



Fort Gordon, Georgia 2009 Issue Book

Updated October 2010

**Army Family Action Plan (AFAP) Issues
Sorted by Subject Area**

ISSUE #	ISSUE TITLE	STATUS	SUBJECT AREA	ENTERED AFAP	FINAL ACTION
0901	Child and Youth Services Central Registration Office Staffing	Completed	Childcare	09/08	09/08
0942	Remove Sand in CDC and CYSS Playground Areas	Unattainable	Childcare	01/09	04/09
0964	Childcare	Completed	Childcare	01/09	04/09
0974	On Post Childcare Costs	Completed	Childcare	01/09	04/09
09132	24 Hour Childcare at CDC	Completed	Childcare	01/09	04/09
09134	CDC Needs to Accept Credit Cards	Completed	Childcare	02/09	12/09
09145	Childcare	Completed	Childcare	02/09	04/09
09156	Food at the CDC	Completed	Childcare	02/09	04/09
09177	With the OPTEMPO of the Army, and this Installation in Particular, the Daycare Facilities On Post are Inadequate	Completed	Childcare	03/09	05/09
09194	The Expense of Childcare	Completed	Childcare	03/09	05/09
09215	Childcare Priorities for Single Parents	Completed	Childcare	03/09	05/09
0922	Lack of Supplies at Clothing and Sales	Completed	Consumer Services	12/08	05/09
0924	Lack of Boat Rentals	Completed	Consumer Services	12/08	05/09
0934	Hours of Operation at Commissary are not Adequate for Working Families and Shift Workers	Completed	Consumer Services	12/08	12/09
0936	Medium for Advertisement of Activities and Available Services is not Hitting Target Audience	Completed	Consumer Services	12/08	12/09
0938	DFMWR Festival Ticket Prices too Expensive	Completed	Consumer Services	12/08	05/09
0939	DFMWR Prices too High at Auto Craft Center	Completed	Consumer Services	12/08	05/09
0949	More Recreational Activities for Soldiers	Completed	Consumer Services	01/09	05/09
0951	Clinics, Hospital Emergency Room, AAFES, Prices Always Higher Than Economy	Completed	Consumer Services	01/09	12/09

ISSUE #	ISSUE TITLE	STATUS	SUBJECT AREA	ENTERED AFAP	FINAL ACTION
0953	Prices of Consumer Services on Post	Completed	Consumer Services	01/09	12/09
0954	Respect of Soldiers	Completed	Consumer Services	01/09	12/09
0957	Lack of MWR Events	Completed	Consumer Services	01/09	05/09
0961	No Arts & Crafts Shop	Completed	Consumer Services	01/09	05/09
0963	Golf Course - Membership Fees	Completed	Consumer Services	01/09	05/09
0968	Price of Milk	Completed	Consumer Services	01/09	12/09
0970	Food Facilities	Completed	Consumer Services	01/09	05/09
0975	Commissary Price Gouging	Completed	Consumer Services	01/09	12/09
0989	Improve On Post Movie Theater	Active	Consumer Services	01/09	
0995	Credit for Reusable Bags	Completed	Consumer Services	01/09	12/09
09104	AAFES Concessionaires	Completed	Consumer Services	01/09	05/09
09105	Staying Informed of On Post Activities	Completed	Consumer Services	01/09	05/09
09106	Hospital Parking	Completed	Consumer Services	01/09	12/09
09108	Lodging Fitness Room	Completed	Consumer Services	01/09	05/09
09109	Can't See News	Completed	Consumer Services	01/09	05/09
09110	No ATM at IET Center	Completed	Consumer Services	01/09	12/09
09125	Fish Stand/Deep Fry anything Stand	Completed	Consumer Services	01/09	05/09
09128	Female Toilets at the Dinner Theater	Completed	Consumer Services	01/09	12/09
09129	Army Lodging Front Desk	Completed	Consumer Services	01/09	05/09
09137	Prices on Beer	Completed	Consumer Services	02/09	05/09

ISSUE #	ISSUE TITLE	STATUS	SUBJECT AREA	ENTERED AFAP	FINAL ACTION
09138	ATVs and Go Cart Use	Completed	Consumer Services	02/09	05/09
09142	Gyms and MWR	Completed	Consumer Services	02/09	05/09
09144	Military Clothing and Sales	Completed	Consumer Services	02/09	05/09
09146	Washer and Dryer Facilities	Completed	Consumer Services	02/09	12/09
09154	Navy Uniforms are Not Sold in the Uniform Shop on Post	Completed	Consumer Services	02/09	12/09
09157	AAFES Policy on Credit Card Account	Completed	Consumer Services	02/09	12/09
09196	Bowling and Shoe Rental Prices at Gordon Lanes	Completed	Consumer Services	03/09	03/09
09198	MCSS Fort Gordon	Completed	Consumer Services	03/09	03/09
09203	Woodworth Library Hours	Completed	Consumer Services	03/09	03/09
09211	Military Star Card	Completed	Consumer Services	03/09	03/09
09213	Taxi Cabs	Completed	Consumer Services	03/09	03/09
0920	No Long Term Dental Work Available for WTs	Completed	Dental	12/08	05/09
09136	Dental Appointments	Completed	Dental	02/09	05/09
0902	Safety in the Local Public School System	Unattainable	Education	12/08	04/09
0903	Better Schools Zoned for Fort Gordon Military High School Students	Unattainable	Education	12/08	04/09
09103	New Education Benefits for Family Members	Completed	Education	01/09	9/2010
09135	Military Child Education Coalition	Completed	Education	02/09	9/2010
09139	On Post Schools Should Be Managed By DODDS and Not Be the County in Which the Army Posts Resides	Unattainable	Education	02/09	04/09
09162	School Vouchers for Military Dependents	Unattainable	Education	02/09	04/09
09165	Improper Integration of Elementary and Middle School Students at Freedom Park Elementary	Completed	Education	03/09	9/2010

ISSUE #	ISSUE TITLE	STATUS	SUBJECT AREA	ENTERED AFAP	FINAL ACTION
09171	Military Spouse and Children Only Receive In-State Tuition in the State that the Military Member is Currently Stationed	Completed	Education	03/09	N/A
09174	Infrastructure Supporting Education of Military Dependents	Completed	Education	03/09	9/2010
0916	Job Training for WTB Soldiers	Completed	Employment	12/08	12/09
0945	Spouse Employment	Completed	Employment	01/09	12/09
09116	Department of Army Civilian Training (annual)	Elevated / Completed	Employment	01/09	12/09
09130	Untimely Notification of Application Status	Completed	Employment	01/09	12/09
0923	Standardize Meals/M meal Cards	Unattainable	Entitlements	12/08	12/09
0929	Mobilized Reservists Not Authorized Per Diem	Completed	Entitlements	12/08	12/09
0941	Compensation/Administrative Leave for Civilian Federal Employees of Command Spouses	Unattainable	Entitlements	01/09	12/09
0972	AR 608-99 Financial Support for Families, 2-6	Elevated / Completed	Entitlements	01/09	05/09
09124	New ID Card Software Restricts Families to 30 Days to Renew Over- 21 ID Cards	Elevated/ Completed	Entitlements	01/09	12/09
09149	Bonus Money	Completed	Entitlements	02/09	12/09
09159	Extend 75 Day Period for Household Claims for Surviving Family Members	Elevated / Completed	Entitlements	02/09	10/10
09160	Termination of Survivor Benefit Plan (SBP) Upon Remarriage	Elevated/ Completed	Entitlements	02/09	9/2010
09169	Calculation of Weight Allowance	DA Level Active	Entitlements	03/09	N/A
09173	Forfeiture of BAS by Single Soldiers	Elevated / Completed	Entitlements	03/09	05/09
09179	Pay Issue – Soldiers in General are Paid Too Little Compared to Their Civilian Equivalent	Unattainable	Entitlements	03/09	12/09
09180	The Army Awards People Who Get Married and Shafts Single Soldiers Who Don't	Unattainable	Entitlements	03/09	12/09
09190	PTDY	Completed	Entitlements	03/09	12/09
09197	ID Card	Completed	Entitlements	03/09	03/09

ISSUE #	ISSUE TITLE	STATUS	SUBJECT AREA	ENTERED AFAP	FINAL ACTION
09212	Finance	Completed	Entitlements	03/09	03/09
0905	Lack of Follow-up/Advocacy for New and Expecting Parents	Completed	Family Support	12/08	05/09
0907	Lack of Adequate Recreational Services for Families	Completed	Family Support	12/08	05/09
0935	Lack of Waiting Families Program	Active	Family Support	12/08	
0940	Link to Unit FRSAs on www.fortgordon.com Domain	Completed	Family Support	12/08	12/09
0965	Recreation Facilities for Family Members	Completed	Family Support	01/09	05/09
0996	Autism	Completed	Family Support	01/09	05/09
0997	Parenting Classes	Unattainable	Family Support	01/09	05/09
09140	A Free Day For Moms at Playgroup	Completed	Family Support	02/09	05/09
09150	Info and Referral	Completed	Family Support	02/09	05/09
09153	Recreation/Gym for the Family	Completed	Family Support	02/09	05/09
09155	Daycare Provider at Eisenhower While Parents Complete Medical Appointments at Eisenhower	Completed	Family Support	02/09	04/09
09158	Accuracy in Completely and Accurately Vetting Social Work Service Background Check Results Before Submitting a DEROG Report to Requestor	Completed	Family Support	02/09	12/09
09161	I Just Learned About This AFAP Thing and I Want To Say How Dare You	Completed	Family Support	02/09	05/09
09163	Assistance for Surviving Family Members to Obtain Medical Records for Servicemembers' Group Life Insurance Traumatic Injury Protection Program (TSGLI) Claims	Completed	Family Support	02/09	9/2010
09164	The Soldier Should Not be Required to Apply For Exception to Policy (ETP) for Housing with Each PCS if the EFMP Medical Condition is One That Will Not Change or be Cured	Elevated/Completed	Family Support	03/09	9/2010
09172	The Exceptional Family Member Program (EFMP) Educational Summary (DD Form 2792-1) is not Used to Determine Availability Within Proximity Considerations for Soldiers' Next Assignment	Unattainable	Family Support	03/09	05/09
09176	On Post Hotel	Completed	Family Support	03/09	05/09
09214	Information Booth for ACS	Completed	Family Support	03/09	03/09
09216	EFMP	Completed	Family Support	03/09	03/09

ISSUE #	ISSUE TITLE	STATUS	SUBJECT AREA	ENTERED AFAP	FINAL ACTION
0911	Barracks Maintenance	Active	Force Support	12/08	
0917	WTB Vans Have Long Wait Time	Completed	Force Support	12/08	12/09
0927	WTB Barracks Mattresses Too Thin	Completed	Force Support	12/08	12/09
0930	Shelters for Shuttle Stops	Active	Force Support	12/08	
0932	Installation ID Card Facility Hours of Operation are not User Friendly for Soldiers and Families	Completed	Force Support	12/08	12/09
0933	Recycling Program Not Adequate for the Installation	Completed	Force Support	12/08	05/09
0943	On Post Transportation	Completed	Force Support	01/09	12/09
0944	Water Tower Maintenance	Completed	Force Support	01/09	12/09
0946	Charging Soldiers for Copies	Completed	Force Support	01/09	12/09
0948	Inefficiency of the Finance Office	Completed	Force Support	01/09	12/09
0950	DFAC Food Substandard	Completed	Force Support	01/09	12/09
0952	DFAC Hours of Operation	Completed	Force Support	01/09	12/09
0956	DFAC Next to 297th Barracks	Completed	Force Support	01/09	12/09
0958	Cable in Barracks	Completed	Force Support	01/09	12/09
0959	BAS Was Taken Away	Elevated / Completed	Force Support	01/09	12/09
0960	Shuttle Service	Completed	Force Support	01/09	12/09
0967	Gate Times	Completed	Force Support	01/09	12/09
0971	Office Furniture	Completed	Force Support	01/09	12/09
0986	Broken Showers	Completed	Force Support	01/09	12/09
0987	BAH/BAQ DIF for Single Soldiers	Unattainable	Force Support	01/09	12/09

ISSUE #	ISSUE TITLE	STATUS	SUBJECT AREA	ENTERED AFAP	FINAL ACTION
0990	4- day Weekends	Completed	Force Support	01/09	12/09
0991	School Shifts	Completed	Force Support	01/09	12/09
0993	DEERS Appointments	Completed	Force Support	01/09	12/09
0994	Washers and Dryers in B551	Completed	Force Support	01/09	12/09
0998	Re-enlistment Bonus	Completed	Force Support	01/09	12/09
0999	Paying Retired Soldiers Their Disability Checks Separate From Regular Retirement Pay	Unattainable	Force Support	01/09	12/09
09100	Communication and Soldiers That Need It	Completed	Force Support	01/09	12/09
09107	Outprocessing Chapter Soldiers ID Card Section	Completed	Force Support	01/09	12/09
09112	Rooms for Soldiers	Completed	Force Support	01/09	12/09
09114	Barracks	Completed	Force Support	01/09	12/09
09115	Dining Facility #6	Completed	Force Support	01/09	12/09
09117	Separate Training	Completed	Force Support	01/09	12/09
09118	In Processing	Completed	Force Support	01/09	12/09
09121	Dining Facilities Built in 1960s To Support 21st Century Feeding	Completed	Force Support	01/09	9/2010
09122	Refrigerators in Barracks	Completed	Force Support	01/09	12/09
09123	Conditions of Living in Barracks #317	Active	Force Support	01/09	
09131	Number of Technicians in the ID Card Section	Completed	Force Support	01/09	12/09
09133	Speed Limit Signage in McNair Terrace Housing Area	Completed	Force Support	01/09	12/09
09141	Soldier PT	Completed	Force Support	02/09	12/09
09143	Barracks Living	Completed	Force Support	02/09	12/09

ISSUE #	ISSUE TITLE	STATUS	SUBJECT AREA	ENTERED AFAP	FINAL ACTION
09147	Single Soldier Barracks	Completed	Force Support	02/09	12/09
09148	Single Soldier Housing	Completed	Force Support	02/09	12/09
09152	Customer Service in Fort Gordon	Completed	Force Support	02/09	12/09
09166	The Lack of a Recycle Program on Fort Gordon is Both Appalling and Unacceptable in Today's World	Completed	Force Support	03/09	05/09
09167	Barracks Requirements for Single Soldiers	Completed	Force Support	03/09	12/09
09168	Quality of Fort Gordon Barracks are Below Living Standards	Completed	Force Support	03/09	12/09
09175	Equal Opportunity Representatives	Completed	Force Support	03/09	12/09
09178	No One Takes the Yard Garbage Away	Completed	Force Support	03/09	12/09
09181	Replacement Center	Unattainable	Force Support	03/09	12/09
09182	Too Sick to Work, Not Sick Enough To Stay Home	Completed	Force Support	03/09	12/09
09183	Unfulfilled Work Orders	Completed	Force Support	03/09	12/09
09184	Barracks	Completed	Force Support	03/09	12/09
09185	Cleaning the Common Areas	Completed	Force Support	03/09	12/09
09186	Barracks Heating	Completed	Force Support	03/09	12/09
09187	Kitchen in the Barracks	Unattainable	Force Support	03/09	12/09
09188	Storage Lockers Designated for 67 th Signal	Completed	Force Support	03/09	12/09
09189	DDEAMC Barracks	Completed	Force Support	03/09	12/09
09191	Soldiers Living in the Barracks Can Get Robbed Real Easy	Completed	Force Support	03/09	12/09
09192	Drainage Around the Barracks is Poor	Completed	Force Support	03/09	12/09
09193	The Mailroom is Not Open Enough and Boxes Kept Somewhere Else	Completed	Force Support	03/09	12/09

ISSUE #	ISSUE TITLE	STATUS	SUBJECT AREA	ENTERED AFAP	FINAL ACTION
09209	Showers at the Gym	Completed	Force Support	03/09	03/09
09218	Orders for AIT Soldiers are Not Being Cut Before Their Graduation Date	Completed	Force Support	03/09	12/09
0925	Emergency Housing for WTB	Completed	Housing	12/08	12/09
0955	Mold in Housing	Completed	Housing	01/09	12/09
0962	Housing Management	Completed	Housing	01/09	12/09
0969	Post Housing	Completed	Housing	01/09	12/09
0973	On Post Housing	Completed	Housing	01/09	12/09
0992	Military Housing	Completed	Housing	01/09	12/09
09101	Checking on the Status of Houses and Spouses	Completed	Housing	01/09	12/09
09102	Slip Guards in Houses	Completed	Housing	01/09	12/09
09111	No Option for Curbside Recycling Service in Post Housing Areas Effects Quality of Life	Completed	Housing	01/09	05/09
09119	Housing/House Sales	Elevated / Completed	Housing	01/09	05/09
09199	Housing – Balfour Beatty	Completed	Housing	03/09	03/09
09200	Military Housing	Completed	Housing	03/09	03/09
09201	Family Housing	Completed	Housing	03/09	03/09
09202	Housing	Completed	Housing	03/09	03/09
09204	Balfour Beatty Housing	Completed	Housing	03/09	03/09
09205	Housing On Post	Completed	Housing	03/09	03/09
09206	Housing Maintenance	Completed	Housing	03/09	03/09
09207	Housing Waiting Period	Completed	Housing	03/09	03/09

ISSUE #	ISSUE TITLE	STATUS	SUBJECT AREA	ENTERED AFAP	FINAL ACTION
09208	Housing	Completed	Housing	03/09	03/09
09217	Housing Maintenance	Completed	Housing	03/09	03/09
0908	CIB Geared More Toward Command Instead of Community	Completed	Leadership	11/08	12/09
0909	Need Subject Matter Expert for Entire Warrior Transition Process	Completed	Leadership	12/08	12/09
0918	Improved Feedback to WTs and Their Families	Completed	Leadership	12/08	12/09
0919	Improve In & Out Processing	Completed	Leadership	12/08	12/09
0928	Special Events for WTB Soldiers	Completed	Leadership	12/08	12/09
0931	Priority for WTB in Offices	Completed	Leadership	12/08	12/09
09120	Leadership	Completed	Leadership	01/09	12/09
09170	AIT Treatment for Prior Military	Completed	Leadership	03/09	12/09
0906	ER Wait Time Too Long	Completed	Medical	11/08	12/09
0910	Limited Medical Support Staff to WTB Soldiers	Completed	Medical	12/08	12/09
0912	Allow a Second Opinion Outside DDEAMC/VA	Completed	Medical	12/08	12/09
0913	AIT Soldiers Currently Have Priority over WTB Soldiers	Completed	Medical	12/08	12/09
0914	ER Does Not Follow HIPPA at All Times	Completed	Medical	12/08	12/09
0915	Prescription Refills for WTB Should be Refillable at Hospital	Completed	Medical	12/08	12/09
0921	Wait Too Long at Behavioral Health	Completed	Medical	12/08	12/09
0926	WTB Case Managers Dictating Leave/Pass	Completed	Medical	12/08	12/09
0937	Emergency Medical Services Not Adequate for Hosting Cadet Challenge and Camp Semaphore	Completed	Medical	12/08	12/09
0947	TRICARE for Technicians	Completed	Medical	01/09	12/09

ISSUE #	ISSUE TITLE	STATUS	SUBJECT AREA	ENTERED AFAP	FINAL ACTION
0966	Fort Gordon Emergency Room	Completed	Medical	01/09	12/09
09126	Calling every 30 Days for Narcotic Prescriptions	Completed	Medical	01/09	12/09
09127	Given Different Provider	Completed	Medical	01/09	12/09
09195	Hospital Immunization	Completed	Medical	03/09	12/09
0904	Gym Program for Kids	Completed	Youth Support	10/08	04/09
0976	Weight Room	Completed	Youth Support	01/09	12/09
0977	Job Shadowing for Teens	Completed	Youth Support	01/09	12/09
0978	Ice Skating/Roller Rink	Completed	Youth Support	01/09	05/09
0979	Activities for Teens	Completed	Youth Support	01/09	04/09
0980	Foreign Language in School	Unattainable	Youth Support	01/09	04/09
0981	College Prep Classes for Teens	Completed	Youth Support	01/09	12/09
0982	Water Park at Fort Gordon	Unattainable	Youth Support	01/09	05/09
0983	More Athletic Events for teens	Completed	Youth Support	01/09	04/09
0984	More dances for teens	Completed	Youth Support	01/09	04/09
0985	Non- alcoholic Club for Teens	Completed	Youth Support	01/09	04/09
0988	More Volunteer Opportunities for Teens	Completed	Youth Support	01/09	04/09
09113	Sports and Activities for Youth	Completed	Youth Support	01/09	04/09
09151	Better Youth Services Programs for Middle and Teens	Completed	Youth Support	02/09	04/09
09210	Dance Class for 3 and 4 Year Olds	Completed	Youth Support	03/09	03/09

Issue 0901: Child and Youth Services Central Registration Office Staffing

- a. **Status:** Completed.
- b. **Entered:** September 2008.
- c. **Final action:** September 2008.
- d. **Subject area:** Childcare.
- e. **Scope:** Central Registration office is critically understaffed. Tried to register my child for daycare on several occasions; saw four desks but only one person working. Wait times are well over an hour per person. Soldiers waste valuable time in waiting area because registration forms are not provided to customers to fill out while waiting.
- f. **Recommendation:**
 - 1. Immediately hire additional staff.
 - 2. Reduce processing time by providing registration forms at sign-in.
 - 3. Provide working link on local FMWR webpage detailing registration requirements and links for required forms.

g. Progress:
Proponent Input

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please contact the Customer Service Officer for further information at 706-791-1622.****

The Central Registration Office is open 0800-1630 Monday, Tuesday, Thursday, Friday and 0800-1900 on Wednesdays. Staffing is determined by official guidance, based on overall customer numbers. Based on current guidance we meet/exceed our staffing ratio. Management understands that the busiest time of the day for the registration office is the Soldier's lunch time, and had to make a request to change clerical hours so their lunch times do not conflict. That request has resulted in both clerks now being present during the lunch hour (1200-1300). The Program Manager is continuously monitoring the registration process, including clerical time spent with customers, patron wait time and streamline processes.

Registration forms and information about registration processes are available for download at www.fortgordon.com. Follow "Family Services" to "Child and Youth Services" and then click "Central Registration". Here it will explain all of the documentation required for registration. The forms are also available upon sign-in at the registration desk.

h. Lead agency: DFMWR/CYSS.

Issue 0902: Safety in the Local Public School System

- a. **Status:** Unattainable.
- b. **Entered:** November 2008.
- c. **Final action:** April 2009.
- d. **Subject area:** Education.
- e. **Scope:** Not enough oversight to impact safety of our school aged children in the public school system.
- f. **Recommendation:**
 - 1. Consider a different high school for our children to be bussed to.
 - 2. Convert impact aid to vouchers.
- g. **Progress:**
Proponent Input:
 - 1. The Superintendent and School Board is the agency to identify that rezoning is an option for consideration.
 - 2. Studies, surveys and data is gathered from on post Families.
 - 3. The feasibility of rezoning is decided by the School Board and Superintendent.
 - 4. Factors that may impact decision: overcrowding, building capacity, teacher: student ratio, responses gathered from post, transportation.
 - 5. This request is a Congressional Act with specific guidelines. Impact aid does not go to the Soldiers, or to their Families, and may

not even go to the specific school that their child attends. Impact aid goes to the school district in lieu of taxes not paid by the Soldier because he/she lives on tax-exempt land. The amount of impact aid per child living on a military installation is usually less than \$100.

Steering Committee Meeting 14 April 2009:

Members were not aware of any significant issues in the schools other than a negative perception of the schools in Richmond County. Education is a personal choice. For those individuals who live on post that would like to attend a school in another district, they are able to submit an exception to policy. Impact Aid is not a huge contribution per student.

h. Lead agency: DFMWR/CYSS.

Issue 0903: Better Schools Zoned for Military High School Students

- a. **Status:** Unattainable.
- b. **Entered:** October 2008.
- c. **Final action:** April 2009.
- d. **Subject area:** Education.
- e. **Scope:** Families with high school students or students that live on post or in close proximity are zoned for schools that have repeatedly failed AYP, and have major crime and violence issues. This is an important topic because our children's futures are important and we want them to be competitive.
- f. **Recommendation:** Have the installation create a system where if the zoned school is not up to standard, bus the students to a better quality school. Because we chose to live on post, we shouldn't be forced to drive our kids to another school when the zoned school is substandard.
- g. **Progress:**
Proponent Input:
Rezoning:
 - 1. The Superintendent and School Board is the agency to identify that rezoning is an option for consideration.
 - 2. Studies, surveys and data is gathered from on post Families.
 - 3. The feasibility of rezoning is decided by the School Board and Superintendent.
 - 4. Factors that may impact decision: overcrowding, building capacity, teacher: student ratio, responses gathered from post, transportation.

In the event that an individual Family does not want to attend the school for which they are zoned (on or off post) they may make an appeal to the Richmond County School District. The Family must do this personally, as they have to sign off on the paperwork that the county provides, as well as state reasons why they are requesting the transfer. After consideration of which school the Family is requesting (sometimes it is better to give more than one option), the county will let the Family know in writing whether or not their request has been approved. Both County School Districts that support Fort Gordon military students have the policy - if approved, the Families are then responsible for providing transportation for their child to and from school, as the child will be going to school outside of their zoned school area.

If Richmond County were to bus outside of school zones, it would make bus trips longer for students in the morning and evening, as well as unsafe for the children/youth and the drivers. It is a decision based on several factors including overcrowding, bus routes (overlapping with other routes), time in route to and from schools (children/youth would be on the bus for a longer period of time), as well as economic factors.

February 2009 AFAP Conference:

Issue: School Zoning For Military Installations

Scope: Military Families that reside on an installation are restricted by current zoning laws that require their children to attend certain school systems. Military parents wish to have the ability to choose which school their children will attend. Military

Service Members residing on an installation are denied the ability to choose the school that best fits their dependent.

Recommendation:

1. Eliminate school zoning regulations for military installation.
2. Authorize Military Service Members residing on military installations option to choose the county in which their child attends school.

Steering Committee Meeting 14 April 2009:

This issue was submitted to TRADOC for inclusion in their AFAP conference. It was sent back due to the fact that the military has no jurisdiction over school zoning laws. The state has jurisdiction. Richmond and Columbia Counties are working with Fort Gordon to make transition better.

May 2009 TRADOC Conference:

Pulled as School Zoning is a State's Right.

h. Lead agency: DFMWR/CYSS.

Issue 0904: Gym Program for Kids

a. Status: Completed.

b. Entered: October 2008.

c. Final action: April 2009.

d. Subject area: Youth Support.

e. Scope: Currently the gyms do not allow kids under 16 years of age to work out on weights. I have a 10 year old who is slightly over weight as well as other kids in out neighborhood on post. Currently, none of the gyms have any fitness programs for kids, and I don't have any where to do any type of aerobic/weight training for the target group.

f. Recommendation: I would like to see a fitness program designed for obese/overweight children ages 7-15 in Gym 4, or have a time frame where kids can come in and work out under parental supervision (i.e. Saturday morning 0830-1000).

g. Progress:

Proponent Input:

The CYSS Youth Sports program offers a variety of team and individual sports opportunities designed to develop children's character as well as their physical well being. Any of these sports would be a great opportunity for children to exercise while learning valuable life lessons. Our CYSS sports program also offers intramural and outreach opportunities to the children enrolled in our before/afterschool care, School Age Services, and Middle School Teen program. This opportunity comes as one "piece" of the overall CYSS puzzle.

The CYSS SKIES Instructional Program currently offers Karate Instructional classes on Tuesday & Thursday from 1700 hrs to 1800 hrs. In this particular class, children's ages range from 5 years of age to 18 years of age. A stringent exercise program takes place prior to actual Karate instruction. This is an excellent opportunity for overweight children to participate in a structured instructional program.

CYSS School Age Services afterschool program offers the Triple Play Daily Challenges every afternoon starting at 1530 hrs. Triple play is a series of six non-competitive yet challenging programs that encourages boys and girls ages 6 to 18 to increase their physical fitness. The six series covers baseball, track, basketball, jump roping, walk/run, and physical fitness.

Every CYSS program is carefully monitored, and staff and volunteers are trained to ensure the safest possible environment for our children. Supervision is the key when teens are using weights. For healthy children who are taught proper lifting form by qualified trainers or therapists and who work out in a supervised, noncompetitive environment, the risk of injury is very low and the potential for benefits is great.

Steering Committee Meeting 14 April 2009:

There are numerous activities offered by CYSS for children. Registration to join CYSS is free.

h. Lead agency: DFMWR/CYSS.

Issue 0905: Lack of Follow-up and Advocacy for New and Expecting Parents

a. Status: Completed.

b. Entered: November 2008.

c. Final action: May 2009.

d. Subject area: Family Support.

e. Scope: Many Families are not getting necessary support, services or resources to properly educate and inform on availability of services.

f. Recommendation:

1. Hire more advocates; ACS staff member for OBGYN.
2. Increase one on one support.
3. Accessible and visible office with in hospitals and knowledgeable staff.
4. Ensure continuity of care is given by ACS staff through adequate follow-up.
5. Follow through with the expected services.

g. Progress:

Steering Committee Meeting 6 May 2009:

Staff has been hired to provide advocacy and home visits to new and expecting parents. COL. Horoho recommended that the Hospital and ACS look into a program that automatically sends out weekly updates on the development of the baby.

h. Lead agency: DFMWR/ACS.

Issue 0906: ER Wait Time Too Long

a. Status: Completed.

b. Entered: November 2008.

c. Final action: December 2009.

d. Subject area: Medical

e. Scope: Soldiers and Families spend hours waiting to be seen by a doctor and the end result is follow-up with PCM the next day to receive care.

f. Recommendation:

1. More staff (doctors).
2. Better triage (improve current process).
3. Establish critical care appointments 1600 to midnight to service overflow of ER.
4. Establish Troop Medical Clinic (TMC) for Soldiers and students.

g. Progress:

Proponent Input:

EAMC agrees with the community. We too would like our patients to wait less to receive emergency care and have easier access to primary care. We are hiring several new primary care physicians in the next 6 months. When the ER provider tells a patient to be seen the next day by their PCM, it is usually due to severity of the illness, it is something that requires follow up, or there is a need for a referral to specialty care, which must come from the PCM. While it may be more convenient for the patient to get all their care in one visit, that is often not possible, nor the best medical treatment.

1. Our current assessment is that physician coverage is adequate, but EAMC does need to optimize our Nursing and Ancillary staff. The options for optimization are being examined .
2. Our current triage system is the Emergency Severity Index score, (ESI). It is endorsed by the Emergency Nurses Association and the American College of Emergency Physicians. It does have limitations but is the only score that can be reliably reproduced with very little inter-observer variability.
3. Additional primary care appointments may offload some of the patients from the ED; but when this service was provided, EAMC found the appointments often went unfilled. The reasons are many but often stem from the inability of a non-emergency provider to evaluate chest pain in young adults, do certain procedures, or administer IV fluids and drugs.

4. We already have two TMC that provide care to Soldiers, including students – TMC 4 and Connelly Clinic. However, Soldiers may opt to access the Emergency Department for a variety of reasons.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DDEAMC.

Issue 0907: Lack of Adequate Recreational Services for Families

a. Status: Completed.

b. Entered: November 2008.

c. Final action: December 2009.

d. Subject area: Family Support.

e. Scope: Visiting and established Families do not have safe environment or friendly outdoor playground area.

f. Recommendation:

1. Build a park in the middle of a visible common area, i.e. in front of the Post Exchange.

2. Improve and maintain existing playgrounds.

3. Assist housing management with bringing parks up to safety code.

4. Adopt a community clean up day.

g. Progress:

Proponent Input:

We are building a new youth ball field. Plans for the site are to have a track and playground.

Steering Committee Meeting 7 December 2009:

There is a boundless playground currently being built on Brainard Avenue. Wilkerson Lake has a more friendly fishing area for children. The Riding Stables on Range Road has a playground. More events are being sponsored by DFMWR, i.e. kayaking, skiing, white water rafting trips.

h. Lead agency: DPW.

Issue 0908: CIB Geared More Toward Command Instead of Community

a. Status: Completed.

b. Entered: November 2008.

c. Final action: December 2009.

d. Subject area: Leadership.

e. Scope: CIB does not promote the appearance of or acceptance of Families and Soldiers not on the command team.

f. Recommendation:

1. Provide information tables at brief, encourage camaraderie.

2. Offer round table forum.

3. Have two separate briefings/venues (Command and Community Tall Hall).

4. Publicize briefing time and location, especially to Families that are new to area, encouraging them to attend.

5. Offer STACC at Community Brief.

g. Progress:

Proponent Input:

1. We will incorporate into the Feb CIB

2. We will announce at opening that the Microphones are available for questions throughout the forum, and at the end as well.

3. We will retain the single venue at this point.

4. We will run an article in the SIGNAL, and Mr. Fitzpatrick will include all the FRG Leaders on the email of the CIB Read-Aheads. Commanders are briefed on the Installation Master Calendar bi-weekly at CG Staff Call, the date for CIB is standardized, the Master Calendar lists the event, so the information is out there, but we need commanders and FRG leaders to help reach Families within their commands.

5. Children are welcome to the briefing; Families are encouraged to come a share lunch with one another during the briefing, but at this point STACC will not be offered.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DPTMS.

Issue 0909: Need Subject Matter Expert for Entire Warrior Transition Process

a. Status: Completed.

b. Entered: December 2008.

c. Final action: December 2009.

d. Subject area: Leadership.

e. Scope: No advisor to help WTB Soldiers through the transition process.

f. Recommendation:

1. Appoint/hire dedicated person per company who has experience in the WTB process.

2. Offer RTD/REFRAD/Separation Soldiers to stay on orders for 6 months/1 year and assist/guide WTB.

3. Develop individual timeline from start to completion of WTB process.

g. Progress:

Proponent Input:

1. The SL and NCM have experience and/or contacts with many staff and cadre in the WTB that have experience in the WTB process. Every WT's transition process is different depending on the nature of injuries or illness and whether or not they are AC or RC.

2. WTs are allowed to pursue positions as cadre. They should inform the chain of command. Once a Soldier has met the optimum medical care, there is no provision in the Army for them to remain to guide or assist the WTB as a WT.

3. Individual timelines are a moving target because "other" medical issues often come up during the transition process.

Timelines are estimates and are often interrupted by unforeseen medical issues.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: WTB.

Issue 0910: Limited Medical Support Staff to WTB Soldiers

a. Status: Completed.

b. Entered: December 2008.

c. Final action: December 2009.

d. Subject area: Medical.

e. Scope: Ratio of Soldiers to staff is too high to provide quality care.

f. Recommendation:

1. Improve communication between staff.

2. One Social/Case Worker/PCM per 15 WTB Soldiers.

g. Progress:

Proponent Input:

The medical staff uses a common data base that captures all the information from the various providers so any of them can view the progress of the medical care. The ratios are currently within the AMAP guidelines for all WTBs in the Army.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: WTB.

Issue 0911: Barracks Maintenance

- a. Status:** Active.
b. Entered: December 2008.
c. Final action:
d. Subject area: Force Support.
e. Scope: Inadequate heating/AC and dirty ventilation system.
f. Recommendation:

1. Change filter once a month and maintain service record.
2. Install temperature control unit in each room.
3. Have preventive medical team check ventilation system periodically.

g. Progress:

Proponent Input:

We are charging the PM on HVAC – March submittal. We will complete the Central Energy Plant upgrades to the main lines in FY10. Building 244000 are the last to be undertaken, starts this FY in May. Barracks being renovated. The entire system from plant to barracks' vents is currently under renovation.

Steering Committee Meeting 7 December 2009:

Barracks maintenance is an ongoing issue. Other AFAP issues being combined into this one are 09168 and 09184.

Steering Committee Meeting 22 September 2010:

Air conditioning and heating systems in the barracks is an on-going issue.

- h. Lead agency:** DPW.

Issue 0912: Allow a Second Medical Opinion Outside DDEAMC/VA

- a. Status:** Completed.
b. Entered: December 2008.
c. Final action: December 2009.
d. Subject area: Medical.
e. Scope: Lack of dependent 2nd opinion affects the final decision of medical board and quality of medical care while still in Military.
f. Conference recommendation:

1. Opportunity to go to TRICARE Specialist off post.
2. Opportunity to go to a non-TRICARE provider.
3. All medical records to be taken into account in MEB/PEB process.

g. Progress:

Proponent Input:

Hospital/Clinic policy is that everyone is entitled to a second opinion however if the services are available here at Eisenhower then the appointment will be made here at EAMC to be seen. Patient will be seen by another physician. However, if a second opinion is desired and there are no other physicians within that specialty clinic, the patient will be referred to a TRICARE network physician. TRICARE will authorize out of network care ONLY if a network provider is not available.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

- h. Lead agency:** DDEAMC.

Issue 0913: AIT Soldiers Currently Have Priority over WTB Soldiers

- a. Status:** Completed.
b. Entered: December 2008.
c. Final action: December 2009.
d. Subject area: Medical.
e. Scope: When visiting the ER, the WTB Soldier's issue is not taking priority over an AIT Soldier's issue. The triage system seems to be non-functioning.

f. Recommendation:

g. Progress:

Proponent Input:

Our current triage system is the Emergency Severity Index score (ESI). It is endorsed by the Emergency Nurses Association and the American College of Emergency Physicians. It does have limitations but is the only score that can be reliably reproduced with very little inter-observer variability.

Patients receive treatment according to their ESI score, which is determined by their medical condition and the severity of the patient's symptoms. The Soldier's status and unit of assignment is not a factor.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

- h. Lead agency:** DDEAMC.

Issue 0914: ER Does Not Follow HIPPA at All Times

- a. Status:** Completed.
b. Entered: December 2008.
c. Final action: December 2009.
d. Subject area: Medical.
e. Scope: Soldier was in the ER bed, door was left open and AIT Soldier stood in door way while nurse spoke about patient's medical problem.

f. Recommendation:

g. Progress:

Proponent Input:

We take all HIPPA requirements and alleged violations seriously. There was a report last year similar to this incident. EAMC performed the required investigation, and took all necessary actions. The staff is aware that Protected Health Information (PHI), whether verbal or written, is not to be associated with a specific patient and divulged in communications with those who do not have a need to know. We encourage all persons to please notify our supervisors about any HIPPA violation concerns.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

- h. Lead agency:** DDEAMC.

Issue 0915: Prescription Refills for WTB Should Be Refillable at Hospital

- a. Status:** Completed.
b. Entered: December 2008.
c. Final action: December 2009.
d. Subject area: Medical.
e. Scope: Prescription refills currently need to be re-filled at the PX pharmacy. It would be more efficient to be able to refill prescriptions for WTs at the hospital, since that is where much of their time is spent.

f. Recommendation:

g. Progress:

Proponent Input:

Pharmacy greatly values patients input, comments and recommendations. We have used them to make many beneficial changes that have impacted on our services and efficiency. Pharmacy currently has an automated procedure for processing refill prescriptions which uses a telephonic interface and robotics that process refill prescriptions at the PX Pharmacy. In 2004, refill prescriptions were processed and dispensed at the hospital. However, the pharmacy patient flow was bottle-necked by the size of the lobby and parking lot. Lack of parking became an issue as well as wait time. These problems were addressed by automating

the refill prescription process, use of the mandatory refill phone-in system, and shifting refill workload to the PX. This action causes a rerouting of ~ 350 patients a day away from the hospital, freeing up parking spaces and the hospital lobby. Wait times decreased from an hour to an average of 15 minutes. Currently, all patients call in their refill prescriptions. A robot automatically refills the prescriptions at the PX, where they are held prior to pickup. The Command looked at possible exceptions to the mandatory refill pick-up policy - it concluded that the disadvantage of confusion caused by using two methods, and decreased efficiency of a manual process precluded any advantage gained. The Command considered excluding handicapped patients, patients on portable oxygen, patients that also have new prescriptions, and all active duty. The exception request for WTs is very similar to those groups. It would be logical to make an exception to all the groups if the decision were made to give an exception to the WTs. However, this would cause a very predictable increase in prescription wait times, a congested hospital lobby, parking problems, and confusion caused by having two methods for refills. These second and third order effects must be considered.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DDEAMC.

Issue 0916: Job Training for WTB Soldiers

a. Status: Completed.

b. Entered: December 2008.

c. Final action: December 2009.

d. Subject area: Employment.

e. Scope: There should be job training offered to WTs, other than ACAP, to assist them in the transition from the military to civilian lifestyle.

f. Recommendation:

g. Progress:

Proponent Input:

There are many avenues for Soldiers to seek job training. The Army cannot possibly afford to hire instructors for every possible civilian career field that Soldiers may seek. The CSRA Roundtable meets every 6 weeks with representatives from WTB, SERMC, EAMC Ombudsman, GAARNG, ACAP, FRC, GA Department of Labor, SFAC, CMFA, CSRA Alliance for Fort Gordon, CSRA Wounded Warrior Care Project, VA, VA Coming back to work project, VA OIF OEF Program Manager, RCC, AW2, YMCA and others to work as a team offering assistance to the Soldiers transitioning to the Civilian workforce. A Job Fair in conjunction with ACAP specifically for TBI/PTSD Soldiers that choose to attend is being planned now. This group has access to national as well as local businesses that are interested in hiring Military Veterans.

Steering Committee Meeting 7 December 2009:

There have been successful job fairs held this year within the community to assist Wounded Warriors in the transition from Active Duty to civilian. The Soldier and Family Assistance Center (SFAC) has Army Career and Alumni Program (ACAP) counselors and the Warrior in Transition Battalion (WTB) has occupational therapists available to assist WT Soldiers. Educational opportunities are available.

h. Lead agency: WTB.

Issue 0917: WTB Vans Have Long Wait Time

a. Status: Completed.

b. Entered: December 2008.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: Many times, WTs are waiting a while to be able to get a WT van to take them to their next appointment.

f. Recommendation:

g. Progress:

Proponent Input:

The WTB has started a Transportation Town Hall attended by interested WTs. We use a contract for Van Drivers that have certain parameters that we have to stay within. There are approximately 75 Soldiers for every Van available running 2 separate routes. Modifications are made within the contract as allowed. Appointments take priority and WTs must arrive at a pick up point 45-60 minutes early to account for other pickups along the route.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: WTB.

Issue 0918: Improved Feedback to WTs and Their Families

a. Status: Completed.

b. Entered: December 2008.

c. Final action: December 2009.

d. Subject area: Leadership.

e. Scope: Soldiers are not being given enough feedback as to their situation so they may properly inform their Families of what is going to happen to them and when.

f. Recommendation:

g. Progress:

Proponent Input:

The Comprehensive Transition Plan (CTP) is an individualized plan that captures the important information about all aspects of the Soldiers transition process. The CTP is a living document and must be updated as medical, educational, occupational, and Family situations change. The WT should keep an updated copy of the CTP at all times and share the information with Family members as they deem appropriate.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: WTB.

Issue 0919: Improve In and Out Processing

a. Status: Completed.

b. Entered: December 2008.

c. Final action: December 2009.

d. Subject area: Leadership.

e. Scope: Soldiers are made to in and out process activities that they won't or haven't used during their stay.

f. Recommendation:

g. Progress:

Proponent Input:

DA Form 137-2R, Installation Clearance Record, is given to the Soldier by the Personnel Services Branch (PSB) for permanent party personnel. The places or offices they must clear are highlighted on the form. If the Soldier shows that a highlighted agency does not apply, it will be checked off and cleared by PSB, e.g. Places such as the Commissary have been removed, per their request, due to the unavailability to track Soldiers that write bad checks. In cases where Soldiers can prove that they should not have to clear a particular location, PSB can simply check off for them. Youth Services would not apply to a single Soldier without dependents. In other words if the Soldier's ERB indicates single and no dependents, they would not have to clear Youth Services. Additionally, the Adjutant Generals office will review current

clearance procedures regarding the Soldiers need to out-process their locations and ensure applicable Fort Gordon agencies are using the Department of the Army Installation Support Module to pre-clear personnel. The above out-processing procedures also apply to in-processing.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DHR.

Issue 0920: No Long Term Dental Work Available for WTs

a. Status: Completed.

b. Entered: December 2008.

c. Final action: May 2009.

d. Subject area: Dental.

e. Scope: There is no availability of long term dental work (crowns, bridges) for WTs. They have to wait until they are out of the military to utilize the VA.

f. Recommendation:

g. Progress:

Proponent Input:

Prosthetic treatment ("long term dental work" e.g. crowns and bridgework) is available for Soldiers in the WTU with one caveat. Soldiers must have sufficient time remaining in the WTU to complete any treatment started. This availability requirement is the same for any Soldier assigned to Ft. Gordon to ensure completion of treatment prior to PCS or ETS. It is not in the Soldier's best interest to initiate long term treatment unless the treatment can be completed prior to the Soldier's departure from the community. It is the policy of the Southeast Regional Dental Command (SERDC) and its subordinate unit, the Ft. Gordon DENTAC, to provide dental care to WTU Soldiers including prosthetic treatment (SERDC Policy Letter 4, "Guidance for Prioritizing Dental Health Care Services"). The policy directs dental personnel to consult with the individual WTU Soldier's Care Manager to verify the availability requirement can be met and to coordinate care.

The specific guidance in SERDC Policy Letter 4 was reviewed face to face with key personnel where the WTU Soldiers are empanelled for dental care. Without knowing the details of an individual Soldier's encounter at a dental clinic it is difficult to comment in any greater detail. The DENTAC and its staff are eager to address all patient concerns and resolve them to the patient's satisfaction. Often the best method to accomplish this is for individual patients to bring their concerns to the attention of the clinic Non-Commissioned Officer-In-Charge or the Officer-In-Charge so the specific concern can be addressed.

Steering Committee Meeting 6 May 2009:

There is a time on post requirement for all Soldiers in regard to dental work. Work will not be started if the Soldier is scheduled to leave Fort Gordon before the work is completed.

h. Lead agency: Dental.

Issue 0921: Wait Too Long at Behavioral Health

a. Status: Completed.

b. Entered: December 2008.

c. Final action: December 2009.

d. Subject area: Medical.

e. Scope: There are not enough workers at Behavioral Health, creating a longer wait time than necessary.

f. Recommendation:

g. Progress:

****This issue has been forwarded to Customer Management Services to be addressed through the Community First**

Program. Please contact the Customer Service Officer for further information at 706-791-1622.**

h. Lead agency: DDEAMC.

Issue 0922: Lack of Supplies at Clothing and Sales

a. Status: Completed.

b. Entered: December 2008.

c. Final action: May 2009.

d. Subject area: Consumer Support.

e. Scope: Clothing and Sales consistently out of stock of important/required supplies and not able to give estimated delivery date.

f. Recommendation:

1. Provide supply Sergeant (for WTB) an IMPAC card so that items can be purchased at another installation if not available at local installation.

2. Audit Clothing and Sales to increase supplies.

g. Progress:

Proponent Input:

List of Not in Stock items from the Army supply are provided to the Garrison CSM on a monthly basis.

Steering Committee Meeting 6 May 2009:

Supply Sergeants have credit cards for supply purchases. Every item that a Soldier is required to have is available at the store.

h. Lead agency: AAFES.

Issue 0923: Standardize Meals/Meal Cards

a. Status: Unattainable.

b. Entered: December 2008.

c. Final action: December 2009.

d. Subject area: Entitlements.

e. Scope: Some Soldiers are authorized meal cards and some are not. Standardize the program.

f. Recommendation:

g. Progress:

Proponent Input: IAW AR 600-38 (The Meal Card Management System), the meal card (DD 714) identifies permanently assigned or attached Soldiers, and enlisted personnel from other services authorized to subsist without reimbursing the government. Soldiers receiving Basic Allowance of Subsistence (BAS) or another monetary allowance in lieu of SIK are **not entitled** to have meal cards because they receive an allowance for their meals. For that purpose meal cards are considered accountable documents and should be safeguarded and controlled to prevent fraud, abuse, and mismanagement. Meal cards are not required to be issued to BCT or AIT students during their training periods.

Steering Committee Meeting 7 December 2009:

Not all Soldiers have the same information on their orders, so standardization is not possible. More information is needed on what Soldiers the issue is referring to.

h. Lead agency: DOL.

Issue 0924: Lack of Boat Rentals at Pointes West

a. Status: Completed.

b. Entered: December 2008.

c. Final action: May 2009.

d. Subject area: Consumer Services.

e. Scope: Pointes West no longer rents out boats.

f. Recommendation:

g. Progress:

Proponent Input:

Pointes West Army Recreation Area rents Pedal Boats (\$5.00/hour, \$30.00/day), Jon Boats (\$3.00/hour, \$15.00/day), and Canoes (\$3.00/hour, \$15.00/day). Motorized boats/watercraft are not rented due to potential liability issues, patron safety, unpredictable

lake levels (thus creating unforeseen hazards, i.e. stumps, sandbars, etc), and high maintenance/ operational cost.

Steering Committee Meeting 6 May 2009:

Boat rentals are no longer offered due to the liability and maintenance costs.

h. Lead agency: DFMWR.

Issue 0925: Emergency Housing for WTB

a. Status: Completed.

b. Entered: December 2008.

c. Final action: December 2009.

d. Subject area: Housing.

e. Scope: WTB Soldiers who are required to live on post are not afforded emergency housing if the need arises. Some WTB medical conditions have certain requirements and restrictions, i.e. Families coming to stay for designated time, handicapped bedrooms/accessibility, and kitchens for eating restrictions.

f. Recommendation:

g. Progress:

Proponent Input:

Balfour Beatty Communities is not the proponent for housing WTB Soldiers. Our mission is to provide housing to Military Members and their Families who are permanently assigned to Fort Gordon. Nevertheless, we absolutely support the WTB as best we can and routinely work with commanders and staff from that organization to that end. Specifically, since October 2008 we have set aside two fully furnished and equipped Family Housing Units which are intended for the use by any Soldiers, WTB or others, who are in an emergency situation and need temporary housing. These units are provided at no cost to the Service Members and their Families. Since we opened these houses for use there have been several WTB personnel and their Families who have utilized them for periods of a couple days up to a month depending on their individual needs. We will continue to provide support to the WTB and this support will be coordinated through the WTB chain of command.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: Balfour Beatty.

Issue 0926: WTB Case Managers Dictating Leave/Passes

a. Status: Completed.

b. Entered: December 2008.

c. Final action: December 2009.

d. Subject area: Medical.

e. Scope: Case Managers have too much authority when it comes to WTs leave/passes. WTs request a four day pass but many times the Case Managers will not reschedule their appointments, so the WT is not able to take the leave.

f. Recommendation:

g. Progress:

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: WTB.

Issue 0927: WTB Barracks Mattresses Too Thin

a. Status: Completed.

b. Entered: December 2008.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: The mattresses in the WTB Barracks are too thin. Many WTs have back issues and are having more problems because of the thin mattresses.

f. Recommendation:

g. Progress:

Proponent Input:

With proper recommendations from the PCM, the WTB can provide a thicker mattress. The BN S-4 must have a statement from the Soldier's PCM.

h. Lead agency: WTB.

Issue 0928: Special Events for WTB Soldiers

a. Status: Completed.

b. Entered: December 2008.

c. Final action: December 2009.

d. Subject area: Leadership.

e. Scope: Special events designed for WTB Soldiers are being used by Cadre and Family Members.

f. Recommendation:

1. All Soldiers be informed of events at same time (Wednesday briefing, info/event boards @ common areas, distribute through case managers, send emails).

2. One ticket per Cadre for every ten WTB Soldiers.

3. Offer better seating to WTB Soldiers with special medical conditions.

4. Lottery system for giving tickets out.

g. Progress:

Proponent Input:

1. We have recently established a website, that is accessible at (<http://www.ddeamc.amedd.Army.mil/>). The WTB Tab has a link to events and other information. The Soldiers are responsible for accessing the website and letting their chain of command know they are interested in an event.

2. The ratio of cadre to WTs has to be flexible according to the Soldiers and their individual needs. We normally offer any extra tickets to the cadre or Families if appropriate.

3. With the website, we are using first come first serve, which means the Soldiers will have to take an active role in their opportunities to participate in events.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: WTB.

Issue 0929: Mobilized Reservists Not Authorized Per Diem

a. Status: Completed.

b. Entered: December 2008.

c. Final action: December 2009.

d. Subject area: Entitlements.

e. Scope: Reserve/National Guard assigned to WTB lose per diem entitlements.

f. Recommendation: Continue per diem as long as outside 50 mile radius from home station (NOT WTB Unit).

g. Progress:

Proponent Input:

Finance is not the component on the authorization of per diem for Reserve/National Guards assigned to the Warrior Transition Battalion. This depends on how the orders are cut for the Soldier from their home station unit. If the Soldier has any questions on his/her entitlement they need to call their home station unit. Mobilized Soldiers on Medical Retention Program do have different entitlements, which they should talk to their home station unit on their specific entitlement.

Steering Committee Meeting 7 December 2009:

Per diem is not authorized based on a Soldier's orders. If it is not in the Soldier's orders, he/she will not be authorized the entitlement.

h. Lead agency: Finance.

Issue 0930: Shelters for Shuttle Stops

a. Status: Active.

b. Entered: December 2008.

c. Final action:

d. Subject area: Force Support.

e. Scope: All on post shuttle stops should have shelters so that patrons do not have to stand in the elements while they wait for the shuttle.

f. Recommendation:

g. Progress:

Proponent Input:

This depends on what projects are approved for the annual work plans.

Steering Committee Meeting 7 December 2009:

CSM Schehl will determine which stops this issue was recommending shelters for. Issue to remain open until this is accomplished.

Steering Committee Meeting 22 September 2010:

This issue will remain open until it is determined which shuttle stops, if any, require shelters.

h. Lead agency: DPW.

Issue 0931: Priority for WTB in Offices

a. Status: Completed.

b. Entered: December 2008.

c. Final action: December 2009.

d. Subject area: Leadership.

e. Scope: There is no distinction between WTB Soldiers and all others.

f. Recommendation:

1. Place signs and enforce WTB Soldiers have priority in all offices on post.

2. Issue WTB cards to authorized Soldiers.

g. Progress:

Proponent Input:

I support this recommendation. Garrison Commander of Fort Gordon is the proponent.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: WTB.

i. Support Agency: Garrison.

Issue 0932: Installation ID Card Facility Hours of Operation Are Not User Friendly for Soldiers and Families

a. Status: Completed.

b. Entered: December 2008.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: The hours of operation restrict Families from accessing services. NOT all units have PSDR teams that can process ID cards for their Soldiers and dependents. Additionally, hours of operation do not benefit Soldiers who are on restricted schedule and unable to go to the ID card center during normal working hours (shift, workers/students). With strict attendance policies, and the age of an ID card for a student is 10 years (typically 4th grade), most children would have to miss some part of the school day in order to access the ID card facility. Additionally, IET students who travel to Fort Gordon with their Families because they can, have

difficulty accessing the ID card facility with their dependents because of their strict school attendance and reporting schedules. Permanent party Soldiers who are expected to be in the classroom during the duty day cannot access the ID card facility if there should be an issue with their cards. For dependents that are in custodial care of a guardian because of deployments, the hours of operation to obtain new ID cards or support from the ID card facility are not adequate for those guardians who have to work. The hours of operation limit individuals to have to take loss time from work, leave time, or miss school. For DACs who work past 4 pm, when their ID card is locked out because of "wrong pin", the DAC/Contractor must wait until the next business day to reset their ID card. This error significantly reduces the productivity of a DAC/Contractor whose mission is governed by a computer or CAC related access.

f. Recommendation:

1. Increase the level of support of the ID card facility; Adjust the contract to allow for flex time as with other contractors/DACs.

2. Adjust hours of operation to a minimum of one late evening a week to one weekend per month.

3. Have in place an "Emergency" ID card facility on post for updating pin resets and issuing ID cards.

4. ADVERTISE the changes widely – post CIBs, Information Boards, at the Commissary and PX, unit dissemination and update on the Fort Gordon website.

g. Progress:

Proponent Input:

Flexible schedules are viable and are currently being considered. In December 2008 timeframe, the ID card section underwent an extensive software upgrade (closed for two days) and was in the process of certifying two new employees. This caused a huge surge in customers and increased customer wait time for service. Because of this, the section has revised their tracking system so that they can analyze, by date and time of day, actual peaks in workload. This will allow the section to establish the correct flex time, if necessary, to extend the hours of operation while maintaining and/or exceeding the current standard of issuing ID cards to eligible personnel within 45 minutes. Additionally, the Adjutant General's office will conduct a thorough review of the current operating hours of the Military Personnel Services Division contract to ensure it meets the needs of its customers. Emergencies such as lost cards and locked out of the system are a reality but, an exception and not the rule. ID card sites on Fort Gordon other than Darling Hall are the 116th MI Group, 513 MI BDE, and the 35th Signal BDE. To operate a 24/7 emergency site just for these exceptions would not be cost effective. However, in absolute emergency conditions, the Military Personnel Services Division (MPSD) will ensure required assistance is coordinated and/or provided.

Any changes to the hours of operations in the ID card section is extensively advertised and posted on public access bulletin boards at the PX, Commissary, and EAMC. It is also included in the Command Information Brief (CIB), on entry gate marquis, in the Signal Newspaper as well as the surrounding local newspapers. Notification also goes out via the Fort Gordon Retiree Council.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DHR.

Issue 0933: Recycling Program Not Adequate for the Installation

a. Status: Completed.

b. Entered: December 2008.

c. Final action: May 2009.

d. Subject area: Force Support

e. Scope: Fort Gordon only has one recycling center and ONLY currently accepts paper, magazines, cardboard and aluminum. Housing areas do not recycle.

f. Recommendation:

1. In this day and age, recycling should be a priority. To better appreciate conservation and to reduce the amount of waste, add and promote frequent pick ups of recycled materials.
2. Initiate community recycling projects. Have housing communities utilize the recycling buckets provided to them, and initiate weekly pick ups of recycled goods. Other installations across the country participate in successful recycling programs.
3. Increase the items that are recycled. Add plastic bottles, plastic bags and glass.
4. Install recycling dumpsters in the commissary parking lot, where Families can bring their recycled goods with them to the store (i.e. paper bags, plastic bags, aluminum, glass, plastic). Frequent trips to the commissary will make Families more aware of the recycling opportunities and promote a healthier, cleaner community.
5. Promote unit recycling initiatives. Provide recycling containers for participating organizations, individuals.

g. Progress:

Proponent Input:

1. We have approx 238 scheduled pick ups on post weekly, with a special call in line (706-791-7881) for pick ups of large amounts of recyclables.
2. Fort Gordon Housing has an Augusta/Richmond County trash pick up and recycling program. It is not economically feasible to begin a curbside recycling program at Fort Gordon at this time.
3. Currently it is not cost effective to recycle these commodities. We are working to find outlets for these commodities. I am scheduled to attend a Plastics Recycling Conference next month and should have a better idea of where and how to recycle these items.
4. This is an ongoing project to have a 24 hr drop off between the Commissary and the Main PX. No firm date is available at this time due to the Commodities Market down turn.
5. We are scheduled to meet (mid Feb 09) with all CSM on post to start a Unit Recycling Program for all Battalion size units and can assist smaller units with special pick up dates.

Steering Committee Meeting 6 May 2009:

There will be paper/cardboard recycle containers located at the Post Exchange (PX), the Commissary and various units on post. There are costs associated with recycling plastic and glass. At this time, there is no market for Fort Gordon to recycle these items.

h. Lead agency: DFMWR.

Issue 0934: Hours of Operation at Commissary Are Not Adequate for Working Families and Shift Work Soldiers

a. Status: Completed.

b. Entered: December 2008.

c. Final action: December 2009.

d. Subject area: Consumer Services.

e. Scope: The commissary provides the greatest of all benefits for military Family Members. The commissary hours already restrict Soldiers and Families to six days of shopping. The added benefit of one late night a week is a good resource, but not enough. More students are arriving to Fort Gordon with Families, thus increasing the population. The WTB population has also increased the installation population and those individuals are in need of the commissary benefit. Additional units have begun operations here, also increasing the population. When the NSA building is completely operable, additional increase in Soldiers, Families and eligible civilians will significantly impact the commissary. The number of working Families (both employed) and single parent Families makes up a large population of those Families assigned to Fort Gordon. A working Family typically is home from work near 6pm. After changing clothing, gathering coupons and possibly

children, they are not able to arrive at the commissary until 7pm or later. A typical Family cannot save shopping for the weekend. For shift workers, the hours of operation are also inadequate.

f. Recommendation:

1. Add additional hours of operation on Mondays.
2. Increase hours to 9 pm during the week. Do not open later in the morning, opening at 9 am is perfect.
3. Advertise the increased hours. The last change was not all advertised, and poorly placed. The Thursday late hours still have not been advertised outside of the commissary sign and an occasional CIB. We must notify our patrons of the changes in hours to allow for them to become aware and utilize the services provided.

g. Progress:

Proponent Input:

HQ DeCA is considering adding a 7th day, Monday, to Fort Gordon. Their decision will be based on sales history and the availability of additional labor dollars. The sales history is favorable.

Sales data indicates that the community does not shop from 7-8 PM at present. Based on that 18 months of sales history, remaining open from 8 to 9 PM would cause DeCA to spend additional labor dollars but not result in an increase in sales.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: Commissary.

Issue 0935: Lack of Waiting Families Program

a. Status: Active.

b. Entered: December 2008.

c. Final action:

d. Subject area: Family Support.

e. Scope: There is no waiting Families program on the installation to service those Families who are otherwise separated from their Soldier, and they have no unit of origin on Fort Gordon to receive services or support through. Many Families that have a Soldier deployed to areas or overseas assignments are going without FRG's or support services. Often times, the Mobilization and Deployment Program refers Families to existing FRGs for contact and support. This does not necessarily fit the needs of the Family or of the FRG. Though companionship is offered, the waiting Family needs consistent care and access to resources and friends.

f. Recommendation:

1. Develop a "Stray Cats" FRG operated out of the Garrison HQ for all those waiting Families or establish a Waiting Families Program at Fort Gordon.
2. When a Soldier out processes and receives their assignment, ACS can capture the Family data, maintain contact and provide appropriate services and referrals in accordance with AR 608-1. The like Families will then be able to network with each other and serve as an ambassador of the Waiting Families Program.
3. Re-establish the Hearts Apart Program.

g. Progress:

Proponent Input:

1. The Hearts Apart Program will convene every third Tuesday of the month, 1800-2000, Family Outreach Center, for waiting Families. The program will be joined with the existing Yellow Ribbon Room monthly events which also serve Families of deployed Soldiers.
2. Army Community Service will work with units to identify affected Family Members to ensure awareness of the program.
3. A newsletter will be developed to explain services available to Hearts Apart Families and information on upcoming events. The first newsletter will be distributed in March 2009.

4. The Hearts Apart Program will be advertised in all available media outlets.

Steering Committee Meeting 6 May 2009:

Program that is in place is called Hearts Apart. More marketing will be done to re-educate community on the available services that the program provides. Issue to remain active until newsletter is developed.

Steering Committee Meeting 22 September 2010:

Although the typical audience is permanent party Soldiers and their Families, the program needs to expand to include the Soldiers and their Families who are here in a school status. More marketing needs to take place to ensure that more Families are aware of the program and services that are offered.

h. Lead agency: DFMWR/ACS.

Issue 0936: Medium for Advertisement of Activities and Available Services is not Hitting Target Audience

a. Status: Completed.

b. Entered: December 2008.

c. Final action: December 2009.

d. Subject area: Consumer Services.

e. Scope: Currently installation activities and services are advertised in various mediums with no consistency. The marquee board portrays activities sent through the installation operation team. The signal paper posts information but customers are limited to when they have to have a submission in for print, not all activities have weeks notice. The Fort Gordon website is not widely visited by Families of local units. The FYI also requires ADVANCED planning. Gordon distribution lists are restricted for widest dissemination. Families and even retirees do not have access for Gordon distribution emails. These emails are limited to only those on the Gordon domain. Not every Soldier has a Gordon account. Inter post agencies like MI, DDEAMC and other DOIM agencies cannot communicate with each other. Our target audience is not going to the web to find out about upcoming activities.

f. Recommendation:

1. Advertising be increased to include multiple banners or additional marquees at housing areas, center access and around the PX/Commissary area.

2. Allow for existing housing marquees for community events. Current direction from the AVCC is that no community or FRG events may be placed on the boards. These boards are exclusively for anniversaries, birthdays, welcome homes etc. Only personal messages to Family and friends. Promote the use of the marquees and apply fewer restrictions to activities that can be placed on the boards.

3. Create a rolling advertisement through DOIM that constantly feeds stand by computers with advertisements of upcoming activities. Allow units to send in activities and events for widest dissemination.

4. Develop a mass distribution email system for those who do want to receive updates about activities. Allow dependents, retirees and civilians to have access to these distribution notes. Promote distribution list during installation in processing, during CIBs and through unit FRsAs.

5. Consider other medium forms of advertising.

g. Progress:

Proponent Input:

Action that should help this situation because it directly correlates to recommendation #5 is to receive information in the Signal News office a MSWord or text file, from the manager of the marquees and have the Signal Newspaper publish that information in the Signal Newspaper. This action would massively extend the reach and distribution of advertisements. The Signal News is published every Thursday and distributed every Friday (50 weeks each year) except the last two weeks of the year. Information received from

the marquee manager by noon Monday can be published in the Newspaper on Thursday of the same week.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: Public Affairs Office.

i. Support agency: DFMWR Marketing.

Issue 0937: Emergency Medical Services Are Not Adequate for Hosting the Cadet Challenge and Camp Semaphore

a. Status: Completed.

b. Entered: December 2008.

c. Final action: December 2009.

d. Subject area: Medical.

e. Scope: The Camp Semaphore 2008 obstacle course was shut down when a cadet was injured and transportation was not available to transport the student to the hospital. This affected the morale and mission of all those cadets who did not get to complete the obstacle course because of one student's injury.

f. Recommendation:

1. Provide additional medical professionals and transportation services for cadets who may become injured during operations.
2. Provide AID stations at each site and have more than one dedicated emergency evacuation team available during the weeklong event.

3. Utilize existing available services such as Combat Medics, medical students and Reserve Component CASH unit to provide care as well as mentorship during the activities. The additional resources will provide real world OJT.

g. Progress:

Proponent Input:

Obstacle courses are a moderate risk event, the same as the APFT or other team sporting events. The two obstacle courses are not considered remote sites - EMS can respond quickly to any emergency. EMS would respond to a 911 call in the event of an injury, render care and transport to the appropriate medical facility. EAMC and Post have set criteria for what events require on-site support.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DDEAMC.

Issue 0938: DFMWR Festival Ticket Prices Too Expensive

a. Status: Completed.

b. Entered: December 2008.

c. Final action: May 2009.

d. Subject area: Consumer Services.

e. Scope: We are taking advantage of a captive audience of students by charging as much as \$20.00 for an arm band or stamp to ride festival rides during the various installation fairs, etc. Moreover, Families with multiple children cannot afford the cost of attending the festivals/fairs based on ticket/fair price.

f. Recommendation:

1. Ticket/Fair prices be drastically reduced. Not to exceed \$10 per person but preferred not to exceed \$5 per person.

2. Appoint a Family price with a "not to exceed" price. If necessary, verify Families through ID cards.

3. If Family pass is an option, sell Family passes directly through an MWR agency which DEERS can be verified. Continue to encourage Family nights with sponsorship.

4. Reduce the price of tickets to increase expenditures elsewhere.

5. Give back to the captive audience of Soldiers by reducing rates for rides and attractions.

g. Progress:

Proponent Input:

MWR works closely with the Carnival Contractor to obtain the best pricing available. Also through Corporate Sponsors we are able to obtain special promotions such as the free Pizza Night we offered last year on Thursday night for Army Families who purchased tickets. We also offered discounts on Fridays for our Soldiers. We offer a fair price for the event. We can not give it away or the contractor will not provide the quality of rides and services they brought this past year no will they be willing to come to Fort Gordon. For this years festivals we will work diligently to obtain sponsorship to defray the cost of tickets on special nights. At this time, we do not have further details as to what the promotions will be. As always, we strive to obtain the best price for the quality offered.

Steering Committee Meeting 6 May 2009:

DFMWR brings in quality services to support the Soldiers and their Families. The amount of the ticket prices are comparable to those offered at off post festivals. When negotiating for entertainment, DFMWR makes the best possible deal available.

h. Lead agency: DFMWR.

Issue 0939: DFMWR Prices Too High at Auto Craft Center

a. Status: Completed.

b. Entered: December 2008.

c. Final action: May 2009.

d. Subject area: Consumer Services.

e. Scope: The prices for basic services and resources are too high at the Auto Craft facility. Soldiers residing on post cannot perform car repairs in their drive ways. Most Families residing on post do not have liquid resources. The rental of a bay for extended car repairs is enormous. When a car cannot be repaired in one day and cannot be moved from the facility, there is an additional storage charge applied to the consumer. Additionally, basic services prices exceed what other installations charge for Auto Craft U Do It facilities.

f. Recommendation:

1. Reduce fees associated with the facility. Compare and match prices at other installations.
2. Encourage DA to set a standard for all installation facilities.
3. Increase the number of services offered by ASE certified mechanics at a reasonably reduced price.

g. Progress:

Proponent Input:

Due to wide variances in locality, size, population, and mission of Service Members (trainees and/or permanent party), installation prices and fees cannot be compared. The DA Standard for Automotive Centers is "break even" after labor and operational costs. New management of the Automotive Branch will be introducing increased services and special promotions in the near future to improve the overall operation of the facility. Our fees are to be within 85 to 90% of our civilian competition and have not increased in 2 years.

Steering Committee Meeting 6 May 2009:

Facility offers reasonable prices as compared to those offered off post. This facility does not make money due to the lack of utilization.

h. Lead agency: DFMWR.

Issue 0940: Link to Unit FRSAs on www.fortgordon.com Domain

a. Status: Completed.

b. Entered: December 2008.

c. Final action: December 2009.

d. Subject area: Family Support.

e. Scope: There is no link from the www.fortgordon.com website to any units with FRSAs.

f. Recommendation:

1. Add a link or page dedicated to the units that have FRSAs.
2. Provide on the website the FRSA phone number issued by each command team. This will allow Families to reach out to the FRSAs, and even inquire in advance of their arriving about upcoming functions.

g. Progress:

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DOIM

Issue 0941: Compensation/Administrative Leave for Civilian Federal Employees of Command Spouses

a. Status: Unattainable.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Entitlements.

e. Scope: Due to the demand that a command places on a spouse, Military Spouses should be monetarily compensated and/or be given administrative leave. If a Military Spouse works a full-time job outside of their spouses command, they are expected to attend gala's, meetings, hail and farewell's and work within the FRG to make it successful and to assist in any way possible

f. Recommendation: I recently saw a position within one of the companies here at Fort Gordon for full-time Family Support Group leader. One can use that position, along with some other positions that the Army has and determine what the job title should be. We know that the position would last about 2 years because the command is usually two years. I also recommend some type of paid training for Military Spouses in order for them to know and understand the strain that comes with command. I feel as though for many years, the Military Spouse has been overlooked and in order for the spouse to be effective and to command alongside the spouse, they should be given the option of having a paid position.

g. Progress:

Proponent Input:

This is more of a personnel issue for civilians. It also depends on the organization you work for and their policies for administrative leave.

Steering Committee Meeting 7 December 2009:

Command Spouses are not required to attend the various functions of the units.

h. Lead agency: CPO.

Issue 0942: Remove Sand in CDC and CYSS Playground Areas.

a. Status: Unattainable.

b. Entered: January 2009.

c. Final action: April 2009.

d. Subject area: Childcare.

e. Scope: The sand in the playgrounds and play areas at the Child Development Center and other Child, Youth and School Age Services playground areas needs to be removed. It is unsanitary as it is liable to domestic and wild animal defecation gets into toddler's diapers (causes extreme irritation), children's hair and eyes, and everywhere else. The red ants in Georgia get into the sand and bite the children. Some children are allergic to the ant bites. It is hazardous as sharp objects may be unseen in the sand as children are playing and may cause serious injury.

f. Recommendation: Have the sand removed in all CYSS and CDC playground areas, and replace with recycled rubber "loose fill" material or recycled rubber or tire mats. Loose fill material

would require no additional preparation to the area besides removing the sand and can be placed over the dirt/ground. It would be less maintenance than sand and would last for a very long time. It also would not pose the same health and sanitary hazards as the sand.

g. Progress:

Proponent Input:

Per AR608-10, Child, Youth and School Services (CYSS), programs are inspected monthly by Army Public Health Nurses (APHN), the Environmental Office and quarterly by the Installation Safety Office to ensure that we are using safe, healthy and sanitary practices inside and outside our facilities. It is a requirement on the daily safety checklist/inspection that the playground is checked for any unsafe/unhealthy items (domestic and wild animal defecation, ants, and any sharp items, etc), prior to opening the playground for children to play. This inspection is conducted daily by the classroom teacher and manager. All unsafe items are removed prior to allowing children outside. If ants are present a work order is submitted and immediately pest control arrives to spray and the children play at another play area. After spraying there is a 24 hours wait time before children may return. Regulation governs that we are authorized sand, however not authorized to have recycled rubber "loose fill" material or recycled rubber or tire mats for any CYSS playground. We are pleased to announce that our 3 new Child Development Centers, scheduled to break ground this FY will have the rubberized fall protective zone (that the CYSS, School Age Services program currently has), ergo eliminating any sand as the fall protective zone.

Steering Committee Meeting 14 April 2009:

Rubberized loose fill material, as per the recommendation, is not authorized in the CYSS/CDC playgrounds. The new buildings that are in the planning stage will contain the foam rubberized mats. Issue status is unattainable.

h. Lead agency: DFMWR/CYSS.

Issue 0943: On Post Transportation

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: I have been here for just under a week so I do not have transportation around post as of yet. My husband and I had to rely on the shuttle bus. What a mistake. This post has the worst shuttle bus system in play right now. I had a driver tell me himself that the system has MANY flaws--not to go by the schedule given to me. And that I was lucky to have been picked up at all.

f. Recommendation: For a post being as large as it is, I recommend you get the shuttle bus organized with bus stops plainly lit up for all to see.

g. Progress:

Proponent Input: The Installation does not have the funds for an actual shuttle bus service. In the past we had two vans. Due to funds and cut backs on resources, we are limited to only one van. That is constantly full and pack on daily basis, 6 days a week. Monday thru Saturday. When you arrive or in process here on Ft. Gordon flyers are located in Darling Hall that will provide route times and pick-up locations.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DOL.

Issue 0944: Water Tower Maintenance

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: The water tower located near Gates 2 & 5 is visible from Gordon Highway. It needs to be painted or torn down. Is this the way we want to market Ft. Gordon to Augusta.

f. Recommendation: Paint it or tear it down.

g. Progress:

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DPW.

Issue 0945: Spouse Employment

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Employment.

e. Scope: It is very difficult for spouses to find employment on base.

f. Recommendation: Open up more positions for Military Spouses only.

g. Progress:

Proponent Input:

Positions cannot be restricted to Military Spouses only as this would be in direct violation of the Office of Personnel Management's Principles for Merit Promotion. The Executive Order 13473.73, dtd 28 Sep 08 allows agencies to recruit and noncompetitively appoint spouses of certain members of the Armed Forces to positions in the competitive services. Specifically, agencies are authorized to appoint noncompetitively the spouse of a Service Member serving on active duty in the Armed Forces who has received permanent change of station orders, the spouse of a 100 percent disabled Service Member whose disability resulted from active duty in the Armed Forces, or the un-remarried widow or widower of a Service Member who was killed while on active duty in the Armed Forces. The spouse remains eligible for a noncompetitive appointment for a maximum of two years from the date of the Service Member's orders authorizing a Permanent Change of Station; the documentation showing the Service Member is 100 percent disabled; or the documentation showing the Service Member was killed while on active duty. The eligible spouse may receive only one noncompetitive appointment to a permanent Federal job per each set of orders authorizing the Service Member's Permanent Change of Station. OPM is not proposing a limitation on the number of temporary or term appointments an eligible spouse may have per permanent change of duty location authorization. Individuals who accompanied their Military Spouses to the new duty station within one year of the effective date of these regulations are eligible for noncompetitive appointment under this section. The Military Spouse appointed under these regulations acquires competitive status upon completion of a probationary period. The individual has a career-conditional appointment until the employee fulfills the requirements for career tenure. The individuals must apply to a Federal vacancy announcement to be considered. This order creates a pool of applicants from which agencies may make noncompetitive selections if they choose to do so.

ACS Input:

Department of the Army has created the Army Spouse Employment Program Managers (ASEP) throughout the world to assist Military Spouses in their search for employment. ASEP is a self-sustaining and expanding partnership that is mutually Beneficial to the Army and Corporate America. The Army will continue their support of Soldiers and their Families by expanding ASEP partnerships, strengthening local relationships, and working on partner best practices and communication plans.

A spouse's satisfaction with Army life is linked to spouse perception of quality-of-life issues, including his or her ability to realize personal and professional goals. Spouse employment emerges as a major determining factor in the retention of high quality military personnel. The websites are www.MilitarySpouseJobSearch.org and www.MyArmyLifeToo.com/WorkandCareers

Steering Committee Meeting 7 December 2009:

Fort Gordon Employment Assistance Program has been asked to participate in a state/regional pilot initiative due to the positive support from the local and corporate partners seeking military spouses for employment. ACS will provide a marketing campaign to educate the Fort Gordon community.

h. Lead agency: Civilian Personnel.

i. Support agency: ACS.

Issue 0946: Charging Soldiers for Copies

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: It is ridiculous to require Soldiers to provide multiple copies of orders and force them to pay for the copies.

f. Recommendation:

1. Provide copies at no cost.

2. Accept electronic copies (PDF files).

3. Provide scanner or digital sender for Soldiers to use.

g. Progress:

Proponent Input:

DHR Input:

Trainee/Student Processing Branch orders distribution is:

2 – OMPF - 5 to unit for OCONUS – 7 to unit for stateside- 5 to transportation OCONUS

Transition Branch:

15 copies if Soldiers pick up from TC, otherwise unit distributes the orders – 15 for medical review boards – Chapter actions...Perm party 10, students 5 – Demob 5

Personnel Operations Branch:

5 copies to unit for orders PMB and TC branches publish – 15 copies of TCS orders

Personnel Management Branch:

5 copies for officer and enlisted

Retirement Services:

15 Copies to each Soldier

Personnel Services Branch:

Sent to Soldiers' S-1 and OMPF

There should not be instances whereby a Soldier should be paying for copies of orders. Should the Soldier need additional copies, he/she should contact their unit S-1 for additional orders.

The number of copies provided to the Soldier depends on what type of out-processing and whether or not the Soldier has dependents, shipping household goods, vehicles, etc, per AR 600-8-105, Military Orders. Long range plan is to review the installation's clearance checklist to ensure Soldiers are aware of the number of copies required by each agency.

ACS Input:

Army Community Service requested permission several years ago to place a coin-operated copier in the lobby strictly for the convenience of Darling Hall customers. The purchase and operation of this copier was approved by the Director, Family, Morale, Welfare and Recreation with the stipulation that the cost of a dedicated phone line, paper and toner supplies, and maintenance of the equipment would be offset by the funds generated. All proceeds from the copier are deposited into the Installation Morale, Welfare and Recreation Fund. Any funds above the cost of operation are used in support of Soldier and Family programs and services. Other Army Community Service copiers are dedicated to

reproduction of documents required for internal program operation. When copies of customer documents are necessary for case management or recordkeeping within an ACS program, the staff service provider will make copies at no cost to the customer. Multiple copies of orders MAY be required by other organizations in Darling Hall, but this requirement should be addressed directly to that organization as it is outside the scope of authority of the Director, Army Community Service or the Director, Family, Morale, Welfare and Recreation. Funding is not available to absorb the cost of supplies and maintenance of copiers used in support of organizational requirements outside the directorate.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DHR.

i. Support agency: ACS.

Issue 0947: TRICARE for Technicians

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Medical.

e. Scope: Technicians cannot receive TRICARE. National Guard Soldiers are offered this lower price and better insurance.(We are National Guard Soldiers as well as technicians). The additional financial burden on top of multiple deployments is very stressful on the entire Families.

f. Recommendation: All Soldiers should be offered the TRICARE select because this insurance is superior to the Blue Cross Blue Shield.

g. Progress:

Proponent Input:

We can provide information on the TRICARE Select. The person asking the question has to understand that Congress establishes eligibility for Military Health System healthcare programs, not the local MTFs. If he has concerns with his ineligibility, he will have to contact his Congressmen and get in touch with other appropriate advocacy groups to have the law changed.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: TRICARE.

Issue 0948: Inefficiency of the Finance Office

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: I've had numerous pay issues and have received very little help from the people in the Finance Office.

f. Recommendation: Better communication with the Finance Office and more availability to take to people at Finance.

g. Progress:

Proponent Input:

The DMPO Finance Office has office hours for customers Monday-Friday 0800-1500. All E7 and above do not need a pay inquiry (DD Form 2142) to come to the Finance Office. E7 and below need to go through their PAC 's for assistance and if the PAC cannot assist them then the Soldier can come to Finance with a pay inquiry or the PAC. We encourage the Soldier to use their PAC for assistance, so the PAC is aware of the problem and they can track the documents on the Daily Register of Transaction Report, which Finance produces daily for the PAC.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****
h. **Lead agency:** Finance.

Issue 0949: More Recreational Activities for Soldiers

- a. **Status:** Completed.
- b. **Entered:** January 2009.
- c. **Final action:** May 2009.
- d. **Subject area:** Consumer Services.
- e. **Scope:** More activities that promote morale and boost teamwork
- f. **Recommendation:** Paintballing, Go Kart Racing, Road trips to military establishments i.e. Tomb of Unknown Soldier
- g. **Progress:**

Proponent Input:

DFMWR Go Kart Facility is located behind the Courtyard Dining and Recreation Facility. The facility is opened for business March – October annually.

DFMWR Paintball Facility is located next to the Go Kart Facility and is operated via a concessionaire contractor. Currently, the facility is closed due to contractor not renewing contract.

Solicitation for new contractor is in progress.

DFMWR has recently hired an Outdoor Recreation Specialist, who will be collaborating with the Fort Gordon Outdoor Recreation Programs to plan/provide “Recreation Adventure Trips” for Soldiers and Family Members to include white water rafting, kayaking, hang gliding, mountain biking, etc. There will be a cost associated for each of the above to include transportation, equipment rental, activity fees, and lodging (if overnight stays are required). These activities are tentatively scheduled to begin in the late spring timeframe.

Steering Committee Meeting 6 May 2009:

Outdoor Recreation is in the process of creating more recreational adventure trips. Go carting is still offered on post, but paintball is not due to the lack of interest.

h. **Lead agency:** DFMWR.

Issue 0950: DFAC Hours

- a. **Status:** Completed.
- b. **Entered:** January 2009.
- c. **Final action:** December 2009.
- d. **Subject area:** Force Support.
- e. **Scope:** There are two DFACS open for the entire post (thousands of people!) The food is substandard to begin with, by the time you get thru the line, whatever good food you may have been able to get is gone.
- f. **Recommendation:** Give Soldiers BAS and deduct from it every time they eat at the DFAC
- g. **Progress:**

Proponent Input: There are five garrison dining facilities open from Monday to Friday to support Soldiers on Fort Gordon. For efficiency, the installation consolidates dining facilities on the weekends due to the reduced headcounts. Fort Gordon opens only two DFACs on the weekends. However, recently we have experienced an increase in the Soldier population and we have decided to open an additional DFAC to accommodate the increased weekend headcount.

Any issues with substandard food should be addressed to the management on duty or the Interactive Comment Evaluation (ICE) Program.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. **Lead agency:** DOL.

Issue 0951: Clinics, Hospital Emergency Room, AAFES, Prices Always Higher Than Economy

- a. **Status:** Completed.
- b. **Entered:** January 2009.
- c. **Final action:** December 2009.
- d. **Subject area:** Consumer Services.
- e. **Scope:** This needs to change; prices at commissary and exchanges are higher than the economy. Prices need to be the same or lower-Soldiers that are permanent party should be treated fairly and taken care of better.
- f. **Recommendation:** Make prices the same or lower. That is why we have the commissary and exchange for the Soldiers, vets, retirees.

g. Progress:

Proponent Input:

We survey prices every week in the local community, and make adjustments to make sure that we are comparable to outside pricing. We also have a “We’ll match it program” that allows Customers to request price adjustments on the spot in our stores when they find a lower price than ours.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. **Lead agency:** AAFES.

i. **Support agency:** Commissary.

Issue 0952: DFAC Hours of Operation

- a. **Status:** Completed.
- b. **Entered:** January 2009.
- c. **Final action:** December 2009.
- d. **Subject area:** Force Support.
- e. **Scope:** We only have two DFACs open on the weekend for the entire post. One is over half a mile while the other is two miles. You spend, on average, an hour waiting to get food.
- f. **Recommendation:**

1. Give Soldiers back their BAS and then deduct from the BAS every time they eat at the DFAC.
2. More DFACs open on the weekend/training holiday.
3. Provide transportation for Soldiers without vehicles.

g. Progress:

Proponent Input:

For efficiency, the installation consolidates dining facilities on the weekends due to the reduced headcounts. Fort Gordon opens only two DFACs on the weekends. However, recently we have experienced an increase in the Soldier population and we have decided to open an additional DFAC to accommodate the increased weekend headcount.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. **Lead agency:** DOL.

Issue 0953: Prices of Consumer Services on Post

- a. **Status:** Completed.
- b. **Entered:** January 2009.
- c. **Final action:** December 2009.
- d. **Subject area:** Consumer Services.
- e. **Scope:** Prices are more expensive on post than on the economy (commissary, PX, gas).
- f. **Recommendation:** Lower prices on post so Soldiers serving their country don't feel like they are getting robbed.

g. Progress:

Proponent Input:

Commissary: DeCA conducts a price survey world wide annually. We conduct our own here at Fort Gordon. Although some items will be cheaper outside the gate, we are required by law to sell at cost. By law, cost is the same for each and every supermarket retailer. So, items that are less expensive outside the gate are being sold at below cost. The market, not commissary operators, control prices in our economy.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: Commissary.

Issue 0954: Respect of Soldiers

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Consumer Services.

e. Scope: Civilians treat Soldiers with attitude and act like no one can tell them anything especially at the commissary and PX.

f. Recommendation: Tell Civilians they need to respect the Soldiers when dealing with them.

g. Progress:

Proponent Input:

Commissary: Customer service is a constant training item taught here at the Fort Gordon commissary. It will continue to be so. Most of our staff are Military Family Members with multiple deployments to their credit.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: Commissary.

i. Support agency: AAFES.

Issue 0955: Mold in Housing

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Housing.

e. Scope: I have a Soldier who has mold in his housing (on post). The remedy provided by housing was to wipe it down and paint over it

f. Recommendation: Find the cause and fix it, do not just cover it up.

g. Progress:

Proponent Input:

It is difficult to say for sure what may or may not have occurred in this instance since the comment does not identify the address of the unit involved which would allow us to check our maintenance records for that house. Nevertheless, recommendation listed above is exactly what we seek to do in any situation where there is a maintenance issue with a Family housing unit. Specifically with regard to mold complaints all residents are issued a mold addendum when they sign for their house outlining procedures to be followed in the event that a resident believes that mold is present. The best course of action is to follow the guidance contained on that addendum.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: Balfour Beatty.

Issue 0956: DFAC Next to 297th Barracks

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: DFAC closes at 0730 and that is the time we get out for PT. Our actual DFAC is next to Vincent Hall and I don't feel the need to drive all the way there. Also Soldiers who don't have vehicles would not want to travel that far.

f. Recommendation: Let the DFAC stay open til 0830

g. Progress:

Proponent Input:

Not sure what DFAC the Soldier is referring. However our DFAC hours are based on mission and contract requirements. The specific DFAC assigned to support the 297th is DFAC #13 (bldg 24414). DFAC 13 is open for breakfast 0700-0900 Mon-Wed & Friday. Thursday the breakfast hours are 0600-0830 due to SGT Time training. The other option is to eat breakfast at DFAC #11 (Bldg 21709) the meal hours are 0600-0800. The distance between the two DFACs is less than a quarter mile.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DOL.

Issue 0957: Lack of MWR Events

a. Status: Completed.

b. Entered: January 2009.

c. Final action: May 2009.

d. Subject area: Consumer Services.

e. Scope: Lack of MWR events and facilities.

f. Recommendation: More concerts.

g. Progress:

Proponent Input:

MWR works closely with Army Entertainment to schedule concerts each year. Unfortunately, Fort Gordon is not always picked as a host for the limited number available. MWR completed the building of the new Outdoor Stage Cover this past fall with hopes to schedule more concerts and events that will be affordable to our Soldiers and their Families.

Steering Committee Meeting 6 May 2009:

The Army chooses which posts will receive the major concerts. DFMWR is trying to coordinate a series of concerts that will take place this summer.

h. Lead agency: DFMWR.

Issue 0958: Cable in Barracks

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: Soldiers are being charged for cable and internet for their barracks room.

f. Recommendation: I think that the Army as a whole should support their troops way more than they say they do on television. I also think that the military is just a place for Soldiers to get what they need and not want. We want cable.

g. Progress:

Proponent Input:

Not a Garrison decision. We are required to make the barracks cable ready. Having cable is a decision of the individual.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First**

Program. Please contact the Customer Service Officer for further information at 706-791-1622.**

h. Lead agency: DPW.

Issue 0959: BAS Was Taken Away

a. Status: Elevated / Completed.

b. Entered: January 2009.

c. Final action: May 2009.

d. Subject area: Force Support.

e. Scope: Since I had my BAS taken away I have no time to go to the DFAC, I still have to buy my own food which means I have less money to pay bills and save for the future

f. Recommendation: Should allow people to choose if they want to eat at the DFAC or elsewhere. Give them option to get BAS.

Doesn't matter if they live off post or on post, or have any dependents whether married or single

g. Progress:

Proponent Input:

BAS is authorized for all enlisted or officers that are in the Army. There are different rates and types which a member can be authorized based on their situation. Please reference DODFMR VOL 7A Chapter 25, which will explain BAS entitlements.

February 2009 AFAP Conference:

Issue: BAS Entitlement for Single Soldiers

Scope: Single Soldier E5s and below are currently not authorized to receive Basic Allowance for Subsistence (BAS) because they are required to reside in the barracks and eat at the dining facilities. Shift workers and those whose positions do not allow the opportunity to utilize the dining facility are unable to receive reimbursement for meals not eaten at the dining facility. This causes out of pocket expenses for those meals consumed through other resources.

Recommendation:

1. Authorize all Soldiers BAS entitlement.
2. Establish a system that deducts meals, consumed at government facilities (i.e. DFAC, down range), from Soldier's BAS entitlement.

May 2009 TRADOC Conference:

There is a system already in place to reimburse Service members for missed meals. Delegates believed this may jeopardize the existence of DFACs due to poor attendance.

h. Lead agency: Finance.

Issue 0960: Shuttle Service

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: For Soldiers who lack a vehicle and require transportation to the PX, Commissary or company

f. Recommendation: A shuttle service for Soldiers who lack transportation.

g. Progress:

Proponent Input:

We do have a shuttle on the installation it is not for personal needs of Soldiers. It is against regulations to use Government vehicles for personal use. The stops are setup where they are adjacent to the PX, Commissary, and the Company, but cannot pull up to the front door. But, these shuttle stands are well within walking distance. Again flyers are available at Darling Hall that provide date and times the service are provided, along with a map that shows pick up locations.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DOL.

Issue 0961: No Arts & Crafts Shop

a. Status: Completed.

b. Entered: January 2009.

c. Final action: May 2009.

d. Subject area: Consumer Services.

e. Scope: No arts & crafts shop.

f. Recommendation:

Host arts and crafts or establish a relationship with a local arts crafts organization.

-photography

-framing

-arts

-crafts

-classes on above

g. Progress:

Proponent Input:

No arts and crafts shop is a reoccurring issue. DFMWR has attempted numerous times to bring to Fort Gordon an "arts and crafts" concessionaire contractor to provide classes and instruction for the above activities. One year, even, a rent free facility was offered to local arts and crafts businesses to entice them to Fort Gordon with no takers. Not enough customer/business was the primary reason for contractors not coming on Fort Gordon.

Recommend visiting the following local businesses for your arts and crafts instruction and supplies:

Joann's on Wrightsboro Road

Michael's off Wheeler Road

Simply Scrapbooking on Bobby Jones Expressway

Scrap Shack on Washington Road

All businesses are within 15 minutes from Fort Gordon.

Steering Committee Meeting 6 May 2009:

There is no current demand for this program on post. There are plenty of available resources off post.

h. Lead agency: DFMWR.

Issue 0962: Housing Management

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Housing.

e. Scope: Army needs to get involved w/ housing management.

f. Recommendation: Monitoring housing management by Army.

g. Progress:

Proponent Input:

The RCI office is in the process of hiring a government staff to perform random sampling of BBC housing programs.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: Housing.

Issue 0963: Golf Course Membership Fees

a. Status: Completed.

b. Entered: January 2009.

c. Final action: May 2009.

d. Subject area: Consumer Services.

e. Scope: The golf course is set up to attract civilians vs. Soldiers. Accommodation is not beneficial for Soldiers to use the Fort Gordon Golf course.

f. Recommendation: First give Soldiers more competitive fees that are comparable with other military Golf courses. Second allow Soldiers to prorate their membership fees across an entire year. Last

if the course can offer \$200 discount for civilians-make the same offer for Soldiers since this course was built for military personnel.

g. Progress:

Proponent Input:

Gordon Lanes is very competitive in the pricing offered for both Military and Civilians. A price comparison is completed every year to ensure our pricing for the quality of service provided is fair and reasonable. The normal pricing for military is \$450/750 depending on rank. Our civilian members pay \$1100 for the same service. Recently Gordon Lakes offered a special for \$850 for civilians which expires at the end of January. We run special promotions for Military normally in October as sign up specials. Gordon Lakes takes great pride in knowing we have the best Golf Course in DOD mainly due to the extensive Capital Reinvestment we do. Most of the money comes from other MWR programs and not from the revenue's generated from Golf. The price is a bargain for the quality of golf we offer as compared to other military golf courses who are struggling.

Steering Committee Meeting 6 May 2009:

Membership fees are currently below the Department of Defense (DoD) standard and are comparable to off post rates.

h. Lead agency: DFMWR.

Issue 0964: Childcare

a. Status: Completed.

b. Entered: January 2009.

c. Final action: April 2009.

d. Subject area: Childcare.

e. Scope: Childcare is very hard to find. Especially on post. The CDCs are always packed. So as a Soldier, I am always scrambling to try to find daycare for my child.

f. Recommendation: More CDCs on all Army posts.

g. Progress:

Proponent Input:

CYSS provides quality childcare and our Child Development Center is the only Nationally Accredited CDC within a 30 mile radius. This is one of the reasons why we are at capacity. CYSS will soon break ground on a 144 capacity center on the hospital campus, a 135 capacity near Gate 2, and a 232 capacity CDC to replace our current one. Hourly care and full daycare is available at the Child Development Center, Monday through Friday 0515-1800 hours. Visit our Central Enrollment Office, building 28320, to be placed on the wait list to ensure your position within our centers.

CYSS Family Childcare (FCC) homes are a viable option for quality childcare. This program's flexibility can meet full day, hourly, weekend and shift care needs. The FCC providers are inspected, trained and supervised by the FCC Director, Training Specialist, APHN, Safety, Fire, Environmental, and annually by our regional office. FCC providers receive the same high quality training as the providers in our facility-based centers.

CYSS School Age Services (SAS) program serves children 1st to 5th grade. The program has before and after school care and hourly care from 0515 to 0800 and 1500 to 1800 during school days, including transportation to and from schools. On school out days and during the summer, full day and hourly care is available from 0515 to 1800 hours.

Steering Committee Meeting 14 April 2009: The

CYSS Program will soon be breaking ground on three new facilities on Fort Gordon. This will increase the available slots by 150%. Other options for childcare are available, such as Family Childcare (FCC).

h. Lead agency: DFMWR/CYSS.

Issue 0965: Recreation Facilities for Family Members

a. Status: Completed.

b. Entered: January 2009.

c. Final action: May 2009.

d. Subject area: Family Support.

e. Scope: Fort Gordon does not have enough gyms for children who are ranging from 12 and up. CYSS does not provide suitable hours for the kids to use the Gym. The post gyms does not allow kids on the court unless they over 15. Last there is not enough gyms to support Soldiers & Civilians.

f. Recommendation: The post should have more basketball courts open for civilians (kids 12 and up) and Soldiers. One immediate change would be to lower the age limit for post gyms. Second have one fitness center instead of two which would allow the basketball court in gym 6 to be utilized for sports.

g. Progress:

Proponent Input:

Currently, CYSS has a gym located in building 45410 that is available for CYSS registered children and youth. Gym hours are based on School Age and Middle School/ Teen programming hours Monday through Saturday. CYSS will soon break ground on a 150 capacity stand alone Middle School/Teen facility. This facility will include a high school regulation size basketball court and an activity room for other fitness and aerobic options.

DFMWR Input:

IAW AR 215-1, Family Members 15 years of age or under may utilize the court providing two provisions are met:

1. The Family Member's play does not prohibit a Soldier from participating or using the court.
2. This Family Member must be accompanied and under direct supervision of a participating parent and/or guardian in the same activity.

The Directorate of Family and Morale, Welfare and Recreation (DFMWR) will be renovating and converting Gym 6 back into a standard Army gymnasium with basketball/volleyball courts in June 2009—Estimate Date of Completion: April/May 2010.

Steering Committee Meeting 6 May 2009:

Recreational programs are already in place and offered to the community. The Middle School/Teen Program will break ground on a new facility, to include a basketball court. Children are allowed in gym with parents but may not work on weights until they are 16 years old.

h. Lead agency: DFMWR/CYSS.

Issue 0966: Fort Gordon Emergency Room

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Medical.

e. Scope: The emergency room at Eisenhower is sub-standard and poor communication.

f. Recommendation: The service and professionalism at Eisenhower is the worst. I have to think the military can get more physicians to see people in a military area this size serving so many retirees and Soldiers.

g. Progress:

Proponent Input:

1. The Emergency Department has a 93.8% satisfaction rate for Courtesy and Respect, as measured by the Army Provider Level Satisfaction Survey (APLSS) for the past 52 weeks.
2. The Emergency Department physical infrastructure is outdated, hinders patient flow, and impacts patient perception of the ED. This is a challenge that is recognized. DDEAMC has begun the steps to be able to improve the ED physical plant. DDEAMC now has an ED design plan from the Inova Group that increases the size of the ED and brings it in line with current concepts of treatment and patient flow. Having an approved Master Plan is the first requirement for any construction project.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First**

Program. Please contact the Customer Service Officer for further information at 706-791-1622.**

h. Lead agency: DDEAMC.

i. Support agency:

Issue 0967: Gate Times

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: Given the growth of Ft. Gordon Gate 3 closes too early.

f. Recommendation: By keeping gate 3 open 2 hours longer would stop the bottle neck at gate 2.

g. Progress:

The directorate has worked with DPWL, the City of Grovetown and traffic engineers to relieve the bottle neck that occurs at Gate 2. There has been some improvement however due to the current roadways both on and off the installation delays in some form will continue to some extent.

DES is unable to keep Gate 3 open longer because our gates are manned by contractors whose staffing levels are based upon traffic studies which were conducted during a fixed timeframe to verify requirements. At our current manning levels it is not feasible to extend the times for Gate 3 however we will continue to improve the utilization of Gate 2.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DES.

Issue 0968: Price of Milk

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Consumer Services.

e. Scope: There are stores with normal price for a gallon of milk \$.40 to \$.70 less than the commissary.

f. Recommendation: Lower the prices on milk.

g. Progress:

Proponent Input:

Local supermarkets do sell a "Store Label" milk more cheaply than we sell our National brands. However, we are prohibited by congress from selling store label also known as private labels in commissaries. Please note that our National brand milk is considerably cheaper than the National brands at BiLo, Kroger and Food Lion.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: Commissary.

Issue 0969: Post Housing

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Housing.

e. Scope: (E4 and below) Soldiers are having to stay in older, run down housing while renovated 4 bedroom housing sits empty, just because some E4 and below don't have 4 children.

f. Recommendation: Give quality housing to every Soldier no matter what their rank. Don't let housing stay empty just because a Soldier doesn't have 3-4 children. Don't show housing w/ black mold, roaches and messed up floors.

g. Progress:

Proponent Input:

The premise in the scope of this issue, i.e. that E4 and below Soldiers are being assigned to older, run down housing while renovated 4 bedroom units sit empty because E4 and below don't have children, is simply not accurate. Moreover, throughout 2008 our housing occupancy rates remained in the 95-96% range. Furthermore, we had a robust waiting list all year long averaging around 300 Families. In this environment very few homes were vacant at any one time. Additionally, Fort Gordon is in the middle of a six year plan aimed at upgrading all of the older housing and building 310 new housing units for Military Members and their Families who make the decision to reside on post. To date all of the 310 new homes have been completed, and 116 of those are earmarked for lower enlisted Soldiers. Additionally, about 100 of the older homes have been renovated so far (75% of those in Gordon Terrace), and nearly 200 more are scheduled for completion in 2009. In sum, we have made considerable progress to improve the housing conditions at Fort Gordon over the last two plus years, and this trend will continue in 2009 and beyond until we reach the point by May 2012 when every home on the installation will be either new or newly renovated.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: Balfour Beatty.

Issue 0970: Food Facilities

a. Status: Completed.

b. Entered: January 2009.

c. Final action: May 2009.

d. Subject area: Consumer Services.

e. Scope: There are not enough food facilities on post. When it comes time for lunch you have to go off post to eat because the PX and Burger King are always packed and you don't have enough time to eat.

f. Recommendation: More food facilities.

g. Progress:

Proponent Input:

MWR has many food facilities available. Our monthly publication, the FYI provides information about these facilities and the many specials offered on a monthly basis. MWR has snack bars located in the Bowling Center, Golf Course, Darling Hall, Signal Café, Bingo Palace (open in the evenings), and a full service Chinese Restaurant (Me Me's and Bo Bo's) located in the Bus Station. The Gordon's Conference and Catering Center located on 19th Street offers one of the best Home-style cooked buffet, salad bar, and sandwich line. A Huddle House is also available and offers fast service. All of these facilities offer service just as fast as going through the Burger King drive through. Late January or early February a full service Mexican Restaurant will open in the Courtyard Recreation and Dining Center (Teresa's Mexican).

Steering Committee Meeting 6 May 2009:

There are adequate facilities available.

h. Lead agency: DFMWR.

Issue 0971: Office Furniture

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: Too many office furniture looks like junk.

f. Recommendation: Many offices need painting and carpet replaced or clean. Sad for visitor's impression. 297th MI S3 Shop.

g. Progress:

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****
h. Lead agency:

Issue 0972: AR 608-99 Financial Support for Families, 2-6

- a. Status:** Elevated / Unattainable.
- b. Entered:** January 2009.
- c. Final action:** December 2009.
- d. Subject area:** Entitlements.
- e. Scope:** AR 608-99 makes no stipulation for funds to be allocated to purchase food for spouses and children who reside in government quarters. AR 608-99 states that as long as the Family resides in government quarters the Service Member is not required to pay additional monies to the Family. Family Members are being left to fend for themselves and rely on other social service programs to feed their children when Service Members refuse to give them money for food.
- f. Recommendation:** My recommendation is that there be an additional support requirement for food when Families are separated if funds are not made available to them through the Soldier. Children are going without food because they live in government housing. This is unacceptable.

g. Progress:

Proponent Input:

The support requirements of AR 608-99 identify the minimum support requirements expected of a Soldier where a nonsupport complaint has been presented to that Soldier's unit commander. The minimum support requirements fall into three categories and are prioritized as follows:

If a court order exists the support requirement is the express terms of the court order containing support terms and provisions.

If no court order exists the support requirement is the express terms of a written separation agreement containing support terms and provisions

If no court order exists and no written separation agreement exists then the provisions of Paragraph 2-6 of AR 608-99 require support in an amount equal to the amount described in the BAH RC/Transient table for that Soldier's rank at the with dependents rate with each dependent NOT in government quarters receiving a pro rata share of this allowance. This table found at page 2 or 3 of the military pay chart is what used to be the allowance known as BAQ and was subsequently renamed BAH-II before it received its present name.

A Soldier will be given credit as against this requirement, again once a nonsupport complaint is presented to that Soldier's commander, for money paid to a landlord or a mortgage company for occupancy or loan payments for the premises used as the residence of the dependent making the nonsupport complaint. Likewise a Soldier will not be required to provide any other support for his dependents living in government quarters absent a court order or written separation agreement expressly stating otherwise.

In response to the issue presented where the dependents are residing in government quarters a commander cannot order a Soldier to pay anything in excess of what is prescribed in the Army Regulation in question. An older version of this regulation permitted a commander to order a one-time payment of support in excess of the above stated support requirements but this was removed from the current version of the regulation. In order for that authority to exist to require payment for housing of the dependents (both non-government and government quarters) as well as additional amounts for support while the dependents reside in such quarters the regulation would have to be changed to include such provisions.

Any Family Member who finds themselves in dire need should engage their Soldier's change of command and Family Readiness Group (FRG). Of course, there are a variety of social services both on and off post (for example, through ACS and county DFACS offices) that may be utilized to fit a Family's particular need(s), but the chain of command and FRG can only help facilitate a solution if they know of the problem. No children should be going without food when there are multiple ways to prevent this from happening.

February 2009 AFAP Conference:

Issue: AR 608-99, Financial Support for Families, 2-6

Scope: AR 608-99, 2-6 does not make stipulation for funds to be allocated for the purchase of sustenance for spouse and children who reside separately from the Service Member. AR 608-99, 2-6 states that as long as the Family resides in Service Member provided housing, the Service Member is not required to pay additional money to the family. Family Members are being left to fend for themselves and rely on other social services to provide necessities for their children when the Service Member refuses to provide the necessary financial support.

Recommendation:

1. Develop a clause to include in AR 608-99, 2-6 which requires the Service Member to provide additional monetary support to Family Members for sustenance in absence of a court order.
2. Develop a set percentage of monetary assistance for sustenance above BAH to provide additional assistance based on the number of dependents.

May 2009 TRADOC AFAP Conference:

Delegates felt this was a civil issue and not an Army issue. There is an Army regulation already in place for Soldiers to support their Families. The delegate felt this was adequate.

Steering Committee Meeting 18 December 2009:

It was declared a civil issue and not an Army issue. The Army Regulation covers basic living expenses. If a Family Member is not receiving adequate support, they are encouraged to seek command support or go to legal assistance for guidance.

h. Lead agency: JAG.

Issue 0973: On Post Housing

- a. Status:** Completed.
- b. Entered:** January 2009.
- c. Final action:** December 2009.
- d. Subject area:** Housing.
- e. Scope:** Had the most difficult time upon moving in with getting furniture upstairs, especially my queen size bed. Toilet, kitchen sink, and washer drain all leaked. Two satellite dishes left in backyard with cables all over the place.
- f. Recommendation:** Take better care when outfitting a home for a new occupant. We work hard for our money, and to have all the BAH go for sub standard living is insulting.

g. Progress:

Proponent Input:

Preparing an empty housing unit for the next occupant is a very important part of our housing operations. An entire section of our organization focuses on just this task. We understand that some of the older houses have stairwells that make moving large furniture items upstairs difficult. Although this issue falls outside of the things needed to be done to prepare a unit for occupancy, it is a fact and will remain so. Residents moving into one of these units are advised of this situation as part of the lease signing process so they can consider this as part of their decision making process on where they want to live. Upon move-in all residents are required to sign the housing condition report and this is normally done during the joint inspection process conducted by Military Member and one of our leasing personnel. Any deficiencies with the home should be recorded and appropriate follow up should take place within minutes, hours, or days depending on the nature of the deficiency. Satellite TV dishes installed by residents are supposed to be

removed by the occupants before they depart the home. This requirement is outlined in both the dig permit process as well as our resident guide. We will redouble our efforts to enforce this requirement so that newly arriving residents are not greeted by the sight of one or more of these dishes. Should that fail please call in a work order and we will come out and remove the item. Again thank you for your input on this matter.

Government Proponent Input:

The RCI Office is in the process of hiring staff to perform random surveys of homes that are being offered to Service Members. The surveyors will inspect the condition of homes after completion of maintenance to ensure that Soldiers and their Families are given only homes that are maintenance free.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: Balfour Beatty.

i. Support agency: Housing.

Issue 0974: On Post Childcare Costs

a. Status: Completed.

b. Entered: January 2009.

c. Final action: April 2009.

d. Subject area: Childcare.

e. Scope: For a single mother of three, I am paying close to \$1000.00 a month for childcare at the CDC. That is just about half of my monthly take home pay. I can't even imagine the cost for a two working parent home.

f. Recommendation: Rates adjustment.

g. Required action:

h. Progress:

Proponent Input:

Army CYSS fee guidance is based on Department of Defense policy which is calculated on a sliding scale based on Total Family Income (TFI). This ensures that every Soldier is able to receive the same quality of childcare regardless of rank. A Multiple Child Reduction (MCR) Discount is given to a Family with more than one child attending CYSS Programs (10% for each additional child). The Fort Gordon CDC is the only birth through age five nationally accredited childcare facility in the CSRA (30 mile radius). The DA prides itself on being the benchmark in the nation on quality childcare---the DoD fee policy ensures all Soldiers are able to afford premium childcare.

Steering Committee Meeting 14 April 2009:

Prices offered at on post childcare facilities are priced better than those located off the post.

i. Lead agency: DFMWR/CYSS.

Issue 0975: Commissary Price Gouging

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Consumer Services.

e. Scope: On paydays the commissary increases prices on groceries because Soldiers got paid.

f. Recommendation: Quit increases

g. Progress:

Proponent Input:

HQ DeCA's trading partners, the vendors from whom we are supplied w/all of our product, change prices based on market conditions. DeCA's process is to change them on the 15th and the end of the month. This is an HQ function and cannot be changed by store level operators such as myself.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First**

Program. Please contact the Customer Service Officer for further information at 706-791-1622.**

h. Lead agency: Commissary.

Issue 0976: Weight Room

a. Status: Completed.

b. Entered: January 2009.

c. Final action: April 2009.

d. Subject area: Youth Support.

e. Scope: Need a weight room at the Middle School Teen Program.

f. Recommendation:

g. Progress:

Proponent Input:

CYSS Youth Sports, SKIES, and the MWR Gyms, are currently looking into a partnership that encompasses a (supervised) opportunity for teens enrolled with CYSS to use the Nautilus portion of the weight room. A weight lifting room in the Middle School Teen program is not feasible at this time due to space. Supervision is the key when teens (ages 16-18) are using weights. For healthy youth who are taught proper lifting form by qualified trainers or therapists, and who work out in a supervised, noncompetitive environment, the risk of injury is very low and the potential for benefits is great.

Steering Committee Meeting 14 April 2009:

Teens (16-18) can use the weight room in the gyms, as long as there is parental supervision. CYSS will develop a program to support youth.

h. Lead agency: DFMWR/CYSS.

Issue 0977: Job Shadowing for Teens

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Youth Support.

e. Scope: There is no job shadowing program for youth.

f. Recommendation:

g. Progress:

Proponent Input:

CYSS Middle School Teen program teaches and mentors youth to set goals and make sound decisions related to education and career interests based on 4-H and Boys and Girls Clubs of America curriculum.

As a registered member we offer a Career Launch program where as our partners CPAC and ACS provide expert career preparation classes for the teens. Resume writing, tips for successful interviews, applying for jobs on-line and through written application are some of the topics covered during the program. Financial awareness classes are held, a college fair is held where 16 colleges participated. On September 16, 2009 another college fair is planned. The Teen program offers Club Tech, Movie Tech, Web Tech, Skill Tech and a Fine Arts Exhibit program to encourage interest in Technology and Fine Arts careers.

There are open positions available on the volunteer web site index on myArmylifetoo.com web site. Volunteer application information for teens is gathered on this web site called VIMS with a parent permission section. Once an application has been submitted the volunteer will receive an email confirmation and be linked with their position supervisor. Available areas for Teens to volunteer for this program are Red Cross, the Chapels, Blood Bank, CYSS, ACS, FRGs, and Recreation. Please register and join!

Steering Committee Meeting 14 April 2009:

Job shadowing is normally done through the school system. Committee members propose a Career Day in the place of job shadowing. MWR will look into developing this program.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****
h. **Lead agency:** DFMWR/CYSS.

Issue 0978: Ice Skating/Roller Rink

- a. **Status:** Completed.
- b. **Entered:** January 2009.
- c. **Final action:** May 2009.
- d. **Subject area:** Youth Support.
- e. **Scope:** We need an ice skating/roller rink on post.
- f. **Recommendation:**
- g. **Progress:**
Steering Committee Meeting 6 May 2009:
Skating and ice skating rinks require a large amount of money to build and run. There are adequate resources off post.
- h. **Lead agency:** DFMWR.

Issue 0979: Activities for Teens

- a. **Status:** Completed.
- b. **Entered:** January 2009.
- c. **Final action:** April 2009.
- d. **Subject area:** Youth Support.
- e. **Scope:** There is a lack of activities on post for teens.
- f. **Recommendation:** Have more activities such as fairs, tournaments and neighborhood events.
- g. **Progress:**
Proponent Input:
As a registered CYSS Middle School and Teen (MST) member, you will be provided opportunities to participate in clubs which plan and execute different activities that happen on post in the neighborhoods. During post events (Cinco de Mayo, Oktoberfest, Month of the Military Child Carnival, etc) there are opportunities for teens to participate in outreach service and volunteer activities. Within our facilities, registered MST youth can participate in Torch Club, Keystone Club, Dance Club, Cooking Club, Smart Girls, and Street Smart. Registered MST youth also participate in the Army Birthday Celebration, Black History, Cultural Awareness, Hispanic Awareness, Women's Equality, Crocheting, Reading Programs, Peer Tutoring, and Mentoring Programs, Back to School Blast, Volksmarch, and Earth Day.
The CYSS MST program is a member of 4-H and of the Boys and Girls Clubs of America (BGCA). Helping youth become responsible, caring citizens and acquire skills for participating in the democratic process is the main thrust of these programs. They also develop leadership skills and provide opportunities for planning, decision-making, contributing to Club and community and celebrating our national heritage.
The Fort Gordon Torch Club - strives to develop well-rounded young people who contribute to their communities. It is a small-group leadership development program for youth ages 11 to 13 and is one program that gives Club members opportunities to lead through community service projects. Torch Club members elect officers as well as plan and implement their own activities and community service projects.
The Fort Gordon Keystone Club - are chartered small group leadership development clubs for young people ages 14 to 18. Keystoneers elect officers, choose their own activities and plan and implement community service projects. A national charter entitles Keystone Club to participate in regional and national Keystone conferences. Please register and join!
- Steering Committee Meeting 14 April 2009:**
There are numerous opportunities for teens on post to participate in programs through CYSS.
- h. **Lead agency:** DFMWR/CYSS.

Issue 0980: Foreign Language in School

- a. **Status:** Unattainable.
- b. **Entered:** January 2009.
- c. **Final action:** April 2009.
- d. **Subject area:** Youth Support.
- e. **Scope:** Freedom Park does not offer foreign language classes to students.
- f. **Recommendation:**
- g. **Progress:**
Proponent Input:
There are currently foreign language programs in two Richmond County Middle Schools, Murphy and Langford. Freedom Park has only recently adopted the middle school grades into their population. Richmond County has said that they would love to have foreign language in all of their middle schools; however, economic factors weigh heavily on the decision as to where they will be implementing programs.
Steering Committee Meeting 14 April 2009:
Due to budget restraints, foreign language is usually one of the first programs to be cut.
- h. **Lead agency:** DFMWR/CYSS.

Issue 0981: College Prep Classes for Teens

- a. **Status:** Completed.
- b. **Entered:** January 2009.
- c. **Final action:** December 2009.
- d. **Subject area:** Youth Support.
- e. **Scope:** High school teens are not aware of college opportunities and requirements.
- f. **Recommendation:**
 1. Offer college campus tours.
 2. Have recent college students come to talk to High School students about college life.
 3. Offer financial aid and scholarship classes for teens.
 4. More college fairs.
 5. Establish a program to encourage teens to take college classes.
- g. **Progress:**
****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****
- h. **Lead agency:** Education Center.

Issue 0982: Water Park at Fort Gordon

- a. **Status:** Unattainable.
- b. **Entered:** January 2009.
- c. **Final action:** May 2009.
- d. **Subject area:** Youth Support.
- e. **Scope:** Fort Gordon gets really hot and the swimming pools get overcrowded.
- f. **Recommendation:**
 1. Establish a location on post to build a water park.
 2. Offer a large selection of water rides to appeal to all.
 3. Find a developer to draw up plans.
- g. **Progress:**
Proponent Input:
The Fort Gordon Outdoor Recreation Plan identified a water park and/or spray-splash park as an "Unmet Need" for the Fort Gordon Community. DFMWR is proposing a spray/splash park as opposed to a water park based on lower construction, maintenance, and personnel (lifeguards) costs; patron safety; and liability issues. DFMWR proposed location of the park is in the vicinity of Courtyard Outdoor Pool located at the Courtyard Recreation and Dining Center. Funding for a spray/splash park project is estimated

at \$750,000.00.. Request for Regional Funding will be submitted for approval in March 2009.

Steering Committee Meeting 6 May 2009:

A water park is not supported by Non Appropriated Fund (NAF) dollars and is very expensive to build and run. Augusta had previously had two separate water parks that went bankrupt.

h. Lead agency: DFMWR.

Issue 0983: More Athletic Events for Teens

- a. Status:** Completed.
- b. Entered:** January 2009.
- c. Final action:** April 2009.
- d. Subject area:** Youth Support.
- e. Scope:** By not having athletic events, we are limited in meeting people outside of Fort Gordon and getting outside play time.

f. Recommendation:

1. Offer variety of sports for teens i.e. football, tennis, basketball.
2. Create Family friendly athletic events.
3. Offer/create more competition events, such as a tri-atholon.

g. Progress:

Proponent Input:

CYSS Youth Sports and Fitness Department offers team and individual sports, played both on and off the installation. There is a partnership with the local 'Family Y' and ASYMCA, which allows our military children to participate and meet people outside the Ft. Gordon community.

CYSS sports are available for those youth up to their 18th birthday. In the past, few have registered in the 15 to 18 age group, and there were not enough participants to create a team and play against other teams in the community.

CYSS is always looking for volunteer coaches, especially parents whose children who are registered and participating in the sport, therefore creating a Family-friendly athletic event. CYSS provides a coaching incentive because volunteering to coach in CYSS team sports is a significant commitment. Per DA CYSS Fee Policy, a volunteer coach whose children participate in the team sport is authorized substantial discounts. (a)The first child may participate free of charge. (b) Each additional child in same Family receives a 50% discount. Please register your youth and volunteer as a coach!

Steering Committee Meeting 14 April 2009:

There are numerous opportunities for teens on post to participate in through CYSS.

h. Lead agency: DFMWR/CYSS.

Issue 0984: More Dances for Teens

- a. Status:** Completed.
- b. Entered:** January 2009.
- c. Final action:** April 2009.
- d. Subject area:** Youth Support.
- e. Scope:** Lack of social activities for all teens.

f. Recommendation:

1. Youth services offer dances in youth gym one Friday every month.
2. Hold fund raiser to finance dances, i.e. members pay \$2.00 entry fee while guests pay \$3.00
3. Establish rules so teens \$ staff are all satisfied.

g. Progress:

Proponent Input:

The CYSS MST program is a member of 4-H and of the Boys and Girls Clubs of America (BGCA). Helping youth become responsible, caring citizens and acquire skills for participating in the democratic process is the main thrust of these programs. They also develop leadership skills and provide opportunities for planning, decision-making, contributing to Club and community and celebrating our national heritage.

The Fort Gordon Keystone Club - are chartered small group leadership development clubs for young people ages 14 to 18. Keystoneers elect officers, choose their own activities and plan and implement community service projects. A national charter entitles Keystone Club to participate in regional and national Keystone conferences. During the Keystone Club meetings last year, activities for 2009 were discussed and planned by the Teens. The teens decided to host and attend multiply Lock Ins at different installations and host two parties and dances.

Rules for the MST program are created by the teens with adult oversight. Rules for dances are discussed at Keystone meetings that are held twice a month on Fridays. Free pizza is served at the meetings to ensure a greater turn out. MST dances and activities must maintain a safe environment for participants at all times. We are not authorized to conduct fund raising events, given current levels of available funds. The solution is to have your voice heard in order to implement your desires and interest. Please register and join!

Steering Committee Meeting 14 April 2009:

CYSS offers numerous events for teens to participate in. Youth can get involved with the Middle/Teen Program and help coordinate the activities offered.

h. Lead agency: DFMWR/CYSS.

Issue 0985: Non- alcoholic Club for Teens

- a. Status:** Completed.
- b. Entered:** January 2009.
- c. Final action:** April 2009.
- d. Subject area:** Youth Support.
- e. Scope:** Lack of activities for teens is creating a boring post.

f. Recommendation:

1. Create a club so that teens 13-18 can go (not like YS).
2. Identify a location, possibly an old building to renovate.
3. Establish a membership - ID card holders only.
4. Establish operating hours.

g. Progress:

Proponent Input:

CYSS Middle School Teen (MST) program provides a safe environment and experiences that help youth increase and practice appropriate social skills; help youth to understand and respect the unique cultures, heritage and characteristics of others; and encourage youth to develop and maintain healthy relationships with their peers. Being a registered member of the Middle School Teen center will allow you the opportunity to plan and implement your desired interest.

In the near future, CYSS will break ground on a 150 capacity stand alone MST center that will house 6th – 12th grade youth. This facility will have a technology room, homework center, Activity rooms, common gathering areas, snack bar/culinary arts area, multi-purpose room (high school full basketball court), and a teen room/ lounge.

One option that CYSS MST program is researching is the available option for teen dances in a "club" like setting that continues to provide the Army requirement for ensuring safety and supervision. All CYSS facilities are open to eligible members. Eligibility includes dependents of Active Duty and Retiree (all branches), DoD Civilians (APF and NAF) and DoD Contractors.

Steering Committee Meeting 14 April 2009:

CYSS offers numerous events for teens to participate in. Youth can get involved with the Middle/Teen Program and help coordinate the activities offered.

h. Lead agency: DFMWR/CYSS.

Issue 0986: Broken Showers

- a. **Status:** Completed.
- b. **Entered:** January 2009.
- c. **Final action:** December 2009.
- d. **Subject area:** Force Support.
- e. **Scope:** The quality of showers are poor, they break easily, mainly the handles, and we are frequently left with only 3 showers per floor, making waiting or showers up to an hour.
- f. **Recommendation:** A different kind of shower handle, not plastic hinge. Also have a higher priority put on fixing main utilities such as toilets, sinks, showers and washers or dryers. This is the Army and I understand the other issues the leadership face, but it has been weeks to months now and it is still a problem.
- g. **Progress:**
Proponent Input:
Both AIT & Permanent Party barracks are being renovated completely. Permanent Party barracks Phase 1 will be completed in FY10, AIT barracks by FY15.
****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****
- h. **Lead agency:** DPW.

Issue 0987: BAH/BAQ DIF for Single Soldiers

- a. **Status:** Unattainable.
- b. **Entered:** January 2009.
- c. **Final action:** December 2009.
- d. **Subject area:** Force Support.
- e. **Scope:** A fellow Soldier had custody overturned because he was not getting his BAH for them. As a result, his house foreclosed.
- f. **Recommendation:** We need to be sure that single parents in the Armed Forces are receiving their BAH. We have cars, student loans, and debts we have incurred by our former spouses' abuse of our finances. Without the BAH, our children will have to experience a cut in their quality of life when life is already difficult for them.
- g. **Progress:**
Proponent Input:
All Soldiers have unique circumstances for receiving a pay entitlement. Finance will see each case on a case by case base and make sure the Soldier has all the necessary paperwork for the entitlement or if the court paperwork authorizes the entitlement. All rules and regulation governing BAH can be found in the Joint Federal Travel Regulation in Chapter 10.
Steering Committee Meeting 7 December 2009:
BAH rules and regulations are governed by the Joint Federal Travel Regulation. Chapter 10. If a Soldier is not authorized to get BAH, based on status and the regulation, the entitlement will not be received.
- h. **Lead agency:** Finance.

Issue 0988: More Volunteer Opportunities for Teens

- a. **Status:** Completed.
- b. **Entered:** January 2009.
- c. **Final action:** April 2009.
- d. **Subject area:** Youth Support.
- e. **Scope:** Fort Gordon has a lack of volunteer opportunities for teens.
- f. **Recommendation:**
 1. Organize groups to go visit elderly homes.
 2. Organize food drive to donate to those in need - youth run.
 3. Open up Red Cross volunteering for youth, year round.
 4. Coordinate teen group to do community service to clean up parks on post.
- g. **Progress:**

Proponent Input:

Teen volunteer positions are available on the volunteer web site index on myArmylifetoo.com web site. Teen volunteer application information is gathered through this website under VIMS, with a parent permission section. Once an application has been submitted the teen volunteer will receive an email confirmation and be linked with their position supervisor. Available areas for teens to volunteer for this program are Red Cross, the chapels, Blood Bank, CYSS, ACS, FRGs, and Recreation.

As a registered member of CYSS Middle School Teen Program, our youth are provided character and leadership development programs that empower them to support and influence their community, sustain meaningful relationships with others, develop a positive self-image, and participate in the democratic process. Through this leadership program our youth decide to visit Jennings Nursing Home as part of their community volunteering. During the visits, the teens create arts and crafts projects with the residents, sing songs and exchange greeting cards.

As a registered member of CYSS, our Middle School Teen's Program our 4H and Keystone Club participate in the "Spooky to Be Hungry" and a Thanksgiving food drive every year. All items collected are donated to the Harvest Food Bank. The Torch Club participates in the yearly Toys for Tots program that donates to those in need. Collection boxes are placed at all CYSS programs.

As a registered member of CYSS MS/T programs our youth have many opportunities to provide community service activities throughout the year. Some organized community service options that CYSS provides are to plan and set up events for younger children; clean up outside areas around the CYSS campus; assist in the planning and set up of holiday programs; recycling projects; and provide programs and events for Month of the Military Child Carnival. Please register and join! Registration is Free and when school is in session the MST program is FREE.

Steering Committee Meeting 14 April 2009:

Volunteer positions are available on myArmylifetoo.com. Youth can register and apply for volunteer positions on this website. Youth can volunteer on post or off post. Any off post volunteer activity would have to be done on their own due to the inability to bus youth off post.

- h. **Lead agency:** DFMWR/CYSS.

Issue 0989: Improve On- Post Movie Theater

- a. **Status:** Active.
- b. **Entered:** January 2009.
- c. **Final action:**
- d. **Subject area:** Consumer Services.
- e. **Scope:** Movie theater has out dated movies, is not open enough and does not have multiple screens.
- f. **Recommendation:**
 1. Renovate current building to include better seats.
 2. Offer more screens, requires renovating.
 3. Provide more recent movies.
 4. Increase operating hours/days.
 5. Better concession choices.

g. Progress:

Proponent Input:

AAFES is responsible for the snack area and projection area of the Theater. This snack area was renovated up to standards approx. two years ago. The rest of the building and its contents are the property of the Post. Any renovations will have to be addressed by the Army.

Steering Committee Meeting 6 May 2009:

This facility is highly under used by movie theater patrons. There is not enough business to make the facility profitable. Other necessities on post take priority in regards to renovations. Will re-evaluate fixing the floor.

Steering Committee Meeting 22 September 2010:

The theater is currently closed for renovations. The facility does not support the development of a multiplex theater. AAFES will continue to look into the concession options available to patrons.

- h. Lead agency:** Garrison.
- i. Support agency:** AAFES.

Issue 0990: 4- day Weekends

- a. Status:** Completed.
- b. Entered:** January 2009.
- c. Final action:** December 2009.
- d. Subject area:** Force Support.
- e. Scope:** Our NCOs take away our weekends and 4-day weekends quite often. We work long days here and hardly have any time to grow our Family and be with out loved ones.
- f. Recommendation:** Let us have our weekends, make us clean our barracks during the week.
- g. Progress:**

Proponent Input:

Need more information, i.e. unit, Phase of training. Passes are granted based on phase privileges in Policy Letter #17; Policy Letter#17 prohibits mass punishment.

Steering Committee Meeting 18 December 2009:

This is a chain of command issue. There is not enough information to adequately address this issue.

- h. Lead agency:** 15th RSB.

Issue 0991: School Shifts

- a. Status:** Completed.
- b. Entered:** January 2009.
- c. Final action:** December 2009.
- d. Subject area:** Force Support.
- e. Scope:** When I first arrived here at Fort Gordon, I was a day shift at the school house (I worked from 0430-1730). After I finished the first portion of my schooling, I was switched to swing (1430-2330). Now I have a pregnant wife who is alone at night. Our apartment off post isn't the safest, so I would like to be there.
- f. Recommendation:** I would let married Soldiers choose their shift. Single Soldiers love the mid and swing shifts. Because I'm married, I would like to work a normal shift and be with my wife in the evening.
- g. Progress:**

Proponent Input:

Need more MOS specific data. TRADOC 350-6 only authorizes MOS over 21 weeks to bring Family Members.

Steering Committee Meeting 18 December 2009:

The command cannot allow Soldiers to choose their shifts. A Soldier's shift is contingent on when their training is offered.

- h. Lead agency:** 15th RSB.

Issue 0992: Military Housing

- a. Status:** Completed.
- b. Entered:** January 2009.
- c. Final action:** December 2009.
- d. Subject area:** Housing.
- e. Scope:** Maintenance and upkeep issues that come up sometimes take weeks to be resolved and sometimes are not up to standard.
- f. Recommendation:**

Have routine inspections or surveys to see how things are. That way, issues that are not fixed can be.

g. Progress:

Proponent Input:

Family housing averages just over 1000 work orders per month. Every resident is given a customer comment card to fill out upon completion of a work order. We receive and evaluate hundreds of

these cards each month. Additionally, we participate in and support the annual DA housing survey that takes place each year in the late spring time period. This survey includes a great deal of maintenance related questions for residents to complete, and last year over 250 residents completed and returned the survey. We also work with the Integrated Customer Evaluation (ICE) system that allows residents to comment on our housing operations. In sum, we have quite a few things in place including those listed above that allow us to identify shortcomings in our maintenance operations so that we can implement changes aimed at improving those services. Again thank you for your input.

Government Proponent Input: The RCI, who is the government liaison with BBC is in the process of hiring an Engineer Tech with the functions of the position will be to monitor and survey performance of the maintenance performed by BBC.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

- h. Lead agency:** Balfour Beatty.
- i. Support agency:** Housing.

Issue 0993: DEERS Appointments

- a. Status:** Completed.
- b. Entered:** January 2009.
- c. Final action:** December 2009.
- d. Subject area:** Force Support.
- e. Scope:** Can only get to DEERS once a week, have to have an appointment made by NCOs.
- f. Recommendation:** Should be able to go when on "free time", any time during the week. Paperwork doesn't take that long.
- g. Progress:**

Proponent Input:

It appears that this inquiry is from an Initial Entry Training Soldier. The appointment system ensures units are aware of their Soldiers' whereabouts. Additionally, the Adjutant General's office will conduct a thorough review of the current operating hours of the (I.D. Facility) Military Personnel Services Division contract to ensure it meets the needs of our customers.

15th RSB Input:

Times designated by Darling Hall due to load and to minimize impact on missed classroom instruction.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

- h. Lead agency:** DHR.
- i. Support agency:** 15th RSB.

Issue 0994: Washers and Dryers in B551

- a. Status:** Completed.
- b. Entered:** January 2009.
- c. Final action:** December 2009.
- d. Subject area:** Force Support.
- e. Scope:** There are not enough washers and dryers in the B661 barracks. A full wash is 2 full pairs of ACUs, 2 PT shirts and shorts, 4 underwear, 4 pairs of socks or two days worth of clothes. With 400 Soldiers doing 3.5 loads a week at 70 minutes a load is more than 3200 hours wash time. 7 washers (when they aren't broken) running 24/7 only makes 1304 hours of wash time. The NCOs say we stink. We can't wash clothes because we currently have 550+ Soldiers.
- f. Recommendation:**

Add more washers and dryers or get models that can wash a load in 25 minutes or less, if they exist. We need 16 washers and dryers to make enough available time to keep everyone's clothes clean. 15 more washers may be unrealistic, we

know, but even 1 more washer and dryer is 140 more loads per week.

g. Progress:

Proponent Input:

Trailer laundry facilities are being purchased. A total of 3 trailer 24 washers/24 dryers total of 8 per trailer.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DPW.

Issue 0995: Credit for Reusable Bags

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Consumer Services.

e. Scope: Save money and keep trash out of the landfills - save the environment - make it green - pass savings on to customers.

f. Recommendation:

1. Give 5 cent for each reusable bag brought to the store
2. Already sell reusable bags - encourage people to bring each trip. If each commissary put in place, would have no need for plastic bags.

g. Progress:

Proponent Input:

US Army Food Safety will not allow this. There would be no way to know if peanuts were in a bag previously used by another customer. This could be life threatening. Nothing precluded patrons from reusing their own bags for themselves. We do, by selling reusable bags, encourage this practice. I also brief the retiree council and DeCA has provided articles to all worldwide military installations via local post newspapers encouraging the practice.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: Commissary.

Issue 0996: Autism

a. Status: Completed.

b. Entered: January 2009.

c. Final action: May 2009.

d. Subject area: Family Support.

e. Scope: 1 in 88 military children have autism and we have no support. There are 6700 autistic children in the Fort Gordon area alone.

f. Recommendation:

1. More support services offered.
2. Establish an Autism Awareness Day once a month where facilities on post would offer only those with autism and their Families to participate i.e. playground, go carts, bowling. There is a need for diminished lights and sounds when offered.

g. Progress:

Proponent Input:

In the United States there are only 13, 243 among the 1.2 million dependents of active duty personnel with Autism. The number of Exceptional Family Members enrolled at Fort Gordon in the EFMP Program is 667. The number of children diagnosed with Autism, presently enrolled in the Exceptional Family Member Program (EFMP) at Fort Gordon is 26.

President Obama has drafted comprehensive autism legislation, including a section addressing broad based federal autism insurance reform, entitled the Autism Treatment Acceleration Act of 2008. He pledged to seek to increase ASD funding for research,

treatment, screenings, public awareness, and support services to \$ 1 billion annually by the end of his first term in office. This may alleviate some of the issues military Families with Autistic Family Members may have.

Here at Fort Gordon the EFMP offers day time support groups from 1000-1200 on the second and third Tuesday of the month, with speakers at least once a month. Evening support groups are offered on the third Thursday of the month from 1830 – 2030. There are speakers from various off post and on post agencies that speak on issues and resources related to Special Needs. These are open to the public to attend.

The EFMP also offers an Autism Directory and information on numerous other community resources. Community resources include:

- Autism Support Group which meets on the second Tuesday of each month at 6:00 p.m. in the Evans Elementary School media center. The contact person for this group is Kim Meekly at 706-951-3887.
- Bowling is offered to Exceptional Family Members on Wednesday nights at \$2.50 an hour for games, and \$2 for shoes.
- Swimming is offered to Exceptional Family Members at the indoor pool.
- Horseback riding or pony rides are offered to EFMP Families. Families with children diagnosed with Autism are more than welcome to attend all or any of these excursions.
- Autism Society of America Greater Georgia Chapter, Ask for Autism Resource Guide www.asaga.com (770) 904-4474
- The Judevine Autism program at ECRH serves Families in the CSRA section of eastern Georgia. Contact information is 706-790-2103 or 706-790-2542.
- Hippo Therapy is offered by Claudia Morin at 706-854-0644
- Aquatic Therapy is offered at the YMCA.

Steering Committee Meeting 6 May 2009:

There are currently only 884 total enrollees in the Exceptional Family Member Program (EFMP). ACS does not have an autism support group, but can refer individuals to the local autism support groups and other resources available.

h. Lead agency: DFMWR/ACS.

Issue 0997: Parenting Classes

a. Status: Unattainable.

b. Entered: January 2009.

c. Final action: May 2009.

d. Subject area: Family Support.

e. Scope: Lack of parenting classes before there is a problem with new parents and existing parents.

f. Recommendation: Make parenting classes standard for all military and Family Members, old and new (Just like diversity training).

g. Progress:

Steering Committee Meeting 6 May 2009:

There are no federal, state or Army Regulations in place to mandate parenting classes for everyone. Parenting classes are offered through ACS and Child, Youth, and School Services (CYSS), on a voluntary basis.

h. Lead agency: DFMWR/ACS.

Issue 0998: Re-enlistment Bonus

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

- e. **Scope:** I did not receive a bonus coming in to the Army and it does affect me greatly, I'm still an AIT Soldier.
- f. **Recommendation:** When re-enlisting, a Soldier that did not receive a bonus before, be able to get a bigger bonus to make up the difference.

g. Progress:

Proponent Input:

Finance has no control on whether a Soldier is authorized a bonus. The entitlement is based on the enlistment contract the member signs at the time of recruitment. The bonus entitlement amount is determined by the Military Occupation Specialty selected and the number of years obligated/reenlisted. Battalion Retention processes the paperwork for the Soldier and if the Soldier needs more information they can contact them.

Steering Committee Meeting 18 December 2009:

Those Soldiers who are entitled to an enlistment or re-enlistment bonus must first complete all required training before the bonus is awarded. Those Soldiers in AIT will not receive their bonus until their first duty station.

- h. **Lead agency:** Finance.

Issue 0999: Paying Retired Soldiers Their Disability Checks Separate From Regular Retirement Pay

- a. **Status:** Unattainable.
- b. **Entered:** January 2009.
- c. **Final action:** December 2009.
- d. **Subject area:** Force Support.
- e. **Scope** Retired military should have their disability paid separate from the regular retirement pay. Our medical and dental was taken away, and we desire our money.
- f. **Recommendation:** Pay a separate check to the retiree, so we can live life without struggling with money issues.

g. Progress:

Proponent Input:

Retiree and disability payments are mandated by Congress. Military Pay Finance is not the payee of retiree payments. This process is handled at DFAS- Cleveland, Ohio. If a retiree has any questions or concerns regarding their retirement account they should contact:

DFAS Cleveland Center
 P.O Box 99191
 Code ROCAS
 Cleveland, OH 44199-1126
 Phone: 1-800-321-1080 or Commercial 215-522-5955
 FAX: 1-800-469-5491

Steering Committee Meeting 18 December 2009:

Current regulation states that a retiree's disability pay is combined with the retirement check. This issue is mandated by Congress.

- h. **Lead agency:** Finance.

Issue 09100: Communication and Soldiers That Need It

- a. **Status:** Completed.
- b. **Entered:** January 2009.
- c. **Final action:** December 2009.
- d. **Subject area:** Force Support.
- e. **Scope** Communication needs to be improved between NCOs and Soldiers on procedures (SOP) and formations (AM formations occur during AM chow).
- f. **Recommendation:** Have meetings between NCOs, Soldiers and student leadership on a regular basis, daily/weekly, so Soldiers know about formations in the AM and change then AM formations and AM chow occur.

g. Progress:

Proponent Input:

Need more unit specific data; difficult to address information flow in a specific unit.

- **This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.**
- h. **Lead agency:** 15th RSB.

Issue 09101: Checking on the Status of Houses and Spouses

- a. **Status:** Completed.
- b. **Entered:** January 2009.
- c. **Final action:** December 2009.
- d. **Subject area:** Housing.
- e. **Scope** There are unauthorized people living in housing while Service Member is deployed.
- f. **Recommendation:** Have MPs patrol housing areas more often. Check up on spouses while Service Member is deployed and/or just check up on status of house.

g. Progress:

Proponent Input:

All residents are issued and sign for a resident guide upon move-in to Family housing. The guide contains policy regarding authorized housing guests. Additionally, this topic is addressed in detail within the lease agreement that is signed by the housing occupant. Persons found to be in violation of the guest policy are subject to being evicted, and in fact this has been done in some cases. Any resident who believes that unauthorized persons are residing in Family housing should report that to the housing office; specifically to the community manager who will investigate and take the appropriate action as necessary to include coordination with the Military Police. Furthermore we work with Family Support Groups, rear detachment personnel, and neighborhood mayors to make sure the housing environment is as safe and secure as possible.

- **This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.**

- h. **Lead agency:** Balfour Beatty.

Issue 09102: Slip Guards in Housing

- a. **Status:** Completed.
- b. **Entered:** January 2009.
- c. **Final action:** December 2009.
- d. **Subject area:** Housing.
- e. **Scope** Had personal issues where my spouse fell down the stairs because of no carpet/slip guards resulting in premature labor. Other Family members have gotten hurt and broke bones.
- f. **Recommendation:** Install slip guards in houses that do not have carpet.

g. Progress:

Proponent Input:

Within the next three years all housing units that currently do not have carpeted stairs will have carpet installed. This is being accomplished as part of the ongoing housing renovation process. In the meantime if a resident believes their home has any unsafe condition such as slippery stairs, then they should call in a work order so we can make an assessment and determine the best course of action to address the condition.

- **This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.**

- h. **Lead agency:** Balfour Beatty.

Issue 09103: New Education Benefits for Family Members

- a. **Status:** Completed.

- b. **Entered:** January 2009.
- c. **Final action:** September 2010.
- d. **Subject area:** Education.
- e. **Scope** New bill has just recently been passed to include Family Members in Educational Benefits.

f. Recommendation:

1. Send out email to each Service Member outlining new benefits
2. While in processing - have a prepared packet for Family Members that Service Member can take home.
3. Include information in a briefing.

g. Progress:

Proponent Input:

#1: Chapter 30, Montgomery GI Bill

- a. On 21 Jul 06, the Army announced the implementation of a pilot program allowing Soldiers serving in critical skills who reenlist the ability to transfer MGIB benefits to their spouse.
- b. **Background.** 2002 NDAA, Public Law 107-107, Sect 654 allows Soldiers in critical skills, as determined by their Service Secretary, the ability to transfer MGIB benefits to dependents.
 - c. **Specifics of MGIB Transferability.**
 - (1) The Army defines critical skills as any Soldier who qualifies for a Selective Reenlistment Bonus (SRB) incentive and is entitled to a Zone B or Zone C bonus under current messages at the time of their reenlistment. Soldiers must have completed at least six years of service in the Armed Forces and reenlist for a minimum of four years.
 - (2) At enlistment, Soldiers who qualify and choose the transferability program will have their SRB reduced by a .5 multiplier. Retention Career Counselors will determine eligibility to transfer MGIB benefits and enroll the Soldier in the transferability program.
 - (3) The Soldier must provide the Retention Career Counselor with a copy of his/her MGIB enrollment form, DD Form 2366, that should have been signed upon entry to active duty. The Soldier should view his/her Official Military Personnel File online at the Army Knowledge Online (AKO) website at <https://www.us.Army.mil>. The DD Form 2366 should be found under the category "General Administrative" or in the initial enlistment contract. If the DD Form 2366 is not found, the current procedure is for the Soldier to visit his/her Army Education Center for assistance in determining MGIB eligibility only.
 - (4) The FY06 basic monthly MGIB benefit for full-time training for veterans is \$1,034 (indexed annually). Soldiers can transfer up to 18 of 36 months of entitlement equaling \$18,612. This benefit is prorated for part-time enrollment. Soldiers who elected the Army College Fund as an enlistment option and/or who have enrolled in and paid toward the \$600 MGIB Additional Opportunity, can include their expanded benefit (MGIB, ACF, MGIB Additional Opportunity) in the transferability program.
 - (5) The **Army Education Center's** only role is described in paragraph (3) above.

#2: Military Spouse Career Advancement Account Initiative

The Military Spouse Career Advancement Initiative is a new partnership between the Department of Defense and the Department of Labor that is designed to advance Military Spouses into portable careers by providing them with education and training in high-growth, high-demand occupations. The initiative targets military spouses with a GED, high-school diploma, or some post-secondary education, and who are married to active-duty Service Members. Military spouses in need of renewing credentials (for example, nursing and teaching certificates) upon relocating are also eligible. Career Advancement Accounts are flexible education funding accounts to pay for expenses directly related to post-secondary education and training, including tuition, fees, books, equipment, and credentialing and licensing fees. Accounts may be up to \$3,000 for one year, and may be renewed for one additional year, for a total two-year account amount of up to \$6,000 per

spouse. Military spouses are encouraged to visit their military installation Voluntary Education Centers or Family Support Centers for more information and career support. For more information online, see <http://caa.milspouse.org/>

#3: Post-9/11 GI Bill

The Department of Veterans Affairs (VA) **proposes** to establish regulations regarding a new educational assistance program for individuals who serve on active duty after September 10, 2001. The new program, known as the Post-9/11 GI Bill, was authorized by title V of the Supplemental Appropriations Act, 2008 (Post-9/11 Veterans Educational Assistance Act of 2008.) *Section 3319. Authority to Transfer Unused Education Benefits to Family Members* Section 3319 provides that the Secretary of Defense may authorize the Secretary of each military department, at such Secretary's sole discretion, to permit individuals who meet certain service requirements and are eligible for educational assistance under the Post-9/11 GI Bill to transfer up to 36 months of their entitlement to educational assistance to a designated dependent or dependents. The Post-9/11 GI Bill has not been finalized and is supposed to be implemented August 2009. It is evolving.

Steering Committee Meeting 18 December 2009:

This is a fairly new initiative that has been around since August 2009. The Education Center held a post wide information briefing in November 2009 and with another scheduled for January 2010 to address the new benefits available.

Steering Committee Meeting 22 September 2010:

Information on benefits is marketed to the public once the information becomes available.

h. Lead agency: Education Center.

Issue 09104: AAFES Concessionaires

- a. **Status:** Completed.
- b. **Entered:** January 2009.
- c. **Final action:** May 2009.
- d. **Subject area:** Consumer Services.
- e. **Scope** There is a lack of electrical outlets for concessionaires in order to use cash registers and properly display merchandise.
- f. **Recommendation:** Add a strip of power outlets for concessionaires in PX mall entry ways.
- g. **Progress:**
- Proponent Input:**
The concessionaires are being relocated in order to provide the existing vendors the power that they need. Many vendors do not require power, so it is a case of realigning the area for the ones that do require it.
- Steering Committee Meeting 6 May 2009:**
If a concessionaire requires power outlets, he/she needs to ask the manager to accommodate.
- h. Lead agency:** AAFES.

Issue 09105: Staying Informed of On Post Activities

- a. **Status:** Completed.
- b. **Entered:** January 2009.
- c. **Final action:** May 2009.
- d. **Subject area:** Consumer Services.
- e. **Scope** If a person isn't on the Fort Gordon home page or somewhere they can pick up a signal newspaper, many programs don't get advertised any other way. Why spend time and money for something no one shows up for to enjoy?
- f. **Recommendation:**
 1. Use marketing department to get exposure on marquee.
 2. Post information on housing sign boards.
 3. Send out emails to people with AKO accounts - most counties send out community calendar - Fort Gordon could also.

g. Progress:

Steering Committee Meeting 6 May 2009:

The community can stay informed of on-post activities in numerous different formats; via the internet, The Signal, The FYI and the various marquees around post.

h. Lead agency: DFMWR.

Issue 09106: Hospital Parking

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Consumer Services.

e. Scope There needs to be spots at the hospital that can support a wheelchair lift van. The disabled spots are too small. My 10 year old is in a wheelchair and I can not just drop him off at the curb before parking.

f. Recommendation:

Dedicate an area for wheelchair vans. Many of returning vets, retirees and Family Members need this help.

g. Progress:

Proponent Input:

Currently, there are 8 "Wheelchair Ramp Equipped Oversize Handicap Vehicle" spaces in the main patient parking lot, and 3 in the Family Medicine parking lot, totaling 11 oversized handicap spaces at the medical center. The spaces in the main parking lot have been identified as needing better visual marking and signs. DDEAMC Facilities Management Office and the Ft Gordon DPW have commissioned a project to address the recommended improvements.

Steering Committee Meeting 7 December 2009:

There are an adequate amount of handicapped parking spaces for the Fort Gordon population, in accordance with the Americans with Disabilities Act standards. COL Laterza will inquire if any of those parking spaces will be labeled with signs designated for only handicapped accessible vans.

h. Lead agency: DDEAMC.

Issue 09107: Outprocessing Chapter Soldiers ID Card Section

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope Soldiers that are outprocessing their final outprocessing day should have priority. It's their last day and they also have to final out with transition and try to get a plane ticket the same day. Waited 3 hours to be seen.

f. Recommendation:

Let the chapter Soldiers move to the front or give them priority. Especially IET Soldiers.

g. Progress:

Proponent Input:

The current Garrison Commander's Policy Memorandum No. 11 – Identification (ID) Card Priority, dated 5 September 2007, does not extend priority to Soldiers being Chaptered from the Military. Soldiers are asked to consider the time that they have allotted before committing to an out processing appointment.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DHR.

Issue 09108: Lodging Fitness Room

a. Status: Completed.

b. Entered: January 2009.

c. Final action: May 2009.

d. Subject area: Consumer Services.

e. Scope Equipment in fitness room does not work or work correctly. Elliptical machine is broken. Treadmill up and down speed button does not work to change speed.

f. Recommendation:

Have someone fix the machines that are broken. If no one here is qualified to fix equipment, contact gyms on post for info or personnel. They usually have someone who is qualified and can do the job in a timely manner.

g. Progress:

Proponent input:

Steps to repair broken equipment are taken as soon as the issues are identified.

Steering Committee Meeting 6 May 2009:

Repairs were made to the broken equipment.

h. Lead agency: DFMWR.

Issue 09109: Can't See News

a. Status: Completed.

b. Entered: January 2009.

c. Final action: May 2009.

d. Subject area: Consumer Services.

e. Scope Need TV on wall of Griffith Hall.

f. Recommendation:

Need a TV just for news in lobby at front desk of lodging of Griffith Hall.

g. Progress:

Proponent Input:

This is not practical for the main lobby due to the noise level created while trying to service guests at the front desk. However, Just off the lobby in the breakfast room there's a TV provided for this purpose.

Since this is a 24/7 operation if there is a specific issue with a specific staff member it is much more appropriate to report that to management at the time and in detail so that appropriate action can be taken with the right individual, rather than making shotgun type statements that no one can determine any validity to.

Steering Committee Meeting 6 May 2009:

News is available in the breakfast room.

h. Lead agency: DFMWR.

Issue 09110: No ATM at IET Center

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Consumer Services.

e. Scope:

f. Recommendation: Add ATM at IET Center.

g. Progress:

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency:

Issue 09111: No Option for Curbside Recycling Service in Post Housing Areas Effects Quality of Life

a. Status: Completed.

b. Entered: January 2009.

c. Final action: May 2009.

d. Subject area: Housing.

e. Scope: If you live off post in Columbia or Richmond counties you can pay for a service to pick up your recycling curbside. On post it is not available and you cannot even pay out of pocket to

contract it on your own because there is only one contractor for trash pick up (Dorado) and other contractors cannot provide service on post. This is a quality of life issue for on post residents who are committed to recycling. The recycling center on post does not accept plastic or glass. We have no choice but to load up the car with recyclables and transport to alternate locations as far away as the material recovery center at exit 1 in South Carolina where they accept everything. As dual military with two toddlers, our most precious resource is time and we can't even throw money at this problem unless we moved off post. We currently have two trash pick ups per week and one yard waste pick up per week, which is excessive.

f. Recommendation:

1. Amend the contract with Dorado to substitute one trash pick up per week with a recycle pick up and limit the yard waste pick up to every 2-3 weeks since the landscaping contractor cuts grass and trees anyway. Your regular trash is minimized when you are recycling bulky packaging materials and plastics so one trash pick up per week would be sufficient.
2. Offer residents the option to sign up for a curbside recycling service and pay a monthly fee.
3. Provide plastic and glass recycling on post at the recycling center.
4. Provide recycling points at common areas like the PX and in housing areas for weekly collection. Perhaps Dorado would pick up from centralized locations for less money.
5. Conduct a survey in the housing areas to determine interest.
6. Run a pilot program with Dorado in one of the housing areas to assess the feasibility.

g. Progress:

Proponent Input:

Family Housing Areas have trash pick ups and recycling through Dorado. They collect as "co-mingled" recyclables and they are separated at the Richmond County Landfill.

The Recycling Center does offer a first time move in removal of the bulk packing paper and boxes. To request a one-time pick up of boxes please call the Center at 706-791-7881 and you will be given instructions on how to breakdown boxes for pick up.

Plastics and Glass are no longer recycled at Fort Gordon due to the increased cost of recycling these commodities. I will be attending a Plastics Recycling Conference this month and hope to bring back an avenue to recycle plastics. Currently it is cost prohibitive to recycle these commodities.

We are currently working a program for Unit Recycling that will collect all recyclables that are taken here at the Recycling Center, 10th Street & Chamberlain Ave. This program is scheduled to start mid March 09.

We are currently looking at a collection point between the Commissary and PX but it is not cost effective at this time. We will continue to investigate old/new ways to recycle these commodities.

Steering Committee Meeting 6 May 2009:

There will be paper/cardboard recycle containers located at the Post Exchange (PX), the Commissary and various units on post. There are costs associated with recycling plastic and glass; at this time, there is no market for Fort Gordon to recycle these items.

Issue was forwarded to TRADOC but returned stating it was a Fort Gordon local issue.

h. Lead agency: DFMWR.

Issue 09112: Rooms for Soldiers

- a. **Status:** Completed.
- b. **Entered:** January 2009.
- c. **Final action:** December 2009.
- d. **Subject area:** Force Support.

e. Scope: In the past 2 months I have moved barracks 7 times. As an E6, I have been put in AIT barracks with trainees - in 8 man rooms with E4 and below.

f. Recommendation:

1. Have barracks separate from AIT Soldiers and NCOs.
2. Have better accommodations than being put in 8 man rooms with lower enlisted.

g. Progress:

Proponent Input:

Although TRADOC Regulation 350-6 paragraph 3-26c(4) states that prior service Soldiers should not be billeted with IET Soldiers, if training locations cannot meet this provision, commanders may billet prior service Soldiers in the same barracks as IET Soldiers but must be on separate floors and comply with separate and secure policies.

Despite the regulatory guidance, prior service Soldiers on Fort Gordon should not be housed with AIT Soldiers. There are separate barracks specifically designated for prior service Soldiers. We would require more specific information on unit and/or barracks.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: 15th RSB.

Issue 09113: Sports and Activities for Youth

a. Status: Completed.

b. Entered: January 2009.

c. Final action: April 2009.

d. Subject area: Youth Support.

e. Scope: Why do they only have activities for 8 years old when Families have younger children who would like to participate in sports also.

f. Recommendation: Have sports and activities for all ages.

g. Progress:

Proponent Input:

The CYSS Youth Sports program offers a variety of team and individual sports opportunities designed to develop children's character as well as their physical well being. Any of these sports would be a great opportunity for children to exercise while learning valuable life lessons. Our CYSS sports program also offers intramural and outreach opportunities to the children enrolled in our before/after school care, School Age Services, and Middle School Teen program. This opportunity comes as one "piece" of the overall CYSS puzzle.

The CYSS SKIES Instructional Program currently offers Karate Instructional classes on Tuesday & Thursday from 1700 hrs to 1800 hrs. In this particular class, children's ages range from 5 years of age to 18 years of age. A stringent exercise program takes place prior to actual Karate instruction. This is an excellent opportunity for overweight children to participate in a structured instructional program.

CYSS School Age Services afterschool program offers the Triple Play Daily Challenges every afternoon starting at 1530 hrs. Triple play is a series of six non-competitive yet challenging programs that encourages boys and girls ages 6 to 18 to increase their physical fitness. The six series covers baseball, track, basketball, jump roping, walk/run, and physical fitness.

Every CYSS program is carefully monitored, and staff and volunteers are trained to ensure the safest possible environment for our children. Supervision is the key when teens are using weights. For healthy children who are taught proper lifting form by qualified trainers or therapists and who work out in a supervised, noncompetitive environment, the risk of injury is very low and the potential for benefits is great.

Steering Committee Meeting 14 April 2009:

Numerous activities are already offered for youth through the CYSS Program.

h. Lead agency: DFMWR/CYSS.

Issue 09114: Barracks

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: I have been moved four times in 2 months and am told I will be moving again. Some Soldiers have been instructed to miss classes in order to move again.

f. Recommendation:

Fort Gordon has too many building renovations going on at a time. Fix one building and then start another.

g. Progress:

Proponent Input:

Would require more specifics on unit or barracks. Building renovations have been on-going at Fort Gordon for several years and will continue for many more. Although moves should be minimal, Soldiers should not miss any training due to moving.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: 15th RSB.

Issue 09115: Dining Facility #6

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: Soldiers can't eat in the solarium room.

f. Recommendation: Repair solarium.

g. Progress:

Proponent Input:

Being renovated under Training Barracks Upgrade Program (TBUP) in FY 10.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DPW.

Issue 09116: Department of Army Civilian Training (annual)

a. Status: Elevated / Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Employment.

e. Scope: There is no centralized system for DAC to take the numerous required annual training.

f. Recommendation:

1. Establish a web page for all DAC to take annual training.
2. Training should be web based with CAC access.
3. Reminder note to alert personnel within 60 days of required training.

g. Progress:

Proponent Input:

The Fort Gordon CPAC has a web page to address many civilian personnel related issues. One of the top areas is training. I have provided the web link below. While not all training is listed, such as mandatory drug and alcohol training and Prevention of Sexual Harassment (POSH) training, the responsible proponent offices provide ample notification for this type training.

<http://www.gordon.Army.mil/dhr/Tng/tng.htm>

February 2009 AFAP Conference:

Issue: Department of Army Civilian Annual Training

Scope: There is currently no centralized system for DA Civilians (DAC) to take the numerous required annual trainings. As a result, this creates numerous barriers for DA Civilians to meet training requirements in an organized and timely manner. The lack of a centralized system forces organizations into a reactive state when trying to meet training deadlines.

Recommendation:

1. Create and maintain an Army-wide, CAC access only, web based program that encompasses all required annual trainings.
2. Establish an email reminder system that sends training renewal alert to staff member thirty (30) days prior to their certification expiration date.

May 2009 TRADOC AFAP Conference:

There are sufficient localized tracking methods such as S-3, staff managers, training coordinators, a Civilian Human Resource training Application System (CHRTAS) and Civilian Personnel Online (CPOL). All civilian personnel are mandated to keep an Individual Development Plan (IDP).

Steering Committee Meeting 18 December 2009:

There are sufficient localized tracking methods for annual training, i.e. S-3, staff managers, training coordinators, and CPOL. All civilian personnel are required to have an IDP.

h. Lead agency: Civilian Personnel.

Issue 09117: Separate Training

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: Fort Gordon needs to implement separate classes for MOSI and MOST. Soldiers get away with murder and as an E6, I cannot say anything to them for fear of my career and loss of hard earned rank.

f. Recommendation:

1. Bring back Drill Sergeants.
2. Have separate classes for MOSI and MOST Soldiers.

g. Progress:

Proponent Input:

1. Addressed in issue #09120.
2. TRADOC Regulation 350-6 Initial Entry Training Policies and Procedures paragraph 3-26c(4) encourages the integration of reclassified and prior service personnel (MOS-T) with IET Soldiers during training to enhance training by taking advantage of their knowledge, experience, and leadership abilities. Additionally, there aren't enough instructors or at times MOS-T students to conduct classes just for a specific group being that class sizes are fixed.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: 15th RSB.

Issue 09118: In Processing

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: There is a lack of communication between incoming Soldiers and those who are running these activities. Venues often change without notice or are available only on certain days or at certain times.

f. Recommendation:

1. Provide each Soldier with a comprehensive map of Fort Gordon showing where venues are located.

2. Put together a packet of each in processing activity's location, what documents are needed, times, POCs etc.

g. Progress:

Proponent Input:

An In/Out-processing information sheet is provided to all Soldiers that are in/out-processing. This information sheet provides the building number, phone numbers and hours of operation for all venues that are required to be in/out-processed. Recommend that Soldiers call in advance to ensure venues are open prior to visiting. Additionally, the Military Personnel Service Division will inform agencies to notify them of any unexpected closures in order to inform the Soldiers who are in/out-processing.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DHR.

Issue 09119: Housing/House Sales

a. Status: Elevated / Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Housing.

e. Scope: Lack of house sales/lack of adequate military housing causes separation of Families.

f. Recommendation:

Big corporations use a method to buy home and sell on employees' behalf. Either VA or separate organization used initiate support or pay the higher of the 2 separate Family locations. MOB Soldiers are offered 55% per diem and BAH.

g. Progress:

February 2009 AFAP Conference:

Issue: Housing and Relocation Education and Training

Scope: During relocation, Service Members often make poorly informed decisions regarding risks of choosing housing. Therefore, Service Members are incurring financial hardships. These hardships result in negative impact on mission readiness.

Recommendation:

1. Provide housing education/training prior to making housing decisions (in and out processing, or any change in housing status).
2. Categorized training programs to meet Service Members housing needs.
3. Partnership with outside Non-Profit Organizations to educate and assist Service Member on existing programs on foreclosures and loan modifications.

3. Partnership with outside Non-Profit Organizations to educate and assist Service Member on existing programs on foreclosures and loan modifications.

May 2009 TRADOC AFAP Conference:

Issue was not prioritized. Mandatory programs currently exist through ACS but are not consistently enforced by all commands such as the first termers financial readiness training, relocation readiness, etc. Additional support can be found at the Military Homefront or Military OneSource websites and through Family readiness support Assistants. Memorandums of Understanding (MOUs) currently exist with installation credit unions to provide instructional financial training. The Homeowners Assistance Program is available to assist Soldiers and Family Members who are facing financial hardship. Emphasis the usage of community resource training for Command teams. The recommendations have been met by existing program in communities.

Steering Committee Meeting 18 December 2009:

There are an abundance of resources available such as Army Community Service, Military Homefront, Military OneSource and the Housing Office.

h. Lead agency:

Issue 09120: Leadership

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Leadership.

e. Scope: Lack of NCO leadership of Fort Gordon AIT Soldiers. Soldiers are free to do whatever they want here. No type of discipline and lack of NCOs for the amount of Soldiers here.

f. Recommendation: Drill Sergeants are a must here.

g. Progress:

Proponent Input:

TRADOC Memorandum dated June 17, 2007 Subject: Command Implementation Plan for Replacing Advanced Individual Training (AIT) Drill Sergeants with Platoon Sergeants directs the incorporation of Platoon Sergeants and Squad Leaders. The intent is to create a learning environment that causes IET Soldiers to mature by requiring them to assume more responsibility for their actions and duties, not replicate a continuation of total control in Basic Combat Training (BCT). All Soldiers must continue to abide by UCMJ, Regulations and policies.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: 15th RSB.

Issue 09121: Dining Facilities Built in 1960s to Support 21st Century Feeding

a. Status: Completed.

b. Entered: January 2009.

c. Final action: September 2010.

d. Subject area: Force Support.

e. Scope: Dining Facilities lack sufficient space to support the thousands of IET Soldiers coming in to the Army.

f. Recommendation:

1. Approve MCA projects to build new DFACs.
2. Expand the current capacity to support the troop population.

g. Progress:

Proponent Input:

Training Barracks Upgrade Plan (TBUP) is renovating the DFAC. DFAC # 6 is under renovation. DFAC #6 will be contracted this September. All AIT DFAC will be renovated over next 5 years. The new MCA AIT Battalion complex will also have a new DFAC.

Steering Committee Meeting 7 December 2009:

The dining facilities are currently being renovated one at a time. Dining Facility #4 will be opening soon.

Steering Committee Meeting 22 September 2010:

Dining Facility (DFAC) #4 renovation has been completed. DFAC #6 is currently undergoing renovation and DFAC #8 will begin renovations once DFAC #6 is complete. The 15th Signal Brigade advises that there have not been any more issues.

h. Lead agency: DPW.

Issue 09122: Refrigerators in Barracks

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: Refrigerators are too small for Soldiers who prefer to not eat or are unable to eat at DFAC.

f. Recommendation: Purchase larger fridges for single Soldiers.

g. Progress:

Proponent Input:

We are currently installing 10 CF size refrigerators. Larger 12 CF/18 CF would not fit into the rooms.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****
h. Lead agency: DPW.

Issue 09123: Conditions of Living in Barracks #317

- a. Status:** Active.
- b. Entered:** January 2009.
- c. Final action:**
- d. Subject area:** Force Support.
- e. Scope:**
There is:
 - 1. Mildew on the walls.
 - 2. Poor heating during winter.
 - 3. Parking spaces not marked properly.
 - 4. Limited parking available.
 - 5. Two broken down cars taking up space where Soldiers can park, should be towed.
 - 6. Rooms not up to date.
 - 7. No smoking in rooms but there are no cigarette trash cans for smokers to throw their butts or designated smoking areas.
 - 8. No lights at the BBQ pit.
 - 9. No lighting by dumpsters.
- f. Recommendation:**
- g. Progress:**
Steering Committee Meeting 7 December 2009:
A walk through inspection will be done by the CSM to determine if the conditions are as stated in the issue.
Steering Committee Meeting 22 September 2010:
Any items that are in a state of repair need to be submitted as a work order. Progress on this issue will continue to be tracked.
- h. Lead agency:** DPW.

Issue 09124: New ID Card Software Restricts Families to 30 Days to Renew Over- 21 ID Cards

- a. Status:** Elevated / Completed.
- b. Entered:** January 2009.
- c. Final action:** December 2009.
- d. Subject area:** Entitlements.
- e. Scope:** This new policy, fielded through DEERS software updates as of 12/08, has placed a significant burden on Military Families who need to extend DEERS status, and therefore medical and dental coverage to their full-time college dependents. The old standard of 90 days gave almost all Families a holiday or the summer to bring the student home to "one site" the ID card process. 30 days is logistically difficult and most often requires a two site model; the AD member at "home" and the student at "college". College students must find a local RAPIDS station, have a car, skip classes since the hours of these stations is limited to the work day, and the paperwork will have to be mailed from site to site. This is a huge step backwards for Army Family.
- f. Recommendation:** Recommend this policy be re-looked in support of the Army Families.
- g. Progress:**
Proponent Input:
DEERS/RAPIDS Software upgrade implemented in Dec 08, did not affect a change to the renewal time for ID card issuance for Family Members. By regulation (AFI36-3026(I), dated 20 Dec 02), a sponsor usually apply for the Family Member ID card 10 to 20 days before the card expires. Exceptions: (1) Verifying Officials will review the reasons for early issue and approve/disapprove the request; (2) Issue a 2-year card to children who are 90 days from age 21 and meet the student requirements with supporting documentation. In the case of college students, if an exception was granted to process the card outside the usual application window,

the system would only issue the new card with an expiration date the day prior to the 21st birthday. In this case, a second trip to the I.D. Card facility would be necessary.

Sponsors not able to accompany students to the ID card issuing facility, may complete a DD Form 1172, in advance. DD Forms 1172s are valid for only 90 days after the verifying official signs. Applications held longer are void.

The ID card section is currently undergoing a review of their workload so as to consider flexible work schedules for its employees. The section has revised their tracking system so that they can analyze, by date and time of day, actual peaks in workload. This will allow the section to establish the correct flex schedules, if necessary, to extend the hours of operation. Additionally, the Adjutant General's office will conduct a thorough review of the current operating hours of the Military Personnel Services Division contract to ensure it meets the needs it's our customers.

February 2009 AFAP Conference:

Issue: New ID Card Software Restricts Families to 30 Days to Renew Over-21 ID Cards.

Scope: This new policy, fielded through DEERS software updates as of December 2008, has placed a significant burden on Military Families who need to extend DEERS status, and medical and dental coverage to their full-time college dependents. The old standard of 90 days gave almost all Families a holiday or the summer to bring the student home to "one site" the ID card process. Thirty (30) days is logistically difficult and most often requires a two site model; the AD member at "home" and the student at "college". College students must find a local RAPIDS station, have a car, skip classes since the hours of these stations are limited to the work day, and the paperwork will have to be mailed from site to site. This is a huge step backwards for Army Families.

Recommendation: Re-establish the previous standard of the renewal timeframe back to ninety (90) days.

May 2009 TRADOC AFAP Conference:

Title: DEERS Software Configuration for ID Card Renewal
Scope: DEERS software does not allow the ID card holder to renew their ID card earlier than 30 days prior to the expiration date. Army regulation allows 90 days before the expiration date for the renewal of an ID card. The inconsistency between the regulation and the DEERS software creates confusion and inconvenience for all ID card holders.

Recommendation: Reconfigure the DEERS software to accommodate the 90 day period allowed by the regulation for renewal of ID cards.

Steering Committee Meeting 18 December 2009:

This issue was prioritized by the TRADOC delegates to be forwarded to the Department of the Army AFAP conference. While enroute, this issue was resolved. The software does in fact allow the ID card to be reissued 90 days prior to the card expiration.

h. Lead agency: DHR.

Issue 09125: Fish Stand/ Deep Fry Anything Stand

- a. Status:** Completed.
- b. Entered:** January 2009.
- c. Final action:** May 2009.
- d. Subject area:** Consumer Services.
- e. Scope:** The Fish stand that used to be in place in front of the PXTRA was moved to the parking lot in front of the Troop Store on Barnes Ave. Both stands target the AIT Soldiers with their high prices. There is an overabundance of trash in the area causing the dumpsters to continuously be overfilled and allowing trash to blow throughout the Troop Store area. Their signs are posted up and down Barnes Ave as well as Rice Rd. causing the area to look like a flea market and not an Army Post.

f. Recommendation: Move them back to the PXTRA area. Or even better, move the trailers off post all together. If there is a need for fish and fried food, bring them into the food court or inside the Troop stores like Burger King or Blimpies. Let's start thinking healthy!!!

g. Progress:

Proponent Input:

This vendor is no longer doing business with our Exchange.

Steering Committee Meeting 6 May 2009:

This vendor is longer on-post.

h. Lead agency: AAFES.

Issue 09126: Calling Every 30 Days for Narcotic Prescriptions

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Medical.

e. Scope: Who takes messages off call in? Called Thursday before Veteran's Day. I called again and was told "holiday". I called a third time and was told that the Dr. was on emergency leave. The Internal Medicine clerk was almost argumentative. I finally received on Nov. 18th.

f. Recommendation: Clerks need to be more customer friendly.

g. Progress:

Proponent Input:

Given the legal restriction of not being able to refill narcotics, the patient is educated that they must call ahead prior to needing their refills. The patient is educated that their doctor has 3 working days (not including holidays and weekends) to respond to tel-cons. If the patient calls a week in advance, this is optimal because it allows time for the message to go through the system; and the physician can time the order so the medication can be picked up on the exact date it expires. The pharmacy will not dispense the medication if the patient comes even 1 day before the prescription expires. Central Appointments takes all incoming tel-cons; it may take a day for them to type the tel-cons into AHLTA. If a doctor is on emergency leave, and the patient has put in a tel-con 3 days prior, the front desk staff will approach the clinic attending physician to refill the medication immediately.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DDEAMC.

Issue 09127: Given Different Provider

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Medical.

e. Scope: My assigned provider was out, so I was given another to see. Upon return visit, I wanted to see the substitute that I previously seen but was harassed by the clerk that it was not my provider. This doctor had run tests and should be the one to follow up with those tests.

f. Recommendation:

g. Progress:

Proponent Input:

DDEAMC agrees that the high turnover in physicians due to PCS, ETS and deployments erodes the continuity that both the patient and provider seek to achieve. However, in an effort to provide continuity, the clerks are required to have patients follow up with their assigned provider even if another provider ordered the tests. This is policy driven, and is backed with research regarding improved health outcomes.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DDEAMC.

Issue 09128: Female Toilets at the Dinner Theater

a. Status: Completed.

b. Entered: January 2009.

c. Final action: December 2009.

d. Subject area: Consumer Services.

e. Scope: Only 1 toilet is handicapped while the other toilets are low to the floor. Very difficult to get up from the low toilets.

f. Recommendation:

1. Need more higher toilets - most patrons are "older".

2. Add grab bars to all other stalls.

g. Progress:

Proponent Input:

MWR will install taller toilets at the Dinner Theater and look at upgrading some of the bathroom fixtures.

Steering Committee Meeting 6 May 2009:

Taller toilets will be installed.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DFMWR.

Issue 09129: Army Lodging Front Desk

a. Status: Completed.

b. Entered: January 2009.

c. Final action: May 2009.

d. Subject area: Consumer Services.

e. Scope: Clerks need to be more hospitable and courteous.

Management seems to be very inconsiderate of the fact and most times don't appear to know what's going on.

f. Recommendation:

1. Customer service training for specific clerks receiving complaints.

2. Management work front desk some times to stay attuned.

g. Progress:

Proponent Input:

There is a continuous customer evaluation program within Army Lodging standards. This is the customer comment card that is available in every guest room and at the front desk. It has some specific comment questions about the front desk service and all comments are reviewed by front desk managers, the hotel assistant manager and the Lodging chief. These numerical scores are on record and although from time to time as with any other service desk low scores are received but the routine score in this arena exceeds the standards. Additionally we locally have a specific front desk only customer survey program called "How am I Doing". Each quarter each front desk clerk must have a minimum number of direct customer comment cards submitted and they are scored. Again traditionally the front desk scores very well. That's not to say there's never an issue with how service may be presented. Every complaint is checked out to include observing security tapes to see if what the complainant indicates is supported by video. When it is appropriate action is taken.

All the staff gets extensive training to include a number of weeks prior to going solo at the front desk. Both the front desk and assistant front desk manager can readily be found working with the front desk staff during the appropriate shifts.

Steering Committee Meeting 6 May 2009:

Any complaints need to be addressed to the Manager at the time of the issue.

h. Lead agency: DFMWR.

Issue 09130: Untimely Notification of Application Status

- a. Status:** Completed.
- b. Entered:** January 2009.
- c. Final action:** December 2009.
- d. Subject area:** Employment.
- e. Scope:** The amount of time it takes to learn disposition of jobs applied for through CPOL is too long. Job seekers are not made aware of their status in a timely manner. This causes frustration and confusion of potential employees.
- f. Recommendation:**
 - 1. Require and enforce mandatory 30 day turn around time to display accurate application status in ANSWER.
 - 2. Take the mystery out of seeking employment with the government agencies. Outline the process in detail from start to finish.
 - 3. Require CPAC personnel to update status in ANSWER immediately upon acceptance of employee.
- g. Progress:**

Proponent Input:
At the time a job offer is accepted, ANSWER is updated. The CPAC has four business days to respond to an inquiry in ANSWER.
****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****
- h. Lead agency:** Civilian Personnel.

Issue 09131: Number of Technicians in the ID Card Section

- a. Status:** Completed.
- b. Entered:** January 2009.
- c. Final action:** December 2009.
- d. Subject area:** Force Support.
- e. Scope:** At 1600 hours there were only two technicians available, why? There were approximately 30 customers waiting.
- f. Recommendation:**
 - 1. Get more technicians.
 - 2. Move or cross train other employees.
- g. Progress:**

Proponent Input:
The ID card section currently has five ID card issuing stations in Room 161 and 2 stations in Room 191; and each one is manned by contract personnel. The Military Personnel Services Division also has additional personnel cross-trained to issue ID cards, when needed. Although we are not aware of the date in question, in December 2008 timeframe, the ID card section underwent an extensive software upgrade (closed for two days) and was in the process of certifying two new employees. This caused a huge surge in customers and increased customer wait time for service. Because of this, the section has revised their tracking system so that they can analyze, by date and time of day, actual peaks in workload. This will allow the section to establish the correct flexible schedule, if necessary, to extend the hours of operation while maintaining and/or exceeding the current standard of issuing ID cards to eligible personnel within 45 minutes. Additionally, the Adjutant General's office will conduct a thorough review of the current operating hours of the Military Personnel Services Division contract to ensure it meets the needs of its customers.
****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****
- h. Lead agency:** DHR.

Issue 09132: 24 hour Childcare at CDC

- a. Status:** Completed.
- b. Entered:** January 2009.
- c. Final action:** April 2009.
- d. Subject area:** Childcare.
- e. Scope:** Personnel in our unit frequently work midnight shifts. There is an ongoing difficulty in obtaining overnight childcare; few Family daycare providers offer it. When dual military couples need care and can't locate it, mission suffers.
- f. Recommendation:**
 - 1. Survey units on post to discover how many require personnel to work mid-shifts, and how many need overnight care.
 - 2. Extend hours at childcare center.
 - 3. Hire additional childcare workers to cover the night shift.
- g. Progress:**

Proponent Input:
CYSS Outreach Services conducted a post-wide survey of units/organizations on post to see who would require evening and overnight care (2nd and 3rd shift). When collected, CYSS received no guaranteed numbers for care, only minimal responses for those that may want to be placed on a waitlist for future care. In order to adequately maintain quality childcare during evening or overnight hours, CYSS would need regular, full-time patrons to support staffing requirements.
CYSS Family Childcare (FCC) homes are a viable option for quality childcare. This program's flexibility can meet full day, hourly, weekend and shift care needs. The FCC providers are inspected, trained and supervised by the FCC Director, Training Specialist, APHN, Safety, Fire, Environmental, and annually our regional office. Family Childcare providers receive the same high quality training as the providers in our facility-based centers. National Association of Childcare Resource and Referral Agencies (NACCRRA) Enhanced Referral Program is available to military personnel who cannot be accommodated by CYSS. The Outreach Services Director will provide a letter of referral to the local NACCRRA parent counselor who will assist Military Members in locating childcare in the community. NACCRRA local parent counselors can also assist DOD civilians (APF and NAF), contractors, reservists and retirees in finding information on community choices in childcare.
- Steering Committee Meeting 14 April 2009:**

There is not a current demand for 24 hour childcare. In order to offer childcare at the CDC during the night time hours, there would need to be, at a minimum, of 8-10 children on a consistent basis. Alternative to childcare at the CDC is the FCC program.
- h. Lead agency:** DFMWR/CYSS.

Issue 09133: Speed Limit Signage in McNair Terrace Housing Area

- a. Status:** Completed.
- b. Entered:** February 2009
- c. Final action:** December 2009.
- d. Subject area:** Force Support.
- e. Scope:** There are 2 speed limit signs in Mc Nair Terrace that state the speed is 15mph and they are being blocked by the new lamp posts that have been installed. Due to this issue the rate of speeding has increased thru the entrance road into McNair terrace.
- f. Recommendation:** Please have these signs moved to a new location which will allow for easier viewing by on-coming traffic into McNair Terrace housing area.
- g. Progress:**

Proponent Input:
DPW will move the speed limit signs.
****This issue has been forwarded to Customer Management Services to be addressed through the Community First**

Program. Please contact the Customer Service Officer for further information at 706-791-1622.**

h. Lead agency: DPW.

Issue 09134: CDC needs to accept Credit Cards

a. Status: Completed.

b. Entered: February 2009.

c. Final action: December 2009.

d. Subject area: Childcare.

e. Scope: The CDC currently does not accept credit cards for payment. This forces parents to either carry cash or write checks. CDCs on other posts accept credit cards.

f. Recommendation: Get credit card machines for the CDC

g. Progress:

Proponent Input:

CYSS has placed an order to procure credit card processing machines for our facilities. Once received, they will be installed and staff will be trained on accepting payment via credit cards through our CYMS data base.

Steering Committee Meeting 14 April 2009:

Order has been made for credit card machines.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DFMWR/CYSS.

Issue 09135: Military Child Education Coalition

a. Status: Completed.

b. Entered: February 2009.

c. Final action: September 2010.

d. Subject area: Education.

e. Scope: All of the children of Soldiers assigned to Fort Gordon attend civilian schools. There are many issues that come about with the constant moving on a child's education. We need their help.

f. Recommendation: A Military Child Education Coalition Coordinator would help prepare and ease the transition of switching schools for our children. It helps with all of the issues concerning grades and classes not transferring. They also help with the problems athletes have with not being able to try out when the other children do. They help in so many ways. We can help our children more with the assistance of this organization. They are at 27 other posts. They need to be here!

g. Progress:

Proponent Input:

Military Child Education Coalition (MCEC) does not offer Coordinator positions at the installation level. All MCEC initiatives that take place at installations world-wide are run by the School Liaison Officer(s) (SLO) after they are trained on a particular program. MCEC initiatives are usually assigned to installations that are the most heavily impacted. Heavily impacted is defined as: large numbers of deployments often, and high numbers of incoming units due to BRAC (i.e. Ft. Hood, Ft. Stewart, Ft. Lewis, Ft. Drum...).

School Liaison Officers are assigned to each installation, in each branch of service, and are the primary link between the Military Families and the local school systems. They are there to help with the ease of transitions when reassigned. If requested, the SLO can set up training, speakers or conferences for parents, administration, children or youth in the community. The School Liaison Officer mission is to help you make informed decisions regarding your child's education.

Steering Committee Meeting 14 April 2009:

COL Holwick will follow-up on this issue.

Steering Committee Meeting 22 September 2010:

The Child and Youth Services School Liaison Officer is expected to fulfill all of the roles the issue recommends. Regularly scheduled news articles about the School Liaison Officer and services offered will run in the Signal Newspaper.

h. Lead agency: CYSS.

Issue 09136: Dental Appointments

a. Status: Completed.

b. Entered: February 2009.

c. Final action: May 2009.

d. Subject area: Dental.

e. Scope: I am stationed at the 513th MI BN and I wanted to make a dental appointment for cleaning. I was told that the dentist or hygienist noted in my record that he or she recommends cleaning to be done once a year so I can't make an appointment for another six months. I had a cleaning done every six months until now because I have six dental implants. The lady from the front desk told me that I can't make an appointment and even if I try I have to go through her and she will not allow.

f. Recommendation: Be able to make an appointment as soon as possible.

g. Progress:

Proponent Input:

There are no American Dental Association (ADA) dental practice parameters, guidelines or standards regarding the frequency of dental cleanings. Due to variability between patients, the decision regarding the frequency of dental for an individual patient is based on a variety of diagnostic factors and treatment considerations. For example, a dental cleaning every six months may be overtreatment for one patient but under treatment for another patient. The ADA with the endorsement of the American Academy of Periodontology introduced the Periodontology screening and recording (PSR) as the recommended system for monitoring patients' periodontal health. The PSR is a component of periodic examinations in US Army Dental clinics. Dentists use the PSR as a diagnostic tool to help make clinical decisions regarding the type and frequency of treatment recommended for an individual patient. A dental cleaning may not be appropriate for an individual patient with high PSR scores and the recommended treatment may include a comprehensive periodontal evaluation with a specialist, scaling and root planning or periodontal surgery.

Steering Committee Meeting 6 May 2009:

Proper procedures are in place to ensure that customers will be referred to the proper person to handle situation. More than one dental cleaning per year is on a case by case basis, determined by the dentist. Members suggested that the dental office go back to the 513th, where issue originated, and clarify the procedures required to obtain more than one cleaning a year.

h. Lead agency: Dental.

Issue 09137: Prices on Beer

a. Status: Completed.

b. Entered: February 2009.

c. Final action: May 2009.

d. Subject area: Consumer Services.

e. Scope: We go off post and pay \$2.50 for a bottle of beer. Here we pay \$3.25.

f. Recommendation: We would have more fun if it wasn't so expensive. Same with food prices and \$.75 for water (or cup) is not right.

g. Progress:

Proponent Input:

The Bowling Center is very competitive in offering the beverages Soldiers, Families, and civilians like to consume. However, we cannot offer reduced pricing for any alcoholic beverages due to Army regulations which state we cannot glamorize alcoholic

beverages, nor can we offer discounted pricing such as \$1.00 drafts, bottomless cups, two for one's, etc. Off post facilities are not regulated the same. They can offer any pricing. MWR Strategic Planning also dictates the prices we must charge for beverages. The bowling center is in compliance with this policy.

Steering Committee Meeting 6 May 2009:

Competitive prices are already being offered.

h. Lead agency: DFMWR.

Issue 09138: ATVs and Go Cart Use

a. Status: Completed.

b. Entered: February 2009.

c. Final action: May 2009.

d. Subject area: Consumer Services.

e. Scope: Can't use go carts or ATV's on post.

f. Recommendation: Build an ATV or go cart track.

g. Progress:

Proponent Input:

The DFMWR Go Cart Facility is located behind the Courtyard Dining and Recreation Facility. The facility is opened for business March – October annually.

Steering Committee Meeting 6 May 2009:

Go carting is available on-post. Army guidelines and road laws do not allow ATVs to be driven on the local roads.

h. Lead agency: DFMWR.

Issue 09139: On Post Schools Should Be Managed by DODDS and Not Be the County in Which the Army Posts Resides

a. Status: Unattainable.

b. Entered: February 2009.

c. Final action: April 2009.

d. Subject area: Education.

e. Scope: Traditionally Army posts are not built in the best counties within a state and as a result, the schools are associated with a poor educational school district if it is not a DODDS school. Our children are receiving a substandard education and parents don't have a voice in changing how the school is run because they are trapped between county and installation politics. This has a direct impact on Family readiness and more importantly the future of our military children's education. Specific example: Freedom Park Elementary is funded as an Elementary School; therefore, there is no funding for AP courses, Art teacher, or electives for the Middle school grades. It is a middle school in name only. Our children move on average every 2 years, which means a new school with new standards. By having all post schools under the DODDS system, we can ensure a consistent higher education no matter what Army post they call home.

f. Recommendation:

1. The Army needs to transition each County school into the DODDS system. All teachers and administrative staff should be evaluated and incompetent teachers and administrative staff should be replaced.

2. If option one is unattainable, then an installation oversight committee consisting of Military and Family Members should have a voice in how the school is managed, similar to, the Fort Leavenworth school system.

3. In each circumstance where the Army has a post school operating by the county, a Military representative should sit and have a vote on the school board. The county should disclose how the Military dollars are spent per child.

g. Progress:

Proponent Input:

In looking at Richmond County Schools, the individual schools have done very well with only 15 of 59 not meeting Adequate Yearly Progress (AYP) - that is above the national average as well

as the average in Georgia. AYP is part of the No Child Left Behind Act.

AP stands for "Advanced Placement," a series of 37 college-level courses available to high school students looking for a head start. AP courses cover more material at a faster pace and in greater detail than regular high school courses. They also allow students to begin earning credit toward a college degree. Freedom Park does not currently offer AP courses because the school only offers elementary and middle school grades, not high school. Middle schools in the county offer electives (there are 2 currently that offer foreign language) but funding is often an issue.

DoDEA is operated stateside by DDESS (Domestic Dependent Elementary & Secondary Schools) headquartered in Peachtree City, GA. Federal law is the governing regulations that operate those schools. Under that federal law, no new schools will be developed, and no additional sites will be allowed. In other words, the Department of Defense is not going to expand to more installations than they are presently on.

Fort Gordon is in Area #4 in Richmond County School District. A military parent could run for this position on the school board in the next election. Parents should contact the current chair of Area #4 as Freedom Park falls within her area of responsibility. Her term is up in 2012, but the more immediate solution for Families that want resolution now, would be to work with her on issues that concern Military Families.

Steering Committee Meeting 14 April 2009:

This issue cannot be determined by the Military Installation. It is regulated by Congress.

h. Lead agency: DFMWR/CYSS.

Issue 09140: A Free Day for Moms at Playgroup

a. Status: Completed.

b. Entered: February 2009.

c. Final action: May 2009.

d. Subject area: Family Support.

e. Scope: It would be great to have a mom's day out, once a month, where the children have become comfortable being with each other at playgroup. Where someone could come watch the children right there in a familiar place. It gives a break to moms to mingle or run errands.

f. Recommendation: Have several people to supervise children, maybe volunteers.

g. Progress:

Steering Committee Meeting 6 May 2009:

The model for playgroup is that the mothers must be present with their children. CYSS offers a program called Parents Night Out.

h. Lead agency: DFMWR/ACS.

Issue 09141: Soldier PT

a. Status: Completed.

b. Entered: February 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: Are our SMs doing more than just pushups, sit-ups, and running for PT in the am? There's far more to fitness than these three elements. Know fitness is a CDR and ISG task, but does he/she have the skill, knowledge/ability to conduct? What about "functional training"? So many of our folks here sit 90% of the day, we see a ton of low back pain (LBP). There is a correlation between high levels of LBP and decreased level of fitness. The Fitness School is no longer in operation at Benning, It's down to two consultants for TRADOC stationed at Fort Jackson. No more Master Fitness Trainers, no more mobile teams. How can we improve unit fitness and decrease the number of SMs coming to sick call for LBP? One answer is weight training as a part of

personal fitness plan along with functional training for PT in the am with the unit.

f. Recommendation:

g. Progress:

Proponent Input:

Physical Fitness Training is conducted in accordance with FM 21-20 Army Physical Fitness Training and the Initial Entry Training Standardized Physical Training Guide. The Standardized Physical Training (SPT) Guide was developed to meet the physical training objectives of Initial Entry Training (IET) Soldiers and reduce attrition. SPT is systemized approach to IET physical training that enables all Soldiers to meet the standard on the Army Physical Fitness Test (APFT) while controlling injuries. The United States Army Physical Fitness School was directed to develop and research this standardized PT program. PT is conducted by trained Platoon Sergeants and Squad Leaders with the supervision of unit leadership as required in TRADOC Regulation 350-6.

Functional training: Students are given 5-10 minute breaks every hour during functional training and not all functional training requires students to be seated. Additionally, students are allowed to stand and stretch at any moment during training.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: 15th RSB.

Issue 09142: Gyms and MWR

a. Status: Completed.

b. Entered: February 2009.

c. Final action: May 2009.

d. Subject area: Consumer Services.

e. Scope: Our gyms lack expertise and there's no free, qualified personnel to help instruct SMs and/or Family Members with weight training principles. I understand at the Fitness Center personal trainers are available for a fee. Shouldn't the minimal standard be free competent help as a staff member at a gym?

f. Recommendation: As a customer I should not have to expect this minimal standard. 90 day unit losses as gym staff are not the answer. Can we hire certified personnel.

g. Progress:

Proponent Input:

DFMWR is currently in the process of hiring civilian gym personnel in lieu of potentially losing the Borrowed Military Manpower (BMM) assigned to the gyms. All civilian staff have been and/or are being trained in the "proper use" of all fitness equipment to include identifying the particular muscle group(s) that the equipment is designed for. This is a basic fitness service that is available for no charge and is in keeping with the Installation Management Command's (IMCOM) Common Level of Service (CLS). There will be a charge for services and amenities not included in the CLS such as aerobic instructors/classes, personal trainers, massage therapists, etc. Gym staff members are not personal trainers who can develop work out and/or training sessions for patrons' weight training routines.

Steering Committee Meeting 6 May 2009:

Current gym renovation plans incorporate building new basketball courts. Gyms 6, 5 and 3 will receive full size basketball courts as well as the new Middle School/Teen facility, which will break ground this year.

h. Lead agency: DFMWR.

Issue 09143: Barracks Living

a. Status: Completed.

b. Entered: February 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: Just because there is a master key for the rooms, does not mean that you can go in the rooms and do what you want. Also, poor job on maintenance of washers and dryers.

f. Recommendation:

g. Progress:

Proponent Input:

Need more specific data.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: 15th RSB.

Issue 09144: Military Clothing and Sales

a. Status: Completed.

b. Entered: February 2009.

c. Final action: May 2009.

d. Subject area: Consumer Services.

e. Scope: Quality of products and lack of products at our Military Clothing and Sales Store.

f. Recommendation:

g. Progress:

Proponent Input:

All quality issues should be addressed immediately to the Clothing Store Manager.

Steering Committee Meeting 6 May 2009:

Issue is not specific enough to develop.

h. Lead agency: AAFES.

Issue 09145: Childcare

a. Status: Completed.

b. Entered: February 2009.

c. Final action: April 2009.

d. Subject area: Childcare.

e. Scope: Quality and availability of daycare.

f. Recommendation:

g. Progress:

Proponent Input:

CYSS provides quality childcare and our Child Development Center is the only Nationally Accredited CDC within a 30 mile radius. This is one of the reasons why we are at capacity. CYSS will soon break ground on a 144 capacity center on the hospital campus, a 135 capacity near Gate 2, and a 232 capacity CDC to replace our current one. Hourly care and full daycare is available at the Child Development Center, Monday through Friday 0515-1800 hours. Visit our Central Enrollment Office, building 28320, to be placed on the wait list to ensure your position within our centers.

CYSS Family Childcare (FCC) homes are a viable option for quality childcare. This program's flexibility can meet full day, hourly, weekend and shift care needs. The FCC providers are inspected, trained and supervised by the FCC Director, Training Specialist, APHN, Safety, Fire, Environmental, and annually by our regional office. Family Childcare providers receive the same high quality training as the providers in our facility-based centers.

CYSS School Age Services (SAS) program serves children 1st to 5th grade. The program has before and after school care and hourly care from 0515 to 0800 and 1500 to 1800 during school days, including transportation to and from schools. On school out days and during the summer, full day and hourly care is available from 0515 to 1800 hours.

Steering Committee Meeting 14 April 2009:

The CYSS Program will soon be breaking ground on three new facilities on Fort Gordon. This will increase the available slots by 150%. Other options for childcare are available, such as Family Childcare (FCC).

h. Lead agency: DFMWR.CYSS.

Issue 09146: Washer and Dryer Facilities

- a. Status:** Completed.
- b. Entered:** February 2009.
- c. Final action:** December 2009.
- d. Subject area:** Consumer Services.
- e. Scope:** Addition of mobile washer and dryer facilities to the installation.
- f. Recommendation:**
- g. Progress:**
Steering Committee Meeting 7 December 2009:
The 15th Signal Brigade opened up a facility that contains 24 washers and dryers. This has significantly increased the washing/drying capacity for the Soldiers.
- h. Lead agency:** DPW.

Issue 09147: Single Soldier Barracks

- a. Status:** Completed.
- b. Entered:** February 2009.
- c. Final action:** December 2009.
- d. Subject area:** Force Support.
- e. Scope:** Improvements to single Soldier permanent party billeting.
- f. Recommendation:**
- g. Progress:**
Proponent Input:
We are renovating six barracks (PP) that will 1 plus 1 rooms with a built in kitchenette. Due to limited space we cannot do them at the same time.
- Steering Committee Meeting 18 December 2009:**
DPW is currently working on remodeling the barracks.
- h. Lead agency:** Garrison CSM.

Issue 09148: Single Soldier Housing

- a. Status:** Completed.
- b. Entered:** February 2009.
- c. Final action:** December 2009.
- d. Subject area:** Force Support.
- e. Scope:** Off post housing opportunities equal to our married counterparts.
- f. Recommendation:**
- g. Progress:**
Proponent Input:
Off post housing again is money driven from the big Army. Sergeants are given the opportunity to live off post and Staff Sergeants are allowed to live off post. Also, the Army is doing a test pilot for apartment complexes on 5 Military Installations to include Ft. Hood, Ft. Bliss, Ft. Stewart, Ft. Drum, and Ft. Carson, for Jr. NCOs to improve the quality of life as living off post.
- Steering Committee Meeting 18 December 2009:**
There is not enough information to adequately address this issue.
- h. Lead agency:** Garrison CSM.

Issue 09149: Bonus Money

- a. Status:** Completed.
- b. Entered:** February 2009.
- c. Final action:** December 2009.
- d. Subject area:** Entitlements.
- e. Scope:** The Army should not make new Soldiers have to have certain papers to get their enlistment/mos bonuses! I feel it's just a way to get out of paying people and a way to save money because I know I'm not the only one that has misplaced these papers. The Army knows what they're suppose to give you they know what's in your contract so they should automatically put the money

in your account for you after you arrive at your first duty station. It's just a bunch of drama I don't need and it's not fair. The worst part about it is I have asked people, searched all over and did everything you can think of and I can't find one paper so now I'm not getting my enlistment bonus. I just think if the Army is going to through all that money talk to people to entice them to join the Army they should at least make sure the Soldiers get the money.

f. Recommendation: Simply to help this, the Army should handle the money and paperwork for people coming in to the Army and give them the money no matter what because they know they're suppose to have it. For people who don't come in with a bonus then it doesn't matter but I think it's not fair to tell a Soldier "if you don't have those papers then you can't have your money which we promised you?"

g. Progress:

Proponent Input:

Finance has no control on whether a Soldier is authorized a bonus. The entitlement is based on the enlistment contract the member signs at the time of recruitment. The bonus entitlement amount is determined by the Military Occupation Specialty selected and the number of years obligated/reenlisted. Finance processes the paperwork for the Soldier and if the Soldier can call or come to the office to make sure the payment has been posted to their military pay account.

Steering Committee Meeting 18 December 2009:

As long as a Soldier has a record of their enlistment, where the bonus is indicated, he/she can go back to finance to ensure the paperwork is resubmitted to receive the entitlement.

- h. Lead agency:** Finance.

Issue 09150: Info and Referral

- a. Status:** Completed.
- b. Entered:** February 2009.
- c. Final action:** May 2009.
- d. Subject area:** Family Support.
- e. Scope:** You have to wait for the person on duty just to ask a question other than a where to go question.
- f. Recommendation:** Have info and referral desk office or something like all the other ACS places that I have been.
- g. Progress:**
Proponent Input:
Army Community Service currently have staff that are located on the first and second floor of Darling Hall that are able to answer questions or make the proper referrals. Army Community Service, Information and Referral Program Manager located in Darling Hall, Room 224, is available to provide any assistance.
- Steering Committee Meeting 6 May 2009:**
Staff is located at the front desk of the lobby and in room 224 in Darling Hall.
- h. Lead agency:** DFMWR/ACS.

Issue 09151: Better Youth Services Programs for Middle and Teens

- a. Status:** Completed.
- b. Entered:** February 2009.
- c. Final action:** April 2009.
- d. Subject area:** Youth Support.
- e. Scope:** The summer program for the middle schoolers and teens should be free in the summer time. When we were stationed on fort Benning my oldest daughter, now in college, attended the YS program and I was highly impressed with how it was run. When I got to fort Gordon I was disappointed that there was a charge for the older children-children who did not need babysitters. The youth need to have a place where they can hang out and just be youth. A place where they will not get into trouble because of an idle mind.

f. Recommendation: I recommend that CYS/Teen program would make the middle school and teen program free so that more youth will get involved in the program.

g. Progress:

Proponent Input:

Department of the Army CYS Fee Policy and Guidance dated 31 August 2006 states Summer Middle School and Teen Programs offered for youth in grades 6 through 12 at no cost includes: Camps and other activities weekdays after 1300 hours, generally until 1800 hours. Additional fees for extended hours, from 0730 hours to 1300 hours are required. This additional fee (if youth participate in MST program from 0730 hours to 1300 hours, is determined by Total Family Income broken down by weekly rates. During these hours of operation the youth are participating in field trips and special events. Open recreation begins at 1300 hours. At this time, the MST program is free for all registered youth. During the school year the MST program is free for all registered youth.

Steering Committee Meeting 14 April 2009:

Adequate program already offered by CYSS.

h. Lead agency: DFMWR/CYSS.

Issue 09152: Customer Service in Fort Gordon

a. Status: Completed.

b. Entered: February 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: We are lack of customer service in Ft. Gordon especially in the office that assists Soldiers. No courtesy, no respect for the Soldier or Family Member.

f. Recommendation: Customer Service Class; Service oriented Class; Courtesy & respect to others – all classes needed.

*Make sure that the employees knows that they're here to offer a service, they get paid for what they do

g. Progress:

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency:

Issue 09153: Recreation/Gym for the Family

a. Status: Completed.

b. Entered: February 2009.

c. Final action: May 2009.

d. Subject area: Family Support.

e. Scope: There is not a place on post set up like the YMCA where the Family Members can go together and have fun that is promoting physical fitness. There should be a place like this within our community so that we do not have to travel far to enjoy those luxuries and we are able to fellowship with the other Military Families.

f. Recommendation: Create a facility on post that has the Family in mind. A place that promotes health and wellness of the Family as well as the Soldiers.

g. Progress:

Proponent Input:

Soldiers and Family Members meeting the all of the criteria and provisions below may utilize the gyms and fitness centers.

The age requirements for use of any of Fort Gordon's gyms and fitness centers are

IAW AR215-1, Chapter 8, Section II-8-20, Gyms/physical fitness center, para d. Youth Use (1-5), Youth may use adult gyms and/or indoor physical fitness centers only under the following provisions:

1. The Family Member's play does not prohibit a Soldier from participating or using the court. Soldier programs and activities must not be displaced.

2. Children 12 years old and under may not use mechanical cardiovascular equipment, strength, sauna, or steam rooms or Jacuzzi areas at any time.

3. As a Family Member, children and youth (15 years old and under) must be actively participating in the same activity and under the direct supervision of a parent or guardian.

4. You must be a participant in a special program, organized and conducted by CYSS or other authorized youth organizations.

5. Children of kindergarten age and older will use gender appropriate showers, locker rooms, and bathrooms.

Steering Committee Meeting 6 May 2009:

Families are able to go to the gyms on-post. The only part of the gym that is off limits to those under the age of 16 is the weight room. The Family Y also offers various locations off post that Families may attend.

h. Lead agency: DFMWR/CYSS.

Issue 09154: Navy Uniforms are not Sold in the Uniform Shop on Post

a. Status: Completed.

b. Entered: February 2009.

c. Final action: December 2009.

d. Subject area: Consumer Services.

e. Scope: Navy Sailors have to shop online or drive four hours to the nearest Naval Base to purchase Naval uniforms. Provide yearlong space at the uniform shop for all Navy uniforms. Allow Sailors to have uniforms fitted at the uniform shop and assist Sailors with ordering special needs items.

f. Recommendation: Make a uniform shop specifically for the Navy uniforms or provide space in the current uniform shop for a Naval section. Provide all types of uniforms as a NEX would provide. Assist sailors in ordering items that need specific sizing or measurements.

g. Progress:

Proponent Input:

There are no plans of building a new MCSS store or adding on to the existing one in order to expand the non-Army clothing carried. Basic Navy, Marine, and Air Force clothing is currently in stock.

Steering Committee Meeting 6 May 2009:

COL Holwick advised that all uniform items in the Military Clothing and Sales Store (MCSS) belong to the Army G4 office. It is the responsibility of this section to provide the uniforms to MCSS. COL Holwick is currently working with the G4 office to enhance current supplies.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: AAFES.

Issue 09155: Daycare Provider at Eisenhower While Parents Complete Medical Appointments at Eisenhower

a. Status: Completed.

b. Entered: February 2009.

c. Final action: April 2009.

d. Subject area: Family Support.

e. Scope: The medical clinics, x-rays and OBGYN clinics do not allow children in the appointment with the parent. Daycare needs to be provided at the hospital as a drop off service for parents to use when they have appointments.

f. Recommendation: Provide a space at the hospital for people to use with ease to drop off their child for a medical appointment or procedure. Make it less stressful for people to make medical

appointments by providing the daycare in the hospital and having less required documentation to get your child into the CYS.

g. Progress:

Proponent Input:

A basic site evaluation was conducted to locate a suitable area within the hospital however it was unable to define a location that met the criteria for childcare. Recognizing a need for childcare closer to the hospital, CYSS will soon break ground on a 144 capacity center on the hospital campus.

CYSS Family Childcare (FCC) homes are a viable option for quality childcare. This program's flexibility can meet full day, hourly, weekend and shift care needs. The FCC providers are inspected, trained and supervised by the FCC Director, Training Specialist, APHN, Safety, Fire, Environmental, and annually by our regional office. Family Childcare providers receive the same high quality training as the providers in our facility-based centers. FCC providers are located at various locations on and off post which allow convenient drop off and pick near your home.

Steering Committee Meeting 14 April 2009:

COL Holwick previously checked in to the feasibility of putting a childcare site within the hospital. There are no appropriate locations on site for childcare.

h. Lead agency: DFMWR/CYSS.

Issue 09156: Food at the CDC

a. Status: Completed.

b. Entered: February 2009.

c. Final action: April 2009.

d. Subject area: Childcare.

e. Scope: The foot at the youth service is nasty. They should have better tasting food.

f. Recommendation: Serve better tasting food like chips or veggies with ranch or french.

g. Progress:

Proponent Input:

CYSS is mandated to provide nutritious meals and snacks based on USDA requirements to all children and youth in our programs. Department of the Army CYSS has provided all installations standardized menus that are approved by the Nutritionist. Our registered youth through the Keystone Club have the opportunity to provide their request to the menus and accommodations are made if it meets USDA requirements. Some snacks that we provide based on youth input are: nachos with beef & cheese sauce; fruit tray and vanilla wafers; baked potato bar with toppings (cheese, bacon bits, etc); royal brownies (no nuts) and fruit bowl; English muffin pizza (sauce, cheese and pepperoni); grilled cheese and fruit; beef and bean burritos; corn dogs, veggies and dip; and many other approved snacks. Chips are not an approved snack.

Steering Committee Meeting 14 April 2009:

CYSS is required to follow food guidelines regulated by DoD.

h. Lead agency: DFMWR/CYSS.

Issue 09157: AAFES Policy on Credit Card Account

a. Status: Completed.

b. Entered: February 2009.

c. Final action: December 2009.

d. Subject area: Consumer Services.

e. Scope: AAFES has a policy in which if a credit exist in the account of a deceased Service Member to mail a check in the deceased's name. The surviving spouse or Family Members cannot use a power of attorney (POA) to cash the check because a POA is not valid after the death of the issuer.

f. Recommendation: Change policy to issue a check to the beneficiary once proof is provided.

g. Progress:

Proponent Input: The positive balance would be an asset of the estate of the deceased patron and would be payable to the decedent's estate. Typically a check would issue to that person's estate and would be received by the Personal Representative of the estate (Executor or Administrator) and made part of the probate estate and be disposed of as part of the Probate or Administrative process. I am not sure where the group went with the issue but what I described to them would apply to any positive balance on any financial account that any person would own upon death and would not be unique to the PX. The situation they were presenting was a fairly rare occurrence since most charge accounts either are at zero balance or the patron owes money to the vendor(PX).

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: Legal.

Issue 09158: Accuracy in Completely and Accurately Vetting Social Work Service Background Check Results Before Submitting a DEROG Report to the Requestor

a. Status: Completed.

b. Entered: February 2009.

c. Final action: December 2009.

d. Subject area: Family Support.

e. Scope: Much like one incident of any type of abuse and violence is totally unacceptable, so is the inaccurate recording or misreading of Central Registry files of such incidents when SWS/FAP runs Central Registry Background checks for volunteer programs. Personnel inputting to the Central Registry AND reading the results of those inputs, must ensure they are 100% accurate. Peoples live and reputation are at stake when records are misread, or incorrectly filed.

f. Recommendation: That ANY report of "DEROG On File" that appears during a Central Registry background check be FULLY vetted to ensure that what appears on the screen, matches the Central Registry Boards findings for filing, and that no Background check is returned DEROG unless there is certainty that the Report of DEROG matches the actually case file. In addition, ALL persons accessing and validating Background Checks, must be completely versed in how to read the various protocols for Central Registry postings and filings to be sure that they understand how to interpret what appears on the screen, especially if it shows "DEROG on File". I can say with certainty that did not happen in at least one case I know of. The results of an incorrect Derog Report being issued could have severe personal, emotional, physical, and professional consequences over a mistakenly read report, or incorrect filing. This is important business, with life impacting consequences. The process cannot afford mistakes.

g. Progress:

Proponent Input:

DPTMS Input: DPTMS Security Office is a receiver of the reports from the vetting organization, similar to YCA and the RSO. We do not pull the reports from the source for interpretation.

DDEAMC Input:

DDEAMC Red Cross volunteer applicants are required to in-process the Office of Personnel Security. During in-processing, they are told of the requirement to undergo a background investigation IAW Homeland Security Presidential Executive Order HSPD-12, and AR 380-67. OPM Federal Investigations Branch conducts the BI and returns the results to us for adjudication. We adjudicate all Red Cross cases for suitability under the same standards as used for federal employees under CFR5 732. Once the case is adjudicated, results are reported back to OPM to reflect in the DoD System of Record - Joint Personnel Adjudication System (JPAS) and the Defense Clearance and

Investigations Index (DCII). If a case is adjudicated favorably, the individual is certified as Public Trust. If unfavorable, we initiate due process and terminate eligibility to serve in a volunteer capacity at DDEAMC. The standard investigation we run on Red Cross personnel is the National Agency Check with Law and Credit (NACLCL). The NACLCL includes: Basic National Agency Checks (Security/Suitability Investigations Index (SII)), Defense Clearance and Investigations Index (DCII), fingerprint classification, a search of the FBI investigative index, and a credit search covering all residence, employment, and education locations over the last 7 years. Law checks all locations of residence, employment, and education over the last 5 years, and all locations of admitted arrest.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency:

Issue 09159: Extend 75 Day Period for Household Claims for Surviving Family Members

a. Status: Elevated / Active.

b. Entered: February 2009.

c. Final action:

d. Subject area: Entitlements.

e. Scope: Surviving spouses/Family Members are authorized to submit a claim for damages incurred after the final move following the death of the Service Member. According to DA PAM 27-160 "the claimant has 75 days unpack and discover loss and that damage not noticed at delivery." Surviving spouses/Family Members in many cases have never dealt with shipment of household goods and submission of claims and find the allotted time for claim submission restricting during a time when many other issues (i.e. settlement of estate, relocation) demands their time.

f. Recommendation: Provide an extension to surviving spouse/Family Members for submission of claim for damages to household goods shipment.

g. Progress:

February 2009 AFAP Conference:

Issue: Initial Submission of Household Goods Claim Period for Surviving Family Members

Scope: Grieving Family Members require a significant amount of time to settle affairs. Initial submission period of 75 days is inadequate. Current deadline adds undue stress to an already difficult situation.

Recommendation:

1. Extend 75 day period for initial household good claim to one year.
2. Establish a new contractual agreement between DoD and the carrier industry with necessary exceptions in place to provide additional time for surviving family members to make well-informed decisions.

May 2009 TRADOC AFAP Conference:

Issue was not prioritized. Surviving Families are authorized 75 days from date of delivery to residence to submit an initial claim for household goods, with an additional 10-15 days available upon request. Additionally, families are authorized 90 days of storage in transit, plus an additional 90 days of storage upon request. This gives a total of 270 days, delegates felt this was sufficient.

Steering Committee Meeting 18 December 2009:

Keep issue active to determine if amount of time can be given all at once in place of being required to submit documentation to renew for additional days.

Steering Committee Meeting 22 September 2010:

Extend 75 Day Period for Household Claims for Surviving Family Members. More input required from the subject matter expert .

h. Lead agency:

Issue 09160: Termination of Survivor Benefit Plan (SBP) Upon Remarriage

a. Status: Elevated / Completed.

b. Entered: February 2009.

c. Final action: September 2010.

d. Subject area: Entitlements.

e. Scope: Surviving spouses are entitled to SBP if Service Member dies on active duty or after retirement. However, according to DOD Financial Management Regulation Vol 7B, Chap 48, pg 48-3 (June 2008) if the surviving spouse remarries before age 55 the entitlement will cease. If the marriage ends in divorce, annulment or death the surviving spouse can reapply for SBP. Due to the current conflict involving the US Armed Forces today, young men and women are becoming widows and widowers at a young age. In addition to the lost they are force to raise children as single parents. Because of the rule of termination of SBP upon remarriage, widows and widower are opting to living together with a new mate instead of entering into matrimony. Such arrangements tears into the moral fabric of our Armed Forces and Family structure.

f. Recommendation: Eliminate the rule which penalizes surviving spouse. Develop a policy/regulation which ensures that the new spouse is not entitled by marriage for any entitlements or benefits available to the surviving spouse.

g. Progress:

Proponent Input:

Since SBP was established by Congress, any changes to it will take congressional intervention and must be forwarded to the Army Adjutant General's Office. If a surviving spouse receiving SBP remarries before age 55, the SBP stops. If that marriage ends in divorce or death, the SBP can be re-started.

BACKGROUND: SBP benefits are based on the Service Member. If the widow/widower remarries, that makes them ineligible because they are no longer the surviving spouse of the Service Member - they are the spouse of someone else. In the case of divorce, several choices may be available. If a Soldier elects spouse coverage when he/she retire and later divorce, the coverage may be converted to former spouse coverage. Conversion may be required as part of the divorce agreement. In such case, the Retiree must notify the finance center in writing within one year of the divorce. Include a copy of the divorce decree and settlement agreement. The former spouse should also notify the finance center in writing within the same one-year period, including a copy of the divorce decree and settlement agreement. When the former spouse does this, the election will be "deemed" as made at the end of the 1-year period if the Retiree fails to make the election. Converting to former spouse coverage will limit the ability to cover a new spouse if the retiree remarries.

Former spouse coverage may be changed after retirement to cover a new spouse, or a new spouse and/or children if:

a. The former spouse election was required by a court order and the retiree provides an acceptable certified court order permitting the change, **or**

b. The former spouse election was made to comply with an agreement that is not part of a court order and the former spouse agrees in writing to the requested change, **or**

c. The former spouse election was made voluntarily (not part of a court order or written agreement).

This change may be made at any time, provided the above requirements are met. The former spouse must be informed of the change in beneficiary.

February 2009 AFAP Conference:

Issue: Termination of Survivor Benefit Plan (SBP) Upon Remarriage.

Scope: Surviving spouses are entitled to SBP if Service Member dies on active duty or after retirement. However, according to DOD Financial Management Regulation Vol 7B, Chap 48, pg 48-3

(June 2008) if the surviving spouse remarries before age 55 the entitlement will cease. If the marriage ends in divorce, annulment or death the surviving spouse can reapply for SBP. Due to the current conflict involving the US Armed Forces today, young men and women are becoming widows and widowers at a young age. In addition to the loss, they are forced to raise children as single parents. Because of the rule of termination of SBP upon remarriage, widows and widower are opting to live together with a new mate instead of entering into matrimony. Such arrangements tears into the moral fabric of our Armed Forces and Family structure.

Recommendation:

1. Eliminate the rule which penalizes surviving spouse.
2. Develop a policy/regulation which ensures that the new spouse is not entitled by marriage for any entitlements or benefits available to the surviving spouse.

May 2009 TRADOC AFAP Conference:

TITLE: Termination of Survivor Benefit Plan (SBP) Upon Remarriage

SCOPE: Surviving spouses of retirees or active duty Soldiers killed in the line of duty lose Survivor Benefit Plan (SBP) if they remarry before age 55. Effective 10 September 2001, active duty Soldiers surviving spouses became eligible for SBP in addition to survivors of retirees. Termination of SBP for surviving spouses who choose to marry before age 55 forces them to choose between financial security and marriage.

RECOMMENDATION: Eliminate the remarriage penalty from SBP.

Steering Committee Meeting 22 September 2010:

Issue was forwarded to the Department of the Army (DA) AFAP Conference. Conference workgroups did not prioritize this issue. Disposition from the DA workgroup is as follows: The government does not force people to choose between financial security and remarriage. The current law suspending the Survivor Benefit Plan annuity on remarriage prior to age 55 is consistent with other government survivor benefits such as Social Security widow or widower's benefits and TRICARE. The survivor benefits are designed to compensate the surviving spouse for the loss of the support they would have expected to receive from the military spouse or retiree. When the surviving spouse remarries, the government suspends or terminates the survivor benefits because there is an expectation the new spouse will now provide support.

h. Lead agency: DHR.

Issue 09161: I Just Learned About This AFAP Thing and I Want to Say How Dare You

- a. Status:** Completed.
- b. Entered:** February 2009.
- c. Final action:** May 2009.
- d. Subject area:** Family Support.
- e. Scope:** I gave birth in early January and you sent a social something to the hospital to do some sort of survey. Why do you think that we need social something to check on us? It is our time. We don't need the Army in every part of are lives. She was nice, but not everyone needs to be watched after
- f. Recommendation:** Leave us alone. Let us be with our babies.
- g. Progress:**
The Family Advocacy New Parent Support Plus Program was designed to provide support to our military Soldiers and Families. The emphasis of the professionals that visit you should be "support." The intent of the visit is to provide educational materials, a gift layette, and advise you of the array of services that are available to you upon request. We recognize that the services and/or needs required may not be the same so the social workers or registered nurses on our staff spend a little time talking with you in order to help you identify how we can best assist, should you

want us to. In addition, let me clarify that we will not make any home visit un-invited. Perhaps you are thinking of the state agency Departments of Family and Children Services. (Sometimes people think our services are the same. They are not.) We do have a few relatively new staff on board. If you could provide the name or describe the person who contacted you, it would help me target their training or providing supervision with them.

If you change your mind, at any time, about wanting our services; please feel free to contact ACS (706-791-3579 or www.gordon.Army.mil/acs) and one of the FAP staff will certainly be there to help.

Steering Committee Meeting 6 May 2009:

The program is offered to new and expecting moms on a voluntary basis. If a mom does not want the services, she may decline.

h. Lead agency: DFMWR/ACS.

Issue 09162: School Vouchers for Military Dependents

- a. Status:** Unattainable.
- b. Entered:** February 2009.
- c. Final action:** April 2009.
- d. Subject area:** Education.
- e. Scope:** Military children, depending on parent's duty station, are expected to attend public schools with behavioral issues, poor academic standards, and insufficient class choices. The quality of education our children receive should not be substandard because of the location. Students that attend Richmond County schools, for instance, and then move to Fairfax County schools are at a big disadvantage academically.
- f. Recommendation:** Parents should be given vouchers to be used at either a public school of their choosing or a private school.
- g. Progress:**

Proponent Input:

In looking at Richmond County Schools, the individual schools have done very well with only 15 of 59 not meeting Adequate Yearly Progress (AYP) - that is above the national average as well as the average in Georgia. AYP is part of the No Child Left Behind Act.

A voucher in lieu of impact aid is a Congressional Act with specific guidelines. Impact aid does not go to the Soldiers, or to their Families, and may not even go to the specific school that their child attends. Impact aid goes to the school district in lieu of taxes not paid by the Soldier because he/she lives on tax-exempt land.

Steering Committee Meeting 14 April 2009:

The recommendation is unattainable.

h. Lead agency: DFMWR/CYSS.

Issue 09163: Assistance for Surviving Family Members to Obtain Medical Records for Servicemembers' Group Life Insurance Traumatic Injury Protection Program (TSGLI) Claims

- a. Status:** Elevated / Completed.
- b. Entered:** February 2009.
- c. Final action:** September 2010.
- d. Subject area:** Family Support.
- e. Scope:** Surviving spouses and Family Member are authorize to submit a TSGLI claim on behalf of the deceased if traumatic injury(ies) was sustained in combat and other prerequisites are met. However, medical records are needed to verify injury and loss of Activity of Daily Living (ADLs) and no system has been developed to obtain the medical records. TSGLI reps are not trained to assist Family members in obtaining the needed medical records.
- f. Recommendation:** Development of a system to obtain services members "full" medical records that include information of injuries sustained in combat or combat zone. Records must be available

date back to 2001 in order to submit a retroactive claim, since TSGLI is retroactive to Sept 11, 2001.

g. Progress:

Proponent Input:

At the present time TSGLI advocates are not allowed to obtain medical records. There is a website called Army Long Term Family Case Management. The website is <https://www.hrc.Army.mil/site/active/tagd/cmaoc/altfcm/index.htm> This website assists Families of fallen Soldiers. This agency could be helpful in assisting the Family to obtain the necessary documentation for submission of their claim. The Casualty Assistance Officer should prove beneficial as well.

February 2009 AFAP Conference:

Issue: TSGLI Claims Submission Assistance for Family Members

Scope: Surviving spouses and Family Members are authorized to submit TSGLI claims on behalf of the deceased if traumatic injury was sustained in combat and other prerequisites are met. However, medical records are needed to verify injury and loss of Activity of Daily Living (ADLs) and no system has been developed to obtain the medical records.

Recommendation: Create a process to assist Family Members in obtaining medical records for successful TSGLI claim submission.

May 2009 TRADOC AFAP Conference:

Delegates believe this is already being addressed by DA and DoD.

Steering Committee Meeting 22 September 2010:

Records are now stored in an electronic medical record system.

Records can be obtained by the Family Member.

h. Lead agency: TSGLI Advocate.

Issue 09164: The Soldier Should Not Be Required to Apply for Exception to Policy (ETP) for Housing With Each PCS if the EFMP Medical Condition is One That Will Not Change or be Cured

a. Status: Active.

b. Entered: March 2009.

c. Final action:

d. Subject area: Family Support.

e. Scope: With a Family Member enrolled in EFMP with a medical condition that will not change/can not be cured, the Soldier should not have to apply for ETP with each PCS. The ETP procedures for housing changes with each installation making it extremely hard to prepare for a PCS and provide an adequate living condition for the Exceptional Family Member. The ETP takes several weeks to months and the Soldier is forced to recreate that same paperwork over and over to prove the same medical condition that has not and will not change. This makes PCS'ing a much more difficult process than it already is.

f. Recommendation: Make the ETP process/procedures the same across all military installations. In the case of an EFMP whose medical condition will not change, allow the ETP for housing is valid throughout the Soldiers career so that time and money is not wasted in proving the same case over and over again.

g. Progress:

Steering Committee Meeting 6 May 2009:

This is a portability issue that can not be resolved at this level.

Issue will need to be forwarded up to Installation Management Command (IMCOM) for review.

h. Lead agency: DFMWR/ACS.

Issue 09165: Improper Integration of Elementary and Middle School Students at Freedom Park Elementary.

a. Status: Completed.

b. Entered: March 2009.

c. Final action: September 2010.

d. Subject area: Education.

e. Scope: Richmond County decided to allow the Middle School students to attend Freedom Park ELEMENTARY without preparing proper accommodations for proper integration of a wide range of ages. There is a reason why the public schools years ago separated Elementary and Junior/Middle School aged children and we should be moving forward with our education system, not backwards. The integration of PK (4 year olds) and 8th grade (14 year olds) is inappropriate and unacceptable without separate buildings/accommodations. Our very young children are being exposed to behaviors and social situations that they are not prepared to understand, we are making our children grow up too fast and we, the parents, will be the ones to face the repercussions of this unacceptable situation in the future.... not Richmond County Board of Education.

f. Recommendation: Send the Middle School children back to Middle School until Richmond County has the opportunity to build an adequate Middle School facility on Fort Gordon.

g. Progress:

Steering Committee Meeting 14 April 2009:

Fort Gordon worked with Richmond County to get the Middle School students back on post. Richmond County has had a long term plan to build onto the Elementary School.

Steering Committee Meeting 22 September 2010:

A Middle School wing with ten classrooms and four labs is approved as construction to the school. The Richmond County Board of Education approved the contractor, pending reference/backgrounds in May 2010. A ground-breaking date has not yet been released. A new superintendent has been named to Richmond County School System, and the Garrison has requested that he hold a townhall at Freedom Park School for the parents on post to become familiar with him, to learn more about the school, and to show unity with the Installation. Efforts to reach the community through marketing/awareness is on-going through the School Liaison Services Office.

h. Lead agency: DFMWR.

Issue 09166: The Lack of a Recycle Program on Fort Gordon is Both Appalling and Unacceptable in Today's World

a. Status: Completed.

b. Entered: March 2009.

c. Final action: May 2009.

d. Subject area: Force Support.

e. Scope: Reduce, Reuse, Recycle is what we teach our children in school. The month of April we celebrate Earth Day and the Army has a whole Army Green campaign. Yet on Fort Gordon the residents are forced to throw their recyclable items in a land fill to contribute to Global Warming. The Gordon recycle center ONLY recycles cardboard, paper, and aluminum. No glass, plastics (which are a crude oil based product), or metals.

f. Recommendation: Introduce an all inclusive recycle program along with out refuse collection on Fort Gordon in conjunction with the efforts of the USA and the Army's "Go Green" campaigns.

g. Progress:

Proponent Input:

Family Housing Areas have trash pick ups and recycling through Dorado. They collect as "co-mingled" recyclables and they are separated at the Richmond County Landfill.

The Recycling Center does offer a first time move in removal of the bulk packing paper and boxes. To request a one-time pick up of boxes please call the Center at 706-791-7881 and you will be given instructions on how to breakdown boxes for pick up. Plastics and Glass are no longer recycled at Fort Gordon due to the increased cost of recycling these commodities. I will be attending a Plastics Recycling Conference this month and hope to bring back an avenue to recycle plastics. Currently it is cost prohibitive to recycle these commodities.

We are currently working a program for Unit Recycling that will collect all recyclables that are taken here at the Recycling Center, 10th Street & Chamberlain Ave. This program is scheduled to start mid March 09.

We are currently looking at a collection point between the Commissary and PX but it is not cost effective at this time. We will continue to investigate old/new ways to recycle these commodities.

Steering Committee Meeting 6 May 2009:

There will be paper/cardboard recycle containers located at the Post Exchange (PX), the Commissary and various units on post. There are costs associated with recycling plastic and glass; at this time, there is no market for Fort Gordon to recycle these items.

This issue was forwarded to TRADOC but returned stating that it was a Fort Gordon local issue.

h. Lead agency: DFMWR.

Issue 09167: Barracks Requirements for Single Soldiers

a. Status: Completed.

b. Entered: March 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: Single Soldiers E5 and below are required to reside in barracks which do not offer ample living or storage space. Single Soldiers who call the barracks home fight issues of no storage and little space.

f. Recommendation: Authorize single E5's to reside off post and receive full BAH to assist with securing adequate living space.

g. Progress:

Steering Committee Meeting 18 December 2009:

Current renovations of the barracks are transforming two man rooms in to one man rooms. This will provide more space per Soldier.

h. Lead agency:

Issue 09168: Quality of Fort Gordon Barracks are Below Living Standards

a. Status: Completed.

b. Entered: March 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: Holes in ceilings, old filthy carpets, bad plumbing, old outdated furniture, no heat. Rooms are freezing cold, full of mildew.

f. Recommendation:

1. Clean and repair heating units and ventilation systems in barracks.

2. Renovate or rebuild old living quarters.

g. Progress:

Steering Committee Meeting 7 December 2009:

This issue will be combined with issue 0911.

h. Lead agency: DPW.

Issue 09169: Calculation of Weight Allowance

a. Status: Active DA Issue.

b. Entered: March 2009.

c. Final action: N/A

d. Subject area: Entitlements.

e. Scope: Current regulations for authorized weight allowance due not consider Family size in calculating weight tables. Although the Army has increased some Soldiers weight allowances by 1000 pounds a few years ago, the amount authorized is still not often adequate to cover moving expenses. A married E6 is authorized 9000 lbs. A typical living room, kitchen, office and 2 bedrooms weigh over 10000 lbs. This does not include excess Family

Members, storage and now additional PRO GEAR that is not turned into the losing installation. In keeping with a standard of living and the increase in mature Families joining the Army, Soldiers and Families tend to have more personal belongings than in years past. Additionally, each member of the Family has clothing, personal items, toys or educational materials that transfer with them from place to place. When Soldiers and Families cannot stay within their weight allowances, they will often discard of items increasing their out of pocket expenses at their gaining installation, further increasing their risk of financial hardship. If the Soldiers has GOV transportation move them and they move more than the weight allowance, the Soldier is billed the difference in weight. Example: I have more than 2 dependants and have moved on the average 17000 lbs with each move and always come out of pocket. At my last move in 2006 the rate for additional expense was 52 cents a pound (at 8000lbs that's 4160.00\$) The items moved were furniture, clothing (seasonal) tools, pro gear, dishes, heirlooms, seasonal items (holiday decorations) bicycles, children's toys and some lawn furniture.

f. Recommendation: Recommend that the Army institutionalize a weight allowance for each dependant under deers to cover the disparity in household goods transportation.

g. Progress: This is currently an active HQDA Issue, #457.

h. Lead agency: N/A

Issue 09170: AIT Treatment for Prior Military

a. Status: Completed.

b. Entered: March 2009.

c. Final action: December 2009.

d. Subject area: Leadership.

e. Scope: Soldiers that are at AIT for reclass MOS are treated the same as those who are brand new to the Army. For example those assigned to permanent party are made to do other duties rather than allowing them to do their awards, or go to promotion boards. This is a problem especially for those on night shift who are made to get up with lack of proper sleep to do those duties. Regulations state two man rooms, yet 6 man rooms with the new Soldiers as well as the reclass. Lastly due to cutbacks the removal of Drill Sergeants has led to major disrespect from the new Soldiers. No regard is given to those that have already been in by the new recruits.

f. Recommendation: Provide funding for Drill Sergeants at AIT. Reduce overcrowding by allowing those that are reclass to live in hotels, or temporary lodging away from the barracks.

g. Progress:

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency:

Issue 09171: Military Spouse and Children Only Receive In-State Tuition in the State That the Military Member is Currently Stationed

a. Status: Active DA Issue.

b. Entered: March 2009.

c. Final action: N/A

d. Subject area: Education.

e. Scope: As a Military Spouse I did not qualify for in-state tuition because the closest school with the degree program I needed was in South Carolina, rather than Georgia. I decided to gain residency on the school's terms, but I was asked make enough of my own income to be financially independent of my husband because he is not a South Carolina resident. I am not physically able to work the amount of hours to become financially independent of my husband because of the rigorous demands of the school program. More

accommodations need to be made for military spouses who are trying to finish their education.

f. Recommendation: Military Spouses and children should receive in-state tuition for all states, not just the state that the Military Member is stationed. Sometimes the closest school with the needed degree program is in the bordering state.

g. Progress: This is currently an active HQDA Issue, #521.

h. Lead agency: N/A

Issue 09172: The Exceptional Family Member Program (EFMP) Educational Summary (DD Form 2792-1) is not Used to Determine Availability Within Proximity Considerations for Soldiers' Next Assignment

a. Status: Unattainable.

b. Entered: March 2009.

c. Final action: May 2009.

d. Subject area: Family Support.

e. Scope: Special needs are only screened medically and there is no consideration for assignments based on EFMP special education needs. Military Families are being reassigned to areas which do not support the educational challenges of our military EFM's today (1 out of every 150 kids today will be diagnosis with Autism). This effects Soldier readiness and overall morale when Soldiers and Families PCS to a new duty station.

f. Recommendation:

DD form 2792-1 (EFMP Educational Summary) should be used to determine whether your Family Member's special needs are available at your next assignment. Revise the EFMP educational summary (DD form 2792-1) to be used to determine whether your Family member's educational needs are available at your next assignment. The assignments branch should add/include an EFMP code for special educational needs when determining a Soldiers next duty station.

g. Progress:

Proponent Input:

The Exceptional Family Member Program considers the needs of all chronic medical or special educational needs. The EFMP allows Assignment Managers at Army personnel agencies to consider the documented medical and special educational needs of the enrolled Exceptional Family Member during the assignment process. Resources are available in the community, but may not be readily apparent. The Families of Exceptional Family Members should always visit the office of the losing installation so the gaining installation can be contacted with the needs of the Family. The EFMP Manager can help you navigate thru this web helping you find the resources and personnel who are within the community to assist you.

Steering Committee Meeting 6 May 2009:

Every state meets federal guidelines in regards to education, however, the requirements may vary state to state. Special Education needs are taken in to consideration when assignments are made. The Active Duty Soldier may challenge their duty assignment if they find the new duty station does not meet the educational requirements of their EFMP Family Member.

h. Lead agency: DFMWR/ACS.

Issue 09173: Forfeiture of BAS by Single Soldiers

a. Status: Elevated / Completed..

b. Entered: March 2009.

c. Final action: December 2009.

d. Subject area: Entitlements.

e. Scope: Single E5s and below are required to reside in barracks and forfeit their subsistence entitlement through meal card deductions, even in the absence of using the dining facility. Shift workers and those whose positions do not always allow time to go eat at the DFAC do not get VA reimbursement for meals not eaten

at the DFAC. Some Soldiers can eat not one meal a month at the DFAC but receive NO BAS entitlement, causing out of pocket expenses for all meals that must be consumed through other resources.

f. Recommendation: Authorize all Soldiers BAS and deduct only for meals consumed at the DFACs.

g. Progress:

Proponent Input:

BAS is authorized for all enlisted or officers that are in the Army. There are different rates and types which a member can be authorized based on their situation. Please reference DODFMR VOL 7A Chapter 25, which will explain BAS entitlements.

February 2009 AFAP Conference:

Issue: BAS Entitlement for Single Soldiers

Scope: Single Soldier E5s and below are currently not authorized to receive Basic Allowance for Subsistence (BAS) because they are required to reside in the barracks and eat at the dining facilities. Shift workers and those whose positions do not allow the opportunity to utilize the dining facility are unable to receive reimbursement for meals not eaten at the dining facility. This causes out of pocket expenses for those meals consumed through other resources.

Recommendation:

1. Authorize all Soldiers BAS entitlement.
2. Establish a system that deducts meals, consumed at government facilities (i.e. DFAC, down range), from Soldier's BAS entitlement.

May 2009 TRADOC Conference:

There is a system already in place to reimburse Service members for missed meals. Delegates believed this may jeopardize the existence of DFACs due to poor attendance.

Steering Committee Meeting 18 December 2009:

If Soldiers are going to be missing meals during regular DFAC operating hours, the command could prepare a memo stating the current situation and for the Soldier to be authorized a BAS entitlement.

h. Lead agency: Finance.

Issue 09174: Infrastructure Supporting Education of Military Dependents

a. Status: Completed.

b. Entered: March 2009.

c. Final action: September 2010.

d. Subject area: Education.

e. Scope: The infrastructure supporting the education of children of Military Service Members at Freedom Park School is inadequate. Richmond County School System operates Freedom Park School on Fort Gordon for Pre-K through 8th grade. Currently, there is insufficient classroom space to support all of the students attending Freedom Park; there are no wall lockers at Freedom Park, resulting in no secure storage for our middle schoolers to do P.E., practice for team sports or hold team sport games at Freedom Park. Richmond County has invested in off post schools (new football stadium, new state of the art magnet school, new middle school) at a rate that is disproportionate with their capital investment at Freedom Park. Fort Gordon has a billion dollar a year impact on the local tax base and should share equally in Richmond County Schools capital investment. This inadequate infrastructure has a direct impact on the quality of education our military dependent children receive.

f. Recommendation: Develop a partnership between Garrison leadership and Richmond County Schools to ensure Fort Gordon needs at Freedom Park School are addressed.

g. Progress:

Proponent Input:

Steering Committee Meeting 14 April 2009:

Issue is closely related to issue 09165.

Steering Committee Meeting 22 September 2010:

Infrastructure Supporting Education of Military Dependents. A Middle School wing with ten classrooms and four labs is approved as construction to the school. The Richmond County Board of Education approved the contractor, pending reference/backgrounds in May 2010. A ground-breaking date has not yet been released. A new superintendent has been named to Richmond County School System, and the Garrison has requested that he hold a townhall at Freedom Park School for the parents on post to become familiar with him, to learn more about the school, and to show unity with the Installation. Efforts to reach the community through marketing/awareness is on-going through the School Liaison Services Office.

h. Lead agency: DFMWR.

Issue 09175: Equal Opportunity Representatives

a. Status: Completed.
b. Entered: March 2009.
c. Final action: December 2009.
d. Subject area: Force Support.
e. Scope: None of the reps are white males. This post and its racist command think that only blacks and females can do the job. When I look at every EO board, none of them look like me!
f. Recommendation: Open the class up for volunteers. Let the class grades determine who gets the job of EO representative. That way, the unit gets the best person for the job.

g. Progress:

Proponent Input:

Equal Opportunity Leaders (EOL) advise and assist commanders at the company and battalion level. At Fort Gordon, each unit is required to have two; one serves as the primary EOL and the other as the alternate. They are encouraged to use more of a battle buddy formula when conducting training and assessing their respective units. By regulation, AR 600-20, Chapter 6, EOLs do not handle complaints and are trained to assist with connecting those with complaints to the higher level EO Advisor. EOLs are not selected by a centralized office. This is a choice made by an individual commander based on their respective needs and desire to put the best person in the job.

EOLs must have achieved the rank of SGT to 1LT. They are selected because they are demonstrated leaders and have gained the trust and confidence of their command team and the men and women with whom they serve. There is no quota or race requirement. However Soldiers are not to be denied an opportunity if they meet the criteria and have the confidence of the chain of command no matter what their skin color may be.

The writer may also be referring to the Equal Opportunity Advisor (EOA). EOAs are centrally managed by Department of Army. Soldiers in the grade of Sergeant First Class and above are selected or volunteer for this two to three year duty. The choice of who is assigned to a unit at Fort Gordon is made at Headquarters level and as with all other decisions regarding Soldiers, they are not assigned according to race, gender, religion, national origin or color. The writer's suggestion of volunteering for the duty is an excellent one. Many of those currently serving have done just that. I would encourage the writer to speak with his/her chain of command regarding their service as the unit EOL. If interested in the higher level EO Advisor position, please contact my office. We can be reached at 706 791-2014 and would be delighted to assist. Finally EOLs and EO Advisors are professionals. If there is a concern, one should not prejudice those there to assist. If one finds or believes they are not being assisted properly, I recommend they report it.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: EO Office.

Issue 09176: On Post Hotel

a. Status: Completed.
b. Entered: March 2009.
c. Final action: May 2009.
d. Subject area: Family Support.
e. Scope: The on post hotel is full of long term officers and senior NCOs going to school. When I was redeploying, my Family had to stay off post in a cheap motel. There are never rooms available.
f. Recommendation: Have people here for school live in barracks just like the enlisted. They are students. Either that or since they get TDY money, have them stay off post in a hotel.
g. Progress:

Proponent Input:

The mission of Lodging is to provide TDY travelers temporary accommodations. A secondary and therefore lower priority is unofficial travelers- priority #2. The very Soldiers he believes should go off post are in fact the number one priority for Army Lodging worldwide. Additionally the Soldier did not indicate when this occurred, but given our training load requirements for lodging if it occurred any time between mid January to mid November our occupancy just to accommodate the priority 1 mission is in excess of our on post capacity with an average of approximately 300 priority 1 students being housed off post daily.

Understand this Soldiers frustration that he couldn't get his Family on post however, he's misinformed as to the mission of Army Lodging. Additionally since 2003 these student officers and NCOs he refers to, have not received TDY for Lodging but their costs are centrally paid for, placing an additional requirement to house students first within the priority one TDY group.

Steering Committee Meeting 6 May 2009:

The hotel's mission is to support those individuals on temporary duty status. In the event no space is available, there are numerous hotels off post with in a short driving distance.

h. Lead agency: DFMWR.

Issue 09177: With the OPTEMPO of the Army, and this Installation in Particular, the Daycare Facilities On Post are Inadequate

a. Status: Completed.
b. Entered: March 2009.
c. Final action: May 2009.
d. Subject area: Childcare.
e. Scope: My unit, and so many others, have had an early alert or urinalysis that has required Soldiers to bring their children in because they are either single parents or dual military and both had to report.
f. Recommendation: There should be a concerted effort to research whether it is feasible and necessary for a 24 hour a day service.

g. Progress:

Proponent Input:

CYSS Outreach Services conducted a post-wide survey of units/organizations on post to see who would require evening and overnight care (2nd and 3rd shift). When collected, CYSS received no guaranteed numbers for care, only minimal responses for those that may want to be placed on a waitlist for future care. In order to adequately maintain quality childcare during evening or overnight hours, CYSS would need regular, full-time patrons to support staffing requirements.

CYSS Family Childcare (FCC) homes are a viable option for quality childcare. This program's flexibility can meet full day, hourly, weekend and shift care needs. The FCC providers are inspected, trained and supervised by the FCC Director, Training Specialist, APHN, Safety, Fire, Environmental, and annually our

regional office. Family Childcare providers receive the same high quality training as the providers in our facility-based centers. National Association of Childcare Resource and Referral Agencies (NACCRRA) Enhanced Referral Program is available to military personnel who cannot be accommodated by CYSS. The Outreach Services Director will provide a letter of referral to the local NACCRRA parent counselor who will assist Military Members in locating childcare in the community. NACCRRA local parent counselors can also assist DOD civilians (APF and NAF), contractors, reservists and retirees in finding information on community choices in childcare.

Steering Committee Meeting 6 May 2009:

There is not a current demand for 24-hour childcare. In order to offer childcare at the CDC during the night time hours, there would need to be, at a minimum, of 8-10 children on a consistent basis. Alternative to childcare at the CDC is the FCC program.

h. Lead agency: DFMWR/CYSS.

Issue 09178: No One Takes the Yard Garbage Away

a. Status: Completed.

b. Entered: March 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: Everywhere else on post wherever there is a dumpster, there are piles of leaves and grass and tree branches. The garbage truck never picks that stuff up.

f. Recommendation: The garbage truck should pick up all the trash.

g. Progress:

Proponent Input:

Everywhere else on post whenever there is a dumpster, there are piles of leaves and grass and tree branches. The garbage truck never picks that stuff up. The garbage truck should pick up all the trash."

The "garbage truck" is just that. It is not a yard waste truck. Yard waste is just that, yard waste, not garbage, as was stated. We pay Richmond County Landfill a price per ton to take our waste. It is illegal to dump yard waste in the sanitary landfill. They can and will turn away any truck with yard waste in it. If it gets dumped before it is seen, they can and will call DPW to come out and clean it up. They can and will assess a fine if it happens too often and is great enough. We require the driver to keep an open eye and try to keep yard waste out of our dumpsters. The dumpsters are also stenciled stating that yard waste, ECT, should not be thrown into the dumpsters.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DPW.

Issue 09179: Pay Issue – Soldiers in General Are Paid Too Little Compared to Their Civilian Equivalent

a. Status: Unattainable.

b. Entered: March 2009.

c. Final action: December 2009.

d. Subject area: Entitlements.

e. Scope: Most Soldiers I know are living paycheck to paycheck. The only temporary relief for Soldier low pay is during deployments. The pay increase we get are too small to help out with our bills. A 4% or 3% is just too small.

f. Recommendation: Larger pay increase, 8% to 10% instead of 3% to 4%. Keep the combat pay to Soldiers after the deployments to Iraq and Afghanistan. The country is still at war.

g. Progress:

Proponent Input:

Military Pay Finance is not the proponent agency for pay raise percentage issues. Congress establishes the law that allows and computes Department of Defense and Federal Government pay increases.

Steering Committee Meeting 18 December 2009:

The Army is doing what they can to close the gap between military and civilian pay differences. ACAP counselors help educate Soldiers getting out of the military about what their MOS equivalents are getting paid.

h. Lead agency: Finance.

Issue 09180: The Army Awards People Who Get Married and Shafts Single Soldiers Who Don't

a. Status: Unattainable.

b. Entered: March 2009.

c. Final action: December 2009.

d. Subject area: Entitlements.

e. Scope: Married couples get a lot more benefits compared to single Soldiers. All Soldiers should be treated equally. Single Soldiers don't even have help if they plan to live outside an Army post. They have to pay out of pocket.

f. Recommendation: Single Soldiers with at least 3 years should be given financial benefits such as a high BAH and give an option to live in housing if they choose to do so. Not encouraging Soldiers to live in housing or off post housing only gives the perception to young single Soldiers that the Army is just a large campus.

g. Progress:

Proponent Input:

Finance is not the decision maker on pay entitlements. Each Soldier has their own unique situation that is looked at on a case by case base. If a permanent party Soldier is assigned to Fort Gordon and then force to move out of the barracks then he/she is entitled to the Fort Gordon Variable Housing Rate at zip code 30905. It is the Commanders responsibility to make sure all Soldiers assigned to their Unit are getting the correct pay entitlement.

Steering Committee Meeting 18 December 2009:

Single Soldiers will be placed in barracks, when there is an adequate amount of rooms available. If there is space available and a Single Soldier chooses to live off post, there could be out-of-pocket expenses incurred.

h. Lead agency: Finance.

Issue 09181: Replacement Center

a. Status: Unattainable.

b. Entered: March 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: Soldiers not being prepared when they come to their new unit.

f. Recommendation: When Soldiers first get to Fort Gordon, they go as a bulk to in process everything. By the time they get to their actual unit, then they are ready to work.

g. Progress:

Proponent Input:

The Army eliminated all Replacement Centers o/a 2006. Several MOSR installations were reinstated via a pilot program by the VCSA in 2008. There are currently 6 pilot Installation Permanent Party Reception (IPPR) being tested for implementation: Fort Bragg, Hood, Sill, Lewis, Campbell and Bliss. The proposed program offers:

-Accomplishes all in-processing tasks to include Level-1 SRP processing

-Shows Soldier this is a great organization/outfit

-Support vital in-processing Accomplishes true one-stop processing within 3-5 days from arrival.

-IPPR will not perform combat tasks
End Product:
-Soldier is happy
-Soldier does not have to return for further processing
-Commander/ISG gets a completely in-processed Soldier and Family
-Supports ARFOREN/Expeditionary Force

After further analysis of the BMM/TD manpower savings associated with implementing IPPR across the Army, the results will be given to the VCSA, who will determine whether the program will be implemented Army-wide.

Steering Committee Meeting 7 December 2009:

There are no current plans to implement a Replacement Center on Fort Gordon. There are other installations that have Replacement Centers that were originally funded but the installation has continued funding them with their own resources.

h. Lead agency: DHR.

Issue 09182: Too Sick to Work, Not Sick Enough To Stay Home

a. Status: Completed.
b. Entered: March 2009.
c. Final action: December 2009.
d. Subject area: Force Support.
e. Scope: Too often, sick call only considers a 103 fever as cause to give 24 hours quarters. A Soldier who may have multiple cold or flu symptoms without the fever can easily infect an entire platoon diminishing their efficiency.

f. Recommendation: A 2 for 1 – once every 6 months, a Soldier should be allowed 1 sick day. It would cost 2 days of leave because of the short notice and to minimize abuse. The civilian world has embraced this simple concept, why cant we?

g. Progress:

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency:

Issue 09183: Unfulfilled Work Orders

a. Status: Completed.
b. Entered: March 2009.
c. Final action: December 2009.
d. Subject area: Force Support.
e. Scope: The water in my shower has been out for about a week, and I have yet to have it fixed. I had a work order in as soon as it started happening but other than that, nothing on the situation has changed.

f. Recommendation: Have some sort of way to let the Soldier know that the problem will be taken care of and when approximately it will be done.

g. Progress:

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DPW.

Issue 09184: Barracks

a. Status: Completed.
b. Entered: March 2009.
c. Final action: December 2009.
d. Subject area: Force Support.
e. Scope: Room is not large enough, closets are too small. I don't have enough room to store my things.

f. Recommendation: Give each Soldier their own room and knock the wall out in between the closets to make one large closet.

g. Progress:

Steering Committee Meeting 7 December 2009:

This issue will be combined with issue 0911.

h. Lead agency: DPW.

Issue 09185: Cleaning the Common Areas

a. Status: Completed.
b. Entered: March 2009.
c. Final action: December 2009.
d. Subject area: Force Support.
e. Scope: We need new or better mops, brooms, lawnmowers, weed whackers and a floor buffer to clean the common areas around the company, barracks and out other places of responsibility.

f. Recommendation: Keep a floor buffer in the barracks. New or better brooms, mops and buckets and a lawn mower that actually cuts grass and a weed whacker to do edgework.

g. Progress:

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency:

Issue 09186: Barracks Heating

a. Status: Completed.
b. Entered: March 2009.
c. Final action: December 2009.
d. Subject area: Force Support.
e. Scope: Barracks temperature completely random – sometimes very cold, sometimes very hot. Heat in barracks still doesn't work after work orders have been put in more than 3 times.

f. Recommendation: Allow room temperature to be controlled by room resident, or set a standard mid-level temperature and maintain it consistently.

g. Progress:

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DPW.

Issue 09187: Kitchen in the Barracks

a. Status: Unattainable.
b. Entered: March 2009.
c. Final action: December 2009.
d. Subject area: Force Support.
e. Scope: The barracks should have a kitchen in them so the Soldiers can cook their own meals if they missed the DFAC or if they just don't want to eat at the DFAC.

f. Recommendation: Build a kitchen in the barracks.

g. Progress:

Steering Committee Meeting 7 December 2009:

Dining Facility #6 has a midnight meal option and the Huddle House is open 24 hours a day in the event that a Soldier has to eat after regular dining facility hours. At this time, the Army does not support putting kitchens in individual rooms.

h. Lead agency: DPW.

Issue 09188: Storage Lockers Designated for 67th Signal

a. Status: Completed.
b. Entered: March 2009.
c. Final action: December 2009.

- d. **Subject area:** Force Support.
- e. **Scope:** The rooms in the barracks do not provide enough storage space.
- f. **Recommendation:** Other units have buildings set aside for lockers where Soldiers can store their extra belongings.
- g. **Progress:**
****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****
- h. **Lead agency:**

Issue 09189: DDEAMC Barracks

- a. **Status:** Completed.
- b. **Entered:** March 2009.
- c. **Final action:** December 2009.
- d. **Subject area:** Force Support.
- e. **Scope:** The washing machines in the barracks keep breaking. Mold constantly grows from the vents.
- f. **Recommendation:** Get new washing machines (brand new). Thoroughly cleans vents and do periodic checks to ensure mold doesn't grow from the vents.
- g. **Progress:**
****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****
- h. **Lead agency:** DPW.

Issue 09190: PTDY

- a. **Status:** Completed.
- b. **Entered:** March 2009.
- c. **Final action:** December 2009.
- d. **Subject area:** Entitlements.
- e. **Scope:** Service Members are having issues with getting PTDY to get Families situated after arriving to unit.
- f. **Recommendation:** Make a set guideline from higher and brief team chiefs and above on standard procedures.
- g. **Progress:**
Proponent Input:
 This issue will require additional information in order to respond with input (Individuals name/unit), and if additional information is not available the issue cannot be answered. However, this is a unit level issue and can be answered by their command (Brigade, Battalion, and Company).
Steering Committee Meeting 7 December 2009:
 There is already a regulation that guides how many days a Soldier will get when in PTDY status. The current number of days is 10. Those 10 days can be used at either location, the gaining installation or the losing installation, but cannot exceed the 10 day entitlement.
- h. **Lead agency:** DHR.

Issue 09191: Soldiers Living in the Barracks Can Get Robbed Real Easy

- a. **Status:** Completed.
- b. **Entered:** March 2009.
- c. **Final action:** December 2009.
- d. **Subject area:** Force Support.
- e. **Scope:** With bad security and push button locks, anyone can get into a Soldiers room in the barracks. Fort Gordon doesn't pay back enough when something gets stolen on post.
- f. **Recommendation:** The barracks should be covered by renter's insurance.
- g. **Progress:**

- **This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****
- h. **Lead agency:** Legal.

Issue 09192: Drainage Around the Barracks is Poor

- a. **Status:** Completed.
- b. **Entered:** March 2009.
- c. **Final action:** December 2009.
- d. **Subject area:** Force Support.
- e. **Scope:** Building 25421 has a huge puddle outside every time it rains.
- f. **Recommendation:** DPW needs to install new drainage system.
- g. **Progress:**
****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****
- h. **Lead agency:** DPW.

Issue 09193: The Mailroom is Not Open Enough and Boxes Kept Somewhere Else

- a. **Status:** Completed.
- b. **Entered:** March 2009.
- c. **Final action:** December 2009.
- d. **Subject area:** Force Support.
- e. **Scope:** The mailroom needs to be open after 1630 because Soldiers don't get released until that time and they can't always get there during lunch.
- f. **Recommendation:** Stagger the personnel or rotate the work schedules so that there is someone there Monday thru Friday just like staff duty.
- g. **Progress:**
Proponent Input:
 This issue will require additional information in order to respond with input (Individuals name/unit), and if additional information is not available the issue cannot be answered. However, this is a unit level issue and can be answered by their command (Brigade, Battalion, and Company).
****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****
- h. **Lead agency:** DHR.

Issue 09194: The Expense of Daycare

- a. **Status:** Completed.
- b. **Entered:** March 2009.
- c. **Final action:** May 2009.
- d. **Subject area:** Childcare.
- e. **Scope:** As Soldiers, our budget is stretched and the cost of daycare is ever increasing. It's understandable that off post would be more costly, but as Soldiers in the medical field, we are constantly on call, and the hours are not sufficient.
- f. **Recommendation:** Daycare for active duty Soldiers should be at a flat rate and we should be responsible to pay for food separately.
- g. **Progress:**
Proponent Input:
 Army CYSS fee guidance is based on Department of Defense policy which is calculated on a sliding scale based on Total Family Income (TFI). This ensures that every Soldier is able to receive the same quality of childcare regardless of rank. A Multiple Child Reduction (MCR) Discount is given to a Family with more than one child attending CYSS Programs (10% for each additional

child). The Fort Gordon CDC is the only birth through age five nationally accredited childcare facility in the CSRA (30 mile radius). The DA prides itself on being the benchmark in the nation on quality childcare--the DoD fee policy ensures all Soldiers are able to afford premium childcare

Steering Committee Meeting 6 May 2009:

Prices offered at on post childcare facilities are priced better than those located off post.

h. Lead agency: DFMWR.

Issue 09195: Hospital Immunization

a. Status: Completed.

b. Entered: March 2009.

c. Final action: December 2009.

d. Subject area: Medical.

e. Scope: It takes forever and most of the time there no line.

f. Recommendation:

g. Progress:

Proponent Input:

The FMC has hired 11 personnel since June 2008. The immunization section has added an additional room to provide immunization service for well baby appointments. This has decreased the wait time for well-baby visits, and the patients are able to receive their immunization at the visit.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DDEAMC.

Issue 09196: Bowling and Shoe Rental Prices at Gordon Lanes

a. Status: Completed.

b. Entered: March 2009.

c. Final action: March 2009.

d. Subject area: Consumer Services.

e. Scope: Bowling prices per game vary from day to day. Shoe rentals are also inconsistent in what is charged.

f. Recommendation: Make bowling and shoe rental price per game consistent regardless of day bowled.

g. Progress:

Proponent Input:

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please contact the Customer Service Officer for further information at 706-791-1622.****

The purpose of different prices on varying days is to encourage patrons to use the facility on days they normally wouldn't use it by offering reduced pricing. I can understand the confusion and I will make sure they General Manager posts all pricing for the week at the front counter to alleviate some of the confusion.

h. Lead agency: DFMWR.

Issue 09197: ID Card

a. Status: Completed.

b. Entered: March 2009.

c. Final action: March 2009.

d. Subject area: Entitlements.

e. Scope: It took two and a half hours to get an ID card. There is no reason for having to wait that long to get an ID card. Tell them ladies to quit fighting in front of customers.

f. Recommendation:

g. Progress:

Proponent Input:

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please**

contact the Customer Service Officer for further information at 706-791-1622.**

February was the month when we did an in depth analysis of the customer load by day and time and the wait times. There was only one day (2 Feb) when we had system problems the wait times even came close to over an hour wait in some cases. The average for the month was less than 45 minutes for a card. As far as the comment concerning employees fighting...this is not only untrue, it's extremely insulting and disrespectful to the employees in that section. In today's world, communication has been reduced to computer screens and keyboards. I find nothing to support such a claim

h. Lead agency: DHR.

Issue 09198: MCSS Fort Gordon

a. Status: Completed.

b. Entered: March 2009.

c. Final action: March 2009.

d. Subject area: Consumer Services.

e. Scope: I went to the MCSS at 1530 and was told they closed the PX early. It's my last day to the PX and they would not help me. And they were very easy saying "no".

f. Recommendation: Keep the PX open until time posted, 1800 on Wednesdays.

g. Progress:

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: AAFES.

Issue 09199: Housing – Balfour Beatty

a. Status: Completed.

b. Entered: March 2009.

c. Final action: March 2009.

d. Subject area: Housing.

e. Scope: I don't understand why the old houses have not been remodeled. I have known several Soldiers who have been relocated because of floods, infestations of pests, water pipes, etc. I have had several issues with housing including pest issues and water heater issues. I have had 3 dishwashers, several tiles replaced on my floor, nails sticking up on the floor that my daughter has cut on.

f. Recommendation: Tear down Gordon Terrace. I know it cannot or will not happen overnight but if I am ever stationed at Fort Gordon again, I would love to see something new or you can bed I'd ask to be reassigned (again) or live far, far away from post housing.

g. Progress:

Proponent Input:

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please contact the Customer Service Officer for further information at 706-791-1622.****

We are in the process or renovating all existing homes. To date we have 120 homes that are currently renovated and we anticipate having all the homes renovated or demolished by 2012. Our primary focus is in Gordon Terrace and we currently have over 40 homes that are under renovations, most of which is in Gordon Terrace. We are renovating homes as they become vacant that way we are able to continue providing housing accommodations for those military Families in need, without causing them an inconvenience of seeking housing off post.

Gordon Terrace is the prime location for our renovations scope and currently we have over 40 units most of which are in Gordon Terrace going through the renovations process. The plan that is in place has the renovations process going through 2011-2012. Every

existing home will have gone through a renovation or will be demolished. Please forward the residents with the issues to me directly and I will gladly address any concerns that they may have.

h. Lead agency: Balfour Beatty.

Issue 09200: Military Housing

a. Status: Completed.

b. Entered: March 2009.

c. Final action: March 2009.

d. Subject area: Housing.

e. Scope: Condition of military housing and BAH rates for housing. They have old military housing and new military housing. You have PVTs through SSG in one section of housing. The new section is four bedrooms so Soldiers with 3 or more kids only get them. So you will have a PFC that has 3 kids paying \$995.00 for a brand new house and a SSG with one kid paying \$1180 for an old 3 bedroom house.

f. Recommendation: Think that you should get what you pay for. If there is a rule that housing says that you have to be a certain rank or have a certain amount of kids. Then they should adjust the rates for that. They should set certain rate for housing not your BAH. If the new house is worth \$1200 a month, then Soldiers should pay \$1200 a month. Don't think that a SGT or SSG should have to pay more for less of a house. Also, the military should be more involved in the contractor that runs housing.

g. Progress:

Proponent Input:

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please contact the Customer Service Officer for further information at 706-791-1622.****

The rate that is charged for housing was agreed upon during the negotiation period also known as the CDMP between GMH/Balfour Beatty, RCI and the Army. It was agreed upon that the rate for homes would be equal to the full BAH of the Service Member. This was not a decision made locally but one that was made throughout and is very standard amongst privatized housing. We are undergoing a renovations project that will include renovating every home that is existing that was not just newly build. It is an ongoing process that should be completed on or about 2012. Should you have any maintenance issues that need addressed, you may do so by contacting our facilities department at 706-772-9562 or via the web at www.ftgordonfamilyhousing.com. Should you not feel that your needs are being met through the facility department you may contact the Community management office at 706-772-7041.

h. Lead agency: Balfour Beatty.

Issue 09201: Family Housing

a. Status: Completed.

b. Entered: March 2009.

c. Final action: March 2009.

d. Subject area: Housing.

e. Scope: Bad plumbing, old toilets, weak floors in upstairs housing and sealing around doors.

f. Recommendation: Replace or repair plumbing and toilets, seal doors and windows, replace floors.

g. Progress:

Proponent Input:

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please contact the Customer Service Officer for further information at 706-791-1622.****

Balfour Beatty Communities is interested in resolving your concerns to your satisfaction. In the event you have maintenance issues that need addressed, you may do so by contacting our

facilities department at 706-772-95623 or via the web at www.ftgordonfamilyhousing.com. Should you feel that the level of service is not being met, please contact the community center at 706-772-7041 so that we may address your concerns promptly. You may also contact the community manager directly in the event you are not being followed up with. I can be reached directly via email at tchaplin@bbcgrp.com

h. Lead agency: Balfour Beatty.

Issue 09202: Housing

a. Status: Completed.

b. Entered: March 2009.

c. Final action: March 2009.

d. Subject area: Housing.

e. Scope: I feel that Gordon Terrace, housing for E4s and below, should look more presentable and/or should at least meet the expectations for on post housing. They are old, unappealing and a lot of work needs to be done in some units.

f. Recommendation: I would remodel Gordon Terrace housing. Most people have children so it would be very beneficial if these things could be done. I would also replace ovens, dishwashers and other daily appliances needed in every unit.

g. Progress:

Proponent Input:

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please contact the Customer Service Officer for further information at 706-791-1622.****

We are in the process or renovating all existing homes. To date we have 120 homes that are currently renovated and we anticipate having all the homes renovated or demolished by 2012. Our primary focus is in Gordon Terrace and we currently have over 40 homes that are under renovations, most of which is in Gordon Terrace. During the renovations process, we are replacing all appliances, flooring, adding carpet, new light fixtures and updating bathrooms, kitchens and cabinetry. We are renovating homes as they become vacant that way we are able to continue providing housing accommodations for those Military Families in need, without causing them an inconvenience of seeking housing off post.

h. Lead agency: Balfour Beatty.

Issue 09203: Woodworth Library Hours

a. Status: Completed.

b. Entered: March 2009.

c. Final action: March 2009.

d. Subject area: Consumer Services.

e. Scope: The Woodworth Library is not open on Fridays. This has been a large inconvenience, especially for those who could use Fridays to do research and study at the library. The library needs to adjust their hours to be more convenient for Military Members and their Families who are going to school.

f. Recommendation: The Woodworth Library should be open at least business hours Monday through Friday and it should remain open for a few hours on Saturdays as well.

g. Progress:

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please contact the Customer Service Officer for further information at 706-791-1622.****

The Woodworth Consolidated Library is open 6 days per week totaling 60 operational hours per week (note days and hours below) for the benefit of our patrons. The number of operating hours for the Library is determined by DA Baseline Standards requirement based upon military population, size of facility, and number of Library staff that equates to 56 hours. The Library's current

operating hours are exceeding the 56 hours per week requirement. It is apparent the customer is not be aware of the current operating hours because the Library has always been open on Saturdays.

h. Lead agency: DFMWR.

Issue 09204: Balfour Beatty Housing

- a. **Status:** Completed.
- b. **Entered:** March 2009.
- c. **Final action:** March 2009.
- d. **Subject area:** Housing.
- e. **Scope:** Floors are cracking and stained. A/C /heater is loud and only works half the time. Closet doors are old and breaking. Floors are very squeaky. Bathrooms are way too small and have old fixtures. No carpets or garages. Stove is hard to light.
- f. **Recommendation:** Replace floors with tile or carpet. Replace heater. Replace closet doors. Replace foundation on second floor. Renovate bathrooms. Install carport. Replace stove. I am very unsatisfied to be paying almost a thousand dollars for this living situation.

g. Progress:

Proponent Input:

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please contact the Customer Service Officer for further information at 706-791-1622.****

Balfour Beatty Communities is concerned about your concerns. In the event you have maintenance issues that need addressed, you may do so by contacting our facilities department at 706-772-95623 or via the web at www.ftgordonfamilyhousing.com . Should you feel that the level of service is not being met, please contact the community center at 706-772-7041 so that we may address your concerns promptly.

h. Lead agency: Balfour Beatty.

Issue 09205: Housing on Post

- a. **Status:** Completed.
- b. **Entered:** March 2009.
- c. **Final action:** March 2009.
- d. **Subject area:** Housing.
- e. **Scope:** Housing on post is substandard. It takes forever to get the contractors to work on maintenance issues.
- f. **Recommendation:** We need more housing contracted.

g. Progress:

Proponent Input:

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please contact the Customer Service Officer for further information at 706-791-1622.****

Balfour Beatty Communities is concerned about your concerns. In the event you have maintenance issues that need addressed, you may do so by contacting our facilities department at 706-772-95623 or via the web at www.ftgordonfamilyhousing.com . Should you feel that the level of service is not being met, please contact the community center at 706-772-7041 so that we may address your concerns promptly.

h. Lead agency: Balfour Beatty.

Issue 09206: Housing Maintenance

- a. **Status:** Completed.
- b. **Entered:** March 2009.
- c. **Final action:** March 2009.
- d. **Subject area:** Housing.
- e. **Scope:** No help getting work orders taken care of. No communication from housing office or maintenance. It's like our

concerns are a bother to the housing office, especially with LeAnn in this particular office.

f. Recommendation: Get housing to communication better and take care of basic housing issues and/or problems in a timely manner.

g. Progress:

Proponent Input:

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please contact the Customer Service Officer for further information at 706-791-1622.****

Balfour Beatty Communities is interested in resolving your concerns to your satisfaction. In the event you have maintenance issues that need addressed, you may do so by contacting our facilities department at 706-772-95623 or via the web at www.ftgordonfamilyhousing.com . Should you feel that the level of service is not being met, please contact the community center at 706-772-7041 so that we may address your concerns promptly. You may also contact the community manager directly in the event you are not being followed up with. I can be reached directly via email at tchaplin@bbcgrp.com

h. Lead agency: Balfour Beatty.

Issue 09207: Housing Waiting Period

- a. **Status:** Completed.
- b. **Entered:** March 2009.
- c. **Final action:** March 2009.
- d. **Subject area:** Housing.
- e. **Scope:** The on post housing services have too long of a waiting period. We have tons of Soldiers PCSing to Fort Gordon and have to spend excessive cash to live off post so that their Family can have a roof over their head. And the condition of the on post houses are not that great either.
- f. **Recommendation:** More housing options. Accommodate Soldiers by their dependant status. More than one dependant should be considered and provided a home for their Family.

g. Progress:

Proponent Input:

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please contact the Customer Service Officer for further information at 706-791-1622.****

Balfour Beatty is interested in resolving your concerns to your satisfaction. We appreciate the feedback as it will help us in improving the level of service that we are able to provide you. The waiting period for housing has many variables that can cause the waits to be longer. The wait list is managed by the size of home (3br or 4br) as well as the rank structure. When placed on the waiting list, you are given an eligibility date that affects the position you hold on the waiting list. As your name comes to the top of the list, you are offered a home based on the size of your Family and the neighborhood that you qualify for based off of rank. Families are not given a priority based off the number of dependents, though that does determine the size of the home that they will be given.

We will gladly assist you in any way possible if you have additional questions. Please feel free to contact the Community Center at 706-772-7041 or via the web at

www.ftgordonfamilyhousing.com .

h. Lead agency: Balfour Beatty.

Issue 09208: Housing

- a. **Status:** Completed.
- b. **Entered:** March 2009.
- c. **Final action:** March 2009.
- d. **Subject area:** Housing.

e. Scope: I have lived in Gordon Terrace for 2 years and have been disappointed from day one. The living conditions are ridiculous. The work orders get forgotten about and the over all look is pure ghetto. I am almost ashamed to tell people where I live because visually it is disrespectful to call Story Drive home. As a Soldier in the military, we should be treated like we deserve the best and Gordon Terrace is not the way. If I risk my life for the freedom of my country and fellow man, I should at least get decent quarters. Also, my two year old daughter continued to get sick from bug bites and mold.

f. Recommendation:

g. Progress:

Proponent Input:

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Balfour Beatty Communities is interested in resolving your concerns to your satisfaction. In the event you have maintenance issues that need addressed, you may do so by contacting our facilities department at 706-772-95623 or via the web at www.ftgordonfamilyhousing.com. Should you feel that the level of service is not being met, please contact the community center at 706-772-7041 so that we may address your concerns promptly. You may also contact the community manager directly in the event you are not being followed up with. I can be reached directly via email at tchaplin@bbcgrp.com Please don't forget to let us know how we can improve our service by logging on to www.bbcgrp.com- click the "contact us" tab and complete the form.

h. Lead agency: Balfour Beatty.

Issue 09209: Showers at the Gym

a. Status: Completed.

b. Entered: March 2009.

c. Final action: March 2009.

d. Subject area: Force Support.

e. Scope: After PT many Soldiers decide to take a shower at the gym in order to save gas, money or simply to make it to formation on time. There are not enough showers in the gym for the amount of Soldiers trying to take showers in the morning.

f. Recommendation: Expand the gym and add more showers. Build another gym or place where Soldiers can take showers.

g. Progress:

Proponent Input:

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please contact the Customer Service Officer for further information at 706-791-1622.****

Showers in the Gyms 3,5,6 and Gordon Fitness Center were designed to accommodate patrons that use the facility for Sports and Fitness activities within those facilities.

h. Lead agency: DFMWR.

Issue 09210: Dance Class for 3 and 4 Year Olds

a. Status: Completed.

b. Entered: March 2009.

c. Final action: March 2009.

d. Subject area: Youth Support.

e. Scope: There are only 2 sports, soccer and T-ball offered for 3 & 4 yr. olds, there needs be more of a variety since the older kids have more sports activities to choose from. One suggestion would be a dance class (ballet and tap) offered instead of having to sign kids up outside of base and have to drive 20 minutes out to one.

f. Recommendation:

1. Hire a dance instructor(s) that can work with that age group to teach ballet/tap/jazz/hip-hop.

2. Integrate other activities for the younger kids to do.

g. Progress:

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please contact the Customer Service Officer for further information at 706-791-1622.****

The CYSS Youth Sports program offers a variety of team and individual sports opportunities designed to develop children's character as well as their physical well being. Any of these sports would be a great opportunity for children to exercise while learning valuable life lessons. Our CYSS sports program also offers intramural and outreach opportunities to the children enrolled in our pre-school, Pre-K, and before/after Pre-K/Kindergarten program. This opportunity comes as one "piece" of the overall CYSS puzzle.

The CYSS SKIES Instructional Program currently offers Karate Instructional classes on Tuesday & Thursday from 1700 hrs to 1800 hrs. In this particular class, children's ages range from 5 years of age to 18 years of age. A stringent exercise program takes place prior to actual Karate instruction. We also have SKIES classes in dance. We are also currently looking for instructors in gymnastics, piano, singing, and tutoring.

h. Lead agency: DFMWR/CYSS.

Issue 09211: Military Star Card

a. Status: Completed.

b. Entered: March 2009.

c. Final action: March 2009.

d. Subject area: Consumer Services.

e. Scope: As I am a foreign officer, but liaised to USA Signal Center & Fort Gordon most likely for three to four years, I have applied for the Military Star Card. After a lengthy chat via Internet the lady at the Military Star Call Center told me that I am not eligible.

f. Recommendation:

My recommendation would be to amend the rules for those of us, who are working with the US Army or in the Services at your country for a longer period, for instance a complete tour of duty. Otherwise, by not being qualified to receive an ordinary credit card from a bank, any foreign officer lacks the possibility to participate in the daily routine of buying and paying something.

g. Progress:

Proponent Input:

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: AAFES.

Issue 09212: Finance

a. Status: Completed.

b. Entered: March 2009.

c. Final action: March 2009.

d. Subject area: Entitlements.

e. Scope: I have an entitlement to an enlistment bonus. The problem is it is taking longer than it should to receive my entitlement. Someone forgot to switch my status from student to permanent party so it set my paperwork back.

f. Recommendation: I would recommend that there should be more focus towards Soldier's financial issues. It should be a priority.

g. Progress:

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please**

contact the Customer Service Officer for further information at 706-791-1622.**

h. Lead agency: Finance.

Issue 09213: Taxi Cabs

a. Status: Completed.

b. Entered: March 2009.

c. Final action: March 2009.

d. Subject area: Consumer Services.

e. Scope: They charge too much money than the prior taxi that use to be on Fort Gordon. Their prices are ridiculous once you get off post. The old taxi service, Radio Cab, used to charge \$5 for any where off post, but this new taxi service charges anywhere from \$15 to \$40 depending on there you go.

f. Recommendation: Talk to the taxi service about some type of fixed rate for military Soldiers who need to use their services.

g. Progress:

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please contact the Customer Service Officer for further information at 706-791-1622.****

The contract with the Checker Cab Company was awarded in April of 2008. In May of 2008 a "fixed" taxi fare rate schedule was implemented and posted in each contractual Checker Cab. The intent was to afford potential fares the knowledge of the cost associated with their final destination. This rate is discounted 30% below rates for the CSRA established by the Augusta Richmond County Taxi Authority. The Taxi Fare Rate Schedule pricing has the lowest fare cost "off Fort Gordon" beginning at 6.00 to Grovetown, 20.00 to North August and topping out at 34.00 to the Points Wet Army Recreation Area. Fares to the Atlanta and Columbia Airports are also listed on the Fare Rate Schedule. If you feel at any time, that you have been improperly charged, please contact the Contracting Officer Representative @ 706-791-8920. Thank you for your interest in the Fort Gordon Taxi Cab Contract and Services.

h. Lead agency: DFMWR.

Issue 09214: Information Booth for ACS

a. Status: Completed.

b. Entered: March 2009.

c. Final action: March 2009.

d. Subject area: Family Support.

e. Scope: No information booth.

f. Recommendation: You should have an information person that can tell us where to go without waiting for someone to ask us a bunch of questions, when we just want to know one answer.

g. Progress:

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DFMWR/ACS.

Issue 09215: Childcare Priorities for Single Parents

a. Status: Completed.

b. Entered: March 2009.

c. Final action: March 2009.

d. Subject area: Childcare.

e. Scope: Due to the fact that Soldiers are being deployed more often, the divorce rate is at a new high. There are more single parents in the military than there was 25 years ago. Installation childcare facilities do not accommodate for the increase in single parents requiring appropriate and adequate care. Soldiers often only have a few days to report to their duty station and secure

arrangements, and the installation childcare centers are often the best option based on location to duty and hours of operation. The installation childcare facilities cater to the Soldiers schedule unlike many childcare facilities off post.

f. Recommendation: Appropriate slots for single parent Soldiers and give priority placement to those Soldiers when applying for on post childcare.

g. Progress:

Proponent Input:

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DFMWR/CYSS.

Issue 09216: EFMP

a. Status: Completed.

b. Entered: March 2009.

c. Final action: March 2009.

d. Subject area: Family Support.

e. Scope: The personnel at EFMP have not been helpful. They are unable to give any information about spouses with disabilities – only children. All of the phone numbers I have been given are for parents with children with disabilities and are completely useless to me. No one has offered to go the extra mile and help me to find resources that can help us in our situation.

f. Recommendation: Train the EFMP personnel on issues relative to adults with disabilities.

g. Progress:

****This issue has been forwarded to Customer Management Services to be addressed through the ICE System. Please contact the Customer Service Officer for further information at 706-791-1622.**** The Exceptional Family Member Program (EFMP) staff members are equipped and trained to help support and facilitate the needs of any Patron coming thru the door, if they are clear about what they want or are looking for.

We would like to take this opportunity to express our regret that you were not provided all of the appropriate information you needed during your visit to the ACS facility. The EFMP office strives to provide the best possible service to our clients. Many of the EFMP duties require the Manager to be out of the office for extended periods during the day. In order to serve our customers better when the EFMP Manager is not available, other ACS staff step in to try to help. The staff does not have the expertise of the EFMP Manager but will provide any information to which they have access. Appointments are available by contacting the EFMP office directly by phone. We will take appropriate action to train the rest of the staff and provide them with additional information so they may serve our clientele better. Ms. Rachal, the EFMP Manager will be more than glad to assist you with your issues. Please feel free to call her at 706-791-4278 and set up an appointment to help serve you. Again, we would like to apologize for this situation.

h. Lead agency: DFMWR/ACS.

Issue 09217: Housing Maintenance

a. Status: Completed.

b. Entered: March 2009.

c. Final action: March 2009.

d. Subject area: Housing.

e. Scope: I've lived in housing here for over a year. We have had long, ongoing issues with the maintenance departments' ability to actually fix anything. It took 6 months of repeat calls (by me) and repeat visits (by them) before they fixed our air conditioner. We had water running into our linen closet (to the point where there was mold growing, and the closet was unusable) for several months

before it was adequately fixed. I have called three times in the last two months for our constantly running toilet, and it's still keeping me up at night. It's not that the men don't show up – it's that they are completely incompetent. There is also a complete lack of follow up on the part of the maintenance personnel. It takes months to get simple things (things that I could fix in 20 minutes if I was willing to spend my money on things that are not my responsibility to fix) taken care of. I am incredibly upset to think that I am spending almost a thousand dollars a month to live in the cheapest, most run down apartment I've ever had.

f. Recommendation: Hire competent employees. Train them to do their job. Follow up to make sure it is done properly. Have a system in place to deal with complaints.

g. Progress:

Proponent Input:

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Balfour Beatty Communities is concerned about your concerns. In the event you have maintenance issues that need addressed, you may do so by contacting our facilities department at 706-772-95623 or via the web at www.ftgordonfamilyhousing.com . Should you feel that the level of service is not being met, please contact the community center at 706-772-7041 so that we may address your concerns promptly.

h. Lead agency: Balfour Beatty.

Issue 09218: Orders for AIT Soldiers Are Not Being Cut Before Their Graduation Date
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a. Status: Completed.

b. Entered: March 2009.

c. Final action: December 2009.

d. Subject area: Force Support.

e. Scope: Prior service, active duty, Soldiers in school at Fort Gordon are not receiving their orders in a timely manner. Instead of receiving their transitional orders 90-120 days prior to their graduation date, some are receiving their orders several weeks after they have graduated. Levy & Assignments refuse to issue orders to these Soldiers individually. They demand that the entire class turn in their paperwork together. With the many different components and specific issues Soldiers have, this is inefficient for the Army, and places stress and hardship on the Soldier and the Family.

f. Recommendation: Change the process to issue orders at least 60 days prior to a Soldier's graduation date.

g. Progress:

Proponent Input:

Student/Trainee orders are prepared and distributed to commanders no later than 15 days prior to Soldier's course end date (as established by Signal School), within three days of change of notification, or within three days of receipt of Soldier's assignment instructions on fully qualified Soldiers, IAW Performance Work Standard (PWS) 5.10.2.1. Orders are delayed when the Request for Orders (RFO) is late or incomplete, Soldiers do not report on their out-processing day, missing documentation or they are APFT failures, dental holds, etc. In this case amendment orders must be published. To publish PCS orders at the beginning or near the beginning of a class are not feasible in that many students do not graduate on their scheduled date of graduation due to various reasons.

****This issue has been forwarded to Customer Management Services to be addressed through the Community First Program. Please contact the Customer Service Officer for further information at 706-791-1622.****

h. Lead agency: DHR.