

3949 Diamond Head Road, Honolulu, Hawaii 96816-4495



Airmen from various Team Hickam units load pararescuemen equipment onto a C-17 Globemaster III, May 26, 2020 at Joint Base Pearl Harbor-Hickam. The Team Hickam Airmen pre-rigged the C-17 in order to be able to quickly respond to astronaut rescue in the Pacific region in support of a manned space flight launch on May 30. (U.S. Air National Guard photo by Senior Airman Orlando Corpuz)

HIANG Unit Postured for Astronaut Recovery During Historic Launch

154th Wing Public Affairs | Story By Senior Airman Orlando Corpuz | Wednesday, July 1, 2020

Hawaii Air National Guard Airmen were on high alert on May 30, at Joint Base Pearl Harbor-Hickam and prepped to rescue two American astronauts who launched from the Kennedy Space Center in Florida.

Aircrew and a C-17 Globemaster III assigned to the 204th Airlift Squadron along with a contingent of Air Force 'Guardian Angel' pararescuemen from Nellis Air Force Base stood by on the flightline, ready to launch should astronaut recovery be needed in the Pacific during the spacecraft's 19-hour journey to the International Space Station.

Mission and logistics support was conducted utilizing Airmen and agencies from the active duty 15th Wing and the Hawaii Air National Guard 154th Wing.

"We're just really happy to support," said Lt. Col. Jon Ma, 204th Airlift Squadron commander. "It took years of development and training to get to this

point where we're ready to execute and support if needed."

The historic launch was the fruit of NASA's Commercial Crew Program through a partnership with SpaceX and Boeing.

After the space shuttle program halted in 2011, the U.S. outsourced space travel to the Russian Space program with its Soyuz rockets to deliver astronauts into space, an endeavor which carried significant financial costs. NASA's Commercial Crew Program aims to facilitate the development of commercially provided space transport that is not only safe and reliable, but cost-effective for the U.S.

Department of Defense support for the program came in the form of Contingency Astronaut Rescue, a multi-layered rescue concept involving the deployment of military rescue personnel on either fixed wing or rotary wing aircraft depending on a given scenario.

Global reach capability of the C-17 was a driving factor in its selection as a rescue delivery platform and the HIANG air crews trained extensively on the specialized tactics and procedures needed to execute any potential rescue mission.

"We provide the rescue network with the C-17," said Lt. Col. Anthony Davis, 154th Operations Group deputy commander and one of the HIANG planners for the mission. "It really is an historic event, and for the Hawaii Air National Guard to be one of the select few to be able to carry out this mission speaks volumes to our capabilities and our Airmen alike."

The 204th AS is one of two squadrons in the nation specially trained and certified to execute the C-17 portion of NASA's multi-layer astronaut rescue. Together with the Alaska Air National Guard's 144th Airlift Squadron which staged on the east coast of the U.S., the two units

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Guardisman Spotlight



Sgt. Patrick Pangan

Whatever you do in life, do it with attention to detail. Eleven years with the Hawaii National Guard, Sgt. Patrick Pangan demonstrates this commitment which enables him to take care of family while balancing his military service as a full-time logistics operations specialist and paralegal specialist with Joint Force Headquarters.

"I chose the Hawaii Army National Guard to help me support my family. They have provided for me my whole life, so it was my time to return the favor. The National Guard blessed me with the ability to provide food, shelter and clothing for my loved ones."

Sgt. Patrick Pangan, a logistical support specialist assigned to Joint Task Force (JTF) Logistics section (J4) with the Hawaii National Guard JTF, volunteered to come on orders to support the Guard's efforts in helping the State mitigate the effects of the COVID-19 pandemic.

"I help monitor the logistics status (LOGSTAT). The accurate and timely submission of a LOGSTAT report is the cornerstone to effectively operating within the sustainment warfighting function. A sustainer's proficiency in managing limited resources and mitigating the risks of sustainment operations depends on the capacity to forecast requirements."

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PV2 Cortney Tabujara, Hawaii Army National Guard, 230th Engineer Company, assigned to Task Force Maui assist community liaisons with temperature screening and crowd control at the harbor in Lahaina, Hawaii, August 21, 2020. (U.S. Army National Guard photo by Sgt Tinisha Mellein)

National Guard Soldiers Conduct Temperature Screening at Harbor

117th Mobile Public Affairs Detachment | Story by Sgt. Tinisha Mellein | Friday, August 21, 2020

Soldiers with the Hawaii Army National Guard, 230th Engineer Company, assigned to Task Force Maui assist community liaisons with temperature screening and crowd control at the harbor in Lahaina, Hawaii, Aug. 21, 2020.

Soldiers arrive at 0520 to prepare for passengers arriving to board the ferry traveling to Lanai at 0600. Before boarding is allowed, National Guard members will conduct temperature checks and ask passengers if they have had any flu like symptoms in the last few days, including shortness of breath, chest pain, coughing, or any respiratory problems. They also ask if passengers have traveled outside of Maui in the past 14 days or have had prolonged contact with someone who has or might have COVID.

After this initial screening passengers are then required to fill out a mandatory travel

form and present an exemption form. Exemption forms are required if you want to travel to and from Lanai. Without an exemption form passengers are required to quarantine for 14 days both sides as this would qualify as inter-island travel.

All paperwork is reviewed and turned in to Darlene Endrina, community liaison for Maui Mayor Michael Victorino and liaison for the island of Lanai, who does as much helping for the community in whatever way she can.

"A lot of these people are nurses, doctors, construction workers, fire fighters, police, and emergency medical technicians traveling to Lanai for work," said Endrina. "Their company sends an official letter to the mayor's office requesting an exemption letter for their employees and it is reviewed by the mayor's legal

department. If approved they get an exemption letter back, which allows them to travel to and from Lanai without having to quarantine for 14 days."

Expeditions to and from Lanai are normally seven days a week, five round trips but because of the pandemic expeditions have been cut down to two round trips, three days a week on Monday, Wednesday, and Friday.

Soldiers also conduct temperature screening while passengers are disembarking the ferry arriving in Lahaina, while community liaisons collect the mandatory paperwork.

"I love the National Guard being here, I feel safer," said Endrina. "They take care of the temperatures and if there's any confusion or problems I know they are here to support me."





COVID-19 from HI-EMA's Perspective

Luke P. Meyers | HI-EMA Administrator

The Hawaii Emergency Management Agency (HI-EMA) has always been there to protect and support our islands from a disaster, whether it was a hurricane, Kilauea's volcanic eruption, or a tsunami. But with this unprecedented pandemic caused by the coronavirus known as COVID-19, HI-EMA continues to be at the forefront for preparedness, response, recovery, and mitigation.

As the numbers of infections slowly rise due to the reopening of the State, HI-EMA has been diligently battling the daily additional challenges posed by the increased number of cases.

Our Operations section led by Dr. Steve Sigler, PhD continues to provide resource support and coordination of response activities among all our federal, State, and local agencies and our private sector partners.

"In response to COVID-19," said Sigler. "Our big task and challenge has been putting in place the Incident Command System structure within the telework and physical distancing environment, where those responsible for providing assistance and resources are not in the Emergency Operations Center, but instead safely at home and online so that discussions and tasks can be followed up on in real time."

Going hand in hand with Operations is our Logistics section remotely headed by David Hafner.

"For the COVID-19 incident, HI-EMA logistics has teamed with the State Purchasing Office and the Department of Health to purchase and distribute critically needed personal protective

equipment (PPE) and industrial hygiene supplies to over 20 State and County departments," said Hafner.

These agencies ranged from the Attorney General's office to the Department of Education, all of which has received face masks, hand sanitizers, and other essential equipment obtained by HI-EMA.

In addition to working with state and county governments, the HI-EMA Logistics Branch worked with dedicated volunteers to develop assistance programs to support Hawaii's smaller independent medical providers locate and purchase PPE.

Obtaining PPE wasn't as easy as sounds. Due to shortages, Hawaii found itself in a unique position for supplies. "This is a global crisis," said Executive Officer David Lopez. "Hawaii has found itself competing for these products on a worldwide market when ordinarily we wouldn't have to."

For the medical aspects in response to the incident, HI-EMA activated University of Hawaii professor Dr. Steven Hankins to head up Emergency Support Function 8 to tie in the capabilities of the medical environment as well as comprehend the nature of COVID-19 itself.

Dr. Hankins and his team ensure the medical aspects of this emergency are taken care of and that capacities at hospitals are prepared to meet any increases in mass infection numbers. This has been in cooperation and collaboration with State Department Health.

Beyond the immediate challenges posed by the coronavirus, our recovery team,

University of Hawaii professor Dr. Steven Hankins briefs State of Hawaii Department of Defense key leadership on Emergency Support Function eight's efforts to evaluate the capabilities of the state's medical environment.

headed by the State Disaster Recovery Coordinator (SDRC) Alexandra Slous, facilitates ongoing collaboration and coordination with state, county, federal, and community partners through the State Unified Recovery and Resilience Facilitation (SURRF) Team. The SDRC's role is designed to build the State of Hawaii's capacity and structure for holistic, inclusive, and well-coordinated recoveries from past, current, and future disasters. The State Disaster Recovery Framework is informed by the National Disaster Recovery Framework and promotes organization by Recovery Support Function (RSF) including: community planning & capacity building, health & social services, housing, economic, infrastructure, and natural & cultural resources.

"We identify priorities and develop a comprehensive plan to pivot from the COVID-19 public health emergency to address an acknowledged need to renew and rebuild Hawaii's communities moving forward," said Slous.

The External Affairs section is in charge of distributing information to the public in the messaging forms of press releases, social media updates, and even public service announcement videos. The section has been supporting the Joint Information Center to deal exclusively with the manner communications matters arising from COVID-19.

"The challenge has been attempting to coordinate public messaging across all sectors of government and present it to

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An Airman's Journey to New Role as Hawaii ANG Commander

Oregon National Guard Public Affairs Office | Story by Master Sgt. John Hughel | Wednesday, August 26, 2020

Taking on unforeseen challenges can be both exhilarating and daunting. Second guessing, delaying a decision, or just not taking a chance during one's military career can lead to 'choosing not to choose' as described by the current Air Force Chief of Staff Gen. Charles Q. Brown Jr., during his confirmation hearing in May.

"There's a risk in taking a decision, and there's a risk in not taking a decision," Brown expressed to the committee, prior to being confirmed as the 22nd Air Force Chief of Staff. "In choosing not to choose, it defers a chance to move forward."

In 2014, then Lt. Col. Joseph R. Harris II, was serving as the Oregon Air National Guard's 142nd Fighter Wing Deputy Maintenance Group commander. As an Active Guard Reservist (AGR), he had hit a barrier by accruing nearly his maximum years of service time. He faced retirement having served nearly 29 years with the Oregon Air National Guard.

Seeing an opportunity to continue to serve, Harris took a chance, foreshadowing Gen. Brown's assertion 'to choose,' when he and his family moved to Hawaii, as Harris joined the 154th Wing as the unit's Deputy Maintenance Group Commander. That decision would open up several consequential and unexpected new opportunities.

In less than six years, Harris was elevated to unit's Maintenance Group Commander position, then transitioning into the role as the Director of Plans and Programs A5/8, and then his remarkable

promotion to Brigadier General in April, as he took command of the Hawaii Air National Guard.

"I wanted to continue to grow both as a leader and in my field," Harris said. "It was never in the picture that I would be in the position I am now -- but I would have never had this opportunity if I had not taken the chance."

For Harris, this desire to push himself came from years of taking on new challenges. He enlisted in the Oregon Air National Guard in 1985 and was assigned to the 142nd Fighter Wing's base supply squadron.

"I was 19 years old and basically looking to make some extra money for school," he said, recalling his unlikely journey from Airman Basic to Brigadier General. "As things often go in the military, one thing led to another and then another..."

As Harris's military career took off, he transitioned to aircraft maintenance when he transferred to the 173rd Fighter Wing at Klamath Falls, Oregon, and developed rapidly as a noncommissioned officer. He graduated in February of 1994 from the U.S. Air Force NCO Academy, achieving an Academic Excellence Award. He enrolled in 1996 at Northwest Christian University and completed a Bachelor of Arts in Business Administration in 1998 with a distinguished achievement award for Academic excellence in his class.

When given the opportunity to become a commissioned officer in 1998, then Master Sgt. Harris applied his same level determination toward academic excellence at the Academy of Military Science. He graduating with the highest academic average and was selected for the Commander's Military Achievement Award.

"During my time in the Oregon Air Guard, I was fortunate enough to serve at two unique Wings, and really grow both as an enlisted member and commissioned Officer," said Harris. "In total, I spent 13 years with at the 173rd, before coming back to the 142nd in 2004 during a really uncertain period after 9/11."

Soon after Harris returned to Portland, the 142nd Fighter Wing and the Portland Air National Guard Base (PANG) was selected by the 2005 BRAC (Base Realignment and Closure Commission) to close. In an assessment in the final hours leading up to the decision by the BRAC commission, the 142nd was taken off the list but the 939th Air Refueling

Wing terminated operations at the PANG base.

After coming off BRAC,

there was a renewed sense of purpose for the unit members as leadership took on the task of enhancing the base infrastructure while bolstering Airmen readiness.

"I had the distinct pleasure to work for General Harris when he served as our 142nd Maintenance Squadron (MXS) Commander and then soon after as our 142nd Maintenance Group Deputy Commander," said Chief Master Sgt. Daniel Conner, Command Senior Enlisted Leader for the Oregon National Guard.

Conner also emphasized that one of Harris's biggest concerns was to ensure members felt a sense of accomplishment in a job well done, and holding everyone accountable to the same standard.

"He (Harris) was very engaged in ensuring we as Senior NCO's were developing training that not only met standards but were challenging, engaging and valuable in a way that produced pride and job satisfaction," said Conner.

Leading by example, Harris was asked by former Oregon Air National Guard Commander Brig. Gen. Daniel O'Hollaren to investigate a new operating system to de-humidify aircraft and help preserve the ageing F-15 Eagles assigned to the 142nd Fighter Wing. The trip to Hickman Air Force in Hawaii, yet another prophetic marker for Harris, found "the test to be inconclusive, but the results were that the National Guard Bureau had approved shelters for the aircraft."

It took nearly four years to secure the funding for the new shelters but Harris was able to work with the 142nd Comptroller Flight to get the capital to build nine new shelters. Completed in August of 2014, they were one of the first new projects constructed on the PANG base in several years, and help protect the aircraft against a variety of environmental stressors from rain, heat and occasional snow accumulation.

The project was a significant



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Pangan - Spotlight Continued

In addition to the LOGSTAT, Pangan supports his team with other logistical means.

"I also help with Logistics Class III (Diesel, Mogas and Rentals). I help the overall mission by keeping track of all the Classes of Supply."

For many Soldiers and Airmen, this opportunity is a joy and honor to help members from various communities that they're also from - as it is unlike any training or deployment.

"It means a lot to me to be part of something bigger. I feel honored that the National Guard gave me a chance to utilize my skills to help better the organization."

However, the opportunity to be on orders also has its personal challenges.

"Being a full-time father of two boys and a full-time Soldier is a challenge that I face every day. Like many National Guard Soldiers, we have to maintain a good balance of hard work and spending quality time with our family. It is my duty and obligation to my kids to provide the best form of education as possible, especially now that kids have to practice distance learning," said Pangan.

Balancing family life and the Guard, Pangan envisions a unifying effort to beat COVID-19.

"My one advice to the people of Hawaii is that we have to come together to fight COVID 19. Practice social distancing, wear a mask, and be mindful of the situation every day."



204th Airlift Squadron Airmen, Master Sgt. Brandon Sarceda, Senior Master Sgt. Kale Barney, Maj. Kalei Ho'opai, Capt. Justin Sato, Tech. Sgt. Sean Chang, and a member of the 535th AS, 1st Lt. Andrew Lightsinn, celebrate their arrival at Joint Base Pearl Harbor-Hickam, Hawaii, March 31, after completing a 41-hour aeromedical- evacuation mission. The crew transported prematurely born twins from Osan Air Base, Republic of Korea, to Joint Base Andrews, Maryland, culminating in care at Walter Reed National Military Medical Center for advanced care. (U.S. Air National Guard photo by Senior Airman John Linzmeier)

Hawaii Airlifters Return From Infant Medical Evacuation Mission

154th Wing Public Affairs | Story by Senior Airman John Linzmeier | Wednesday, April 8, 2020

An aircrew from the 204th Airlift Squadron returned home March 31, after completing a 41-hour aeromedical- evacuation mission which brought prematurely born twins to higher medical care.

The twins, Parker and Laine McFall, were born February 17 at 30 weeks in Daegu's Yeungnam Medical University Medical Center, Republic of Korea, near their family's U.S. Army home station. Without an available neonatal care facility at any military hospitals within the region, the only option was to transport them to Walter Reed National Military Medical Center in Maryland, nearly 7,000 miles away.

In order to safely make the journey from South Korea to the east coast, the airlift crew, comprised of Hawaii Air National Guard Airmen and a pilot from the 15th Wing, stopped at Kadena Air Base, Japan, where Neonatal Critical Care Air Transport Team and equipment was loaded onto their C-17 Loadmaster III.

Both, the medically augmented airlift team and the McFall family, converged

at Osan Air Base, ROK. Prior to boarding the aircraft, the family was medically cleared and protected from the ongoing COVID-19 outbreak.

While airlift professionals are trained to carry out each mission with the same high-levels of focus, one loadmaster found himself to be more inspired than usual. Master Sgt. Brandon Sarceda, a father of two prematurely born twins, had lived through the same crisis and couldn't help his feelings of empathy and nostalgia. Sarceda said he hoped that sharing his personal story with the McFall family would help encourage them throughout the ordeal.

"Seeing how delicate this mission was, yeah, it really hit me when I spoke to the father, which reminded me of us back when," said Sarceda. "But once again, we all pushed that to the side, did the job, carried and pushed some heavy equipment up and down that ramp."

The C-17 and its precious cargo departed for Maryland March 29, with a fuel stop at Joint Base Elmendorf-Richardson, Alaska. Within 16 and-a-half hours of leaving

South Korea, the McFall family finally arrived at Joint Base Andrews, a short drive away from the Walter Reed Medical Center, where long-term neonatal care awaits.

At the helm of the aircraft, Capt. Justin Sato, 204th AS pilot, said he also related to strong family values as the mission was carried out.

"I think for any aeromedical mission we always want to help in any way possible," said Sato. "I try to take it from a perspective of 'what if that was my family' and that always motivates me to get the job done."

While the fundamental aspects of training missions and real-world missions are more-or-less the same for aircrew, it's moments that impact lives which make it all worthwhile.

"As far as execution goes," said Sarceda, "this mission is no different than any other mission throughout my career; a little more 'chicken-skin,' yes, but we somehow manage to push aside all that, and finish strong. This is our job, zero tolerance for error, and this is what Pueos live for."



restaurants in the state that the Guard has partnered with through SAM's.

"It's been pleasant to work with the various soldiers that we encounter and see every day at meal pick-ups or drop-offs," said Torcato. "Serving the Soldiers and Airmen has been a great privilege and we appreciate all the work they are doing for our local community."

Through its contract vendors, Hawaii National Guard has been able to provide more than 500 rooms and over 150,000 meals to sequestering Soldiers and Airmen spanning six islands. Some of the support the Guard has performed as of late June includes, but is not limited to; having swabbed 2,368 patients for COVID-19, temperature screened 189,431 airport passengers, airlifted 200,000 masks and completed countless hours of food distribution support.

"Emergency preparedness and immediate response are services we are prepared to provide to the citizens of the State of Hawaii" said Command Sgt. Maj. James R. Jimenez, Joint Task Force Command Sgt. Maj. of the Hawaii National Guard. "When called upon, the Hawaii National Guard takes great pride in providing these critical services to our communities, this couldn't be done without the support of our local businesses."

The Hawaii National Guard is honored to have the support of local community businesses and is grateful for the "Aloha" it has received.

Hawaii Army National Guard Soldiers distribute meals on the island of Maui in support of COVID-19 operations, Kahului, Hawaii, Apr. 17, 2020. Troops are being postured on all neighboring islands to assist the state of Hawaii's COVID-19 response as personnel and equipment have been transported by the 204th Airlift Squadron to minimize exposure to disease at airports as they carry out their vital missions. (Hawaii Army National Guard photo by Sgt. 1st Class Theresa Gualdarama)

Hawaii National Guard, Local Businesses in it Together

State of Hawaii, Department of Defense, Public Affairs Office | Story by 1st Lt. Anyah Peatross | Tuesday, June 30, 2020

As the State of Hawaii looks to the Hawaii National Guard to help mitigate the spread of the coronavirus and assist its civil authorities in keeping its citizens safe, the Guard confronted its own challenge of sustaining the rapid activation and deployment of hundreds of troops on neighboring islands. They reached out to local businesses who could support the monumental task of providing lodging so they could isolate as much as possible, as well as provide daily meals.

Thanks to local businesses that registered or were contracted through the Systems for Awards Management (SAM), the Guard has been overwhelmingly humbled during this historic pandemic by the support from local business to help it take care of its Soldiers and Airmen.

"We are honored to serve the people of Hawaii in this difficult time," said Brig. Gen. Moses Kaiwi, Jr., Joint Task Force Commander of the Hawaii National Guard. "We are grateful for the support and aloha the community has shown us."

In late June, the Guard surpassed 80 days of

mitigating COVID-19 threats to the community, the sequestering task forces were able to build a positive rapport with the community to include its local hospitality establishments.

"The Grand Naniloa Resort kept operating in large part to the presence of the National Guard," said Ed Gunderson, general manager of the Grand Naniloa Hotel Hilo. "Without [the Guard], the outcome would certainly have been different for [our] associates and managers currently employed."

At the height of the outbreak, the isolated accommodations brought relief to Soldiers and Airmen working the frontlines because they were not putting their own family's health in jeopardy. With Hawaii entering its reopening phase, the Guard has right-sized its forces across all islands, therefore fewer will need to sequester in hotels.

"Hosting the Hawaii National Guard during this time has been great for owners, staff, and management," said Sara LeBrun-Scott, director of sales and marketing with Sheraton Kona Resort and Spa at Keauhou Bay. "The Soldiers are so very kind and great

guests to have."

In addition to working with hotels, finding food vendors and restaurants that were still open and could support meals for 1,200 Soldiers and Airmen was also a challenge due to the state's "stay-at-home-policy," and the 14-day quarantine order in place to mitigate the spread of the virus.

"We could not have predicted the consequences of this coronavirus, as this is history in-the-making," said Jennifer Torcato of Big Island Grill in Kona, Hawaii. "As a family business, we had our own family members come in to help wherever and whenever they could—we just wanted to be able to keep the business afloat and alive."

"We provide daily meals in the hot box and wheeled over, as well as healthy meal plans," said Chad Yang, managing director of Hula Hulas in Hilo, Hawaii. The restaurant provides three meals a day; breakfast, lunch, and dinner, seven days a week to troops. "It was a blessing as I was able to save my business as well as call back to work 50% of the staff."

Hula Hula's and Big Island Grill are some of many



Beyond the Front Lines

State of Hawaii, Department of Defense, Public Affairs Office | Story by Staff Sgt. Thomas Foster | Thursday, June 25, 2020

The Hawaii National Guard continues to serve its communities as the COVID-19 pandemic remains a threat. Without hesitation or reservations, many in the healthcare realm have answered the call to be on the frontlines. That includes Col. Mark Young, commander of TF-MED and the 298th Regiment, Multi-Functional Training Regiment in Waimanalo.

“As the Commander of Task Force Medical (TF-MED), I am honored to serve with an exceptionally agile and dedicated team of medical professionals,” said Col. Young. “TF-MED consists of highly trained and credentialed doctors, dentists, nurses, physician’s assistants, medical technicians, therapists, and medics.”

Another organization on the frontlines is the Hawaii Department of Health (DOH). Through their partnership with the Hawaii National Guard (HING), both groups have been conducting testing in Hawaii’s communities.

“A few weeks ago, we learned that a family in public housing was diagnosed with COVID,” said Elizabeth MacNeill, the DOH Tuberculosis Control Branch Chief. “We figured that community members in public housing may not have access to the education and screening for COVID. They have lost jobs and probably medical coverage too.”

But where there are challenges for those affected, both organizations see the opportunity to serve.

“We are going door-to-door educating residents on COVID,” said Gloria Fernandez, a Public Health Nurse with DOH. “We are correcting any misinformation and getting out the proper information.”

These visits provide, but are not limited to; COVID-19 swabbing, temperature screening, education and prevention, and other supportive services on multiple islands.

TF-MED also performed 217 COVID-19 swab tests and 552 medical screenings on residents living on Maui, Lanai, and Molokai. The support continues as long as there is a need throughout the State.

“Partnering with Guard has been wonderful,” Fernandez said. “Great to work with a group of people with a large and unique skill set. Great working with the Guard doing community things rather than just seeing them doing their ‘Soldier duties.’”

MacNeill echoed those sentiments saying, “The Hawaii National Guard has been outstanding. They have been eager to embrace the roles they’ve been asked to assume.”

Senior Airman Danielle Demello joined the Guard so she could provide her daughter a good education. Demello, a single mom, works as an emergency medical technician (EMT) for American Medical Response (AMR) and this opportunity has given her the tools and skills needed for current operations.

“I am swabbing citizens who need to be tested,” said Demello, a search-and-extraction medic with the Hawaii Air National Guard’s 154th Medical Group, Detachment 1, assigned to TF-MED.

This is what makes the Guardsmen unique, it’s not just their commitment; but their civilian backgrounds and experience as well.

“I am also a registered nurse for my civilian job,” said Capt. Ernette Visitacion, 154th Medical Group,

Detachment 1, Hawaii Air National Guard assigned to TF-MED. “I joined the Air Guard after Sept. 11, 2001, because I wanted to have a positive impact on my community.”

The numbers prove their efforts are working. As the amount of communities with the frontline workers visit to educate the public on COVID-19 goes up, the numbers of positives in those areas remain low.

“Over 400 households have been contacted during the partnership events,” MacNeill stated. “We think of this as more of prevention. Not seeing a lot of COVID in the community, but we want everyone to be prepared. The plan is to do all the public housing on Oahu.”

It’s important for all to remain vigilant in supporting the health and safety of the various communities, counties and the State. The State of Hawaii has transitioned into Phase 2: Re-opening. Meanwhile TF-MED continues its partnership with DOH in the fight to mitigate the spread of the virus.

TF-MED is grateful for the opportunities to serve and remains ready to support the State of Hawaii. HING members work and live in every community across the islands and have a proven track record of success supporting civilian authorities.

“The response from our partners and community have been met with a genuine appreciation for the Hawaii National Guard for making our state a safer place,” said Young.

As of June 1, 2020, about 800 HING Soldiers and Airmen support COVID-19 missions in the State of Hawaii.



DOD Employees Step in to Help DLIR Process Unemployment Claims

Krystal Kawabata-Bonin | State of Hawaii Department of Defense - Public Affairs

Hundreds of volunteers have shown up in force at the Hawaii Convention Center over the last few months, all in an effort to help the Department of Labor and Industrial Relations (DLIR) process unemployment claims. Like most of the nation, Hawaii has dealt with high surges of unemployment as COVID-19 forced thousands of businesses to temporarily or permanently close.

At its peak in May 2020, DLIR reported 143,150 residents filed for unemployment – a 22.6-percent unemployment rate. That's compared to a rate of just 2.7-percent in January 2020, right before the pandemic began in March.

Since then, DLIR has trained about 700 volunteers across various state agencies to help process claims and get residents paid. Nearly a dozen of those volunteers have come from the State Department of



Defense (HIDOD).

"The National Guard and the employees that we have ... They're service minded. That's why they're part of the HIDOD," said Brig. Gen. (RET) Bruce Oliveira, who's helping to oversee the HIDOD volunteers. "They want to service the state. They want to service the community. We're from the community and we want to help out the community. They all have family and friends that are unemployed. They know what it's like and what it means."

Kameron Omizo, a director's assistant with Community Programs who agreed to volunteer with DLIR, agrees.

"Being part of this unemployment volunteer group, helping thousands of people get their unemployment claims is very rewarding for me," Omizo said. "If I were in their shoes, I would want someone to help me. It makes me happy to know I can be there for someone when they need help."

Omizo started his volunteer service answering calls from unemployment claimants who needed help with small fixes on their applications, but around mid-June moved to the adjudication office, to help solve bigger disputes and discrepancies in people's unemployment claims.

"These claimants are the ones that have been waiting since the beginning for unemployment and they couldn't call the incoming call center because the volunteers weren't trained on what claims adjudicators can do, which is to call both sides and get the story," said Omizo. "That's why I decided to go to claims adjudication. It has the biggest backlog of work that needs to be addressed and they probably have the least number of volunteers."

Though that doesn't mean there's a shortage of work in the other sections. Other volunteers say they've been extremely busy and recognize their work plays just a small role in a much bigger story.

"The longer we're here, we learn a little bit

more - but it's just the tip of the iceberg," said HIDOD volunteer Karen Kagawa, who normally works full-time as an Officer Branch Personnel Clerk for the Hawaii Army National Guard (HIARNG). "When we're helping, we're only helping one small area of the entire claim process. It's eye opening to be in the middle of it all. Again, it's just the tip of the iceberg."

Yet they continue chipping away at the workload, one piece at a time.

"Every week there is a new set of reports of claims that need fixing," said HIDOD volunteer Erik Wong, who works in the operations section for the Hawaii Air National Guard (HIANG). "The one thing I wish would change is that the news unfortunately always publicizes the negative - the people who aren't getting paid. What they don't mention is the flip side of that. You're always going to have cases where, for whatever reason, their claim is stuck, and they haven't gotten paid - but we are making progress and getting a lot of other people paid."



To date, DLIR has shelled out a total of \$2,620,848,963 in unemployment benefits. The department estimates that 94-percent of valid claimants have been taken care of.

"When I let people know they are for sure going to get a payment, they are so grateful," said HIDOD volunteer Michael Sanchez, an office assistant in the HIARNG. "It's great that I can do my part to help. With our duties and our tasks, it's making a difference."

And making a difference is just part of state leader's current mission.

"What it boils down to is that this is one of the governor's priorities," said Wong. "The Adjutant General is a member of the governor's cabinet and it becomes a priority for him and the department. I'm happy to see that the department is able to support this. HIDOD is well represented amongst the other departments."

Oliveira agreed, saying, "I'm in awe of them and I really appreciate their work."



Hawaii National Guard Assists the Department of Health with COVID-19 Mapping

The Department of Health (DOH) trained a special team of Hawaii National Guard Soldiers and Airmen to assist with the gathering of COVID-19 mapping information at the Hawaii Convention Center, August 12, 2020, Honolulu, Hawaii. The Hawaii National Guard was brought in to help alleviate the increasing workload on the DOH. (U.S. Army National Guard photo by Sgt. John Schoebel)



Hawaii National Guard assists the City and County of Honolulu in the COVID-19 Pandemic Testing Surge.

Hawaii National Guard members assist with walk-up registration instructions for individuals in line to be tested for COVID-19, August 28, 2020, Honolulu, Hawaii. The testing in Palolo Valley District Park is part of the 14-day 'surge testing' program currently being conducted throughout the City and County of Honolulu. (U.S. Army National Guard photo by Sgt. John Schoebel)

Hawaii National Guard Airmen Assist in Distribution of Key Medical Supplies During COVID-19 Response

State of Hawaii, Department of Defense, Public Affairs Office | Story by Tech. Sgt. Andrew Jackson | Wednesday, March 25, 2020

Hawaii Air National Guard members from Medical Detachment 1 provided logistical support this week with personal protective equipment (PPE) and maintenance of valuable medical equipment at the Hawaii Healthcare Emergency Management Coalition facilities. The PPE that the Guardsmen inventoried and prepared for pick-up, will then be distributed to multiple Hawaii medical facilities. These facilities are facing a shortage of this specialized equipment during the COVID-19 pandemic.

The Hawaii Healthcare Emergency Management

Coalition is a statewide, federally-qualified, all-hazards comprehensive emergency management program whose mission is to sustain and maintain essential and critical healthcare system services statewide during a major emergency or disaster.

Along with logistics and organizing distribution, Guard members also took inventory of the medical supplies on-hand.

The Hawaii National Guard is continuing to support the state's response to COVID-19 with over 700 Soldiers and Airmen.



Staff Sgt. Joey Paulino (left) and Master Sgt. Cicernesto Zausa (right), Medical logistics Airmen with Hawaii Air National Guard, Medical Detachment 1, witness the operational check of a ventilator at the Hawaii Healthcare Emergency Management Coalition in preparation for the piece of vital equipment to be distributed to a requesting Hawaii medical facility, March 25, 2020, Honolulu Hawaii. (U.S. Air National Guard photo by Tech. Sgt. Andrew Jackson)

HI-EMA - Continued

the public in the timeliest manner possible to advise how we, as a State, can each do our part to make sure the COVID-19 outbreak doesn't spread beyond our capacities," said Arlina Agbayani, Public Information Officer.

But even with these capable staff members leading the charge against this unpredictable threat, HI-EMA very much needs to rely on the community as well. During this point in time, it's never been more crucial from an emergency management perspective for residents and visitors to wear masks while out in public, to continue washing their hands, and to continue to maintain safe physical distancing, especially in situations that find you in contact with people who are not members of your immediate household. All the mitigation, response and recovery goals achieved by HI-EMA cannot work without cooperation from the public.

The DoD Sexual Assault Prevention and Response Office (SAPRO) represents the Secretary of Defense as the central authority charged with preventing sexual assault in the military and facilitating recovery for survivors. SAPRO collects and analyzes a multitude of data to assess the extent of the problem and evaluate the effectiveness of prevention and response efforts. This data-driven approach informs all of the Department's sexual assault prevention and response policies and programs.

The DoD Annual Report on Sexual Assault in the Military provides a summary of DoD and military Service progress in furthering the SAPR program; documents the number of Restricted and Unrestricted Sexual Assault Reports made to DoD authorities in the fiscal year; and includes synopses and dispositions (results) for cases concluded within the fiscal year; released annually (May).

To view the full report go to: <https://www.sapr.mil/reports>



A More Challenging Hurricane Season with COVID-19

Luke P. Meyers | HI-EMA Administrator

This hurricane season promises to be a different type of challenge. The COVID-19 pandemic is an unprecedented incident that will change how our Islands must respond to a tropical system.

The Hawai'i Emergency Management Agency is

responding to this double threat with increased planning between our county, state, federal, and private partners. But a vital part of our preparations begins with the community.

In addition to our recommended 14-day emergency kits that should include enough water, food, medicine and other essential items, we are also asking that you add face masks and hand sanitizers.

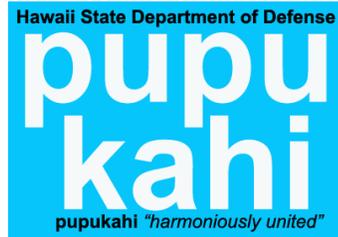
Continuing to thoroughly wash hands, wear face masks, and practice physical distancing still goes a long way towards mitigating potential spread of the virus as the State reopens its beaches, restaurants, travel between islands, and other businesses and activities.

Hurricane season lasts from June 1 to November 30 and discussing a plan with family and friends is crucial during these uncertain times.

Start to secure your home now before a storm impacts the state. Clear debris that could be picked up by high winds and identify the safest place in your home to gather. When a storm progresses and causes area flooding or compromises infrastructure, emergency officials will advise those affected to evacuate and head to an active shelter.

Because of the dangers of community spread due to COVID-19, shelters will be operating at a much lower capacity than in the past due to CDC recommended physical distance safety guidelines. Sheltering in place in your home is - in most cases - the best option. Active shelters should only be considered if you do not have a home or a relative's place to shelter.

We encourage you to discuss your emergency plan with



scenarios and have our kits and plans in place when that time comes, and in the days and weeks that follow.

Consider investing in flood insurance, this action can be helpful for homes and businesses that flood whether you are in a flood plain or not.

Hurricane retrofits and hurricane clips are helpful to keep your home or business in one piece following the next storm.

Two to six tropical storms or hurricanes are predicted for the Central Pacific area this season. But all it takes to devastate our homes with severe damage is one. Please be prepared.

For more information about Hurricane preparedness visit ready.hawaii.gov

HIANG Commander - Continued

accomplishment prior to Harris departing Oregon and joining the Hawaii Air National Guard just a few months later.

"It was truly an honor to be part of the Oregon (Air National) Guard, to have mentors that helped me develop, trusted me as a Squadron Commander and in other leadership roles," said Harris, recalling his long tenure in Oregon.

As he assumed his current role as the Commander of the Hawaii Air National Guard, he was quick to point out how the timing was nearly perfect but far from certain.

As Harris was working as a full-time contractor for Lockheed Martin, all matters that might be flagged for conflict of interest had to be approved.

"General (Ryan) Okahara, was about to take a new position so the opportunity to lead the Hawaii Air National Guard came right as the final approval to hold this position -- was finally signed off at

SAF/GC," said Harris.

With all the real-world challenges of the novel coronavirus, the development of the U.S. Space Force and changes at the top of the U.S. Air Force, Harris said that the Hawaii Air National Guard is poised to take on all these new challenges and excel.

"We currently have 162 Airmen supporting the state on COVID-19 response and our economy in the state is really constrained with the impact on tourism," he said, a point he emphasized during his first address to his Airmen during Hawaii's ANG August Super-Drill weekend. "These are unprecedented times, I just ask that everyone be good Wingmen -- look for ways to be there and watch out for each other."

Watch

Brig. Gen. Joseph R. Harris II, Hawaii Air National Guard Commander – Command Message





Tech. Sgt. Marvin Richardson 735th Air Mobility Squadron air transportation technician peers out the tail end of a C-17 Globemaster III as he awaits Pararescuemen equipment to be loaded, May 26, 2020, Joint Base Pearl Harbor-Hickam. Team Hickam Airmen were poised to execute astronaut rescue in the Pacific region in support of NASA's Commercial Crew Program. Through a partnership with SpaceX and Boeing, CCP develops commercially provided space transport that is safe, reliable, and cost-effective for the U.S. (U.S. Air National Guard photo by Senior Airman Orlando Corpuz)

If the rescuers were alerted, the jet and its rescue operators were airborne within minutes. Once onsite, the aircrew would employ rescue flying tactics and procedures to airdrop the Pararescuemen down to the astronauts.

The rescue alert period, from pre-launch to ISS docking was less than 24-hours, however the planning and development was years-in-the-making for the HIANG and its partner operators, to include the Alaska ANG. The DoD orders to provide rescue support was received in 2014 and progressed through the years through a number of development and training phases.

"To be a part of this historic event, it really is exciting and makes all the hard work that everybody put in worthwhile." Ma said.

Space-EX - Continued

provided a global blanket for contingency rescue operations.

May's launch marked the first time in history that NASA astronauts launched from American shores in a commercially built and operated American crew spacecraft. For the 204th AS, it marked a return to its rescue roots since transitioning to the C-17 in 2005.

"We have our beginnings in rescue missions back when we operated the

C-130 Hercules aircraft," Anthony said, "So rescue was a primary and venerable mission for us. It's an exciting moment to be able to return to such a meaningful mission."

Contingency Astronaut Rescue requires a C-17 and a contingent of rescue operators to be airborne within minutes of being alerted. The aircraft was pre-rigged and loaded with specialized rescue equipment that would be used during a rescue. The Globemaster III aircraft was fueled up and configured for quick launch while the aircrew and 'Guardian Angel' team, from the 58th Rescue Squadron, stood by near the aircraft.

With the pending return of the astronauts as well as future manned space launches, the 204th continues to train and evolve to be able to meet mission requirements.

"We'll be ready to support all future CCP launches and landing alert windows as this program continues to be developed by SpaceX and Boeing in conjunction with NASA," Ma said. "we plan to be the go-to unit for NASA's global contingency rescue in support of the United States' human space flight."



Hawaii National Guard Donates Blood to the Armed Services Blood Program

Col James Barros, Chief of Staff of the Joint Task Force, Hawaii National Guard during the COVID-19 response donated blood to the Armed Services Blood Program (ASBP), August 26, 2020, Kalaeloa, Hawaii. The ASBP received over 60 blood donations from HING Soldiers and Airmen over the first two days. (U.S. Army National Guard photo by Sgt. John Schoebel)



Members of the 291st Combat Communications Squadron participate in a training activity June 7, 2020, at Joint Base Pearl Harbor-Hickam, Hawaii. The team of Airmen set up a mobile training station as a means to conduct their weekend drill, without relocating to their geographically separated unit, based in

Hilo. Members of the Hawaii Air National Guard have been reducing their routine travel routes as a measure to prevent the spread of disease. (U.S. Air National Guard photo by Senior Airman John Linzmeier)

Combat Comm Airmen Resume Training Amongst HIANG Ohana

154th Wing Public Affairs | Story by Senior Airman John Linzmeier | Wednesday, June 10, 2020

Oahu residents belonging to the 291st and 292nd Combat Communications Squadrons (CBCS) experienced an unconventional drill weekend June 6-7, as their monthly training was reassigned to JBPH-H, rather than their respective units, located on neighboring islands.

Under normal circumstances, these ‘commuter’ Airmen wake up well before sunrise and are airlifted to their geographically separated units, with the 291st located at Hilo, Hawaii, and the 292nd located in Maui.

The reduction of movement was planned to reduce the potential spread of disease to other islands, which followed a three-month cessation of regularly scheduled training events.

Unlike most Hawaii Air National Guard Airmen who report to various Oahu island units for monthly training, ‘combat comm’ Airmen spend the vast majority of their careers at Geographically Separated Units, isolated from the thousands of Airmen who comprise their extended ohana.

For Master Sgt. Christopher Hipsher, a cybersecurity technician assigned to the 291st CBCS, the occasion marked an opportunity to reconnect with friends and colleagues who he rarely gets to catch up with, as well as network with others.

“Over the years, I’ve made a lot of

friends who I’ve worked with overseas and we’ve gone through training together,” said Hipsher. “but now I get to see people who I haven’t seen for a long time. It’s also good to meet and get to know our leadership because we don’t get the chance to see them, face-to-face, too frequently.”

As communications experts, standing up an alternative training location was relatively simple, said Hipsher. The combat unit specialized in setting up communications channels in virtually any austere location assigned to them, enabling commanders and tactical-level Airmen to securely transmit information back and forth in deployed environments.

While the grounded communications teams on Oahu had to modify their usual training curriculum, which entails familiarization training of radio, satellite and other communications equipment, the Airmen were still able to set up teleconference channels, enabling them to experience live discussions, command briefings and celebrate their peers as they were promoted in real-time.

Unlike the virtual meetings that were synced across secure web-cameras to Maui and ‘The Big Island,’ the restrained movement also afforded the opportunity for CBCS Airmen to receive face-to-face services in which they don’t have normal access to.

“As a GSU, we have had a lot of challenges being so remote,” said Senior Airman Sean Brown, 291st CBCS cyber surety technician. “For example, if we need medical support, we would need to send people over to the ‘Med Group’ here, and plan an entire drill around our medical readiness needs. But with this weekend we’re fortunate to have all the support facilities within walking distance. Even when it’s something small, like getting a signature.”

Both the 291st and 292nd CBCSs are postured for rapid deployment so command and control and communications capabilities can be set up in forward-operating bases under short notice. With a chain of islands susceptible to a myriad of disasters, along with a network of state partners, communication resources have also been applied to humanitarian and

natural-disaster scenarios at home and abroad.

With a broad spectrum of capabilities that are needed in domestic and overseas operations, much of combat comms’ effectiveness is attributed to their regularly scheduled drills, whether they’re held at neighboring islands or alongside the rest of the HIANG’ ohana at JBPH-H.

“I’m really grateful that my family supports me every time I report for drill,” said Staff Sgt. Paquito Jardinaso, 292nd CBCS cyber transport technician. “They understand why I joined and how important my mission is every time I commute to my unit for drill weekend. No, I won’t be bringing back donuts from the outer islands, like I normally do, but it’s much nicer to spend more quality time with them instead.”





The Hawaii Army National Guards Newest Aircraft Arrives On-board Naval Vessel.

The Hawaii Army National Guard's newest aircraft, a C-12U Huron, arrives in Hawaii on-board the USS Essex (LHD-2), August 10, 2020, Honolulu Hawaii. The twin engine turbo prop aircraft is the replacement for the C-26 and restores the Hawaii Army National Guard's passenger and light cargo fixed wing capability. The C-12U can carry up to 15 passengers and has a range of approximately 1500 nautical miles. Given the archipelagic geography of our State, the C-12U airplane will provide a quicker response capability for medical personnel, or movement of critical equipment. The C-12U is more cost effective and faster than any of our rotor-winged assets. With COVID-19 affecting our State, this is the third major declaration the Hawaii National Guard experienced with no fixed wing capability. The Hawaii Army National Guard aircraft was given a "sea lift" on board the USS Essex (LHD 2) along with several WWII era aircraft arriving in the islands to participate the the 75th anniversary of the end of WWII. The Essex is in Hawaii to participate in an abbreviated Rim of the Pacific exercise, while ported at Joint Base Pearl Harbor-Hickam the crew will not be allowed to disembark due to COVID-19 precautions. (U.S. Air National Guard photos by Tech. Sgt. Andrew Lee Jackson)



HIANG Airman Tops in Crowded National Field

154th Wing Public Affairs | Story by Senior Airman Orlando Corpuz | Friday, July 10, 2020

Managing an air operation can be a challenging and complicated endeavor. But that's exactly what Command and Control Battle Management Operations [C2BMO] Airmen excel at doing. These highly trained professionals take the chaos out of an ever-evolving battlespace and transform it into an organized and clear picture.

And there are thousands of these professionals in the U.S. Air Force managing America's air campaigns on a daily basis. So when you're chosen as the Outstanding C2BMO Airman of the Year, it's a big deal.

Senior Master Sgt. Michael Guzman, assigned to the Hawaii Air National Guard's 201st Combat Operations

Squadron, won the award as the 2019 Outstanding C2BMO Non-Commissioned Officer of the Year.

"Just to be nominated and submitted by my command is an honor," Guzman said. "To be honest with you, I was surprised about the award cause you kinda just put your head down and get to work not thinking about anything else but making a contribution to the organization by doing the best job you can."

"Guz" as he is fondly referred to at his unit took top honors amongst a crowded field of nominees across the nation.

"Numbers provide some small hints at what being the NCO of the Year in the C2BMO community means," said Col. Adam Marshal 201st COS commander.

"Every year, Guz has an amazing year, but last year was especially remarkable and what others saw in Guz what we always see in Guz is amazing. In a peer group of thousands, maybe tens of thousands, he was number one. That's no small feat."

Airmen such as Guzman are responsible for providing radar control and monitoring of global airspace. These Command and Control Battle Management Operations specialists keep a watchful eye on everything that goes on in the sky.

"Guz is a fantastic NCO, and now, Senior NCO, and he's a cornerstone of the unit," Marshall said. "The cornerstone has to be placed on firm ground since everything else is based on it. Same with Guz, nearly every important thing we do - there he is, working diligently and quietly behind the scenes to ensure things get done."

These sentinel Airmen are normally assigned to an air operations center or air control squadron. It's in these cauldrons that these 'chaos managers' develop their expertise for handling the battlespace. Guzman says being able to adapt and continuously learn are musts for the career field.

"You can put us where you need us and we'll take the skills that we learned and blend it with anything new," said Guzman. "In that respect, we can be jack-of-all-trades types in the areas that we are assigned to in an AOC or ACS."

Guzman enlisted in the Air Force in 2005 and served as an active duty Airman until transferring to the Hawaii Air National Guard in 2016. For Guzman, the C2BMO award follows a trend of accolades and recognition. During the HIANG's 2019 Launa Ole awards which recognize the top performing Airmen from the past year, he was selected as the 2018 Full-time NCO of the year.

"I thought the Launa Ole award was awesome," Guzman said. "But being able to represent Hawaii and the HIANG, and to be considered amongst the best out of all the thousands of C2BMOs out there, this is definitely up there as far as my experiences in the military."

What's next for Guz?

"I just come to work and do the best I can everyday, every minute, that's what's always next." Guzman said.



230th Engineers Paint and Seal Platforms During COVID-19 Pandemic

Hawaii Army National Guard Soldiers with 230th Engineer Company, 103rd Troop Command, utilize their technical expertise to paint and seal wooden platforms they've constructed that will help Maui county residents affected by the coronavirus during the COVID-19 pandemic, Kahului, Hawaii, June 3, 2020. (U.S. Army National Guard photo by Sgt. 1st Class Theresa Gualdarama)



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SCAN ME





US Secretary of Defense Visits Team Hickam Airmen

U.S. Secretary of Defense Dr. Mark T. Esper visits the Daniel K. Inouye F-22 Raptor Facility with Hawaii Air National Guard and U.S. Air Force leaders Aug. 31, 2020, at Joint Base Pearl Harbor-Hickam, Hawaii. The visit is part of a key leader engagement to demonstrate Joint Force combat readiness and resilience during a global pandemic. (U.S. Air National Guard photo by Senior Airman John Linzmeier)



Military Planning Exercise Gema Bhakti 2020 Held in a Distinctly Different Configuration During COVID-19 Pandemic.

Hawaii National Guard Soldiers and Airmen participate in a joint military operation planning exercise Gema Bhakti via a virtual meeting space, Honolulu, Hawaii, Aug. 26, 2020. Gema Bhakti is an annual military planning exercise with the Hawaii National Guard State Partnership Program, INDO-PACOM and the Indonesian Armed Forces. This years exercise was held in several location scattered across the world in the last week in August 2020. (U.S. Air National Guard photo by Tech. Sgt. Andrew Jackson)



Hawaii Army National Guard Ready and Resilient

While suicide prevention is important to address year-round, Suicide Prevention Awareness Month (SEPTEMBER) provides a dedicated time to come together with collective passion and strength around a difficult topic. The truth is, we can all benefit from honest conversations about mental health conditions and suicide, because just one conversation can change a life.

[Watch our Video](#)

