

**2009 USAG Garmisch
Army Family Action Plan (AFAP) Conference
Issue Update**

*Individual Issue Disposition Papers for all issues submitted for the conference are available for public viewing at ACS.
Please contact the AFAP Program Manager at DSN 440-3777 or CIV 08821 750 3777 for more information.*

Issue Number	Issue	Actions Taken	Status
GAR-17-09	Problems with Housing Repair System	The service order process was overhauled by Housing. Service order numbers are now being utilized and an electronic service order process has been implemented.	Closed
GAR-28-09	Ice Debris on Roof Tops	The Safety Office has installed warning signs in hazardous areas and hooks have been installed on roofs. Although AFAP delegates recommended gutter heating elements to address this issue, Mr. Stokes explained why these heating elements would not resolve the safety issue of falling snow.	Closed
GAR-35-09	Condition of Garmisch Housing Facility Building 269	The Housing Office made immediate improvements on this building after the 2009 AFAP Conference. Additionally, they have conducted regular tenant meetings to allow opportunities for tenant feedback.	Closed
GAR-29-09	Flow of Garmisch Community Information	The Family, Morale, Welfare, and Recreation (FMWR) Division has hired a part-time Marketing Assistant who is working to ensure the most effective and efficient means of distributing community information is used. Furthermore, representatives from the NATO School and George C. Marshall Center have reported that information currently received and method of delivery in use is adequate.	Closed
GAR-03-09	Lack of Army Substance Abuse Program (ASAP) Services on USAG Garmisch	Hohenfels ASAP counselor has been coming to Garmisch monthly since Dec 10 to provide on-site services; however due to low participation, this service will be coordinated on an as needed basis. Marketing will continue to keep program visible to community.	Closed
GAR-Y-01-09	Paintball Grounds and Equipment for the Garmisch Community	The FMWR Director reported that a request to order paintball equipment using year end funding has been denied, and there are no other resources available for the equipment purchase.	Unattainable
GAR-Y-06-09	Youth Fitness Facilities	The FMWR Director reported that he still supports the planned partnership with DoDDS for youth to be able to utilize the school	Unattainable

		facility when built. At this time, however, the ground-breaking for the construction of a “multi-purpose” room rather than a gym (due to the size of Garmisch Elementary/Middle School) is delayed until FY 2011 or 2012.	
GAR-11-09	Defense Finance Accounting Service (DFAS) Payments within Rebate Periods	This issue was forwarded to the Regional Conference in Europe but was not prioritized. The DFAS SME reported that current DFAS policy required no change as it already takes care of rebates.	Closed
GAR-02-09	School Gym for Garmisch Elementary/Middle School (GEMS)	This issue was forwarded to the Regional Conference in Europe but was not prioritized. DoDDS SME reported that procedures for school projects should be routed through the district superintendent’s office.	Closed
GAR-38-09	TRICARE Prime Coverage for Family Members of Deployed Service Members Who Choose to Live Closer to Their Support Systems Overseas	This issue was forwarded to the Regional Conference in Europe but was not prioritized. The TRICARE SME explained that their policies are dictated by Federal Regulations written by Congress and linked to the Joint Federal Travel Regulations; thus changes to Federal Regulations would be required to address this issue.	Closed
GAR-32-09	Quality of Appliances and Service Provided for Personnel Who Reside On or Off Post	This issue was forwarded to the Regional Conference in Europe but was not prioritized. The SME responded that current facts support an overall successful performance by the contractor and that no action is required.	Closed
GAR-33-09	Implementation of the Standardized Reintegration Process for All Soldiers Returning from Deployment	This issue was forwarded to the Regional Conference in Europe but was not assigned to delegates for evaluation as it was determined that a standardized process is already in place.	Closed

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GAR-10-10	Housing Office Accountability	To date, the Housing office has taken the following steps to address these concerns: held a “round table” resident meeting in which residents were able to provide input for further projects and events; continue to brief upcoming projects at town hall meetings and advertise them in the newsletter or via email; and continue to solicit residents’ input for upcoming projects. This issue closed, a section added to the Garmisch website; providing customers a venue to submit general inquires and work orders.	Closed
GAR-21-10	Centralized Recreation and Information Facility	Renovation on building 250 is due to be completed this summer with plans to consolidate recreation, information, trips, tours, and tickets services into the facility.	Closed
GAR-40-10	Adolescent Substance Abuse Counseling Services (ASACS)	ASACS representatives have visited Garmisch and offered services to GEMS and MIS students/parents. Sessions can be coordinated as needed. ASAP can also arrange visits to Garmisch and will provide individual/family/group services on this topic as needed.	Closed
GAR-33-10	BAH/OHA/LQA included in Child, Youth, and School Services (CYSS) fee calculation	This issue was forwarded to the Regional Conference in Europe and was prioritized by delegates. It will be forwarded to the Department of the Army Conference in Washington D.C.	Forwarded to DA
GAR-48-10	Outside Continental United States (OCONUS) Permanent Change of Station (PCS) Temporary Transportation	This issue was forwarded to the Regional Conference in Europe and was prioritized by delegates. It will be forwarded to the Department of the Army Conference in Washington D.C.	Forwarded to DA
GAR-35-10	Department of Defense Dependent Schools-Europe (DODDS-E) Athletic Program Participation	This issue was forwarded to the Regional Conference in Europe but was not prioritized. The SME advised that there is a “potentially discriminatory degree of access for students who were not part of the program.” Additional information regarding this feedback is currently being sought.	Closed

**2011 USAG Garmisch
Army Family Action Plan (AFAP) Conference
Held Jointly with USAG Grafenwoehr
Update of Garmisch Issues Submitted**

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GRAF11-079	Lack of Common Levels of Support for Small Installations in the Area of Mental Health Services	Submitted to Graf AFAP	Issue not prioritized – cannot be solved locally
GRAF11-080	Logo Changes in DA	Submitted to Graf AFAP	Forwarded to Region
GRAF11-081	DA to Have All Admin Printers Set to Duplex	Submitted to Graf AFAP	Issue not prioritized – cannot be solved locally
	Housing Charge for Moving Borrowed Appliances	Submitted to Graf AFAP	Issue not accepted –past deadline

**2012 USAG Garmisch
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Held Jointly with USAG Grafenwoehr
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GAR-04-12/ GRAF-FY12- 071	TRICARE does not pay for dependants chiropractic care	Submitted to Graf AFAP	Issue not prioritized – cannot be solved locally
GAR-05- 12/GRAF- FY12-072	Lack of customer service support for TRICARE Dental	Submitted to Graf AFAP	Issue not prioritized – cannot be solved locally
GAR-FY12-06 GRAF-FY12- 077	Telemedicine does not cover dependants or civilians	Submitted to Graf AFAP	Issue not prioritized – cannot be solved locally
GAR-FY12-12 GRAF-FY12- 074	Lack of DODEA financial support for homeschoolers	Submitted to Graf AFAP	Issue not prioritized – cannot be solved locally

16/05/12 MM