

Installations
CONSUMER COUNCILS

SUMMARY. This regulation outlines policies and procedures concerning consumer councils at Fort Hood.

APPLICABILITY. This regulation applies to activities which have established consumer relations councils which are not excluded from military control by specific regulatory determinations.

INTERIM CHANGES. Interim changes to this regulation are not official unless they are authenticated by the Directorate of Information Management. Users will destroy interim changes on their expiration dates unless sooner superseded or rescinded.

SUPPLEMENTATION. Supplementation of this regulation is prohibited without prior approval of the Assistant Chief of Staff (ACofS), G5.

SUGGESTED IMPROVEMENTS. The proponent of this regulation is the ACofS, G5. Users are invited to send comments and suggested improvements to the Commander, III Corps and Fort Hood, ATTN: AFZF-GE-CAO, Fort Hood, Texas 76544 5056.

OVERVIEW

		<u>1</u>
Purpose	This regulation prescribes basic policy and principles concerning conduct of consumer councils on the installation.	<u>1a</u>
References	Related references and forms are listed in appendix A.	<u>1b</u>
Abbreviations and Terms	Abbreviations and terms in this regulation are explained in the glossary.	<u>1c</u>
Councils	Consumer related councils seek to improve the quality of life on Fort Hood by <ul style="list-style-type: none">● providing information regarding consumer issues.● analyzing customer needs.● resolving consumer concerns.● improving services.	<u>1d</u>

DOD Family	Department of Defense (DOD) family includes <ul style="list-style-type: none"> ● active duty military personnel. ● retired military personnel. ● members of Reserve Components. ● surviving spouses of the above mentioned personnel. ● family members. ● other civilians as authorized by major commanders and the installation commander. 	1e
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RESPONSIBILITIES

Sponsoring Agencies	Sponsoring agencies of consumer councils <ul style="list-style-type: none"> ● ensure council is chaired (see appendixes B through D). ● prepare and distribute minutes in accordance with (IAW) this regulation. ● meet other responsibilities for the conduct of a consumer council as required by this regulation. 	2a
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DRM	Directorate of Resource Management (DRM) <ul style="list-style-type: none"> ● processes committee certification requests for consumer councils. ● meets resource management responsibilities for conducting consumer councils. 	2b
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MSC and Separate Units	Major subordinate commands (MSCs) and separate units <ul style="list-style-type: none"> ● designate, by memorandum to the chief of each agency or directorate responsible for the conduct of a consumer council or committee, the primary and alternate representatives on the particular council or committee by <ul style="list-style-type: none"> ● name, ● rank, ● duty position, and ● phone number. 	2c
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REQUIREMENTS

Standardizing Councils	In order to provide standard organization and operation of consumer councils, activities will adhere to the following requirements.	3a
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Members Members will meet professional standards set forth by applicable regulations.

Representatives will be selected for a 1-year tenure.

Council members and alternates will be designated by memorandum.

Members will attend all meetings or ensure that an alternate is present.

Membership is identified in appendixes B through D.

3b

Minutes Minutes are

- transcribed by the recorder and certified by the chief of the agency or directorate.
- provided to members not later than 14 days following last meeting.
- approved by members prior to the start of business.
- maintained for 1 year in the agency or directorate.

3c

Distribution of Minutes One copy

- to each member.
- to each MSC or separate unit commander.
- through command channels to the Commanding General, III Corps.
- to the III Corps Chief of Staff (CofS).

3d

Conducting Meetings Meetings are chaired IAW appendixes B through D.

Members have equal voting rights except where Army regulations establish precedence.

The order of events for meetings is the

- approval of minutes.
- discussion of old business.
- discussion of new business.
- designation of action officers for follow up action on unresolved issues.
- announcement of next meeting

- time,
- date, and
- location.

3e

Location The location should

- provide adequate space for members.
- be reasonably convenient to representatives.

3f

APPLICATION FOR APPROVAL

4

Procedures Per AR 15-1 and Fort Hood Supplement 1 to AR 15-1, the action officer prepares a Fort Hood Form 2750 (Application for Committee Certification) with the

- purpose of council with stated objectives.
- composition of membership.
- directive for council.
- proponent, with point of contact listed.
- generic itinerary of meetings.

Completed Fort Hood Form 2750 will be forwarded to the III Corps Committee Management Officer, DRM, for completion of the approval process and forwarded to the III Corps CofS for approval.

Committees directed by the command group may meet pending formal approval by the III Corps CofS.

4a

APPROVING AUTHORITY

5

Approval Approval for a consumer council to meet on Fort Hood is

- granted by the Commanding General, III Corps and Fort Hood and
- contingent on the council
 - adhering to the requirements of this regulation.
 - scheduling meetings consistently.
 - giving advance notification of each meeting to representatives.

5a

ADMINISTRATIVE ACTION

6

Failure to Attend Meeting Chief of sponsoring agency will forward letter to MSC or agency which failed to have a representative attend the meeting.

If MSC or separate unit or organization fails to have a representative for two consecutive meetings, a letter requiring explanation for nonattendance will be prepared for signature by the III Corps CofS and dispatched by sponsoring agency of consumer council.

6a

Appendix A
REFERENCES

RELATED PUBLICATIONS

AR 15-1	Committee Management
AR 30-19	Army Commissary Store Operating Policies
AR 40-2	Army Medical Treatment Facilities: General Administration
AR 60-10	Army and Air Force Exchange Service (AAFES) - General Policies
AR 215-1	Administration of Army Morale, Welfare, and Recreation Activities and Nonappropriated Fund Instrumentalities
AR 215-2	The Management and Operation of Army Morale, Welfare and Recreation Programs and Nonappropriated Fund Instrumentalities
AR 600-63	Army Health Promotion
AR 608-1	Army Community Service Program
AR 608-10	Child Development Services
DA Pam 600-19	Quality of Life Program Evaluation/Minimum Standards
FH Suppl 1 to AR 15-1	Committee Management
FH Reg 215-8	Cooperation With the Boy Scouts and Girl Scouts of America
FH Reg 600-20	Community Life Program
HSC Suppl 1 to AR 40-2	Army Medical Treatment Facilities: General Administration

FORMS

FH Form 2750	Application for Committee Certification
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Appendix B
COUNCILS

OFFICERS' CLUB COUNCIL

B-1

Purpose The Officers' Club Council represents the general membership of the club to advise the Branch Manager, Chief, Community Operations Division (COD), Directorate of Personnel and Community Activities (DPCA), and Installation Commander on the scope, character, and operating objectives of programs, activities, services, and facilities desired by the general membership.

B-1a

Authority AR 215-1.

B-1b

Responsible Agency COD, DPCA.

B-1c

Procedures Minutes will be provided to members within 14 days following the meeting.

B-1d

Meetings
Date third Tuesday of each month
Time 1600
Location Fort Hood Officers' Club

B-1e

Membership The chairman is appointed by the Garrison Commander.

Representative members of each MSC are based on one per 200 club members or any portion thereof and appointed on unit orders.

Membership will be totaled and adjusted quarterly.

Representation from the Officers Wives' Club is encouraged.

B-1f

GOLF COUNCIL

B-2

Purpose This council is nongoverning and serves in an advisory capacity, representing the interests and concerns of authorized patrons and the nonappropriated funds (NAF) management.

B-2a

Authority AR 215-1.

B-2b

Responsible COD, DPCA.
Agency

B-2c

Procedures Minutes are provided to members within 14 days following the meeting.

B-2d

Meetings Date fourth Thursday of each month
 Time 1300
 Location Clear Creek Golf Course

B-2e

Membership The chairman is appointed by the Garrison Commander.

Representation is requested from each MSC and interested patron groups (retirees, DOD civilians, Fort Hood Ladies Golf Association).

B-2f

WEST FORT HOOD OFFICERS' CLUB COUNCIL

B-3

Purpose The West Fort Hood Officers' Club Council represents the general membership of the branch to advise the Branch Manager, Chief, Community Operations Division, DPCA, and Installation Commander on the scope, character, and operating objectives of programs, activities, services, and facilities desired by the general membership.

B-3a

Authority AR 215-1.

B-3b

Responsible Agency COD, DPCA.

B-3c

Procedures Minutes will be provided to members within 14 days following the meeting.

B-3d

Meetings

Date last Wednesday of each month
Time 1000
Location West Fort Hood Officers' Club

B-3e

Membership The chairman is appointed by the Garrison Commander.

Membership is established by the Commander of the 504th Military Intelligence Brigade to represent units stationed at West Fort Hood.

B-3f

FORT HOOD SCOUTING COMMITTEE

B-4

Purpose To provide support for Scouting activities on Fort Hood.

B-4a

Authority FH Reg 215-8.

B-4b

Responsible Agency Community Recreation Division (CRD), DPCA.

B-4c

Procedures Minutes of meetings are provided to members within 14 days following the meeting.

Members brief committee on Scouting

- activities,
- participation, and
- upcoming events.

Requests for Fort Hood support are submitted to DPCA.

B-4d

Meetings Meetings are conducted quarterly at the request of the chairman.

B-4e

Membership Meetings are chaired by a general officer appointed by the Commanding General.

Membership includes representatives from

- MSCs,
- scouting representatives,
- village mayors,
- Youth Services staff,
- Public Affairs Office,
- Officers Wives' Club, and
- Noncommissioned Officers Wives' Club.

B-4f

NCO AND ENLISTED CLUB COMMITTEE

B-5

Purpose The NCO and Enlisted Branch Club Council represents the general membership of the branch to advise the Branch Manager, Chief, COD, DPCA, and Installation Commander on the scope, character, and operating objectives of programs, activities, services, and facilities desired by the general membership.

B-5a

Authority AR 215-1.

B-5b

Responsible Agency COD, DPCA.

B-5c

Procedures Minutes will be provided to members within 14 days following meeting.

B-5d

Meetings
Date monthly at the call of the council chairman
Time as determined by the council chairman
Location Phantom Warrior NCO Club

B-5e

Membership The chairman is appointed by the III Corps and Fort Hood Command Sergeant Major.

Representation from each MSC and interested patron group (retirees, DOD civilians, and wives' clubs).

B-5e

SPORTSMEN'S CENTER ADVISORY COUNCIL

B-6

Purpose The purpose of this council is to review, recommend, and advise on matters pertaining to the operation of the Sportsmen's Center in obtaining and fulfilling the goals and objectives in accordance with the Army's morale, welfare, and recreation system and nonappropriated fund instrumentalities within the Department of the Army.

B-6a

Authority Verbal orders of commanding officer (VOCO), Installation Commander.

B-6b

Responsible Agency CRD, DPCA

B-6c

Procedures Makes recommendations to DPCA on Fort Hood Sportsmen's Center operations in compliance with all Federal and State laws and applicable Department of the Army and Fort Hood regulations and policies.

Minutes will be provided to advisory council members within 14 days following the meeting.

B-6d

Meetings
Date every third Tuesday of each month
Time 1700
Location Sportsmen's Center

B-6e

Membership President is

- in a military grade, colonel or above.
- current user card holder.
- appointed by the Installation Commander, III Corps and Fort Hood.

Membership consists of 20 members; the president, who is appointed, and 19 elected members.

The elected members are current user card holders of at least 12 active duty regular members, and the remaining 7 members are selected from either the active regular or associate members.

B-6f

AAFES EXCHANGE COUNCIL

B-7

Purpose To provide information on Army and Air Force Exchange Service (AAFES)

- policies,
- changes, and
- sources for problem solving.

Council members not only convey a clearer understanding of soldiers' needs to AAFES, but also assist in keeping the chain of command informed.

B-7a

Authority AR 60-10.

B-7b

Responsible Agency DPCA.

B-7c

Procedures Minutes will be provided to members within 14 days following meeting.

Notices of meetings are published in the

- Caltrop,
- Sentinel, and
- PROFS.

B-7d

Meetings Meetings will be conducted quarterly with location, time, and date of subsequent meetings announced at each meeting and published in the minutes.

B-7e

Membership Membership is open to all soldiers and family members, active duty or retired.

Appointed members are composed of representatives from each MSC command as follows

- chaired by the DPCA sergeant major.
- G1/S1 will provide representatives for officers.
- each MSC command sergeant major will provide representatives for enlisted personnel.
- alternates will be appointed and provided to attend meetings when designated representatives are not present for duty.

B-7f

YOUTH SERVICES TEEN AND PRETEEN YOUTH COUNCIL

B-8

Purpose To assist in planning activities to help resolve peer problems for teens and to bring out needs for new equipment and repairs for teen centers.

B-8a

Authority AR 215-2, paragraph 8-5d.

B-8b

Responsible Agency CRD, DPCA.

B-8c

Procedures Minutes are provided to members and Youth Services staff within 14 days following the meeting.

Members are briefed on problems or needs of various centers.

B-8d

Meetings Date fourth Friday each month
Time 1830
Location building 443

B-8e

Membership Representatives from each of the eight centers.

B-8f

COMMUNITY SERVICES COUNCIL

B-9

Purpose	To serve as the dynamic Family Action Plan forum for the installation.	B-9a
Authority	AR 608-1.	B-9b
Responsible Agency	Family Support Division (FSD), DPCA.	B-9c
Procedures	<p>Members provide fact sheets 10 days prior to the meeting to the Chief, FSD, who prebriefs the CofS.</p> <p>The CofS determines which issues will become agenda items.</p> <p>Agenda items are tasked to the proper directorate or organization.</p> <p>Issues will be resolved or updated at the next meeting.</p> <p>If issue cannot be resolved locally, it is forwarded to higher levels.</p> <p>Minutes are provided to members of committee within 14 days following meeting.</p>	B-9d
Meetings	<p>Date monthly (exact day to be announced) no December meeting</p> <p>Time 0930-1030</p> <p>Location NCO Club</p>	B-9e
Membership	<p>Chaired by CofS.</p> <p>Membership includes representatives from all major subordinate commands and</p> <ul style="list-style-type: none"> • Garrison Commander, • ACofS, G5, • Adjutant General, • Chaplain, • Directorate of Civilian Personnel, • Directorate of Engineering and Housing (DEH), • Directorate of Logistics (DOL), • DPCA, • DRM, • Inspector General, • Provost Marshal Office, • Public Affairs Office, • Staff Judge Advocate, 	

(continued on next page)

Membership
(cont)

- Directorate of Reserve Components,
- Medical Activity (MEDDAC),
- Dental Activity (DENTAC),
- Directorate of Information Management,
- Directorate of Program Integration Leadership (DPIL),
- Equal Employment Office,
- G3 Education Services,
- Post Exchange Manager,
- Commissary Manager,
- Village Mayors,
- American Red Cross representative,
- Boy Scout and Girl Scout representative,
- Officers Wives' Club representative,
- NCO and EM Club representative,
- President - Retired Officers Wives',
- Chairman - Retiree Council,
- Association of the United States Army President,
- Primary Care for the Uniformed Services (PRIMUS) Director,
- Thrift Shop Chairman,
- spouses from MSCs, and
- a single soldier representative.

B-9f

REGIONAL COMMUNITY ACTIONS COUNCIL

B-10

Purpose To identify and propose solutions to problems surfaced by quarters residents.

B-10a

Authority DA Pam 600-19 and FH Reg 600-20.

B-10b

Responsible Agency FSD, DPCA

B-10c

Procedures Mayors and sponsoring units provide concerns to the Regional Community Life Officer (RCLO). The RCLO assigns task to directorate or organization.

Issues are resolved or updated at next meeting.

Minutes are provided to members of the council not later than 14 days following the meeting.

B-10d

Meetings Six meetings are conducted monthly by sponsoring MSCs at different meeting places.

- 1st Cavalry Division no regularly scheduled day
- 504th Military Intelligence second Tuesday 0915-1015
- 13th Corps Support Command (COSCOM) third Tuesday 1300-1500
- 3d Signal Brigade no regularly scheduled day
- 6th Cavalry Brigade first Thursday 1400-1500
- 31st Air Defense Artillery fourth Monday 1000-1100

B-10e

Membership Members are

- Village Mayors,
- RCLO,
- commanders and command sergeant majors of sponsoring units,
- sponsoring unit NCOs,
- Installation Community Life Officer,
- DPCA CRD representative, and
- DEH (on an ad hoc basis).

B-10f

CHILD DEVELOPMENT SERVICE COUNCIL

B-11

Purpose To provide consumer input and promote patronage and community support for Child Development Service (CDS) programs on the installation.

B-11a

Authority AR 608-10.

B-11b

Responsible Agency FSD, DPCA.

B-11c

Procedures Members appointed by units and organizations serve on the following committees

- Program/Services,
- Facility/Construction, and
- Finance.

Representatives provide concerns of soldiers and family members to CDS representative.

If issues cannot be resolved at meeting, action will be taken to provide solution by next meeting.

CDS representatives provide program information to unit representatives.

Minutes are provided to members within 14 days following the meeting.

B-11d

Meetings Date second Thursday each month (no meeting in June, July, and August)
 Time 0930-1100
 Location building 43

B-11e

Membership Representatives from

- 13th COSCOM,
- 1st Cavalry Division, Fort Hood Officers Wives' Club,
- NCO and Enlisted Wives' Club,
- Spinning Wheels,
- Army Medical Department (AMEDD) Wives' Club,
- Combat Aviation Training Brigade (CATB), and
- Installation Volunteer Coordinator.

B-11f

FAMILY CHILD CARE (FCC) QUALITY REVIEW COMMITTEE

B-12

Purpose To make recommendations to the Garrison Commander in areas of eligibility for certification as a child care provider and investigations of child care providers.

B-12a

Authority VOCO, Garrison Commander.

B-12b

Responsible Agency FSD, DPCA.

B-12c

Procedures Committee members review negative background clearances of applicants or negative reports of certified providers.

Recommendations are then made to the Garrison Commander for

- denials,
- suspensions, or
- revocations.

Minutes will be provided to members within 14 days following the meeting.

B-12d

Meetings

Date	fourth Monday each month
Time	1300-1500
Location	building 43

B-12e

Membership Membership includes

- MEDDAC (Department of Psychiatry),
- Social Work Services,
- Community Health Nurse,
- DPCA (Alcohol and Drug Abuse Prevention and Control Program),
- Staff Judge Advocate (Administrative Law),
- Provost Marshal Office,
- DEH (Housing),
- DEH , Fire Protection Division (FPD),
- G1, Safety,
- Army Community Services,
- CDS Coordinator, and
- FCC Director.

B-12f

CHILD DEVELOPMENT CENTERS/FCC PARENT COMMITTEES

B-13

Purpose Provide customers an opportunity to give input to child development programs and review policy and procedures.

B-13a

Authority AR 608-10.

B-13b

Responsible Agency FSD, DPCA.

B-13c

Procedures Receive input from parents and forward to proper channels.

Issues will be resolved and discussed at the next meeting.

Minutes are provided to members within 14 days of meeting.

B-13d

Meetings No meetings are held during non school months.

The remainder of the year, meetings are held monthly at child development locations as follows for indicated committees

- FCC third Wednesday 1130-1230 at building 133, FCC directors office
- Comanche third Thursday 1700-1830 at building 52024
- Fort Hood third Thursday 1730-1830 at building 113
- Clear Creek third Thursday 1730-1830 at building 4819

B-13e

Membership Each committee is chaired by a program director.

Meetings are open to all customers.

B-13f

INSTALLATION VOLUNTEER COUNCIL

B-14

Purpose To address recruitment, placement, training, and recognition of volunteers on the installation.

B-14a

Authority None.

B-14b

Responsible Agency FSD, DPCA.

B-14c

Procedures Volunteers and volunteer supervisors bring up issues.

Volunteer coordinator will coordinate and forward all issues to appropriate authority or official.

Minutes will be provided members not later than 14 days following meeting.

B-14d

Meetings Date first Friday each month
Time 0930-1100
Location building 1 conference room

B-14e

Membership Chaired by the Installation Volunteer Coordinator.

All activity volunteer supervisors are members.

B-14f

Appendix C
COMMISSARY COUNCIL

FORT HOOD COMMISSARY COUNCIL

C-1

Purpose The council is designated as a forum for the commander's representatives to discuss the quality of service and to make consensus recommendations for improvements.

C-1a

Authority AR 30-19.

C-1b

Responsible Agency DOL.

C-1c

Procedures Minutes will be provided to members within 14 days following the meeting.

Nonvoting representation from wives' clubs is encouraged at open sessions to present pertinent items for council consideration.

C-1d

Meetings Meetings will be conducted quarterly with location, time, and date of subsequent meetings announced at each meeting and published in the minutes.

C-1e

Membership Membership is composed of representatives from each MSC as follows

- each MSC commander appoints a representative in accordance with AR 30-19, paragraph 4-3.
- alternates are appointed and provided to attend meetings when designated representatives are not present for duty.
- changes are coordinated before the council meeting with Supply and Services Division, DOL.

C-1f

Appendix D
COMMITTEES

HEALTH CONSUMER COMMITTEE

D-1

Purpose

To provide

- a communication means for transmittal of
 - information,
 - suggestions, and
 - expressed concerns of the Army community for health services.
- and improve health consumer education and information services.
- a means of conveying concern regarding health care
 - entitlements,
 - benefits, and
 - changes thereto.
- plans and recommendations for implementation of new or projected services to meet the needs of the health consumer.

D-1a

Authority

AR 40-2 and HSC Supplement 1.

D-1b

Responsible Agency

MEDDAC and DENTAC.

D-1c

Procedures

A quorum of the entire committee will be considered present when three-fourths of the members are present.

The committee is open to any military health consumer (without vote).

Individuals who are not members (wives group liaisons and mayors of post housing areas) may be invited to present comments to the committee.

D-1d

Meetings

Date the fourth Wednesday of every month (except June, July, and December)

Time 1300

Location Headquarters Conference Room, Darnall Army Community Hospital

Any changes to the date or time of the meeting will be published at least 10 days before the scheduled meeting.

D-1e

Membership**Members include**

- Commander, MEDDAC (chairman).
- Commander, DENTAC (co-chairman).
- Surgeon, III Corps.
- Chief, Clinical Support Division (coordinator).
- Deputy Commander for Clinical Services, MEDDAC.
- Chief of Staff, MEDDAC.
- Chief, Patient Administration Division.
- Chief, Pharmacy Service.
- Civilian Health and Medical Program of the Uniformed Services (CHAMPUS) Adviser.
- Representative, Army Community Services.
- Representative, ACofS, G5, Consumer Affairs.
- Three Civil Service Employees, one will be
 - a family member of an active duty soldier,
 - a retired soldier, and
 - selected from among those not having the above-mentioned military affiliations.
- Three representatives, 1st Cavalry Division (one each officer, NCO, and enlisted).
- Two representatives, 13th COSCOM (one officer, one NCO or enlisted).
- One representative, Headquarters and Headquarters Company, III Corps (officer).
- One representative, Test and Evaluation Command (TEXCOM) (NCO).
- One representative, 6th Cavalry Brigade (NCO).
- One representative, 3d Signal Brigade (NCO).
- One representative, 89th Military Police Brigade (NCO).
- One representative, 504th Military Intelligence (enlisted).
- 31st Air Defense Artillery Battalion (enlisted).
- Combat Aviation Training Brigade (officer or NCO).
- Secretary to Chief, Clinical Support Division (recorder, without vote).
- Three representatives for newly assigned divisions.
- One representative for each newly assigned separate brigade.

Glossary

ABBREVIATIONS

AAFES	Army and Air Force Exchange Service
ACofS	Assistant Chief of Staff
AMEDD	Army Medical Department
CATB	Combat Aviation Training Brigade
CDS	Child Development Service
CHAMPUS	Civilian Health and Medical Program of the Uniformed Services
COD	Community Operations Division
COSCOM	corps support command
CofS	Chief of Staff
CRD	Community Recreation Division
DEH	Directorate of Engineering and Housing
DOD	Department of Defense
DOL	Directorate of Logistics
DPCA	Directorate of Personnel and Community Activities
DPIL	Directorate of Program Integration Leadership
DRM	Directorate of Resource Management
EM	enlisted member
FCC	Family Child Care
FPD	Fire Protection Division
FSD	Family Support Division
HSC	Health Services Command
IAW	in accordance with
MEDDAC	medical department activity
MSC	major subordinate command
NAF	nonappropriated funds
NCO	noncommissioned officer
PRIMUS	Primary Care for the Uniformed Services
RCLO	Regional Community Life Officer
SGM	sergeant major
TEXCOM	Test and Evaluation Command
VOCO	verbal orders of commanding officer

TERMS

Consumer Council Forum where community representatives address community needs and desires.

Military Installation Includes any facility or area under the control of the United States Army.

1 July 1992

FH REG 210-15

The proponent of this regulation is the Assistant Chief of Staff, G5.

FOR THE COMMANDER:



STEPHEN J. BERTOCCHI
LTC, SC
DOIM

DARRELL T. CHARLTON
Colonel, GS
Acting Chief of Staff

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