins. Their attendance is due to a number of known/considered factors: deployment location, mission, length, exposure risks, etc.

Total Throughput: 14,484

As of 30 April 2019



YR	2010	2011	2012	2013	2014	2015	2016	2017	2018
Mbr Attendance	1,061	1,960	1,975	2,155	914	756	1,036	1,555	2,004

PROGRAM SCHEDULE

While the DTC program stretches over four calendar days, it has two days that focus on program materials to reinforce resiliency concepts and aid Airmen's adjustment from deployed mission mindsets to home. We accomplish our program objectives through intentional activities with a process group focus. We avoid lectures and do not utilize PowerPoints to convey concepts. The mission of the DTC is expansive and open to all career fields and currently supports redeployers across three combatant commands (AFRICOM, EUCOM and CENTCOM).

ITINERARY

~72 hrs (10 hrs mandatory formation )

DAY 1: Arrival (rest/recover)



DAY 2: After Action (process experiences) & Experiential Outing (controlled exposure)



DAY 3: Combat Bridge (mind shifts, tools, teammates) & free time



DAY 4: Departure



STAFF REPORTING INSTRUCTIONS

Report to Det 1, 86 MSG located in Building 850, Suite A1, upon arrival. DSN: 314-478-4648. Comm: 011-49-6371-405-4648 (from U.S.) 0049-6371-405-4648 (within Europe). Mailing address: Det 1, 86 MSG/DTC, Unit 3475, APO AE 09094-3475, E-mail Address: UDG_86MSGDET1_DTCSUPPORTFLIGHT@us.af.mil.

A. Meals and Lodging:

- Government Meals: Available and directed, missed meals will be reviewed and approved on a case by case basis. This will be documented using AF IMT 2282, Missed Meal form and routed to Det Commander monthly. Approved Missed Meal forms should be scanned and uploaded into Defense Travel System as a substantiating record. Depending on your orders you may be required to complete missed meal reimbursement.
- Lodging is provided on the DTC Campus in TLF's Stairwell housing. Staff members billeted in TLF will be charged monthly. While deployed, lodging expenses are 100% reimbursable. All charges will be placed on the members Government Travel Card, which will be required at check-in upon arrival to Ramstein. Staff members should provide lodging an email address upon arrival to allow for automatic delivery of lodging receipt. Staff members should upload receipts into Defense Travel System as a substantiating record. Housekeeping, linen, wash machines/dryers and fully serviceable kitchen units are available. Electric plug-ins for 120V U.S. appliances and free Wireless Internet access are both available.
- Please provide GTC information and travel itinerary to DTC Lodging/Travel Manager 30 days within your projected departure so TLF reservations can be made prior to your arrival. Email: UDG_86MSGDET1_DTCSUPPORTFLIGHT@us.af.mil.

B. Clothing Requirements:

- ABU/OCPs for official duty days
- PT gear (DTC group PT is 2x per week, typically Mon/Weds)
- Civilian clothes* are required for all off base activities and during DTC program missions.
- Per the USAFE RIs the wearing of ABU/OCPs off base is no longer authorized.

**Business or smart casual is the UOD. T-shirts with American logos, ripped or soiled clothing, and revealing clothing are not authorized. Clothing allowance may be granted/authorized by the deployed commander upon arrival for enlisted staff (requires 50% weekly duties to be performed in civilian attire). Attention: Due to the cold climate changes, anticipate rain in the warm months and snow during winter months and pack all variations of PT gear, ABU/OCPs and civilian clothing to match the weather conditions for the duration of the deployment.*

• Driver's License:

- All personnel deploying as staff members to the Deployment Transition Center (DTC) at Ramstein AB, Germany, are required to drive on/off base and require a valid stateside driver's license and the USAREUR License Test Certificate prior to being issued a USAFE Driver's License. Training can be accessed through the JKO website.
- U.S Forces Driver's Training Program for Europe and Final Exam:
- https://jkodirect.jten.mil/html/COI.xhtml?course_prefix=USA&course_number=-007

https://jkodirect.jten.mil/html/COI.xhtml?course_prefix=USA&course_number=-007-B

• Additional required items:

- SIPR access is required for the 21R, 3F, 2G. Following prerequisite training is required prior to arrival: Derivative Classification, Marked Classified Info Training.
- Certificates need to be sent to the DTC 30 days prior to arrival in order to expedite SIPR net access. Email: UDG_86MSGDET1_DTCSUPPORTFLIGHT@us.af.mil. Ramstein AFB has a SIPR card shortage, which can delay SIPR access for 30-60 days. Please obtain a SIPR card at home-station prior to arrival.

C. Weapons:

- While weapons qualifications is part of USAFE instruction, only SF require the issuing of weapons from home station. In the event that weapon or ammo is required for all others, it will be issued by Ramstein AB.

STAFF ROLES AND RESPONSIBILITIES

DTC Program Director (DTC/PD): The primary role is to oversee administration and execution of the DTC program. The DTC/PD, Superintendent, or Mission Set Manager will provide an introductory briefing to all redeployers. The DTC/PD will manage personnel issues, and act as liaison with leadership teams. The DTC/PD will manage curriculum, agenda, survey feedback compilation, training of all DTC staff, and reviewing credentials and qualifications of facilitators. Approves curriculum facilitator requirements for upcoming DTC classes. Supervises the Mental Health NCOIC. Liaison with Chaplain Services and support agencies within 86 AW in support of DTC mission. Provides MH consultation to redeployers while attending the DTC and assists with follow on appointments as needed at home station. Provides feedback to the Senior Review Group on proposed changes, DTC surveys, tracking, data aggregation, and leadership of the operation staff.

DTC Detachment Superintendent: This is an additional duty role given to a SNCO. The primary role will be to assist the DTC/PD with preparing the enlisted force to best execute mission requirements. They assist with guiding the operational needs of the program, as needed. They manage and direct resource activities, including the budget, as well as interpret and enforce policies and applicable directives. They also establish control procedures to meet mission goals and standards. Additionally, they recommend or initiate actions to improve organizational effectiveness and efficiency as well as ensure the management of personnel and resources are consistent with current practices and procedures in support of the wing's mission.

DTC Detachment First Sergeant: This is an additional duty role given to a member selected by the DTC/PD. The primary role will be to assist the DTC/PD as the focal point for all readiness, health, morale, welfare, and quality of life issues within the unit. The First Sergeant's primary responsibility is to build and maintain a mission-ready force to execute home station and expeditionary mission requirement. They ensure the enlisted force understands the commanders' policies, goals, and objectives. They ensure support agencies are responsive to Airmen's needs. The DTC does have a diamond-wearing First Sergeant as well.

Director of Operations: Provides direct support to the DTC/PD on all aspects of logistics, transportation, material management and deployment/redeployment through the DTC. Directs the reception, staging, and onward movement of Airmen attending the DTC. Coordinates movement of cargo and personnel by commercial or military modes using systems which interface with defense total asset visibility systems. Maintains liaison with USAFE, host-wing units and local agencies to schedule and coordinate movements of personnel, and directs coordination of vehicle and equipment requirements as well as lodging and messing in support of the DTC. Evaluates movement forecasts and flow of personnel and cargo into the transportation system, movement capabilities, and efficiency of modes used. Supervises a staff responsible for all logistics support for DTC redeployers.

DTC Personnel Program Manager: This position is filled by the 3F Personnelist and provides direct support to the DTC/PD on all aspects of personnel programs to support the transition of redeployers while at the DTC. This person will typically be the Logistics Flight Chief. Coordinates with DTC leadership in addressing administrative personnel issues. Secures transportation to home station for all deployed staff. Coordinates with 86 AW/PERSCO and downrange PERSCO teams and systems as related to attendee tacking (NIPR & SIPR).

DTC Travel /Transportation Manager: Provides direct support to the DTC Logistics Flight Chief on all aspects of transportation and redeployment of those redeployers projected to transition through the DTC. Coordinates the reception, staging, and onward movement of Airmen attending the DTC. Supervises all local traffic management activities. Maintains liaison with MAJCOM staff, component AOR travel offices, host-wing units, and local agencies to schedule and coordinate local movements of personnel. Facilitates execution of combined command tenders for commercial surface transportation and issuing travel warrants for payment of services.

DTC Lodging/Services Programs Manager: Provides direct support to the DTC Logistics Flight Chief on all aspects of services programs to support the transition of personnel while at the DTC. Coordinates and manages all lodging requirements for the redeployers through the DTC. Coordinates with Mission Set Managers on specific team lodging requirements. Manages the morale, welfare and recreation as well as food service and fitness program requirements.

DTC Client Support Systems Administrator: Provides direct support to the DTC Staff members on all aspects of functional systems administration for the DTC staff. Coordinates system requirements to include workstations,

peripherals, communications devices and software required to support the DTC. Coordinates with mission set managers and program facilitators on communications support requirements to meet curriculum requirements.

Permanent Party Mental Health (MH) NCOIC/Staff: Provides direct support to the DTC/PD on all functional aspects of curriculum (e.g., continuity, as well as the applicability of the curriculum regarding downrange missions/needs). Coordinates and facilitates all curriculum training to all DTC members, to include support staff. Coordinates Support facilitator requirements with DTC/PD and the Chaplain Corps for all DTC classes. Schedules additional mental health providers or Master Resiliency Trainers (MRTs) as necessary. Provides/coordinates Combat Bridge facilitation during classes. Assists with reception, staging, and onward movement of Airmen attending the DTC. Maintains DTC calendars, database(s), and archived data. Duties also include Support Staff roles when facilitating classes (see below).

Resiliency Technician Staff: Support staff can include psychiatrists, psychologists, social workers, psychiatric nurses, Chaplains, Chaplain's Assistants, MH Technicians, MRTs and Certified Resiliency Training Assistant (RTA). In addition to class support facilitation, support staff will be responsible for providing suggestions to the DTC/PD on curriculum improvement, informally observing and assessing redeployers' behavior and response to various situations, consulting with redeployers who want to discuss materials, issues, and/or concerns outside of the discussion groups, and advising DTC and team leadership on significant issues with individuals. Support staff may provide tailored advice to individuals who may require additional attention upon return to home station.

Chaplain Support: The Chaplain/Chaplain Assistant will have two roles within the DTC: 1. Class support facilitator as detailed above; and 2. will utilize pastoral skills to interact with redeployers and consult individually if requested by the attendee. Although it will not be possible to cover the entire range of religions every effort should be made to accommodate the different spiritual needs of the redeployers. In addition, the Chaplain staff will assist in facilitating the DTC curriculum and providing direct input and training on aspect related to the Spiritual Pillar. When appropriate, the Chaplain staff should consult with the DTC leadership to plan religious ceremonies and remembrances/memorials for the redeployers who may need closure and additional comfort after loss. Responsible for providing updated Religious services calendars.

Mission Set Managers (MSM): MSM is an experienced individual who is usually from the same or similar career field as those who are participating in the program. Responsible for communication with deployed team leadership prior to arrival to the DTC. MSMs gather specific information regarding incoming attendees prior to each new group's arrival, including team composition, mission set, and special circumstances which occurred during the deployment. There may also be events which have taken place at home station during the deployment but might impact the reintegration process. This information can be gathered to tailor the DTC to the redeploying team's specific needs and inform the DTC staff on factors specific to the members. Responsible for gathering the Operational Lessons Learned and ensuring After Action Reports are formally relayed to their functional communities, as determined by their career field manager. The MSM plays a critical role in assisting the MH or Chaplain staff in translating career-specific knowledge required to understand the experiences of the attendees.

DTC staff is made up of both permanent party and deployed members. The DTC will generally have 3-4 permanent party staff (PD, MH NCOIC, MH Technician and CSS). Deployed staff will fluctuate based on the demand signal and can increase to 28. A waiver letter is renewed each year to accommodate the staffing/manning needs and coordinate with AFPC on needed career fields.

The DTC utilizes teaching tandems. When classes are broken down, they should include 1 Mission Set Manager and 1 Resiliency Technician per class.

Having the right number of MSMs is crucial to the success of the small group discussions. It is recommended that class size not exceed 13 per room and classes should consider leadership, mission and group dynamics of the members attending. This information should be gathered by the MSM prior to the arrival of the attendees.

There are two process groups: AAR and Combat Bridge. Both of these formations should have the same two DTC staff (teaching tandem) present. The staff should support one another in meeting the curriculum objectives and offset/ accentuate one another's instructional styles. The MSM should take the lead during the AAR and the Resiliency Technician should take the lead during the Combat Bridge. However, the MSM is the overall class lead.

IN-PROCESSING ACTIONS

Upon arrival you are required to see the Personnel Program Manager for all in-processing actions.

Required Items:

- USAFE Checklist
- CED Orders
- Mobility Folder (to include but not limited to):
 - AF IMT 245
 - NATO Orders
 - vRed
 - Dog Tags
 - Immunization Record
 - Information Protection Awareness Training Certificate
 - Law of Armed Conflict (LOAC) Certificate
 - Self Aid Buddy Care (SABC) Certificate
 - CBRNE Certificate
 - SERE Training Certificate
- All deployed DTC staff will stay in a TLF as assigned by lodging (bldg. 844-850).
- USAREUR License: Det1.86MSG.DTC@us.af.mil.

On the day of your arrival you will receive lodging keys from the Lodging/Services Personnel Manager. The lodging facility has the following amenities:

- Living/Sitting Area
- Dining Area
- Kitchen
- Bathroom
- Washer and Dryer
- Work Desk Area
- Television (room and living room)
- Telephone
- Wireless Internet Access
- Alarm Clock Radio

Note: For reservations, forward your GTC number and expiration to the below email at least 30 days prior to arrival.

Please contact the personnel program manager for any personal issues or emergencies at:

DUTY PHONE: 314-478-4602

OFFICE HOURS: 0730-1630 BLDG 850, Stairwell A, Suite A3, RM A3-D

EMAIL ADDRESS: UDG_86MSGDET1_DTCSUPPORTFLIGHT@us.af.mil.

POINTS OF CONTACT

**numbers are subject to change due to deployment cycles and office movement*

Program Director:

DSN: 478-4647

Cell: +49 1749329848

First_Sergeant:

DSN:478-4603

Cell: +49 1739599219

Superintendent:

DSN: 478-4588

Cell: +49 1749360153

Resiliency Technician Flt/Ch:

DSN: 478-4590

Cell: +49 1705486525

Lodging/Service Program Manager:

DSN: 478-4604

Cell: +49 1739508292

Transportation Manager:

DSN: 478-4604

Cell: +49 1739508292

Support Systems

Administrator:

DSN: 478-4602

Cell: +49 1749359221

Mission Set Manager Flt/Ch:

DSN: 478-4696

Cell: +49 1739528843

- Group Email: Det1.86MSG.DTC@us.af.mil
- Website: <http://www.ramstein.af.mil/Deployment-Transition-Center>
- Official Mail: Det 1, 86 MSG Unit 3475 APO, AE 09094-3475

DTC Per Diem Entitlements

1. Per Diem entitlements are based on USAFE reporting and or site specific instructions. Most up-to-date reporting instructions can be found at AEF online website under AFRIT tab/Component AOR Reporting instructions/USAFE Reporting Instructions.

<https://aef.afpc.randolph.af.mil/default.aspx>

2. CED orders should state “all government meals are available and directed...govt lodging is available & directed.” Based on this you will follow USAFE reporting instruction to determine Per Diem and lodging:

Meals and Lodging:

2.4.1. Meal availability is the same for officers and enlisted. "Government meals are available and directed" is the default meal rate for the USEUCOM AOR. All orders must state this option UNLESS specifically stated otherwise in the site specific RIs.

2.4.1.1. For clarification purposes, "government meals are available and directed" means members will receive Government Meal Rate (GMR) and must pay for their meals (Breakfast/Lunch/Dinner). Review current GMR and/or contact local Finance Office for further information.

<http://www.defensetravel.dod.mil/site/faqmeal.cfm>

2.4.2 "Government lodging is available and directed." is the default lodging option for the USEUCOM AOR. All orders must state this option UNLESS specifically stated otherwise in the site specific RIs.

Incidental and Special Expenses:

2.5.2 All military members deployed to the USEUCOM AOR will receive the OCONUS incidental expense rate of \$3.50 unless stated differently in the site specific RI. The requirement for the OCONUS IE rate of \$3.50 instead of the locality IE rate must be stated on the orders IAW the JTR 4200.C.1.d.2.a.

2.5.3. If unforeseen expenses not covered on the orders occur, a memorandum which includes justification of the expense as necessary for mission accomplishment must be signed by the deployed commander. This memorandum will be used as authorization for reimbursement of the expense when filed with the travel voucher.

2.5.4. For missed meals reimbursement, a completed AF FM 2282, Statement of Adverse Effect, must be signed by the deployed commander as the approval authority. This authority may not be delegated. Blanket type memorandums will not be accepted for reimbursement.

<http://www.defensetravel.dod.mil/site/faqpropmeal.cfm>

3. To get your daily Per Diem, other than travel days, you will add IE + GMR (PMR if filing missed meals). For example, \$3.50 IE + \$13.90 GMR = \$17.40.
4. All changes to pay must be made in DTS and justification (lodging receipts, missed meals AF FM 2282, parking receipts) uploaded into “Substantiating Records. “ Accrual Vouchers can be set-up to receive payments to your GTC and personal accounts on a monthly basis.

Any complications will have to go through your home station DTS monitor or finance. Local finance can answer questions, but will not have access to your DTS account.