

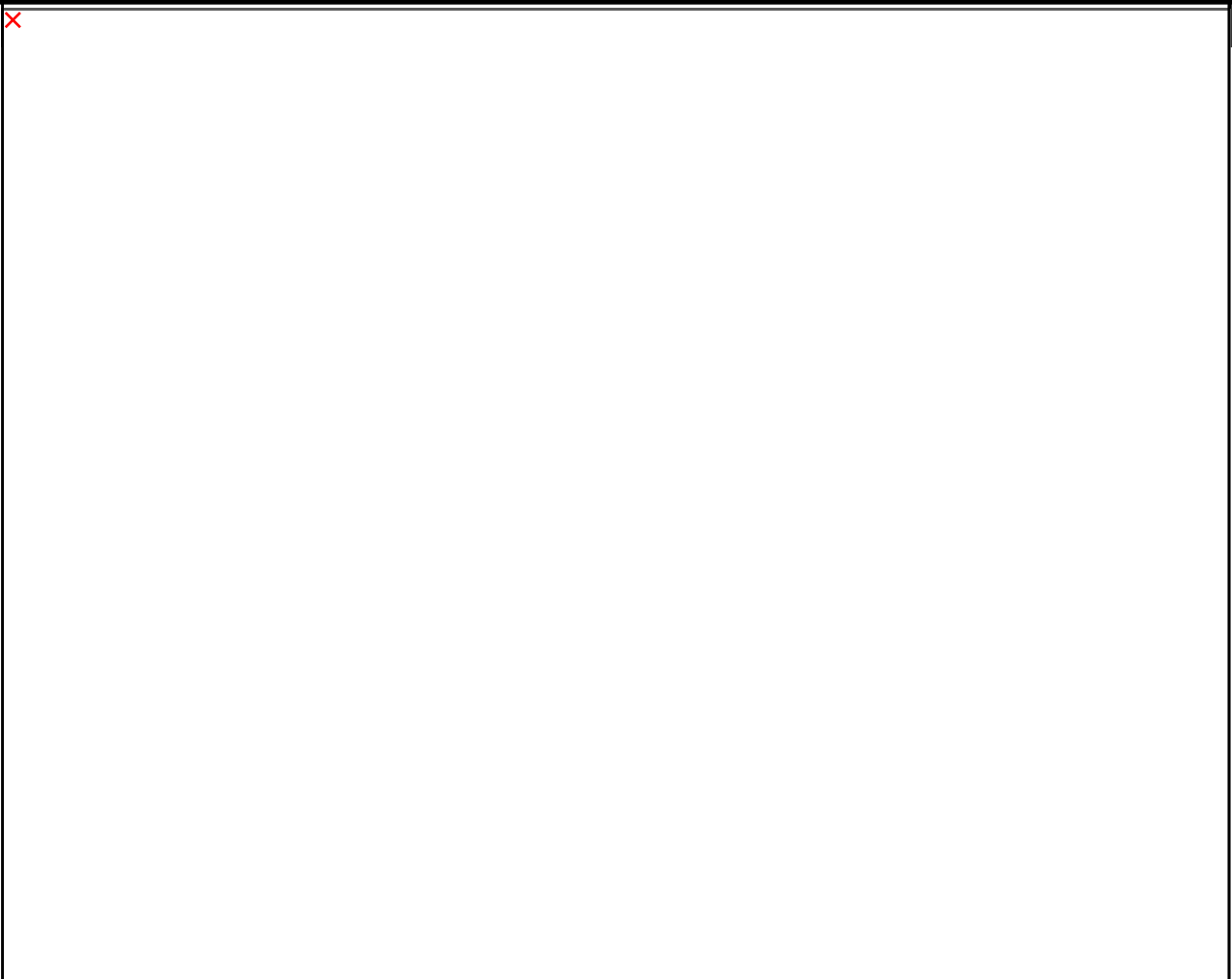
## **It takes a team: College honors 2 International Fellows Program specialists**

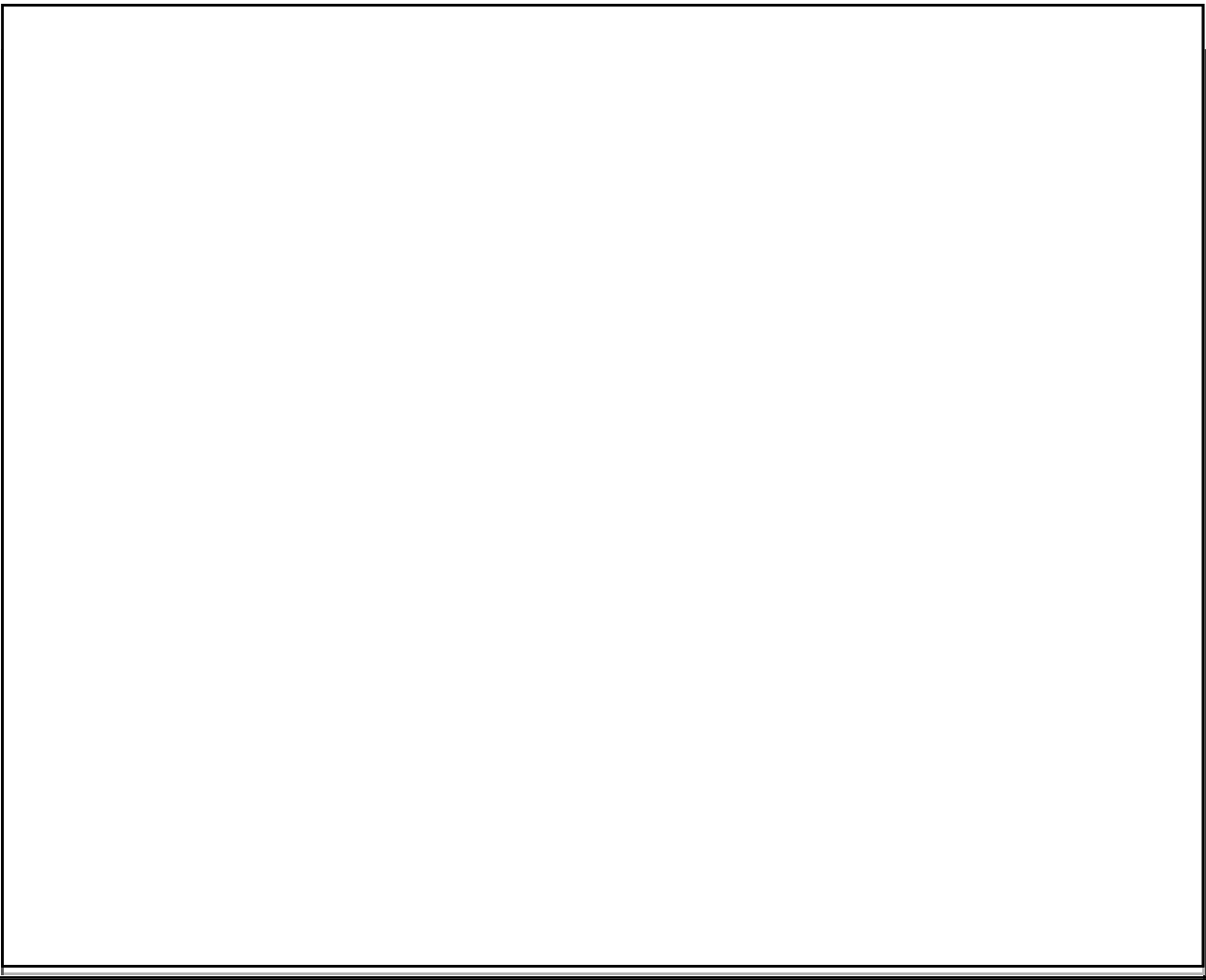
# **It takes a team: College honors 2 International Fellows Program specialists**

October 18, 2016 -- Behind the scenes, it takes a team to coordinate information and support for 74 international fellows, and more than 250 family members. Gretchen Morrison and Cindi Bishop were recently singled out for the depth of expertise they lend to the job.

Bishop is the plans and operations assistant for the International Fellows Program, but this Spring and Summer,

she





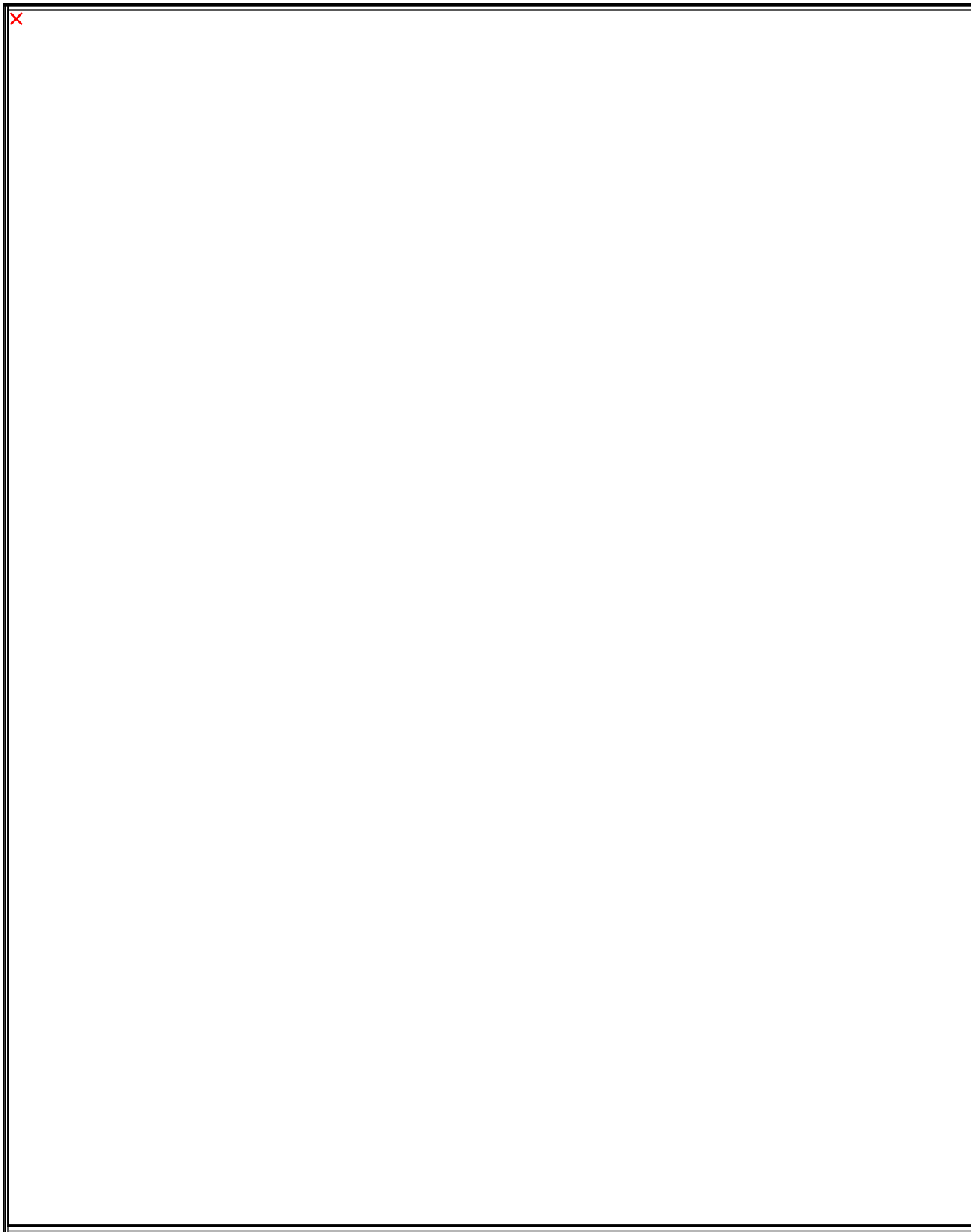
stepped up in the temporary absence of the operations officer. That put the full action of coordination on her desk for the IF Orientation Course. A 6-week program, the orientation course incorporates on-site sessions and field trips. On-site briefings introduced critical support about base operations, school information. Guest speakers introduced core elements of the United States, from culture and history to first amendment rights and the US Constitution. Faculty offered '101' briefs about Army, Air Force, Marine Corps and Navy.

Travels to the Department of State, Senate Arms Service Committee, Pentagon, Arlington National Cemetery, Philadelphia's historic center, Hershey Medical Center and Rotary Club were rounded out by meetings with the Cumberland County commissioner, county judges, district attorney, public defender, and sheriff; meetings with the Carlisle Borough mayor and manager; and orientation to the Pennsylvania Army National Guard at Fort Indiantown Gap, Pa.

Additionally, the orientation course planned for events with family members. "The fun stuff," according to Bishop, introduced them to a slice of Americana: HersheyPark, Senators Baseball, Smithsonian Air and Space Museum, guided tours of Washington D.C., and a Spirit of America cruise on the Delaware River (thanks to an anonymous donor).

The IF Orientation was the first impression about the Army War College and Carlisle Barracks for the international officers who traveled here from 70 different countries. The high bar for accomplishing the mission

was reflected in the citation for her Commander's Award for Civilian Service: "Her attention to detail and steadfast devotion to program goals resulted in an orientation course that was flawlessly executed."



***Gretchen Morrison: family advisor, policy advisor (below, with Commandant Maj. Gen. Bill Rapp)***

Gretchen Morrison steps in for a wide range of responsibilities as the Personal Affairs Specialist in the International Fellows Program. Her portfolio is as complex as it is wide-ranging: medical liaison, medical billing, K-12 school enrollment, medical qualifications for school-age children, among other things. The complexity is tied to the range of healthcare payment modes, for which Morrison has become liaison, advocate, and policy expert.

“She has basically worked herself, and educated herself, into being a policy expert at the Army level,” said Kevin Bremer, deputy IF Program director. She’s a subject matter expert on family member healthcare for all senior Professional Military Education institutions – CGSC, Air Force, NDU, he said. She provided input for the Defense Security Cooperation Agency about healthcare industry standards that led to a change in policy. In turn,” that policy update has resulted in better service to International Fellows and family members, a more efficient reimbursement process or better cooperation within the reciprocal agreements,” said Bremer, as he noted the multiple ways that IF family healthcare is insured.

“That was her regular job – extremely time-consuming. And then she added the officer manager job to her duties for a critical five-month period, over the Spring and Summer. “This is our busy time – still taking care of resident student families, 32 Academic Prep Course students arrive in April, the resident class graduates in June with all the detail that entails, distance education International Fellows, and the new course coming in.

“Add to that a record number of family members, just south of 300 family members,” said Bremer, as background to her honors with the Commander’s Award for Civilian Service.