

Spouses Forum Feedback

Contact List:

- **Special Needs Coordinator:** Patty Chabala, (307) 773 - 5714
- **Military School Liaison Officer:** Nancy Warner, (307) 773 - 5943
- **90 FSS Child & Youth Services Flight Chief:** Mary A Jacobsen, (307) 773 - 4368
- **Housing Management Office:** Elizabeth Bacaoco: (307) 773 - 1840
- **Airman & Family Readiness Center:** Tsgt Cynthia Vargas, (307) 773 - 5899, and Jody Clark (307) 773 - 5939
- **Housing Management Office:** Elizabeth Bacaoco: (307) 773 - 1840

Col Huser's note -- If you are frustrated by anything and not getting the help and support you need from your unit or our base helping agencies, please contact your first sergeant. If you still aren't getting what you need, feel free to call our Wing Command Chief, CMSgt Kristian Farve [(307) 773 - 5939 or kristian.farve@us.af.mil] and then me for support!

Commander Update

- Dunkin Donuts is opening on 5 Feb!
- Simply Soul is a new restaurant that recently opened in the BX. Their food is amazing... check it out.
- The main Gym will be turned into a 24 hour gym on 31 Jan. You will need to get an ID card registered to gain access during off-duty hours.
- BAH Rates – We know it's extremely expensive to live in Cheyenne. We are doing our best to work with the city of Cheyenne to provide affordable housing options for our Airmen and their families. We may not see the results of these efforts for a long time, but please know we are doing our best to build some momentum in the right direction.
 - o Cheyenne is building 2 new apartment complexes east of town. There will be more living spaces available, and it should drive the rent prices down across town.
 - o Folks are coming out to reassess the BAH rate this summer, and we will be working with them to help them come to better answers than we have right now.
 - o The base is working with Balfour Beatty to develop 74 acres of land on base property to provide more housing options (apartments and single family homes) and some retail options.

Q&A

CHILD/RESPITE CARE

Q) I work full-time and my husband often has to work on down days. There is no base child care available on those days... Could we get a list of extended hours/weekend and holiday child-care options?

Yes! We'll consolidate and disseminate a list.

We realize family child care is a big need across the installation. The base is currently looking for more child care providers. Currently we have 6 child care providers, and while we can't mandate what days they provide care, there is at least one who is interested in providing extended hours.

March 12 – 15 is the next family child care provider training. If you would like to sign up, please contact the Family Child Care Office at (307) 773 – 3317.

Q) Do you provide training for respite care providers to care for children with special needs?

We are currently working with the clinic in Cheyenne to provide some full time respite care providers for the base ... We have 2 people who are interested in providing that service. If you have questions about family members with special needs, please contact Patty Chabala, (307) 773 -5714.

Q) The wait for the CDC is long... We've been on the list for a year. Is there any way we can open another CDC?

We do know the wait list is long and it's hard to provide an expected time due to all the changes. The Air Force Services Agency folks evaluate us every year to see whether our services are considered adequate for our population or if we need to provide more services.

The list of people who get priority placement can be found here: militarychildcare.com, and if you would like help finding good child care, please contact Nancy Warner, (307) 773 - 5943

MEDICAL SERVICES

Q) Is the base able to help families get on Medicaid DD Waivers?

We don't currently hold Medicaid Waivers to transfer from family to family, but you can talk to Patty Chabala, (307) 773 -5714, with any questions about this in the future.

Q) It's frustrating to get a referral or an appointment from the clinic. I am passed around from office to office but am not getting the support I need.

REFERRALS: The Air Force Medical Service just underwent a Manage Care Support contract consolidation. The entire United States, which was previously spit into 3 regions, has been consolidated to 2 regions. We remain in the west region under HealthNet. The challenge with that is that the new Manage Care Support Contract could not share any tools or information with the previous awardee which means that as of 1 Jan, we started from scratch. We have a liaison who tells us that our region is experiencing a high volume of referrals and calls, upwards

of 60,000 per week. We also don't have a complete list of providers who have chosen to work with and are certified by HealthNet. The wait time for patients who call in for support is down from 2 hours to 45 min, so there is progress. But unfortunately, this transition will take time and there will be some growing pains. All we can do is remain in close contact with our HealthNet liaison to make this transition as smooth as possible. We are pushing up all the referrals that we get, however, the process is extremely slow. If you have a referral that you think is more urgent, please come see the TOPA office to see if we can try to push it through our channels.

APPOINTMENT TIME: We do track access to care... That is an emphasis item for us. If you or someone you know are not able to get an appointment, please start with the respective clinic advocate, then go to Medical Group Patient advocate, MSgt Dennison and then go to the MDG/CC Col Galluzzo.

Q) *Will HealthNet honor active referrals?*

Yes... HealthNet said they will honor existing referrals for up to 6 months. If the referral extends past 6 months, it will need to be renewed.

However, if your current referral evolves to cover a new type of service than the original service covered by your active referral, you will need to get a new one.

HOUSING

Q) *We have had trouble with the base housing office responding appropriately to concerns and unlivable conditions.*

If you are experiencing trouble with the housing office, please elevate your concerns to the following people:

- i. Housing Management Office, Elizabeth Bacaoco: (307) 773 - 1840
- ii. First Sergeant
- iii. 90 CE/CC Lt Col Erin Weatherly

We do test regularly for mold and whenever we get the results, we provide them to residents so they know what it is and how to clean it.