2021



37th Training Wing Welcome Packet

NO FEDERAL ENDORSEMENT INTENDED

Directory

Air Force Aid Society Moving Assistance Program .....(210) 671-3722
Airmen's Attic .....(210) 671-1780
Behavioral Health Clinic .....(210) 292-7361
AT&T .....(844) 723-0252
Camp Bow Wow .....(210) 826-9969
Child Development Center – Gateway .....(210) 671-1040
Child Development Center – Lackland .....(210) 671-3675
Child Development Center – Kelly Annex .....(210) 925-5747
Commander's Action Group .....(210) 671-9331
CPS Energy .....(210) 353-2222
Exceptional Family Member Program .....(210) 671-7636/2120
Family Advocacy .....(210) 292-5967
Family Child Care – Lackland .....(210) 671-3376/3379
Family Child Care – Ft. Sam Houston/Randolph .....(210) 221-3820
Family Housing .....(210) 671-9366
Family Readiness .....(210) 671-3722
Grande Communications .....(844) 822-8374
Grey Forest Utilities .....(210) 695-8781
Home Away from Home Kennels .....(210) 509-4663
JBSA Resource and Referral .....(210) 671-3380/3413
Lackland Youth Center .....(210) 671-2388
Lodging Reservation .....(210) 673-6930
Lucy's Doggy Daycare .....(210) 495-3647
Metro Waste Systems .....(210) 807-8555
Military & Family Life Consultant .....(210) 984-1076/(210) 238-5528
Pediatric Center .....(210) 292-7520
Pediatric Development & Behavioral Clinic Appointment Hotline .....(210) 916-9900
Personal Financial Management Planning .....(210) 671-3722
Safe Kids .....(210) 292-5967
San Antonio Water System .....(210) 704-7297
Supplemental Nutrition Assistance Program .....(210) 436-4392/(210) 337-3663
Spectrum .....(855) 243-8892
The Pets Inn .....(210)971-6033
Thrift Shop .....(210) 671-3608
Tiger Sanitation/Waste Removal .....(210) 333-4287
Tricare East.....1-800-444-5445
Wilford Hall Ambulatory Surgical Center .....(210) 292-0465
Women, Infant, and Children's Program .....(210) 674-7739
Women, Infant, and Children's Program – Lackland .....210) 704-4180
YMCA Prime Time School Age Child Care .....(210) 924-2277

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Fellow Warhawk,

Congratulations on your assignment and welcome to the 37th Training Wing, the largest training wing in the Air Force. Our mission is to train, educate, develop and inspire Airmen and strengthen (US and International) partnerships to compete, deter, and win. As the "Gateway to the Air Force," the Wing strives to be the training standard of excellence for the Department of Defense across its four groups.

We are home to the Air Force's enlisted Basic Military Training, its most diverse Technical Training Group, two significant international/security cooperation missions, and the Department of Defense Executive Agent for Military Working Dogs and English Language Training.

Here in the 37th Training Wing, we strive for a winning culture. Winning and success is important on both personal and professional levels, for both individuals and teams. The success of our Airmen and their families is critical to ensuring the success of our mission, as they are intertwined. Our values facilitate this success through healthy competition at work which breeds continued improvement as a result of one's own intrinsic motivation. This comes from the focus and growth of our people above all which facilitates this winning culture and, in turn, total mission success.

Warhawks TRAIN to Win!

T — Trust our
R — Resilient
A — Airmen to
I — Innovate and
N — Nurture

To that end, we use the word "TRAIN" as both the foundation of our mission and simultaneously as an acronym of how we will accomplish our goal.

Not only do we seek to produce the world's finest professionals, we build partnerships that set the framework for our National Defense Strategy and extend our national values around the globe. To that end, we highly encourage you to review the Wing's Strategic Plan "Operationalizing the Warhawk Way" and examine our three priorities: People, Modernization and Partnerships. We sincerely welcome you and your family to the Gateway Wing and are honored to serve beside you as we Fly, Flight, and TRAIN to Win together!

COVID-19 INFORMATION

As you are probably well aware, the world is in the midst of a pandemic due to the emergence of COVID-19, the disease caused by the SARS-CoV-2 novel coronavirus. As a result of this public health emergency, many preventative measures have been put in place in order to slow the spread of this disease. We ask that you take the appropriate precautions in order to help keep yourself, your families, and your fellow Airmen healthy.

Further information regarding COVID-19 can be found by following the below QR codes. The first code links to the Centers for Disease Control and Prevention (CDC) COVID-19 information portal that details possible symptoms, preventative measures, and other information to help you take appropriate response measures to the coronavirus pandemic.

While the CDC offers excellent national-level information, there are additional resources that you should review that are specific to DoD personnel and those assigned to Joint Base San Antonio (JBSA). The second and third QR codes below link to the DoD and JBSA coronavirus information pages, respectively. These links offer a great deal of information regarding both DoD and local response measures that are in place due to COVID-19. As a member of the 37th Training Wing, you are highly encouraged to review these resources and be familiar with them.

As you will see throughout this welcome packet, there's much to do in the San Antonio area, but we must also take precautions to enjoy our Host City safely and with the health of everyone in mind. Taking appropriate steps to combat the spread of COVID-19 ensures we can enjoy everything the local area has to offer while remaining ready to accomplish our mission.

CDC COVID-19 Portal

DoD Guidance

JBSA Guidance

KEY SPOUSE

KEY SPOUSE PROGRAM

The Key Spouse Program (KSP) is an official Air Force Unit Family Readiness Program designed to enhance readiness, personal/family resiliency and establish a sense of Air Force community. Key Spouses are commander-appointed volunteers and are here to support military spouses and their families. They are the spouse's direct link to the military member's unit and will share invaluable information regarding their specific unit, base, and local community. This is a fantastic resource to help meet the needs of our families and allow our spouses to be informed and connected. If you or your spouse would like to know who your Key Spouse is, please contact the 37 TRW Commander's Action Group (CAG) at (210) 671 – 9331 and they can assist with connecting you.

Spouse Resiliency Toolkit: Many military spouses experience personal and professional challenges. More often than not, these challenges can be overcome and resolved long before they escalate into serious problems. The Spouse Resiliency Toolkit is one tool that can assist military spouses in helping them identify challenges and prevent problems before they start. For more information please follow the bottom right QR code.

Military Spouse Advocacy Network (MSAN): MSAN helps new military spouses by educating, mentoring, and supporting them in their transition from civilian spouses to military spouses. It helps them to learn and understand the benefits as well as difficulties in their new lives by empowering them with the knowledge they need to succeed as a military family. For more information please follow the bottom left QR code.

Military Spouse Advocacy Network

Spouse Resiliency Toolkit

PRE-ARRIVAL INFORMATION

A permanent change of station is a life-changing moment. We want to make this transition as simple and stress-free as possible. To do so, we have important pre-arrival information for your transition to Joint Base San Antonio – Lackland!

INTERNET RESOURCES FOR PLANNING YOUR PCS

The following websites will help you plan for your PCS and get to know your soon-to-be home.

Plan My Move

Explore Military Installations

LODGING

Reservations are made in a central location. If there is no space on base, the billeting desk will provide a list of contract facilities off base. Remember to request a non-availability statement when base lodging accommodations are not possible.

To Make a Reservation:
Phone: (210) 673 – 6930

Website: **af.dodlodging.net**

E-mail:
802FSS.FSVL.InnsofLackland@us.af.mil

Gateway Inn
Bldg. 10203 – Femoyer St.

Gateway Villa
Bldg. 2435 – intersection of Luke & Kelly

Kelly Inn
Bldg. 1650 – 250 Donald Goodwich Dr.

Temporary Lodging Facilities
Bldg. 2435 – intersection of Luke & Kenly

The length of a stay in temporary lodging is limited to 30 days. During the peak PCS periods, the Inns of Lackland are filled to capacity. However, it is possible to request an extension. Please remember that only the first 10 days in temporary lodging are reimbursed. For additional information, refer to: **cpts.customerservice@lackland.af.mil**.



PETS

Pets are allowed in temporary lodging facilities. Spaces are limited. Please call or email reservations for additional information, rules, and restrictions SIX months in advance. (210) 671 – 3622

Some hotels permit pets to stay in their lodging. Follow the above QR code to search.

In situations where there is no availability for pets in the temporary lodging facilities, below are a few of the local pet boarding and kennels which cover certain locations in the greater San Antonio area.

Home Away From Home Kennels
(210) 509 – 4663
https://hafhkennels.com

Lucy's Doggy Daycare
(210) 495 – 3647
https://lucysdoggydaycare.com

The Pets Inn
(210) 971 – 6033
https://thepetsinnsa.com

Camp Bow Wow
(210) 826 – 9969
https://campbowwow.com

Make sure to have up to date vaccination and shot records for your pets as kennels generally require this information.

CHILD CARE FOR PCS

A PCS is a big change; especially for our families and children. The Air Force Aid Society has several programs in place to help provide families with aid and assistance for their childcare needs during the PCS process.

Active duty Air Force members wishing to use this program can do so by stopping by the Military and Family Readiness Center (Bldg. 1249) or by accessing http://afas.org/child-care-programs or following the QR code.

Give Parents a Break is available for newcomers who are having an exceptionally difficult move. Certificates can be obtained from First Sergeants, Chaplains, Family Advocacy, and the Military and Family Readiness Center. Eligibility decisions are made on a case-by-case basis.

AIR FORCE AID SOCIETY





TRICARE EAST

Lackland/San Antonio is in TRICARE EAST. Registering with TRICARE should be a priority, in the event of a family member medical emergency. The TRICARE office is on the first floor of Wilford Hall Ambulatory Surgical Center (WHASC). Phone: 1 – 800 – 444 – 5445 http://www.tricareonline.com

If the family is already enrolled in the TRICARE Dental Plan, there is no need to change the enrollment. They will, however, need to find a new primary dentist. A roster is available on http://www.uccitdp.com/dtwdws/member/landing.xhtml.

TRICARE

DENTAL



FAMILY HOUSING

2254 Brian McElroy Drive

Hours: 0730 – 1630 Mon – Fri

Phone: (210) 671 – 9366

All housing on Lackland is privatized. The privatized developer is Balfour Beatty Corporation. Newcomers are to report to the Housing Office where they will be given information and referred to the contractor's office to apply and/or sign the lease. Follow the QR code for more information.

To find housing off-base, visit the Housing Office and check out the Relocation Information Center. There are two personal computers with internet service that will display hundreds of listings of homes for rent or for sale in and around San Antonio. They have brochures published by the Veterans Administration, real estate agents, mortgage companies, banks, etc. The Military and Family Readiness Center stocks real estate information and apartment guides.

JBSA-Lackland participates in the Automated Housing Referral Network (AHRN) which provides home buying and selling services. It also provides information on rentals and roommate arrangements.



In choosing off-base housing, newcomers usually consider four factors: affordability, accessibility, crime rates, and schools.

The Department of Defense offers the Homeowners Assistance Program to eligible servicemembers and federal civilian, including non-appropriated fund, employees. The program is authorized by law and administered by the US Army Corps of Engineers to assist eligible homeowners who face financial loss when selling their primary residence homes in areas where real estate values have declined because of a base closure or realignment announcement. Information is available by following the above QR code.

AFFORDABILITY: Refer to the 2021 Basic Allowance for Housing charts by following the above QR code or visiting the Defense Travel Management Office website at https://www.defensetravel.dod.mil/index.cfm.

They will assist you with deciding on what you can pay for housing costs. Lackland's BAH is based on the base zip code 78236.



ACCESSIBILITY

Traditionally, newcomers are told to live somewhere in northwest San Antonio, and to avoid the south side; however, things change. If you have not looked at the new housing developments that are springing up along Highway 90 and other areas in western and southwestern Bexar County, you might want to do so. There are also new quality developments in the vicinity of Loop 1604 and Hwy 16 on the south side of town.

If time allows, drive through prospective neighborhoods or apartment complexes late in the evening on the weekends to find out what the noise levels are before signing any legal agreements.

LOCAL CRIME INFORMATION

All in all, San Antonio is a very safe city. However, as with any large city it is not completely crime-free. In searching for your local housing, you have the option to access the San Antonio Police Department website to find local crime information and statistics. Information is available by following the above QR code. Data is available by zip code, city, type of crime, and street address using only the block number. Many neighborhoods and apartment complexes use private security companies to handle undue noise or other minor matters.

CONNECTING UTILITIES

One of the first steps in finding a new home is setting up utilities. Below are a couple of local options for utilities ranging from water to internet service. Service availability may depend on location. Utility Deposit Deferral Program – established to reduce expenses for military personnel when moving off base. To apply for this waiver, the service member must visit the Housing Office in person.

Metro Waste Systems
(210) 807 – 8555
https://www.getmetrowaste.com

San Antonio Water Systems (SAWS)
(210) 704 – 7297
https://www.saws.org

CPS Energy
(210) 353 – 2222
https://www.cpsenergy.com

Tiger Sanitation/Waste Removal
(210) 333 – 4287
https://www.tigersanitation.com

Grey Forest Utilities
(210) 695 – 8781
https://www.gfugas.com

Spectrum
(855) 243 – 8892
https://www.spectrum.com

AT&T
(844) 723 – 0252
http://www.att.com

Grande Communications
(844) 822 – 8374
https://www.mygrande.com





SCHOOLING/CHILDCARE

TEMPORARY SCHOOL ENROLLMENT:

Children living in temporary lodging are allowed to enroll in the Lackland Independent School District (ISD) while parents are finding permanent housing. Once enrolled, the children will be allowed to remain in the district until the end of a grading period. Pre-school age children may be accepted in the LISD Pre – K program temporarily if they would otherwise qualify.

Important to Note:

The 86th Texas Legislature passed House Bill 1597 (TEC § 25.001), establishing residency through military orders for the purposes of admission into public schools. This bill allows families to pre-enroll into a school district where you will reside and is considered advanced enrollment. This legislation includes public magnet schools. Families will have to show proof of residency once they have moved into the district (must be within 10 days after report no later than date [RNLTD] on orders).

SELECTING A SCHOOL

Perhaps one of the biggest decisions any service member will have to make during a PCS is where they will send their children to school. As a military member in San Antonio, you will have several public and private schooling options.

The Lackland ISD is funded and operated by the state of Texas. Anyone that resides on Lackland property will be going to Lackland ISD.

Although there are many other school districts in the San Antonio metro area, these are the ones newcomers are most likely to live in:

Lackland ISD	http://www.lacklandisd.net
Northside ISD	http://www.nisd.net
Northeast ISD	http://www.neisd.net
Medina Valley (Castroville) ISD	http://www.mvisd.com
Judson ISD	http://www.judsonisd.org
Private School Listings	http://tepsac.org & http://www.yellowbook.com
To review school performance	http://www.tea.state.tx.us/perfreport/

SCHOOL LIAISONS

School liaisons are the central point of contact for commanders, military families, and local school systems on school-related matters for grades K-12. School liaisons provide information about local school systems, state requirements, immunizations, school policies and procedures, home school resources, extra-curricular activities, within the community, volunteer opportunities, and scholarship information. Their services are open to all JBSA military families, DoD civilians, contractors, and retirees. During this time, the best way to reach your school liaison is by email at **jbsa.slo@us.af.mil**.



BASE CHILDCARE RESOURCES

Childcare is available on base in three child development centers or at Lackland Family Day Care Homes. As a part of registering a child for day care, current immunization records must be available. In addition to the normal childhood immunizations, twenty-two counties in Texas also require Hepatitis A immunizations for any child over the age of two years. This immunization consists of two injections administered six months apart. The parent must have proof that the first injection has been administered before the child can be accepted in any day care facility – on or off base.

CHILD DEVELOPMENT CENTERS

Placements are made through the Family Child Care Resource and Referral Office. Parents can download DD Form 2606, complete it, and fax it in advance. Weekly rates are based on the family's annual income. The office is located at 1531 Connelly Street in building 6629.

The JBSA Lackland Child Development Program does have an active waiting list but the good news is it is the smallest wait list of the 3 JBSA locations. This list is worked regularly as upcoming vacant spaces are identified in each of the 3 centers. Parents are required to give their center a 2-week withdrawal notice. The notice is immediately turned over to the Resource and Referral Coordinator who immediately offers the space to the next person on the list for that specific age per eligibility categories. To keep the list moving and spaces filled, the goal of the CDC is for departing children to leave one day and new children be accepted the next.

Lackland's biggest need for care on the current waitlist is for infants. This age group takes the longest to get in usually because this is our lowest ratio of 4 children to 1 teacher. Usual infant waiting list is 9 months or more and dual military 3 months or more.



FAMILY CHILD CARE PROGRAM

To assist in handling this small waitlist, the Air Force offers other programs to support childcare needs.

Across JBSA, we have 17 Family Child Care (FCC) licensed homes to support care when the centers are full. These homes must meet specific standards to remain affiliated with our base Child Development Programs. We have FCC Coordinators who oversee these homes with inspections, training and supplies. The home providers are trained just as our caregivers in the centers are trained and are expected to offer a similar curriculum as the centers.

Families need to go to **militarychildcare.com** to be placed on a waiting list for FCC providers. Parents can also call the Lackland Family Child Care Coordinator so that they can be directed to a provider that is a good fit for the family (based on child age and/or location).

Currently, during the pandemic, health and safety guidelines are changing rapidly. Please refer to the guidance on the Military Child Care Website linked in the below QR code.

To receive more information and to register for the program, follow the QR code.

BECOMING A FAMILY CHILD CARE PROVIDER

The Family Child Care Program is looking for individuals interested in providing in-home childcare on and off the installation. Start-up materials and training are provided by FCC. This is an excellent opportunity to own your own business as a professional affiliated Military Family Child Care provider as well as help out fellow military families with their childcare needs.

For more information about the program and to reserve your space at the New FCC Provider Candidate Orientation class, please contact:

JBSA-Lackland
Linda Salazar
(210) 671 – 3376/3379
Linda.salazar@us.af.mil

JBSA-Ft. Sam Houston/Randolph
Jeanie Smith
(210) 221 – 3820
Jeanie.m.smith.civ@mail.mil



The following pages will have important resources regarding childcare programs as well as Lackland childcare contact information.

Child Care Aware is a national organization which supports local placement of military dependents in off base childcare centers and family childcare homes. There is a military section where parents can start the process to request placement in an off-base center and still receive DoD subsidy so they won't pay more than they would in an on base child development center. Of course, the centers and Family Child Care homes must meet the same standards and requirements as any on base care center. More information can be found by following the QR code.

Although we wish we could meet 100% of the demand, our centers are not built to that capacity, nor do we have a great enough short fall to warrant another center. But in saying that, Lackland has been identified for the possibility of a new center based on the fact that Kelly CDC is located outside the gates of an installation. If a center is built on Lackland it will be to support that center closing and it will be built larger than Kelly's capacity permitting us additional childcare spaces. For more information on the different CDCs, please refer to the following information.

Phone: (210) 671 – 3675 **Fax:** (210) 671 – 0276

Websites: MilitaryChildCare.com & https://jbsatoday.com/LAK-CDP



JBSA Resource and Referral

Phone: (210) 671 – 3380/3413

Gateway Child Development Center

Bldg. 3220

Provides care for military and civilian dependents 6 weeks-5 years old.

Phone: (210) 671 – 1040

Lackland Child Development Center

Bldg. 8206

Provides care for military and civilian dependents ages 3-5 years old. Dependents must be toilet trained. Services include full-time care as well as educational activities.

Phone: (210) 671 – 3675

Kelly Annex Child Development Center

Bldg. 3220

Look for the San Antonio Federal Credit Union. Accepts children from 6 weeks to 5 years of age.

Phone: (210) 925 – 5747

PLACEMENT PRIORITIES

Active duty members and DoD civilians who apply for space in one of the Child Development Centers are ranked into one of four priority listings. The priorities are as follows:

1. Active Duty Military/DoD Civilians – Single Parents assigned to or working on the installation.
2. Active Duty Military/DoD Civilians – Dual employed parents assigned to/working on the installation.
3. Active Duty Military/DoD Civilians – One parent employed/assigned to installation (both parents working or in full–time student status.
4. Active Duty Military/DoD Civilians – Not assigned to the installation (single, dual, and one parent employed.

Safe Kids: Family Advocacy offers this class for children ages 8-11 who may stay home alone for short periods of time. Mandatory for on-base residents and open to all others stationed at Lackland.

Phone: (210) 292 – 5967

Special Needs Child Care: Please contact the Family Child Care Resource & Referral Office at (210) 671 – 3380 for information on base and community resources.

FAMILY DAY CARE HOMES

Day care provided by licensed providers in base housing. Services and rates determined by each provider. New lists of providers are published at the beginning of each month. Information is available at https://jbsatoday.com/LAK-Family-Child-Care.

The Relocation Office can also e-mail the new lists to you or they may be picked up at the A&FR or the Family Day Care administrative office.

Phone: (210) 671 – 3376 Hours: Mon – Fri 0730 – 1630

Off base licensed day care homes that are operated by active duty military or retired military members can choose to affiliate with the Family Day Care Office. The homes will have to comply with base requirements. This program offers a wider range of homes that are eligible to provide childcare.

Subsidies are available for care given in base Family Day Care Homes. More information is available through the Family Day Care Home Office.

BEFORE AND AFTER SCHOOL CARE

Lackland AFB Youth Center in building 8420 offers before and after school programs as well as summer camp opportunities.

Phone: (210) 671 – 2388



FINDING DAY CARE OFF BASE

Besides the on base and DoD affiliated childcare options, our families have many other choices on hand. Following are some of the more popular options:

Sittercity.com – No longer has a military discount on membership; however, remains a popular child sitting website.

Try the website to the Texas Department of Protective and Regulatory Services (TDPRS)

http://www.txchildcaresearch.org/. The website provides information on community childcare resources by zip code, and also offers overview of standards and suggestions on screening providers. Choose Child Care option from menu.



YMCA Prime Time School Age Child Care

https://ymcasatx.org/programs/children-and-teens

Provides after school care until 1800. The program operates in 91 different elementary schools in San Antonio. They also have summer day care in some locations. Licensed by the Texas Department of Protective and Regulatory Services. The YMCA also provides care for infant, toddler, and preschool child development.

Phone: (210) 924 – 2277

FAMILY MEMBER ASSISTANCE RESOURCES

The next few pages will feature information about important family assistance resources available to our Airmen and their families.

Spouse-to-Spouse Sponsor Program: Spouses have the right to request their own sponsor. If one is desired, let your Sponsor know.

MILITARY AND FAMILY READINESS CENTER

The Military and Family Readiness Center is one of the most valuable resources available to our military members and their families. The following resources are available, and we highly encourage you to take advantage of them. Please feel free to reach out via the QR code, over the phone at (210) 671 – 3722, or to drop by in person!

Heartlink

Provides opportunities to meet other spouses and gather valuable information about JBSA – Lackland and the Air Force. Paid childcare is available if proper procedures are followed. Offered quarterly.

Employment Assistance

Provides assistance to military family members. Services include classes on interviewing; resume writing and seeking federal employment on Lackland. Also available; computerized job bank, job listings, information on local job fairs, lists of contractors, and federal employment opportunities.

Volunteer Resource

Offers opportunities to become involved in base activities. For members of Air Force families, the Air Force Aid Society will pay for up to 20 hours of day care per child per month. To qualify, the parent must be volunteering on JBSA – Lackland.

Military & Family Life Consultant (MFLC)

Free and confidential short-term counseling. No records are kept. Call (210) 984 – 1076 or (210) 238 – 5528.

Spouse Employment and Licensing

Senate Bill 1200 provides certain military spouses the opportunity to engage in a business or occupation without having to obtain a new license. The spouse will need to meet certain requirements, work with the applicable state agency and provide appropriate information (proof of residency, military spouse's affiliation, current license, etc.). For more information on the bill, follow the QR code.

Spouse Reimbursement for Re-licensure/Recertification

For those military spouses required to apply for an occupational state license in Texas, you can receive up to $1000 from the Air Force to cover the cost of relicensing fees. Documents which are required for reimbursement are:

Copy of PCS/PCA orders

Copy of spouse's valid state occupational license

Paid receipts for items required to obtain licensing from new state

This is a fantastic program that can save our military families money during their transition to a new home. For more information, pleases contact the Military and Family Readiness Center at (210) 671 – 3722.

AIR FORCE AID SOCIETY MOVING ASSISTANCE PROGRAM

Bldg. 1249

Phone: (210) 671 – 3722

Intended to relieve severe financial stress caused by relocation

One Stop Shops include: Airman's Attic, WIC, Lackland Thrift Shop and Cinderella's Closet.

Airmen's Attic

Open to all ranks. Airmen can usually find children's clothing, some small household goods, uniforms, and household furniture items.

Bldg. 5460 (Corner of Walker & Selfridge Ave)

Mon - Thu 0930 – 1400

Phone: (210) 671 – 1780

Thrift Shop

Located in building 5460 on corner of Walker & Selfridge Ave. Open Tuesday, Wednesday, and Thursday 1000 – 1400. Usually closed in July and over the Christmas holidays.

Phone: (210) 671 – 3608

Personal Financial Management Planning

The MFRC has financial counselors available for individual consultations. Appointments are required.

Phone: (210) 671 – 3722

Women, Infant and Children's Program (WIC)

WIC applications may be completed at several locations throughout the city. Appointments must be made through the central office.

Phone: (210) 674 – 7739

JBSA-Lackland WIC Office

Bldg. 5460 (Corner of Walker and Selfridge Ave)

Mon - Thu 0730 – 1800 Closed everyday 1200 - 1230 for lunch. Closed the last Thursday of every month for meetings and also for most major holidays.

Phone: (210) 674 – 7739 or (210) 704 – 4180

Supplemental Nutrition Assistance Program

FOOD STAMPS

There are intake offices in several locations. To locate the nearest office, check the Blue Pages in the business section of the phone book. Look under Helpful Numbers, Food Stamps. The offices closest to JBSA – Lackland are at:

2534 Castroville Road

Phone: (210) 436 – 4392

San Antonio Food Bank 5200 Enrique M Barrera Pkwy (Near intersection with Hwy 151) Phone: (210) 337 – 3663

Follow the QR code to check eligibility guidelines for WIC and food stamps.



EXCEPTIONAL FAMILY MEMBER PROGRAM

Personnel arriving with an exceptional family member should contact SNI upon arrival. Follow the QR code for more information. The EFMP Medical office works to identify members for services as well as medical clearances. They can be reached at the following:

Wilford Hall Ambulatory Surgical Center, First Floor

Phone: (210) 292 – 0465

Walk-in Hours: Mon-Thu 0800 – 1600

EFMP Family Support Office focuses on providing community resources to families

Phone: (210) 671 – 7636/3722/2120

Pediatric Developmental and Behavioral Clinic, Wilford Hall Ambulatory Surgical Center

Pediatric Center: (210) 292 – 7520

Behavioral Health Clinic: (210) 292 – 7361

Appointments: (210) 916 – 9900

https://www.59mdw.af.mil



FAMILY ADVOCACY

Wilford Hall Ambulatory Surgical Center

Family Advocacy offers services to promote family readiness by enhancing the health, welfare, and morale of the Air Force family. Specific program areas include Family Maltreatment, Outreach and Prevention Services, and the First Time Parent Program. Courses offered are Common Sense Parenting, Domestic Conflict Containment Program, Community and Base Education on Maltreatment, Stepfamily Education, and Teen Parent Education. There are also seminars on communication, stress, and anger management.

Phone: (210) 292 – 5967 **Hours:** Mon-Fri 0730 – 1615



POPULAR SAN ANTONIO EVENTS

San Antonio is home to countless festivals and events that take place year-round. A vibrant city with a long colorful history, there is never a shortage of exciting things to do for you and your families.

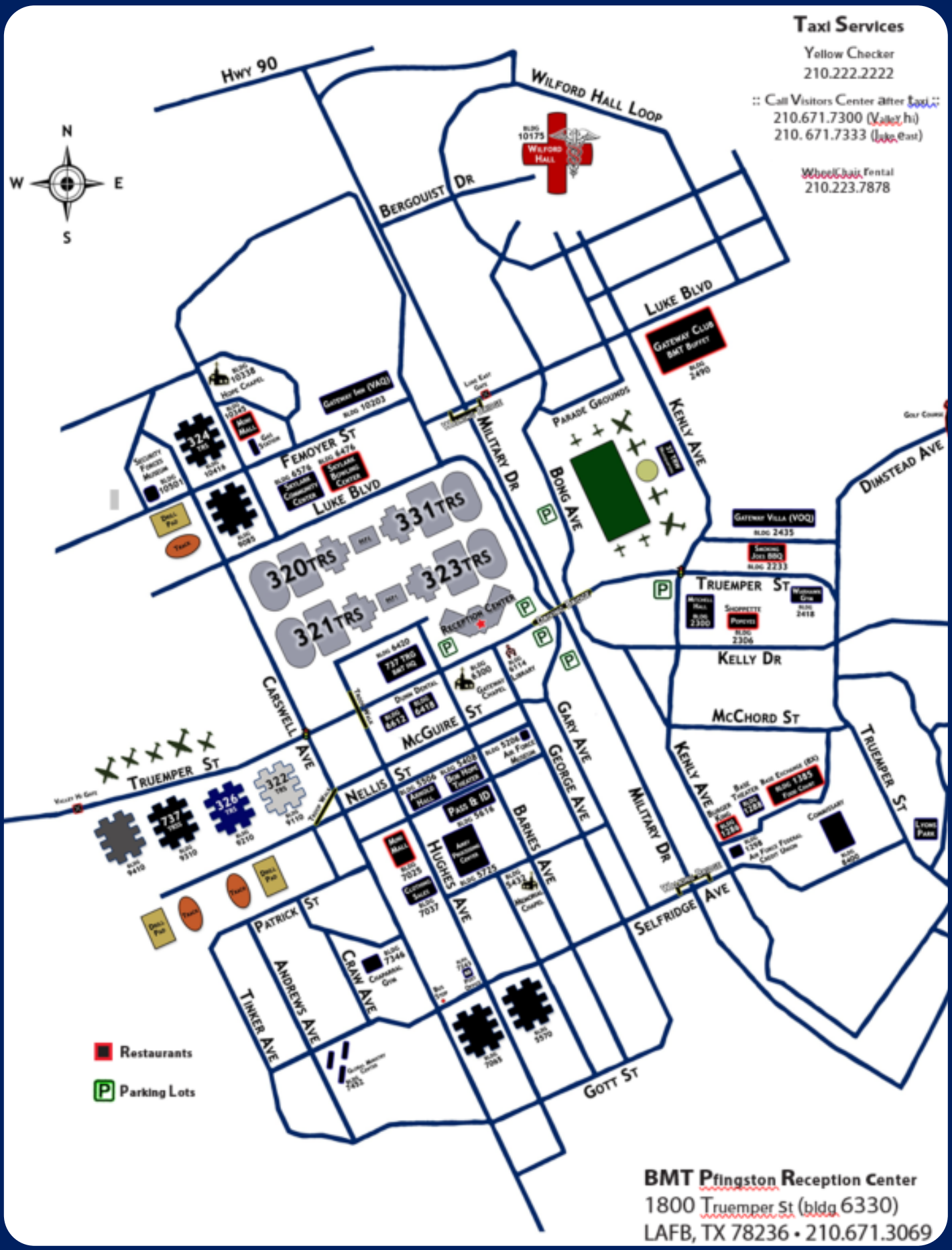
Some of the most popular events that take place in San Antonio are…

Fiesta San Antonio

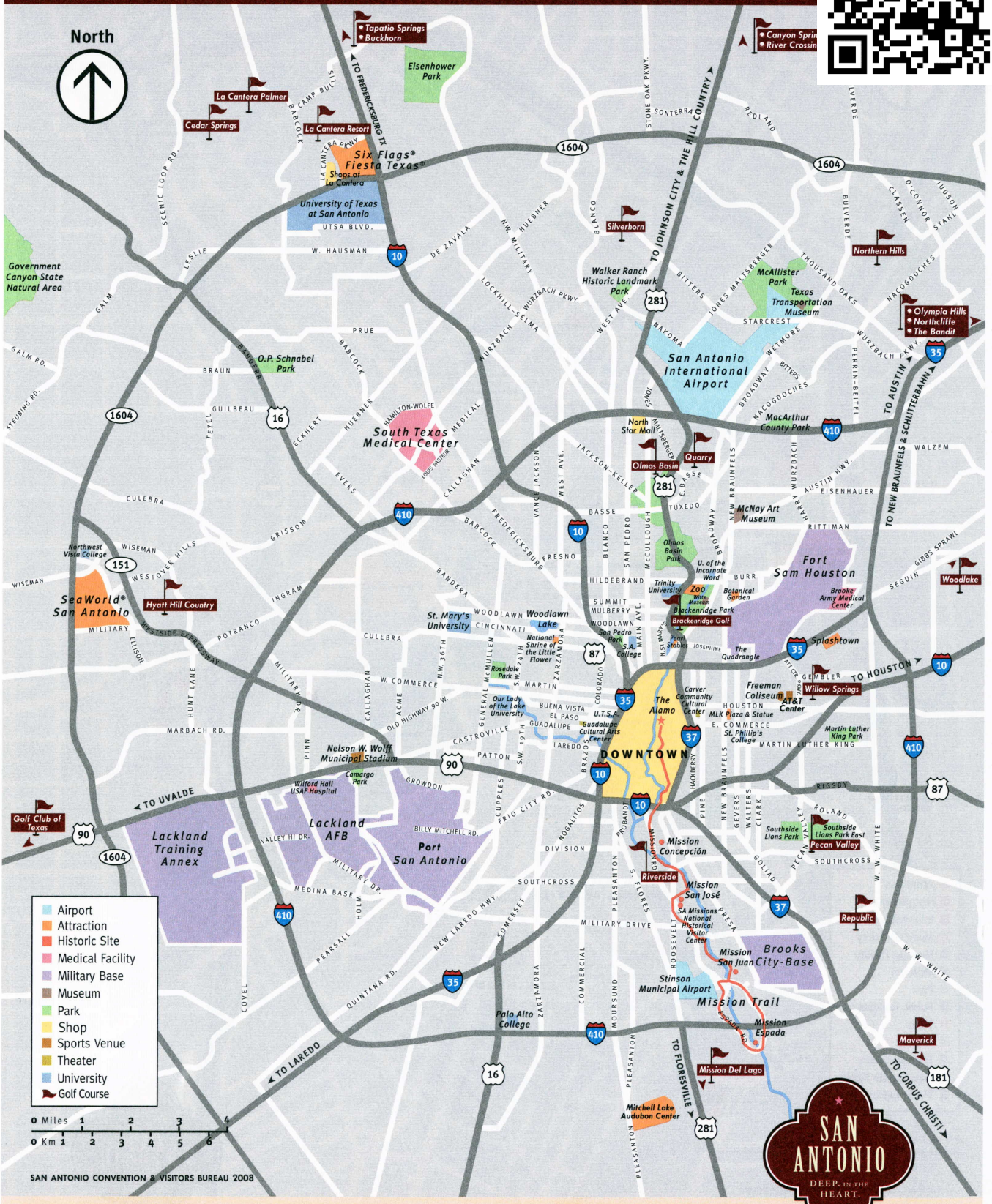
San Antonio Stock Show and Rodeo

Dia de los Muertos (Day of the Dead) Festival

We highly encourage you and your families to settle in, get out, and enjoy your time here in beautiful San Antonio! For more information on these, and the many other events that take place in our city, follow the above QR code.


Taxi Services
Yellow Checker
210.222.2222
:: Call Visitors Center after taxi ::
210.671.7300 (Valley hi)
210. 671.7333 (Lake east)
WheelChair Rental
210.223.7878
N
W
E
S
Hwy 90
Wilford Hall Loop
Bergquist Dr
Luke Blvd
Gateway Club BMT Buffet
Parade Grounds
Kenly Ave
Military Dr
Bong Ave
Femoyer St
Luke Blvd
331 TRS
320 TRS
323 TRS
321 TRS
Reception Center
Carswell Ave
McGuire St
Truemper St
Nellis St
Gary Ave
George Ave
Barnes Ave
Hughes Ave
Patrick St
Andrews Ave
Tinker Ave
Craw Ave
Selfridge Ave
Gott St
McChord St
Dimstead Ave
Kelly Dr
Restaurants
Parking Lots
BMT Pfingston Reception Center
1800 Truemper St (bldg 6330)
LAFB, TX 78236 • 210.671.3069

SAN ANTONIO METRO AREA



WELCOME TO SAN ANTONIO! FOR MAPS OF THE RIVER WALK, TRANSPORTATION ROUTES, AND INFORMATION ON CITY ATTRACTIONS, COME BY OR CALL THE VISITOR INFORMATION CENTER AT 317 ALAMO PLAZA | TOLL FREE (800) 447-3372
MAP COMPLIMENTS OF THE SAN ANTONIO CONVENTION & VISITORS BUREAU.

VISITSANANTONIO.COM

SAN ANTONIO DOWNTOWN AREA

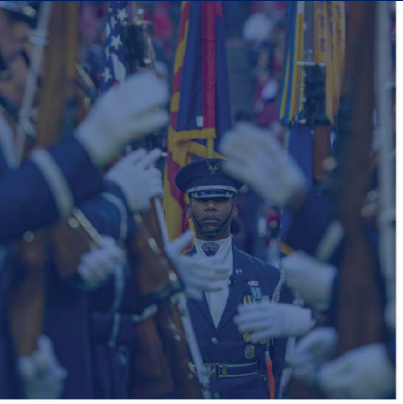


WELCOME TO SAN ANTONIO! Stop by the Official Visitor Information Center, located across from the front of the Alamo at 317 Alamo Plaza, for up-to-date information on hotels, tours, transportation routes, restaurants, events, hotels and get answers to your questions.

SAN ANTONIO
DEEP. IN THE HEART.

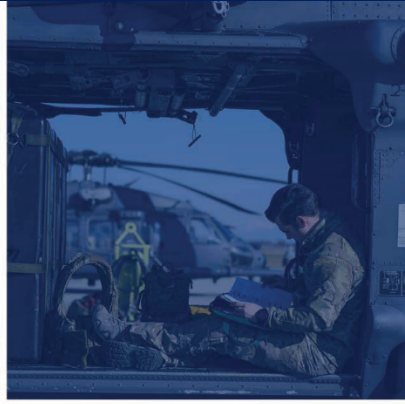
VisitSanAntonio.com

Notes



THE 37TH TRAINING WING





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@GATEWAYWING

@GATEWAYWING

@37THTRW





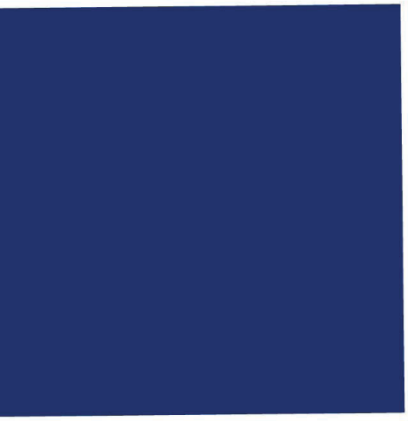












What's on your mind?
Scan this QR Code to connect to Warhawk Solutions and provide your thoughts!


37TH TRAINING WING