



9TH ANNUAL JACK DANIEL'S OPERATION RIDE HOME FREQUENTLY ASKED QUESTIONS

PARTICIPATING LOCATIONS

The Armed Services YMCA and its thirteen (13) branch locations are honored to be partnering with Jack Daniel's to facilitate the 9th Annual Jack Daniel's Operation Ride Home. The information below addresses frequently asked questions specific to the ASYMCA of Alaska's program. If you have questions about the Operation Ride Home program for areas outside of Alaska, please contact the ASYMCA branch POC listed in Appendix A or visit www.asymca.org/opridehome.

FREQUENTLY ASKED QUESTIONS

What Armed Services YMCA locations and/or Military Installations will be part of the program?

Please see Appendix A with the list of ASYMCA locations and/or Military Installations participating in Operation Ride Home. Please note that the application process and program details may vary by location.

Why is this program only available for certain installations?

Currently, we can only offer Operation Ride Home where the ASYMCA has full branches.

Who can apply for Jack Daniel's Operation Ride Home?

Operation Ride Home is open to active duty E-5 and below, both single and married service members traveling with their spouses and/or dependents who may not have the financial means to travel home for the holidays.

Who completes and submits the application?

Completed applications must be submitted by the service member, unless the service member is deployed.

What if the service member is deployed?

If the service member is deployed, the spouse or adult dependent of an active duty E-5 and below service member is eligible to participate in Operation Ride Home, and may submit the application.

What does a "complete" application include, and how do I submit it?

Completed applications include:

- A public social media post on Facebook, Twitter, or Instagram using **#OperationRideHome** and **@AKASYMCA**
- A completed Operation Ride Home application submitted through the ASYMCA of Alaska's My Y portal with:
 - » Upload of verification form completed by the service member's First Sergeant or acting First Sergeant;
 - » Upload of a short video from the service member (or spouse/adult dependent if deployed) that tells us why they are applying to the program, and how selection to the program will make an impact.

Why am I required to create a social media post as part of the application process?

In order to ensure this program continues, program participants need to demonstrate that Operation Ride Home is valued by the military community. Helping to create interest on social media during the application process is part of how awareness gets raised about this wonderful program, and demonstrates a willingness to do your part to ensure program donors know their contributions are being used and appreciated.

What kind of posts should I make to meet the Social Media requirements during the application process?

To meet the application requirements, applicants are welcome to use their own appropriate imagery, or they can download a graphics package from the ASYMCA of Alaska's Operation Ride Home webpage to use for this purpose. Posts can be anything positive that creates awareness, for example:

- "Wish me luck! I just applied for #OperationRideHome through @AKASYMCA"
- "#OperationRideHome is helping to reunite service members with their families. Super grateful for this opportunity from @AKASYMCA!"

Please use **#OperationRideHome** and **@AKASYMCA** in your social media posts on either Facebook, Twitter, and/or Instagram.

When is the deadline to submit my application?

Applications submitted through the Alaska branch must be received by close of business on October 3, 2018. For other locations, please see Appendix A to make inquiries at the ASYMCA branch serving your installation.

What is my First Sergeant's role in the application process?

Your First Sergeant (or acting equivalent) is being asked to complete a verification form that is uploaded during the application process. This is to ensure that the applicant has leadership support should they be selected for the program. While never a guarantee, the support of leadership can help to provide some assurance that selected applicants are eligible for leave. **First Sergeant involvement is NOT intended to limit the number of applicants from a unit/squadron, nor are they expected to weigh need between multiple applicants from the same unit/squadron.**

By filling out an application, am I guaranteed free travel home for the holidays?

No. Based on the total number of applicants, applications will be prioritized by a selection board.

How are participants selected?

Participants will be prioritized and selected based on need by a selection board made up of installation leadership.

How does the process work in Alaska?

(Please note that the selection process may vary at other ASYMCA branches.)

- Service members, or their adult dependent, must fulfill all application requirements by close of business on October 3, 2019, including:
 - » social media posts with associated hashtags/tagging;
 - » a complete application submitted through the ASYMCA of Alaska's My Y Portal, including uploads of all required elements.
- Completed applications will be forwarded to the selection board for review and prioritization.
- The ASYMCA of Alaska will then contact the selected service members to coordinate travel. Additional information will be sent via web and email for you to complete as part of the travel coordination process.

Does the service member have to be one of the travelers?

Generally the service member travels with their family. However, there may be instances where the service member may not be able to travel, but the family is selected for the program.

What if my travel costs are more than the stipend amount?

If travel costs exceed the stipend amount (\$400 per traveler), the traveler(s) pay the difference. Your billing information will be collected up front to pay for these costs. In the seven year history of this program, many Operation Ride Home participants have paid the difference toward their flight(s). Operation Ride Home is structured to help facilitate travel and offset costs as much as possible, but not necessarily to provide "free" travel. In order to ensure optimal benefit of the donated funds, the program follows guidelines established by the ASYMCA and Jack Daniel's.

Are international flights booked?

Yes, but each traveler will still receive the \$400 flight assistance. Any balance past the \$400 assistance must be paid by the traveler.

If my ticket is less than the allotted \$400 will I receive the difference in cash?

No, if your ticket(s) is less than the allotted \$400 per person flying, we do not provide the difference in cash. Less expensive fares will allow more troops and family members to participate in the program. The ASYMCA or authorized travel agents will book travel and will look for the most cost effective flights. Requests for specific airlines/routes will not be accommodated; the priority is to meet the travel dates.

Do you provide flights for family members to visit service members?

No, the intent of Operation Ride Home is to send service members and their families home for the holidays. Travel is not provided for family members to visit the service member.

I received travel assistance through Operation Ride Home in a previous year, am I eligible again this year?

Yes. Applications are prioritized according to need. Please submit an application and wait to hear if you have been selected.

Do you provide cash assistance as part of this program?

Cash is not distributed as part of this program. The ASYMCA books all flights directly with the family to ensure the proper use of donated funds.

I have already booked my flights. Can I receive reimbursement through Operation Ride Home?

No. The ASYMCA must book all flights directly with the family to ensure the proper use of donated funds.

If I have questions about Operation Ride Home, what should I do?

The best way to get details on the program and to find answers, dates and contact info for all participating locations is by visiting www.asymca.org/opridehome or contacting the point of contact at the ASYMCA branch serving your installation. In Alaska, call 907-552-9622 or email welcome.center@akasymca.org.

What if I have Feedback or comments on the program?

Feel free to share your comments with us at welcome.center@akasymca.org. On social media, create a public post use #OperationRideHome and @AKASYMCA. Please respect the donors and volunteers who are giving their time and funds and do not post negative comments publicly or on social media. If you have concerns or suggestions for improvement, please reach out to the ASYMCA of Alaska directly.

If I am selected to participate, what is required of me?

If selected, and before travel is arranged, **the service member/family must write a thank you note so the ASYMCA and Jack Daniel's can share the importance of this program with the supporters who help fund it.** Program participants are also required to create a public social media post that shares photos and/or brief video, as well as a testimonial about their experience to demonstrate Operation Ride Home's value to the military community.

Why are these requirements in place?

Programs like Operation Ride Home are made possible through the efforts and funding of donors and community partners like Jack Daniel's Tennessee Whiskey. By providing a thank you note, and sharing your story through social media, you help our partners see that their contributions are making a difference. These requirements are a powerful way to show the impact of this program, which helps build a legacy of support that will ensure Operation Ride Home remains a benefit to military families well into the future. On Facebook, Twitter, or Instagram, please use **#OperationRideHome** and **@AKASYMCA** in a public post so that we can find and share them.

Where do the funds come from that support this program?

Operation Ride Home is funded by the generous contributions of Jack Daniel's, Jack Daniel's Distributors, and the general public along with support from the Armed Services YMCA of Alaska.

How can I help a service member?

You can make monetary donations or donate airline miles to the program and help more families at this link: www.jdoperationridehome.com.

Appendix A: Armed Services YMCA locations and/or Military Installations Participating in Operation Ride Home

Branch	Military Installation
Armed Services YMCA of Alaska POC: Sarah Riffer Email: director@akasymca.org Phone: 907-552-9622	Joint Base Elmendorf Richardson, Fort Wainwright, Eielson Air Force Base, Marine Safety Unit Valdez, USCG Juneau, ISC Kodiak Coast Guard Base, Fort Greely, Clear Air Force Station
Armed Services YMCA of Altus (Oklahoma) POC: Loran Mayes Email: lmayes@asymca.org Phone: 580-481-6523	Altus Air Force Base
Armed Services YMCA of Camp Pendleton (California) POC: Chris Keane Email: ckeane@asymca.org Phone: 760-385-4921	Camp Pendleton
Armed Services YMCA of El Paso (Texas) POC: Joe Pritchard Email: jpritchard@asymca.org Phone: 915-562-8461	Fort Bliss, TX and Holloman AFB, NM White Sands Missile Range, NM
Armed Services YMCA of Fort Bragg (North Carolina) POC: Kathy Foxen Email: kfoxen@asymca.org Phone: 910-436-0500	Fort Bragg and Pope Army Airfield
Armed Services YMCA of Fort Campbell (Kentucky) POC: Karen Grimsley Email: kgrimsley@asymca.org Phone: 270-798-7422	Fort Campbell
Armed Services YMCA of Missouri (Missouri) POC: Matt Rumph Email: mrumph@asymca.org Phone: 573-329-4513	Fort Leonard Wood
Armed Services YMCA of Hampton Roads (Virginia) POC: Lindsay Maldonado Email: lmaldonado@asymca.org Phone: 757-363-1884 Ext 306	Joint Base Fort Eustis/Langley Joint Expeditionary Base Little Creek and Fort Story, Norfolk Naval Base Oceana Naval Air Station, Norfolk Naval Air Station, Naval Station Annex Norfolk, Naval Station Annex Dam Neck, Naval Station Annex Northwest Landing, Norfolk Naval Shipyard, U.S. Coast Guard Station Portsmouth, U.S. Coast Guard Station Yorktown, Yorktown Naval Weapons Station, Joint Staff Suffolk, Portsmouth Naval Hospital, Coast Guard Station Elizabeth City
Armed Services YMCA of Honolulu POC: Laurie Moore Email: Executivedirector@asymcahi.org Phone: 808-487-1427	Joint Base Pearl Harbor Hickam, Marine Corps Base Hawaii, Wheeler Army Airfield, Aliamanu Military Reservation, Coast Guard District 14, Coast Guard Air Station Barber's Point, Schofield Barracks, Schofield Clinic, Tripler Army Medical Center
Armed Services YMCA of Killeen Fort Hood (Texas) POC: Travis Knight Phone: 254-690-9622 Email: tknight@asymca.org	Fort Hood
Armed Services YMCA Lawton Fort Sill (Oklahoma) POC: Austin Bowling Phone: 580-355-5520 Email: abowling@asymca.org	Fort Sill
Armed Services YMCA of San Diego (California) POC: Phyllis Barber Phone: 858-751-5755 Email: Pbarber@asymca.org	Marine Corps Recruit Depot San Diego, Marine Corps Station Miramar, Naval Base San Diego, Naval Base Point Loma, Naval Base Coronado, Naval Medical Center San Diego, Coast Guard Sector San Diego
Armed Services YMCA of Twentynine Palms (California) POC: Dawn Clark Email: dawn.c@militaryymca.org	Marine Corps Air Ground Combat Center (MCAGCC) Marine Corps Mountain Warfare Training Center Bridgeport (MCMWTC) Naval Air Weapons Station China Lake