

Fort Detrick Army Family Action Plan (AFAP) - Issue Status Update 2011

Fort Detrick Top Conference Issues - February 2009

1. Dependent Use of Dental Clinics
2. Non-existent Regional Immigration Case Management Office
3. Rent Disparities in Quarters
4. TRICARE Benefits for NG and Reserve with LOD Injury - *tie vote*
4. Rally Point Meal Cost - *tie vote*
4. Permanent Sports and Play Structure in Housing Area - *tie vote*

Fort Detrick Top Conference Issues - October 2009

1. Childcare During Nights and Weekends
2. Comprehensive Weight Control Program
3. Fort Detrick Housing Utility Billing Program
4. Balfour Beatty Rental Rates
5. Promotion of Service Members' Education Benefits – *tie vote*
5. Childcare Vacation time – *tie vote*

Fort Detrick Top Conference Issues - October 2010

1. Installation Travel Policy
2. United Concordia Orthodontic Coverage
3. Billeting for WRAIR Single Enlisted Soldiers – *tie vote*
3. Fort Detrick Access to Social Networking – *tie vote*
4. Military Spouse Career Development Program
5. Lack of Garrison Control in Privatized Housing – *tie vote*
5. Family Relocation & Storage of Household Goods for Deployed Personnel – *tie vote*

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Army Family Action Plan - Detrick to MEDCOM Issues February 2009			
Title	Scope	Recommendation	MEDCOM Conference Results (Disposition)
TRICARE Benefits for National Guard/Reservists with a Line Of Duty Injury	TRICARE does not have access to view Line of Duty DA Form 2173. This results in Soldiers injured in the line of duty having their claims denied by TRICARE after 6 months of being released from Active Duty. The Soldiers have to continually contact TRICARE and provide their DA Form 2173 to receive retro-active approval for each provider visit.	Create a system to enable TRICARE to view line of duty injury documentations for National Guard/Reserve Soldiers to establish claim and eligibility entitlements after 6 months.	Issue not forwarded to the Department of Army (DA) level. The recommendation for the TRICARE Line of Duty for Reserve Component was fully implemented in Oct 2009. TRICARE claims now have access to line of duty claims.

Army Family Action Plan - Detrick to MEDCOM Issues October 2009			
Title	Scope	Recommendation(s)	MEDCOM Conference Results (Disposition)
Child Care Vacation Time	Child, Youth and School Services (CYSS) only authorizes two weeks leave/vacation time before the sponsor incurs costs or loses their slot. Active duty Soldiers are granted 30 days leave/vacation per year. This disparity between AD military leave and the two weeks CYSS leave/vacation time each year burdens Soldiers with an additional financial obligation.	Change regulation to increase Child, Youth and School Services leave/vacation time to four weeks.	The Child Development Center provides exceptions to policy and holds slots on a case by case basis. Based on the current fee schedule, the Subject Matter Expert estimated 2% fee increase to cover two additional weeks of vacation. Therefore, fees are not cost effective and may adversely affect families who do not require the additional two weeks of leave.
Promotion of Service Members' Education Benefits	Service members are not taking advantage of all of their educational benefits. Service members would be more inclined to use these benefits if they knew what was currently	Require educational support officers to vigorously market and provide quarterly training on current available/updated benefits, tailoring training to the audience in order to	According to the Subject Matter Expert, nearly half a million Active Duty served and 75% reached in all programs. Therefore, the recommendation has already been achieved.

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	<p>available and how to access them. Service members often remain uninformed on current available/updated benefits. In accordance with AR 621-5, 2-1.b., "The ACES mission is to vigorously promote lifelong learning opportunities to sharpen the competitive edge of the Army by providing and managing quality self-development programs and services." Uninformed Service members are subject to out-of-pocket expenses due to lack of knowledge.</p>	<p>meet the expectations of workforce 2020 in accordance with AR 621-5.</p>	
<p>Comprehensive Weight Control Program</p>	<p>Current weight control program does not adequately cover the full spectrum of weight control (i.e. – peer support, fitness, and nutritional counseling). Army Regulation 600-9 does not specify ongoing nutritional counseling or avenues for peer support. Service members' inability to lose weight under the current program results in possible discharge, and poor physical and emotional health, which effects optimal combat readiness.</p>	<ol style="list-style-type: none"> 1. Implement centralized weight control program that incorporates peer support and education similar to successful weight loss programs such as Weight Watchers. 2. Amend AR 600-9 to include mandatory nutritional counseling twice a month during Service members' enrollment in the program. 	<p>Issue forwarded to HQDA AFAP for inclusion in 2010 HQDA AFAP Conference.</p> <p>Issue Rank #2 on list of Top Six Most Critical Active HQDA AFAP Issues</p>

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Army Family Action Plan - Detrick to MEDCOM Issues October 2010			
Title	Scope	Recommendation(s)	MEDCOM Conference Results (Disposition)
United Concordia Orthodontic Coverage	CONUS United Concordia orthodontic coverage is inadequate, with each Family member receiving only \$1500 for lifetime care. Compared to CONUS families, OCONUS families receive orthodontic care at the military dental clinic at no cost. Additionally, there is a disparity in CONUS fees for services based on locality while coverage does not vary. This creates a financial burden for CONUS Soldiers, resulting in families not receiving proper care.	<ol style="list-style-type: none"> 1. Increase orthodontic coverage for CONUS Family members equal to OCONUS coverage. 2. Establish a CONUS supplemental dental insurance plan for service members to offset costs. 3. Adjust CONUS Dental Coverage based on locality similar to Basic Allowance for Housing. 	Pending status update from MEDCOM
Lack of Garrison Control in Privatized Housing	Privatized Housing properties are not under the control of the Garrison Command. Areas of concern that have an issue relative to risk management are left to the RCI management to mitigate identified hazards. The gap in standards between Privatized Housing and the Department of The Army gives the Garrison Commander limited authority to implement changes.	<ol style="list-style-type: none"> 1. Create a policy with safety priority levels and specified timelines that give installation commanders the authority to resolve identified risks to the safety of its residents. 2. Mandate both RCI and Garrison be in compliance with the standards set forth in the policy. 	<p>Issue returned to installation for resolution because Garrison Commander's have authority to correct safety violations on the installation.</p> <p>Discussed at Steering Committee meeting on 23 June 2011 - The Housing Officer submitted a work order #FB030951J on 23 June to install sidewalk from Balfour Beatty Community Center on Ditto Ave to Bullene St.</p>
Family Relocation and Storage of Household Goods for Deployed Personnel	Service members who wish to relocate their families during deployment incur out of pocket expenses for movement and storage of household goods. In accordance with personnel Policy Guidance, Service members on Temporary Change of Station orders	<ol style="list-style-type: none"> 1. Revise policy guidelines and implement a regulation to authorize relocation of family and shipment and storage of household goods for deployed Soldiers with family members. 2. Ensure the revised policy guidelines do 	Pending status update from MEDCOM

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	<p>are not entitled to shipment and storage of their household goods. Permanent Change of Station orders for a one year, dependent restricted tour authorize relocation of family and shipment of household goods. This discrepancy creates an undue hardship for families of deployed Soldiers not endured by those of Service members on a dependent restricted tour.</p>	<p>not impact Basic Allowance for housing.</p> <p>3. Develop a financial program to assist with moving expenses incurred during deployment.</p>	
<p>Military Spouse Career Development Program</p>	<p>There are no programs for non-qualified military spouses similar to the Student Temporary Employment program or the Student Career Experience program. Military spouses, not currently enrolled in a formal education program, cannot acquire qualifications and develop skills for non-competitive career positions. Executive Order 13473 authorizes non-competitive appointment of certain qualified military spouses to competitive service positions. The lack of Army wide career training programs severely limits military spouses' opportunity to gain the qualifications needed for non-competitive employment.</p>	<p>1. Establish an Army wide career development program for spouses without requiring current education enrollment.</p> <p>2. Provide rotational career enhancement internships within the Army to increase skill development.</p>	<p>Pending status update from MEDCOM</p>
<p>Teen Issue Tracking in the Army Family Action Plan Headquarters Department of Army Level</p>	<p>Teen issues reported out at the HQDA AFAP Conference are sent to Child, Youth and School Age Services for resolution and are not incorporated in the AFAP tracking process. Teen issues are separated from the regular AFAP process upon dissemination of</p>	<p>1. Incorporate teen issues into the mainstream HQDA AFAP process.</p> <p>2. Provide updates at the General Officer Steering Committee meetings.</p> <p>3. Include teen issues in the AFAP Issue</p>	<p>Pending status update from MEDCOM</p>

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	<p>issues to Action Officers. Teen issues brought up during the AFAP process should follow the AFAP process completely and be tracked on the online database to ensure issue resolution.</p>	<p>Management System.</p>	
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Local Issues - Army Family Action Plan Steering Committee Issue Updates - August 2010			
Title	Scope	Recommendation(s)	Steering Committee Results (Disposition)
<p>Fort Detrick Housing Utility Billing Program</p> <p>Voted as #3 Top Issue of the October 2009 AFAP Conference.</p>	<p>Currently, the Fort Detrick standard deviation model for utility billing used to formulate average usage is narrow. As a result, only highly conservative energy consumers are rewarded and excessive energy consumers are penalized. Monthly costs for energy usage fluctuate not according to the resident's use, but by the average usage of the utility billing model. The standard deviation is unclear. Residents cannot anticipate costs or formulate a budget.</p>	<ol style="list-style-type: none"> 1. Eliminate the housing utility billing program. 2. Create a fixed monthly utility usage billing model. 	<p>Action Officer: Ms. Laura Cole</p> <p>Ms. Cole presented information and explained that the program is congressionally mandated and the Garrison does not have authority to modify the program. All tenants are briefed prior to occupancy about how the utility program works especially if above or below the baseline usage. Additional information is also available on online. Ms. Mangrum suggested that new tenants could be shown the usage of the previous year to get an idea of costs. COL Robinson expressed that using prior data could give a false positive because usage is based on family size and lifestyle. Ms. Cole also stated that the Army is transitioning from paying a portion of</p>

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			utilities to a system where tenants will pay the full amount for their utilities. Issue Status: Unattainable
Disparity in Privatized Housing Rental Rates Voted as #4 Top Issue in the October 2009 AFAP Conference.	Soldiers pay a higher rental rate than DoD civilians and retirees living in the same type of residence on a military installation. E-5's and above pay more than \$1500.00 per month for the same type of residence that a DoD civilian or retiree would pay \$1299.00 - \$1399. This disparity causes the Soldiers to rent off post for less than privatized housing and fosters an inharmonious community environment.	Institute a sliding rental scale based on the income of DoD civilians and retirees equivalent to a comparable Soldier's BAH rate based on resident's location.	Action Officer: Ms. Laura Cole Ms. Cole stated that the housing rebate is only for Soldiers that live in the older housing areas. Due to the housing market, service members are taking the opportunity to move off-post because the local areas offer reduced rates and other incentives to attract renters. To offset the loss of military tenants, Balfour Beatty Communities (BBC) allows DA civilians to rent the older units. The misperception is that DA civilians are renting the new units for a cheaper amount. Space is available in the new units and the older model units for active duty personnel. To remain competitive with the off-post rental market, BBC is offering referral incentives to active duty tenants. Issue Status: Completed
Access to Nallin Pond Recreation Area for Disabled Patrons Selected as one of the Top Issues from the	The Nallin Pond Recreation Area on Fort Detrick is for the general population and is not fully accessible to all disabled patrons. There is no designated parking, paved pathway or pond access for individuals with disabilities. Providing full access to the Nallin Pond Recreational Area will promote safety.	1. Construct designated parking area, paved pathways and an accessible dock to allow disabled patrons full opportunity to the recreation area. 2. Conduct an assessment of the Nallin Pond Recreation Area and complete recommendations to comply	Action Officer: Mr. Harry Geesaman On 4 May, Mr. Geesaman presented a plan of the proposed modifications to the Nallin Pond area. The proposal includes handicap accessible parking spaces, signage, paved pathways, and a wheelchair accessible wooden

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<p>Workgroup at the October 2009 AFAP Conference.</p>	<p>It will also increase recreational opportunities for disabled patrons and the Fort Detrick community.</p>	<p>with the American Disabilities Act.</p>	<p>pier that extends to the water's edge for fishing. The committee suggested that the Action Officer attend the Wounded Warrior Picnic and the Fishing Rodeo in June at Nallin Pond to gather additional input for the proposed design. Any design modifications must also be approved by the Fort Detrick Real Property Planning Board. Mr. Geesaman presented various alternatives to the floating pier and reminded the committee that the design must also be approved by the Maryland Historical Society. Ms. Mangrum stated that a floating pier was not the best option because a stable platform is safer. Mr. Geesaman stated that the handicap accessibility will happen in phases. The first phase will involve installation of a permeable walkway from the fishing pier to the parking area along the pond. Signage will also designate two handicap parking spaces along the road adjacent to pond fishing area. Handicap accessible signage will also be provided near pavilion #1. The construction of a paved path from the gravel parking area to pavilion #1 along with handicap signage at the pavilion was completed in September 2010. Mr. Geesaman stated that the</p>
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			<p>Recreation Division will re-evaluate all recreation areas for handicap accessibility.</p> <p>Issue Status: Active</p>
<p>Indoor and Outdoor Pool should be Free for Dependents</p>	<p>Army dependents should enjoy the same benefits as the active military. This service provides and improves morale of the entire family, increasing productivity.</p>	<p>Allocate funds to pay for services concerning the indoor and outdoor pools (lifeguards, chemicals, etc.).</p>	<p>Action Officer: Mr. Harry Geesaman Mr. Geesaman stated that in April 2010, the fee to use the indoor pool was eliminated because it is designated as a category A, training pool. Appropriated funds are used for pool maintenance and upkeep of the training pool. The outdoor pool is category B and still charges a fee for use. Active duty and family members must pay for the pool maintenance and upkeep that includes salaries of the lifeguards and other pool maintenance expenses. Mr. Geesaman stated that most installations charge a fee to use the outdoor pool. This issue is partially completed.</p> <p>Issue Status: Active</p>
<p>Truck Load Sale at the Commissary</p>	<p>During the truck load sale, military personnel sometimes arrive too late to get the items they need, because the items have sold out. Other commissaries allow military to shop the day prior to the truck load sale.</p>	<ol style="list-style-type: none"> 1. Establish a time, the day before a truck load sale for military only sales. 2. The priority status is only if the sponsor is actually present, during the shopping. 	<p>Action Officer: Mr. Joe Johnson Mr. Johnson stated that according to Commissary policy, active duty and retirees have equal eligibility. The Commissary does allow active duty in uniform to have priority for purchases during the lunch hours, 1100-1300. SFC Goshay commented that Fort</p>

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			<p>Meade offers active duty in uniform, priority shopping for three days before the truckload sale. Since Fort Detrick does not have a large population of service members, the committee recommended that military members in uniform have priority on the first day of the truckload sale during the hours of 1000-1300. This priority shopping status would also apply to deployed family members that present a copy of the sponsor's deployment orders. Mr. Johnson will provide customer feedback about offering priority shopping days/hours at truckload sales.</p> <p>Issue Status: Active</p>
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Army Family Action Plan Steering Committee Issue Updates - January 2011			
Title	Scope	Recommendation(s)	Steering Committee Results (Disposition)
<p>Access to Nallin Pond Recreation Area for Disabled Patrons</p> <p>Selected as one of the Top Issues from the Workgroup at the October 2009 AFAP Conference.</p>	<p>The Nallin Pond Recreation Area on Fort Detrick is for the general population and is not fully accessible to all disabled patrons. There is no designated parking, paved pathway or pond access for individuals with disabilities. Providing full access to the Nallin Pond Recreational Area will promote safety. It will also increase recreational opportunities for disabled patrons</p>	<ol style="list-style-type: none"> 1. Construct designated parking area, paved pathways and an accessible dock to allow disabled patrons full opportunity to the recreation area. 2. Conduct an assessment of the Nallin Pond Recreation Area and complete recommendations to comply with the American Disabilities Act. 	<p>Action Officer: Mr. Harry Geesaman</p> <p>Update: Mr. Geesaman presented the plan of proposed modifications to the Nallin Pond area. There are several on-going projects to make the area more handicapped accessible. The project that was completed and discussed at the last meeting included a concrete pad for two designated handicap parking spaces, sidewalk,</p>

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	and the Fort Detrick community.		<p>and correct handicapped signs. Mr. Geesaman stated that the next project is to construct a handicapped accessible pier that extends to the water's edge of the pond. The pier must extend over the pond so that the individual in a wheelchair could fish with no disadvantage. Mr. Geesaman presented a concept design constructed by a staff member to the committee. This design would allow one or two wheelchairs access at the same time. The design will be presented to the Installation Planning Board (IPB) at the 19 January 2011 meeting. Mr. Geesaman explained that the committee may decide to extend the pier to allow for three wheelchairs. Mr. Geesaman reiterated that this is a stable pier rather than a floating pier. Once the concept is approved, it will go through the design process, a cost estimate, and then the project will be on hold until funding is available. At this time, a \$750 application fee was paid and submitted to the Maryland Department of the Environment (MDE). As soon as Fort Detrick approves the concept design, it will be submitted to MDE.</p> <p>Issue Status: Active</p>
Fort Detrick Access to Social	Fort Detrick does not allow	Implement the <i>Directive Type</i>	Action Officer: Mr. Robert Sperling

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<p>Networking</p> <p>Tie vote as #3 Top Issue of the October 2010 AFAP Conference.</p>	<p>access to social networking sites, such as Facebook (FB) and Twitter, from government workstations while other installations do. On 25 February 2010, The Department of Defense (DoD) issued a memorandum that sets a new policy allowing access to social networking services from the DoD network. The Department of the Army, The White House, and The Pentagon have FB accounts where policies and important information is disseminated. Local level programs and units can benefit by distributing information and training via FB. Lack of social networking access at Fort Detrick limits post wide receipt and dissemination of important information.</p>	<p><i>Memorandum (DTM) 09-026 - Responsible and Effective Use of Internet-based Capabilities</i> at Fort Detrick immediately.</p>	<p>Mr. Sperling was unable to attend the meeting but submitted information via e-mail to Ms. Garrett. Mr. Sperling reported that Fort Detrick is involved in a pilot program for Facebook, scheduled for mid July 2010 to January 2011. There are two dozen personnel involved in this pilot project to include Air Force; Family and Morale, Welfare, and Recreation Division; Family Leadership programs; and the Public Affairs Office. Mr. Sperling reported that Health Insurance Portability and Accountability Act requirements prevent Fort Detrick from opening Facebook to all users on the installation. Committee members discussed why Walter Reed personnel have access to Facebook but they also fall under Navy control. Committee members also expressed the importance of various departments having the ability to communicate using Facebook. LTC James St. Angelo will discuss this issue with COL Robinson.</p> <p>Issue Status: Active</p>
<p>Child Care during Nights and Weekends</p>	<p>The CDC does not provide evening or weekend care. Current business hours do not meet the need for mission related personnel to include Reservists,</p>	<p>Increase hours at the CDC to cover overnights and weekends in order to guarantee available child care for Reservists, shift and staff duty workers.</p>	<p>Action Officer: Ms. Beverley Tuggle Update: Ms. Tuggle stated that the CDC advertises weekend and childcare services as needed through</p>

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<p>Voted as #1 Top Issue for the October 2009 AFAP Conference.</p>	<p>shift and staff duty workers. The addition of night and weekend hours will increase Soldier and Family morale and overall unit readiness.</p>		<p>Child, Youth and School-Age Services (CYSS) Family Child Care (FCC) Providers. Ms. Tuggle explained that the services are offered as needed because requests are often random and not on a consistent basis. In the past year there has been one request for a weekend/evening child care service. The delegates from the AFAP Conference requested that the information be posted on the CYSS website and Ms. Tuggle stated that it is already in place. Caregivers who utilize CYSS services are given an application packet when they enroll which surveys the types of care needed. If the caregivers indicate they are interested in weekend or evening care they are provided a list of the seventeen FCC providers. Ms. Tuggle stated that the CYSS averages between fifteen and seventeen FCC homes available at one time. When there is a request for care, CYSS attempts to match openings with the needs of the Soldiers. At this time, one off-post home is trained in overnight care. However, if a need becomes present, the FCC provider would receive training immediately to suit the family's needs. The fees for the overnight care are the same as the</p>
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			<p>regular fees. Any subsidies would be paid by the Department of the Army. When the issue was submitted, the difficulty was that the information on evening and weekend child care services was not available on the website. The committee looked online at the CDC/CYSS Website under the Central Enrollment area to ensure the information is readily available before closing the issue. The committee located the statement on the website but agreed that the information needs to be clarified/re-worded. Ms. Garrett proposed that no later than 28 January 2011, to revise the website so that it clearly states that evening and weekend child care services are available on a case by case basis.</p> <p>Issue Status: Active</p>
<p>Installation Local Travel Policy</p> <p>Voted as #1 Top Issue of the October 2010 AFAP Conference.</p>	<p>Army personnel are not compensated for travel to remote worksites outside of their Permanent Duty Station. Soldiers are required to commute long distances daily to work at remote sites. Privately owned vehicle and fuel costs incurred by Soldiers create a financial hardship on the Soldier and their families.</p>	<ol style="list-style-type: none"> 1. Create an installation wide local travel policy in accordance with JFTR, par. U3500-B (uniformed members) or JTR, par. C2400-B (civilian employees). 2. Establish a budget line item for funding local travel to remote sites. 3. Promote and market the local travel policy. 	<p>Action Officer: Mr. Harold Pelletier</p> <p>Mr. Pelletier stated that Fort Detrick does not have an installation local travel policy. He has spoken with Ms. Marie O'Brien, division chief, and she is in process of recreating the official travel policy letter. Mr. Pelletier stated that they will need to implement local travel distance in the policy but would need to have a certified number of miles/distance to set up. Mr. Pelletier</p>

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			<p>stated that the travel policy may pose difficulties when traveling to remote sites. This is because the installation can permit the travel distance in the policy but it is really the Battalion/Brigade/ Command that reimburses for travel, not the installation. Mr. Pelletier stated that there was a shuttle service offered five days a week to Site R but it was not being utilized. The Command then determined that it was not cost effective to the government to provide the shuttle because it was not being utilized. Now, the 114th Signal Battalion has two, 15 passenger vans to transport Soldiers. The Transportation Motor Pool Vehicles are also available for single Soldiers. These resources are for single Soldiers living in the barracks because they are required to live on post. Mr. Pelletier stated that the installation local travel policy would set up the distance/travel information and how Soldiers should go about submitting documentation. One of the recommendations from the AFAP Conference was to better market the program. The system is already in place but not being marketed well. The policy letter will help with clarification. The committee</p>
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			<p>suggested marketing the information at the next Commanders' meeting for wider dissemination to the units.</p> <p>Issue Status: Active</p>
<p>Billeting for Walter Reed Army Institute of Research (WRAIR) Single enlisted Soldiers</p> <p>Tie vote as #3 Top Issue of the October 2010 AFAP Conference.</p>	<p>Barracks are currently not available to E-1 through E-5 WRAIR single Soldiers without dependents at Walter Reed Army Medical Center, Bethesda Naval Medical Center or Forest Glen. Privatized housing is currently offered only to E-6 and above single Soldiers without dependents. The E-5 and below Soldiers living on the local economy often have difficulty locating a safe, convenient and affordable residence.</p>	<ol style="list-style-type: none"> 1. Provide housing options to WRAIR, E-1 through E-5 single Soldiers without dependents. 2. Authorize E-1 through E-5 single Soldiers without dependents to occupy available privatized housing. 	<p>Action Officer: Ms. Laura Cole</p> <p>At this time, barracks are not currently available to E-1 through E-5 single Soldiers without dependents at WRAIR, Bethesda Naval Medical Center, or Forest Glenn. Ms. Cole spoke with CSM James Shaheen and COL Robinson regarding this issue. One recommendation was to offer Fort Detrick's barracks to the WRAIR Soldiers and then offer a shuttle system back and forth. Fort Detrick could offer space at Balfour Beatty Community properties in Frederick. However, Glen Haven has a ninety-five to ninety-seven percent occupancy rate. The presenting issue is that there is limited housing that is both safe and affordable in the area. At this time, Soldiers are rooming together to combine funds to stay in safe and affordable housing. Based on the Collection Data Point Analysis, there is a downward spiral of rates for the Army. Both Fort Detrick and Walter Reed had some increase in Basic Allowance of Housing. CSM Shaheen is in contact</p>

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			<p>with WRAIR leadership to better analyze the needs and provide options for the Soldiers. Affordable housing options may include living on Fort Detrick or utilize the Automated Housing Referral Network to locate rental properties.</p> <p>Issue Status: Active</p>
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