



# Fort Gordon, Georgia 2010 Issue Book

Updated October 2010

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

<b>ISSUE #</b>	<b>ISSUE TITLE</b>	<b>STATUS</b>	<b>SUBJECT AREA</b>	<b>ENTERED AFAP</b>	<b>FINAL ACTION</b>
1038	Medical and Dental Benefits for Spouse and Dependents	Completed	Dental	01/10	9/2010
1035	VA Disbursement of GI Bill Benefits	Active	Education	01/10	
1009	NSPS System Allows for Staff to be Paid at a Lower Grade for Higher Level Responsibility	Unattainable	Employment	01/10	02/10
1010	NPS Home Visitor Responsibilities	Completed	Employment	01/10	02/10
1011	DA Civilians Should Have the Option of Donating Sick Leave or Annual Leave	Unattainable	Employment	01/10	02/10
1013	ACS Staff Positions Should be GS Instead of Contract	Completed	Employment	01/10	9/2010
1014	The Casualty Assistance Office Needs to be Operated by Civil Service Employees Instead of Contractor Employees	Active	Employment	01/10	
1020	Soldiers that Live in the Barracks Don't Have the Option to Receive Separate Rations	Active	Entitlements	01/10	
1033	Retroactive TSGLI for All Members of the Armed Forces Regardless of Physical Location at the Time of Injury	Unattainable	Entitlements	01/10	9/2010
1036	Fifty Percent to Divorced Spouse After Retirement	Unattainable	Entitlements	01/10	02/10
1005	Divorce Spouse Support	Elevated	Family Support	01/10	
1021	Military Liaisons in Public Schools	Completed	Family Support	01/10	06/10
1028	The Fort Gordon MWR and AAFES have so many programs that Soldiers and Families support with their hard earned dollars, however, MWR and AAFES at Fort Gordon don't reciprocate to Soldiers and Families during those "special days/events" that the Army sets aside for Soldiers and Families to be recognized in a special way.	Completed	Family Support	01/10	06/10
1029	DFMWR Does not Spend Money to Directly Benefit Soldiers and Families	Completed	Family Support	01/10	06/10
1030	FAP Does Not Offer Classes for Mixed Families	Completed	Family Support	01/10	9/2010
1032	Army Spouses Lose their AKO Privileges Upon Soldier Death or Retirement	Elevated/ Completed	Family Support	01/10	06/10
1039	Army Does Not Have Sex Offender Database	Elevated/ Completed	Family Support	01/10	06/10
1001	Student Crosswalk at Freedom Park Elementary	Unattainable	Force Support	01/10	02/10
1002	Training Environment for AIT Roughly 5 Months or Longer	Completed	Force Support	01/10	02/10

ISSUE #	ISSUE TITLE	STATUS	SUBJECT AREA	ENTERED AFAP	FINAL ACTION
1003	As a squad leader/instructor, we are overwhelmed with Soldiers issues as far as instructing and acting as a Plt Sgt	Elevated Unattainable	Force Support	01/10	06/10
1004	Debit Card Usage at DFACs	Completed	Force Support	01/10	02/10
1007	Lighting at the Family Outreach Center, Building 33512	Completed	Force Support	01/10	9/2010
1008	Why Can't Female Soldiers Wear Earrings	Unattainable	Force Support	01/10	02/10
1012	Army Community Service Does Not Have the Building of the Fort Braggs, Stewarts, Lewis	Active	Force Support	01/10	
1015	Using SSN as Identifying Information	Completed	Force Support	01/10	9/2010
1016	No Sidewalks to and from School That Connect Boardman/Maglin and Lakeview Neighborhoods	Active	Force Support	01/10	
1017	Access to Facilities in the WTB/SFAC Complex	Active	Force Support	01/10	
1022	No Housing Allowance Weight Increase for E9s	Completed	Force Support	01/10	02/10
1023	Unit Commanders Not Ensuring Volunteer Registration	Completed	Force Support	01/10	06/10
1034	The Only Problem I have is Being Far Away from Family	Completed	Force Support	01/10	06/10
1027	New Homes on Fort Gordon with Fences vs. Old Homes Just Getting Renovated on the Inside w/o Fences	Completed	Housing	01/10	06/10
1031	Balfour Beatty Falling Under Georgia Law not Military	Completed	Housing	01/10	06/10
1018	Why Can't My Wife Come to Visit me Twice a Year Free Instead of Once When I'm Sick	Completed	Leadership	01/10	02/10
1019	Availability of HERO Miles Program to TWB Soldiers	Completed	Leadership	01/10	9/2010
1024	Relocating My Mother Here to GA	Completed	Leadership	01/10	9/2010
1025	Unnecessary Equipment	Completed	Leadership	01/10	06/10
1026	Having no Privileges at AIT	Completed	Leadership	01/10	06/10
1037	Changes to Deployment, TDY and Dwell Time	Completed	Leadership	01/10	9/2010
1006	Assistance for Children with Dyslexia	Elevated	Medical	01/10	

**Issue 1001: Student crosswalk at Freedom Park Elementary School**

- a. **Status:** Unattainable.
- b. **Entered:** January 2010.
- c. **Final action:** February 2010.
- d. **Subject area:** Force Support.
- e. **Scope:** The crosswalk at Freedom Park Elementary School, which is manned by the crossing guard, is the source of traffic backup on a daily basis. It is not unusual to wait five or six minutes during rush hour.
- f. **Recommendation:** Build a cross over above the road so that children don't have to wait at the corner and traffic will not be impeded during rush hour. (42<sup>nd</sup> and Avenue of the States)
- g. **Progress:**  
**Steering Committee Meeting 22 February 2010:**  
The stated recommendation of building an overhead walkway is not attainable. There is a crossing guard on site to safely cross the students walking to and from the school.
- h. **Lead agency:** DPW.

**Issue 1002: Training environment here for AIT roughly 5 months or a little longer. Unable to have my wife and son here due to training at 19 weeks 4 days and the minimum requirement being 20 weeks**

- a. **Status:** Completed.
- b. **Entered:** January 2010.
- c. **Final action:** February 2010.
- d. **Subject area:** Force Support.
- e. **Scope:** Unlike being deployed in a war zone, men or women with families should have better opportunities during AIT to be with spouse and children.
- f. **Recommendation:** Include the inprocessing weeks as part of training time.
- g. **Progress:**  
**Proponent Input:**  
**15<sup>th</sup> Signal Brigade:** In accordance with Joint Travel Regulation, Volume 1, Chapter 5, Section 1, Part B.1.b., "A member is not authorized dependent travel and transportation allowances when a member is assigned to a school or installation as a student, if the course of instruction is to be of less than 20 weeks duration..." The 15th Regimental Signal Brigade does include inprocessing as part of the scheduled training time. Currently Soldiers arrive during the weekend to begin Advanced Individual Training (AIT) on Monday. The AIT Program of Instruction (POI) begins on Monday each week with two days (16 hours) of inprocessing. TRADOC resources Fort Gordon an academic period of 38 hours of training each week. Currently the 15th Regimental Signal Brigade trains 40 hours of scheduled academic training each week, which allows two hours of inprocessing training credit each week. Therefore during a 19 week and 4 day AIT course inprocessing is included.

**DHR:** Joint Travel Regulation Paragraph U5203 B1b. states Members are not authorized dependents' travel and transportation allowances when the member is assigned to a school or installation as a student, if the course of instruction is to be less than 20 weeks duration.  
The below additional information from Paragraph U2146 pertaining to time limitations for periods of TDY for courses of instruction is provided.  
"A. TDY for Training Less Than 140 Days (20 Weeks)  
1. General. Course(s) of instruction at a school or installation with a scheduled duration of less than 140 days (20 weeks) are TDY. No per diem is payable if prohibited by par. U7125-B. If the scheduled duration of the course is 140 or more days, the school or

installation is that member's PDS, except when the course is authorized as TDY under par. U2146-B.  
2. **Scheduled Duration.** The "scheduled duration" of a course is the actual period, including weekends, students receive instruction. Intervening holiday periods (e.g., recess for Christmas) and incidental time spent prior to, or following conclusion of, a course are not part of the scheduled course duration (53 Comp. Gen. 218 (1973)).  
Example 1: A member is scheduled for training (class is held 5 days a week) for 150 days to a course that normally lasts 139 days. During this time students are given 5 class days (an entire week) off in connection with a holiday. This reduces the 150-day period to 143 days (5 class days plus 2 days for weekend). Students are also given 4 additional class days off on other holidays. Even though the length of time from the class start date to the graduation date is 150 days, the actual training period is 139 days (exclude 11 days - relating to time off for holidays). Therefore, the assignment is a TDY.  
Example 2: The scheduled duration for XYZ course is 137 days (19 weeks/4 days) and the member, due to holidays and in/out processing, remains at the training site for 143 calendar days. Since the scheduled duration of the course is less than 140 days, regardless of the individual's time on station, the status is TDY." Questions or suggestions concerning the JTR should be addressed to The Per Diem, Travel and Transportation Allowance Committee, a Division of the Defense Travel Management Office (DTMO).  
Department of Defense  
4601 North Fairfax Drive Suite 800  
Arlington, VA 22203-1546  
www.defensetravel.dod.mil  
**Steering Committee Meeting 22 February 2010:**  
Per the Joint Travel Regulation, a Soldier is not authorized dependent travel if the course of instruction is less than 20 weeks in duration.  
h. **Lead agency:** 15<sup>th</sup> Signal Brigade.  
i. **Support agency:** DHR.

**Issue 1003: As a squad leader/instructor, we are overwhelmed with Soldiers issues as far as instructing and acting as a Plt Sgt**

- a. **Status:** Elevated/Unattainable.
- b. **Entered:** January 2010.
- c. **Final action:** June 2010.
- d. **Subject area:** Force Support.
- e. **Scope:** We are doing double work. The drill sergeants would handle Soldier issues where the instructors would just teach.
- f. **Recommendation:** At least, we could get some type of comp i.e. new uniforms and boots.
- g. **Progress:**  
**Proponent Input:**  
On 17 June 2007, TRADOC approved a Command Implementation Plan for Replacing Advanced Individual Training (AIT) Drill Sergeants with Platoon Sergeants. As part of this plan, TRADOC directed that AIT proponents (15th Regimental Signal Brigade) would select and assign NCOs from the instructor population to serve as squad leaders for AIT Soldiers.  
To recognize the work of AIT Platoon Sergeants and provide additional compensation, TRADOC approved a supplemental clothing allowance for AIT Platoon Sergeants on 15 September 2009. This one-time issue consisted of two ACU coats, two ACU trousers, and 1 pair Combat HW tan boots and required that the Platoon Sergeant serve at least six months in an authorized position.  
**AFAP Conference Rewritten Issue:**  
**Title:** AIT Squad Leader/Instructor Responsibilities and Benefits  
**Scope:** The elimination of Drill Sergeants and implementation of AIT Squad Leader/Instructor positions has created an understaffing

within the AIT cadre, resulting in additional workload and increased scope of responsibility with inadequate compensation. The Drill Sergeant to student ratio was 1 to 35; the AIT Squad Leader/Instructor to student ratio is 1 to 50. This increase of workload and duty hours creates low morale within the unit and has a negative impact on the quality of training received by the students.

**Recommendations:**

1. Authorize increase of manpower positions to ensure a 1 to 35 Leader/Student ratio.
2. Authorize Incentive Pay.

**Steering Committee Meeting 22 February 2010:**

This issue will be forwarded for inclusion in the Training and Doctrine Command (TRADOC) AFAP Conference, May 2010.

**Steering Committee Meeting 29 June 2010:**

Issue was forwarded to the Training and Doctrine Command (TRADOC) AFAP Conference. Conference workgroups did not prioritize this issue. This issue is currently at the Office of the Secretary of Defense and is not attainable at the garrison level.

**h. Lead agency:** 15<sup>th</sup> Signal Brigade.

**Issue 1004: Debit Card Usage at DFACs**

**a. Status:** Completed.

**b. Entered:** January 2010.

**c. Final action:** February 2010.

**d. Subject area:** Force Support.

**e. Scope:** None of the DFACs are set up to use debit cards to pay for meals.

**f. Recommendation:** Each DFAC should provide the option/opportunity of being able to purchase meals with a debit card.

**g. Progress:**

**Proponent Input:**

Dining facilities costs, funding, and reimbursements for meal costs are controlled and regulated by Department of Defense. This issue is not something that can be handled at the local level because it has potential impact throughout the services. Recommend suggestion be submitted through Director of Army Center of Excellence and Subsistence (ACES), Ft Lee, VA to Army, G4.

**Steering Committee Meeting 22 February 2010:**

The majority of the customers utilizing the dining facilities are students and trainees.

**h. Lead agency:** DOL.

**Issue 1005: Divorce Spouse Support**

**a. Status:** Elevated.

**b. Entered:** January 2010.

**c. Final action:**

**d. Subject area:** Family Support.

**e. Scope:** Many spouses after being married to a Soldier for 10 years or more are faced with divorce. The spouse who often does not have a career of their own has to struggle to begin again without any support. Although benefits are available based on the divorce decree there still is the overwhelming feeling that the Army does not care what happens to them. They are left to fend for themselves after giving selfless support to the Soldier. The transition to civilian life after spending time with the military community can be frustrating and intimidating. The transition is just as difficult for divorce spouses as it is for Soldiers transitioning to civilian life.

**f. Recommendation:**

1. Provide job search services.
2. Provide resume services.
3. Provide preparation for an interview information.
4. If remaining in the Fort Gordon area - Offer local referral list of services (i.e. continuing education, medical, dental, and

information on unemployment).

**g. Progress:**

**AFAP Conference Rewritten Issue:**

**Title: Divorce Spouse Support**

**Scope:** Transitional services are not available for divorced spouses. Many Army programs are available to current dependents but not divorced spouses. Transition to civilian life after military life can be intimidating and frustrating for divorcees.

**Recommendation:** Authorize divorced spouses access to ACAP and ACS for 6-12 months following divorce.

**Steering Committee Meeting 22 February 2010:**

This issue will be forwarded for inclusion in the TRADOC AFAP Conference, May 2010.

**Steering Committee Meeting 29 June 2010:**

Issue was forwarded to the TRADOC AFAP Conference.

Conference workgroups did not prioritize this issue. Issue needs to be reworked and resubmitted.

**h. Lead agency:** DFMWR/ACS.

**Issue 1006: Assistance for children with Dyslexia through TRICARE, EFMP, or any other resources available to military families**

**a. Status:** Elevated.

**b. Entered:** January 2010.

**c. Final action:**

**d. Subject area:** Medical

**e. Scope:** Under TRICARE policy there is no coverage for "learning disabilities" of any kind. According to research as reported by [Newideas.net](http://Newideas.net) Dyslexia (today's medical terms refers to it as a "specific learning disability in reading") affects 15% of students and only 1 out of every 10 students with dyslexia will ever be diagnosed. Today's educators and our school system are so driven by NCLB test scores and "continuous training" that they are not

properly educated as to how to recognize dyslexia and their early warning signs. According to the TRICARE Policy Manual 6010.54-M Chapter 7, Section 3.8 Learning Disorders (I)(II)(A)(B) "Learning Disabilities are diagnosed when the individual's achievement on individually administered, standardized tests in reading, mathematics, or written expression is substantially below for age, schooling and level of intelligence". According to the [www.dys-add.com](http://www.dys-add.com) Testing & Assessment research there are levels of Dyslexia mild, moderate, severe or profound and there is NO SINGLE test to diagnose Dyslexia, it takes 10 to 12 series of tests to investigate all areas to receive an accurate diagnosis. Federal education laws DO NOT require public schools to test children for Dyslexia. According to [www.dys-add.com](http://www.dys-add.com) only 1 in 10 dyslexic children are severe enough to fail in school and meet the schools criteria and the legal definition of a learning disability. Therefore the mild & moderate dyslexic students are not receiving special education services and continue to struggle through school. According to Dr. Harold Levinson dyslexia results from an inner-ear syndrome and/or the cerebellum and is genetic. This IS a medical condition, not a matter of a low IQ or a true learning disability.

**f. Recommendation:** Currently the TRICARE policy does not cover testing or tutoring and makes it the school responsibility to diagnose (Which is not the role of our county educators) and treat. Currently the school system is NOT required by law to test or treat UNLESS the child is failing a full grade level. This become aggravating for the student and the parents that are desperately seeking help and forces the families to find means outside the school or medical field which become unaffordable for most families to diagnose or tutor. This is something that MUST be covered by TRICARE Policy! My recommendation is to update

the TRICARE Policy to make provisions to properly diagnose and treat/tutor Dyslexia.

**g. Progress:**

**AFAP Conference Rewritten Issue:**

**Title: Coverage for Dependents with Learning Disabilities**

**Scope:** There is no coverage for "learning disabilities" of any kind under TRICARE, EFMP, or any other resources available to military Families. Military Families incur out of pocket expenses to test and treat for learning disabilities. Unidentified and untreated learning disabilities lead to behavior problems, stressing military Families. These stresses include but are not limited to emotional strain, financial hardships, marital strife, sibling rivalry, social isolation, depression and domestic violence. This stress undermines mission readiness.

**Recommendation:** Require TRICARE to provide coverage for screening and treatment for learning disabilities.

**Steering Committee Meeting 22 February 2010:**

This issue will be forwarded for inclusion in the TRADOC AFAP Conference, May 2010.

**Steering Committee Meeting 29 June 2010:**

Issue was forwarded to the TRADOC AFAP Conference. Conference workgroups did not prioritize this issue. Issue needs to be reworked and resubmitted.

**h. Lead agency:** DDEAMC.

**Issue 1007: Lighting at the Family Outreach Center, Building 33512**

**a. Status:** Completed.

**b. Entered:** January 2010.

**c. Final action:** September 2010.

**d. Subject area:** Force Support.

**e. Scope:** There are no outside lights or lights in the parking lot of the Family Outreach Center. Upon leaving the building at night after a function, the parking lot is almost pitch black. The lack of lighting creates a potential safety issue.

**f. Recommendation:** Install lights on and around the entire building and parking lot.

**g. Progress:**

**Steering Committee Meeting 22 February 2010:**

Issue can be addressed by submitting a work order to DPW.

**Steering Committee Meeting 22 September 2010:**

Floodlights were installed on the two sides of the building facing the parking lot.

**h. Lead agency:** DPW.

**Issue 1008: Why Can't Female Soldiers Wear Earrings with ACUs**

**a. Status:** Unattainable.

**b. Entered:** January 2010.

**c. Final action:** February 2010.

**d. Subject area:** Force Support.

**e. Scope:** Morale is low, work performance is not as efficient.

**f. Recommendation:** Change the regulation.

**g. Progress:**

**Proponent Input:**

Females are authorized to wear prescribed earrings with the service, dress, and mess uniforms. The ACU is issued as a combat uniform and is not intended for wear as an all-purpose uniform when other uniforms (Class A or B, Dress, and Mess Uniform) are more appropriate. As a Combat Uniform it is not appropriate to wear jewelry such as earrings. If Soldiers are in assigned positions where they are often in social setting, they should inquire through their Chain of Command, the authorization to wear Class A or B uniform.

**AFAP Conference Rewritten Issue:**

**Title: Female Soldiers Wearing Earrings in ACUs**

**Scope:** Female Soldiers aren't allowed to wear earrings in ACUs.

**Recommendations:**

1. Modify AR 670-1 to allow female Soldiers to wear earrings when not in a field environment or TA-50, IBA is required.

2. Allow female Soldiers to wear earrings in ACUs at the commander's discretion.

**Steering Committee Meeting 22 February 2010:**

Earrings are permitted to be worn with the Class A or B, Dress, or Mess Uniform. The ACU is a combat uniform and it is not appropriate to wear jewelry such as earrings.

**h. Lead agency:** Garrison CSM.

**Issue 1009: NSPS System Allows for Staff to be Paid at a Lower Grade for Higher Level Responsibility**

**a. Status:** Unattainable.

**b. Entered:** January 2010.

**c. Final action:** February 2010.

**d. Subject area:** Employment.

**e. Scope:** NSPS staff being paid at GS7 but taking on GS11 work. Highly unfair to anyone who is stuck in the NSPS or who is going to be stuck the next version of a "performance based" system.

**f. Recommendation:** Everyone is allowed to work in the same system. Whether it be performed based or not.

**g. Progress:**

**Steering Committee Meeting 22 February 2010:**

The NSPS is phasing out. Once the system is no longer in use, this issue should be resolved.

**h. Lead agency:** CPO.

**Issue 1010: NPSP Home Visitor Responsibilities**

**a. Status:** Completed.

**b. Entered:** January 2010.

**c. Final action:** February 2010.

**d. Subject area:** Employment.

**e. Scope:** The NPSP Home Visitor receives credit when home visits are made but education on a larger scale to inform Army Families about NPSP and ACS programs is not counted towards work effort. These larger groups serve to bring new Families to NPSP.

**f. Recommendation:** Revamp the NPSP Home Visitor responsibilities to include briefing and other presentations, classes to Army and other services and discuss the benefits of NPSP to include these tasks. The information given is also important to prevent the likelihood of child maltreatment and abuse.

**g. Progress:**

**Steering Committee Meeting 22 February 2010:**

This issue was an internal workload issue that has since been resolved.

**h. Lead agency:** ACS.

**Issue 1011: DA Civilians Should Have the Option of Donating Sick Leave or Annual Leave**

**a. Status:** Unattainable.

**b. Entered:** January 2010.

**c. Final action:** February 2010.

**d. Subject area:** Employment.

**e. Scope:** It limits the amount of leave that can be donated when only annual leave can be donated to the donor. Donor may not receive enough leave to cover the period they are away from work, therefore may not get paid.

**f. Recommendation:** That DA Civilians should have a choice of whether they want to donate annual or sick leave to the donor. This will allow the donor to have enough leave to cover the period they are away from work. Not have to go on leave without pay, especially during these economic times.

**g. Progress:**

**AFAP Conference Rewritten Issue:**

**Title: DA Civilian Need an Option to Donate Sick Leave**

**Scope:** Civilian personnel are exhausting Sick and Annual Leave due to illness which requires them to take unpaid Leave. Permitting donations of Sick Leave will alleviate financial hardship and promote retention of Civilian personnel.

**Recommendation:** Civilian employees will be permitted to donate Sick Leave with supervisory approval.

**Steering Committee Meeting 22 February 2010:**

Annual leave hours are assigned an account with a dollar value. Sick leave hours are not processed the same way. There is no monetary value assigned to sick leave, therefore, there is no way to accurately account for sick leave hours donated.

**h. Lead agency:** CPO.

**Issue 1012: Army Community Service does not have the "Building" of the Fort Bragg, Stewarts, and Lewis etc**

**a. Status:** Active.

**b. Entered:** January 2010.

**c. Final action:**

**d. Subject area:** Force Support.

**e. Scope:** Soldiers and Families go from this bldg or the other bldg and in-processing, out-processing and going to 3 different bldgs of ACS for information.

**f. Recommendation:** Soldiers and Families would in-process/out-process much easier than walking all over post. Secondly, ACS needs a bigger office. This is also a problem for Families to not have a vehicle, yet, they still need to walk all over post for SERVICES by ACS usually.

**g. Progress:**

**Steering Committee Meeting 22 February 2010:**

There is a current plan of action to relocate some of the offices that are not required to be in Darling Hall. This would free up the space needed to include offices that should be located in Darling Hall for Soldier and Family Member convenience.

**Steering Committee Meeting 22 September 2010:**

A two to three year phase is in place to move all of the offices out of Darling Hall that are not considered a "one stop shop" for in and out processing. The plan has been approved and resources have been allocated.

**h. Lead agency:** DPW.

**Issue 1013: ACS Staff Positions Should be GS Instead of Contract**

**a. Status:** Completed.

**b. Entered:** January 2010.

**c. Final action:** September 2010.

**d. Subject area:** Employment.

**e. Scope:** Renewing the contract on a yearly basis places stress on the employee. Also, the employee can look to the future with ACS, instead of looking at the present.

**f. Recommendation:** Convert all ACS staff contracted positions to GS.

**g. Progress:**

**Steering Committee Meeting 22 February 2010:**

Staff positions would need to be documented on the Table of Distribution and Allowances (TDA).

**Steering Committee Meeting 22 September 2010:**

ACS is gradually converting some of the contracts over to GS. Current positions converting are the Survivor Outreach Services contracts. The next fiscal year, the victim advocate contract positions will be phased into GS positions with the New Parent Support Program contracts following.

**h. Lead agency:** ACS.

**Issue 1014: The Casualty Assistance Center (CAC) Needs to be Operated by Civil Service Employees Instead of Contractor Employees**

**a. Status:** Active.

**b. Entered:** January 2010.

**c. Final action:**

**d. Subject area:** Employment.

**e. Scope:** Almost all of the other installations have converted to civil service. The new civil service CAC Benefits Coordinator cannot complete the prescribed job tasks because many of those tasks are included in the AKIMA contract. The Benefits Coordinator job description was created for a CAC work environment. For example, the Benefits Coordinator currently cannot work with an active duty survivor on their benefits until after they have finished with the Casualty Assistance Officer although this is part of the Benefits Coordinator job description.

**f. Recommendation:** The process is to convert the CAC positions from contractor to civil service be completed or amend the AKIMA contract so that the Benefits Coordinator can work within the perimeters of the job description.

**g. Progress:**

**Steering Committee Meeting 22 February 2010:**

Current research is being done to determine if the issue recommendation can be accomplished.

**Steering Committee Meeting 22 September 2010:**

Current bid is in place for positions to be in sourced. This is an ongoing issue.

**h. Lead agency:** DHR.

**Issue 1015: Using SSN as Identifying Information**

**a. Status:** Completed.

**b. Entered:** January 2010.

**c. Final action:** September 2010.

**d. Subject area:** Force Support.

**e. Scope:** In order for a Soldier or Family Member to be entered and tracked by ACS, a SSN is required. This can be a barrier. Some Family Members are reluctant to provide the SSN for themselves or family members.

**f. Recommendation:** Either use the last 4 of the SSN as a means of tracking or have a system to create a unique identifier for each Service Member and Family Member.

**g. Progress:**

**Steering Committee Meeting 22 February 2010:**

The DA ACS database requires SSNs to be entered into the system to be able to track clients. A new version of the Client Tracking System is in the developmental stage. This new system will not require full SSNs to be used.

**Steering Committee Meeting 22 September 2010:**

ACS no longer uses SSN of sponsor to input data. The sponsor's date of birth is now used.

**h. Lead agency:** ACS.

**Issue 1016: No Sidewalks to and From School That Connect From Boardman/Maglin and Lakeview Neighborhoods**

**a. Status:** Active.

**b. Entered:** January 2010.

**c. Final action:**

**d. Subject area:** Force Support.

**e. Scope:** Children who would like to ride their bikes to school or Middle School/Teen Youth center have no safe route to walk or ride their bikes, leaving the youth of this community to depend entirely on transportation, i.e. parents driving or bus (school) which is not reliable

**f. Recommendation:** Connect all sidewalks from the Garrison

along back of school (don't know name) so that all members of this community can have a safe route to travel by foot or bike - to and from the neighborhoods to schools – youth centers - and any other building along that route.

**g. Progress:**

**Steering Committee Meeting 22 February 2010:**

Sidewalks will be constructed when the new ball field is built.

**Steering Committee Meeting 22 September 2010:**

Plan to construct sidewalks is currently in the fiscal year 2011 spend plan.

**h. Lead agency:** DPW.

**Issue 1017: Access to Facilities in the WTB/SFAC Complex**

**a. Status:** Active.

**b. Entered:** January 2010.

**c. Final action:**

**d. Subject area:** Force Support.

**e. Scope:** WTB Soldiers using crutches, wheelchairs or power chairs and walkers have difficulty opening doors. There are no automatic doors in the complex.

**f. Recommendation:** Install automatic doors for entrance at the WTB/SFAC buildings.

**g. Progress:**

**AFAP Conference Rewritten Issue:**

**Title: Automatic Door Access for All WTB Facilities.**

**Scope:** WTB Soldiers using crutches, wheelchairs, and power chairs have difficulty opening manual doors. Wounded warriors recovering from substantial injuries and or surgeries have limited mobility which prevents these wounded Soldiers from utilizing manual doors. Automated doors will improve the quality of life for Wounded Warriors transitioning back to duty and or to the civilian life.

**Recommendation:** Install automated doors to all WTB Facilities entry/exit points.

**Steering Committee Meeting 22 February 2010:**

All WTB facilities are Americans with Disabilities Act (ADA) compliant. Determination of which facilities should have automatic doors will need to be done and then a work order should be submitted to begin the process.

**Steering Committee Meeting 22 September 2010:**

A work order has been placed for the Soldier and Family Assistance Center. Accessibility has not taken place at the other WT facilities.

**h. Lead agency:** DPW.

**Issue 1018: Why Can't My Wife Come to Visit Me Twice a Year Free Instead of Once When I'm Sick?**

**a. Status:** Completed.

**b. Entered:** January 2010.

**c. Final action:** February 2010.

**d. Subject area:** Force Support.

**e. Scope:** Due to the fact that I'm away from my family already. It will be nice to let my spouse come down for training too as a family. So she/he can also learn about my condition instead of when I get back home and she can't deal with it or know how to prepare the family for this change.

**f. Recommendation:** Bring my wife (spouse) here twice a year to see me. Not when I'm sick but for counseling too with me..

**g. Progress:**

**Proponent Input:**

Per Army regulation, the Army does not fund family travel other than Invitational Travel Orders and Non Medical Attendant Orders for the Family Members of the WTB. Travel and Transportation Orders are provided by the Department of the Army based on medical need at the time of injury. Non Medical Attendant orders are provided if the Medical professional feels that it is medically

necessary that a Family Member be present in regard to the Soldier's medical condition.

The WTB does not have funds to pay for family travel because the Army does not authorize it. Families may visit on their own financial accord. It is recommended that the Family Members communicate via phone with the Nurse Case Manager, Company leadership or the Army Wounded Warrior Program (AW2) with the permission of the Soldier regarding the medical care and transitional information. The TBI/PTSD program at DDEAMC does have training for spouses/family members because of the nature of the medical condition. These Family Members are put on orders and all travel is paid for during the training. Soldiers are encouraged to communicate with Family Members about the medical conditions. Soldiers continue to receive Family Separation Pay. The purpose of the pay is to provide compensation for added expenses incurred because of an enforced family separation. Travel would be considered an added expense. Soldiers and Family Members are also encouraged to use programs that provide free plane tickets or other assistance in order to defray the cost of travel.

**Steering Committee Meeting 22 February 2010:**

There are various avenues for WTB Soldiers to request their Family Members to visit. The determination is done on a case by case basis. The WTB Soldier can speak with the nurse case manager for assistance. The WTB is also very lenient with allowing the Soldiers to take leave to visit their Families.

**h. Lead agency:** WTB.

**Issue 1019: Availability of HERO Miles Program to WTB Soldiers**

**a. Status:** Completed.

**b. Entered:** January 2010.

**c. Final action:** September 2010.

**d. Subject area:** Leadership.

**e. Scope:** Currently WTB Soldiers come to SFAC (Information Referral) to engage dozens of other non-profit organizations. HERO miles is the ONLY program not available through SFAC.

**f. Recommendation:** Changes the designated HERO miles representative to a program area (SFAC I&R) that has responsibility for providing the service. This would preclude a failure of the program due to personnel reassignment or other issues.

**g. Progress:**

**Proponent Input:**

This was a decision made by the Fisher House. This is a private organization that selected who they wanted as the Hero Miles Liaison. Hero Miles wants to have the program facilitated with one primary person to track the use of the program to prevent abuse, maintain consistency of who the tickets need to be emailed to or who to call with questions. Having multiple personnel working on this program may cause confusion. The Fisher House has made some adjustments to the designated Liaison because of availability and Soldier access. Since this change, no eligible Soldier has been neglected the use of the Hero Miles option. Although it may seem reasonable to have this program with the Information/Referral it is not in the purview of the WTB Leadership to go against the wishes of the organization that provides the resource. The recommendation would be that if a Soldier comes to the SFAC for Hero Miles, the SFAC staff member would call the Hero Miles Liaison (WTB Social Services Assistant) and provide a warm handoff. The Soldier will then see the Liaison and the request will be taken care of.

**Steering Committee Meeting 22 February 2010:**

The current system of assigning the HERO Miles Program to a WTB staff member is working well for the Soldier. We will look into whether the program can be more standardized if the



responsibilities were transferred to the Soldier and Family Assistance Center staff.

**Steering Committee Meeting 22 September 2010:**

Program is functioning adequately as currently defined.

**h. Lead agency:** WTB.

**Issue 1020: Soldiers That Live in the Barracks Don't Have the Option to Receive Separate Rations.**

**a. Status:** Active.

**b. Entered:** January 2010.

**c. Final action:**

**d. Subject area:** Entitlements.

**e. Scope:** Because Soldiers don't always desire nor have the opportunity to eat at the DFAC. Sometimes Soldiers want to eat something different.

**f. Recommendation:** Soldiers in the barracks should be asked by the command: do you want to receive separate rations? The Soldier should have the option to choose.

**g. Progress:**

**Proponent Input:**

Officer and Enlisted Soldier's are entitled to Subsistence Allowance after basic training. Reference DoD 7000.14-R Volume 7A, Chapter 25. Soldier's that require a different rate of Basic Allowance for Subsistence(BAS) must go to their Command with his/her specific situation, who will then determine if they are eligible for authorizing a new BAS rate. Finance is not the ruling component on authorizing BAS. Current rates for FY 10 are listed below.

BAS Rates for 2010:

Officers: \$223.04

Enlisted: \$323.8

**Steering Committee Meeting 29 June 2010:**

Soldiers that reside in the barracks are placed on a meal plan.

Soldiers have the ability to put in an Exception to Policy request to the Command. The command has the authority to approve the Soldier for separate rations. Fort Gordon currently has a midnight dining facility open to ensure that Soldiers with varying schedules have the opportunity to obtain meals. Issue will remain active for further proponent response.

**h. Lead agency:** Finance.

**Issue 1021: Military Liaison's in Public Schools**

**a. Status:** Completed.

**b. Entered:** January 2010.

**c. Final action:** June 2010.

**d. Subject area:** Family Support.

**e. Scope:** Public schools that serve military installations need a better understanding of the challenges of high mobility families. There are no identified individuals within public school systems that are housed in each school to assist and support military parents and their children during various stages of their military careers. This is would be a positive supplement to the existing School Liaison Officer program. This program would also broaden access to support services for at risk families.

**f. Recommendation:** Place a part time/full time social service staff member in each school to assist the school teachers and the administration to educate teachers on the challenges that military children face before, during, and after transition occurs. Utilize this staff member to provide referrals and support to families to agencies serving military families.

**g. Progress:**

**Proponent Input:**

The staff member in the school that is trained to help facilitate the guidance of the children/youth upon transitioning is the guidance counselor. If there are any questions regarding a specific child/youth, school or situation, then the guidance counselor or

parent can call the School Liaison Officer (SLO) for further assistance. The SLO will help guide the parent (or Guidance Counselor) to the information needed. The Guidance Counselor and SLO work as a team, in conjunction with the Principals, to ensure that each transitioning child, youth and parent have their questions answered. If the schools need information, the SLO's provide that to them, as well as other resources (such as Army Community Services (ACS)), that can help when needed.

**h. Lead agency:** DFMWR.

**Issue 1022: No Housing Allowance Weight Increase for E9s**

**a. Status:** Completed.

**b. Entered:** January 2010.

**c. Final action:** February 2010.

**d. Subject area:** Force Support.

**e. Scope:** There is a significant difference between an E9 with 20 years and one with 30 years. That is 10 years worth of furniture and no increase.

**f. Recommendation:** 10,000 pound increase for E9s with 4 years' time in grade and add an additional 2,000 pounds every 2 years after that.

**g. Progress:**

**Steering Committee Meeting 22 February 2010:**

Active DA AFAP issue #457 addresses this issue.

**h. Lead agency:** Transportation.

**Issue 1023: Unit Commanders not Ensuring Volunteer Registration**

**a. Status:** Completed.

**b. Entered:** January 2010.

**c. Final action:** June 2010.

**d. Subject area:** Force Support.

**e. Scope:** Unit personnel tend to communicate what is important to the command team to subordinates and Families. FRG positions are not being registered or neither are volunteers. It is illegal to spend NAF or APF dollars on non-statutory volunteers. They also may not use government equipment or supplies.

**f. Recommendation:**

1. Enforce AR 608-1 Appendix J.

2. Ensure command teams attend training/briefing given by AVCC.

**g. Progress:**

**Proponent Input:**

Title 10, United States Code 1588, authorizes civilians to volunteer on federal property—provided they are registered. Registered volunteers are legal or statutory. Statutory volunteers may utilize government supplies, drive government vehicles, have both appropriated and non-appropriated funds spent on them for training and recognition, and reimbursed for out-of-pocket expenses.

In addition, registered volunteers are covered by the Volunteer Protection Act of 1997 (similar to Good Samaritan Law); are authorized reimbursement for medical expenses resulting from an injury sustained while conducting their volunteer duties; and may file for workmen's compensation if the injury results in lost wages. Those volunteers not registered are not entitled to any sort of financial restitution.

Appendix J of Army Regulation 608-1, provides specific guidance for the implementation of Family Readiness Groups. The appendix should be followed/enforced at all command levels—company, battalion, and brigade.

**Steering Committee Meeting 29 June 2010.**

The Army Community Service Volunteer Coordinator emphasizes that each organization/unit that utilizes volunteers should assign an Organizational Point of Contact (OPOC). The duties of the OPOC would be to ensure that all volunteers are registered through the Volunteer Management Information System (VMIS) and properly

accounted for. All volunteers are required to be registered through the VMIS system for liability reasons. Command emphasis and support is needed to ensure accurate accountability of volunteers.

**h. Lead agency:** ACS.

#### Issue 1024: Relocating My Mother Here to GA

**a. Status:** Completed.

**b. Entered:** January 2010.

**c. Final action:** September 2010.

**d. Subject area:** Leadership.

**e. Scope:** My mother is disabled. Secondly, all required schooling has been met for promotion.

**f. Recommendation:** Provide guidance in getting my mother here. Secondly, why can we not be given credit for time in service away from our organic units

**g. Progress:**

**Steering Committee Meeting 29 June 2010:**

The issue is not clear. Request the issue be sent back to the originating party for more clarification.

**Steering Committee Meeting 22 September 2010:**

Soldier was contacted directly by the unit to resolve the issue.

**h. Lead agency:** WTB.

#### Issue 1025: Unnecessary Equipment

**a. Status:** Completed.

**b. Entered:** January 2010.

**c. Final action:** June 2010.

**d. Subject area:** Leadership.

**e. Scope:** Why do AIT Soldiers have to wear the pistol belt with canteen November thru February. With the amount of drinking fountains and access to water during these non hot months. This seems to be non-realistic of we are really preparing them for their first unit of assignment.

**f. Recommendation:** Remove this equipment from November to February unless training requires it.

**g. Progress:**

**Proponent Input:**

In accordance with Brigade Policy Letter 17 (Privileges and Limitations for Soldiers in Training, dated 22 January 2009), Soldiers are required to wear an approved water source. For Phase IV Soldiers this consists of a pistol belt with canteen while Phase V and V+ Soldiers had the option of wearing the pistol belt with canteen or camelback hydration system.

On 05 January 2010 the Fort Gordon Central Issue Facility (CIF) began issuing the camelback hydration system. Soldiers previously issued the pistol belt with canteen will continue to retain this equipment until they PCS, while new Soldiers will receive the camelback hydration system.

Although Soldiers have access to drinking fountains in the classrooms and some barracks, some training, taskings, and details may be short notice in nature and Soldiers may not have adequate time to return to their barracks to obtain a water source. Although the period between November and February has been unseasonably cold, there may unexpected warm periods where proper hydration is required. Additionally, studies have shown that Soldiers may still become dehydrated during periods of cold and it remains a safety concern for Soldiers to remain properly hydrated.

**Steering Committee Meeting 29 June 2010:**

The military began issuing camelbacks in January 2010. The policy letter states that an approved water source needs to be carried at all times. Dehydration can occur at any time of the year, not just the summer months.

**h. Lead agency:** 15<sup>th</sup> Signal Brigade.

#### Issue 1026: Having no Privileges at AIT

**a. Status:** Completed.

**b. Entered:** January 2010.

**c. Final action:** 29 June 2010.

**d. Subject area:** Leadership.

**e. Scope:** People who are my age (34) and entering the Army for the first time ever, has no children yet (and wants them), might have a hard time adjusting to everything. I want to be here, but I would love to father a child (of my own). I don't feel like I will have the chance now. I am probably headed for the Middle East.

**f. Recommendation:** To be afforded the time necessary to do what is needed as stated above.

**g. Progress:**

**Proponent Input:**

Soldier's primary duty is to train while in Advanced Individual Training (AIT). In accordance with TRADOC Regulation 350-6 (Enlisted Initial Entry Training Policies and Administration, dated 01 July 2009) and Brigade Policy Letter 17 (Privileges and Limitations for Soldiers in Training, dated 22 January 2009), all MOS-I Soldiers arrive at Fort Gordon with limited privileges—also known as Phase IV privileges.

Phase IV Soldiers have limited on-post privileges and no off-post pass privileges. After approximately 15 days Soldiers have an opportunity to test and phase up to Phase V. Phase V privileges are earned by demonstrating competence in areas such as passing a knowledge exam, reciting the Soldier's Creed, singing the branch song, passing uniform, wall locker, and inspections, demonstrating proper discipline, passing all academic requirements, and passing their APFT. If mission allows, i.e. no scheduled weekend training, Phase V Soldiers are permitted to take local passes after training on Fridays and Saturdays until 0100 hours the following day and on Sundays from 0800 hours until 1800 hours on Sunday.

After approximately 10 weeks of training, Soldiers may earn Phase V+ privileges through continued demonstrated competence in the aforementioned areas. Phase V+ Soldiers are permitted off-post overnight weekend passes in the local area and with company commander approval off-post overnight weekend passes within a 250 mile radius.

These policies apply to all Initial Entry Training Soldiers regardless of age.

**Steering Committee Meeting 29 June 2010:**

AIT Soldiers arrive at Fort Gordon with limited privileges. Each Soldier has a phase badge that shows their privilege level. Soldiers have an opportunity to be tested on their knowledge in order to be given a higher phase badge with more privileges.

**h. Lead agency:** 15<sup>th</sup> Signal Brigade.

#### Issue 1027: New Homes on Fort Gordon with Fences vs. Old Homes Just Getting Renovated on the Inside without Fences

**a. Status:** Completed.

**b. Entered:** January 2010.

**c. Final action:** June 2010.

**d. Subject area:** Housing.

**e. Scope:** All homes on Fort Gordon should have fences, just like the new homes. I live in the "old" Olive Terrace and if I wanted to put a fence in my back yard I would have to pay for it, and then remove it when I left. But, if you live in some of the new homes they have a fence already put in.

**f. Recommendation:** When renovating homes install a fence. Let owners install, get re-imbursed for the fence, and leave the fence.

**g. Progress:**

**Proponent Input:**

At this time this would result in an extraordinary expense for the project. There are currently no monies budgeted for additional fencing. As long as the fence meets Balfour Beatty guidelines, then we do not require the resident to remove the fence when they depart Ft. Gordon.

The fencing on the newer homes was calculated into the construction costs. As we move forward with the project and additional homes are taken down and new homes erected fencing may be an option.

**Steering Committee Meeting 29 June 2010:**

Issue has been transferred to the Customer Management System.

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

**Issue 1028: The Fort Gordon MWR and AAFES Have So Many Programs that Soldiers and Families Support with Their Hard Earned Dollars, however, MWR and AAFES at Fort Gordon Don't Reciprocate to Soldiers and Families During Those "special days/events" That the Army Sets Aside for Soldiers and Families to be Recognized in a Special Way.**

**a. Status:** Completed.

**b. Entered:** January 2010.

**c. Final action:** June 2010.

**d. Subject area:** Family Support.

**e. Scope:** Many Army installations, during periods of deployment, Military Spouse Appreciation Day, Military Family Week, etc, provide Soldiers and Families incentives from the installation demonstrating exactly what the term "appreciation" means – "to recognize with gratitude". These incentives encourage and increase the use of MWR and AAFES during periods that are not deemed as "special" and add dollars, some of which are returned, to the installation.

**f. Recommendation:**

1. Provide a FREE movie or \$1.00 rate during deployment, Military Spouse Appreciation Day and Military Family Appreciation Week.
2. Provide a FREE or ½ price lunch or dinner at clubs or any other restaurant on the installation.
3. Conduct bowling sessions for \$1.00 per Family or significantly reduce rate during "special" times, i.e. deployment, Military Spouse Appreciation Week, Spouse Appreciation Day.

**g. Progress:**

**Proponent Input:**

**DFMWR Response:** It is true that the Directorate of Family Morale, Welfare and Recreation (DFMWR) succeeds each year in capitalizing most of its Net Income (Profit), which has averaged \$5,348.7k over the past 3 years. In addition to our core/basic programming, we conscientiously develop and present low or no-cost entertainment and/or recreation opportunities designed for all members of our military community. These are sometimes presented as special occasions such as Month of the Military Child, Military Spouse Appreciation Day, etc.

Other events/programs include, but are not limited to:

Kids' Fishing Derbys (\$5,000 for 2 each yr)

Kids' Shooting Day (\$500)

Youth Pheasant Hunt (\$500)

Monthly Morale Calls (\$22,000/yr)

Hot-Air Balloon Festivals (\$7,500/event)

Spring Fests (\$29,300/event)

Oktoberfests (\$38,300/event)

BOSS Programs/Events (\$14,000/Yr)

Army Entertainment Concerts & Talent Shows

Army Entertainment Soldier Shows

Summer Concert Series (\$15,000)

Independence Day Celebration (\$35,000)

Easter Egg Hunts (\$500)

Month of the Military Child (\$17,000)

Trees for Troops (\$14,400)

Free Atlanta Hawks, Falcons, Braves & Thrashers Tickets

Christmas House (\$53,000)

Christmas Tree Lighting Ceremony (\$12,500)

Unit Fund Dividends (\$35,000)

Army Level Requirements (ALR) – Special unit fund dollars which may be request upon return of deployed units, based upon strength while deployed. Funds specifically intended for Soldier and Family Appreciation Day events and celebrations. They may be used for up to one year after redeployment. (Unlimited \$\$\$ to date) Superbowl Parties (\$1,000)

**AAFES Response:** AAFES Mission foremost is to provide quality goods and services at competitively low prices and generate earnings to support MWR programs on Ft Gordon.

70% of all of AAFES earnings are returned back to our customer in the form of MWR/Services dividends. AAFES gave \$2.0M in 2008 to Ft Gordon in MWR dividends.

Our AAFES website supports our military members and their families' right from home.

Logging on [www.aafes.com](http://www.aafes.com) gives our Ft Gordon military members and their families' access to PCS smooth move coupons and Mainstreet Food Coupons - print them and use them right away. Great savings to be used in our AAFES stores directly.

AAFES is very happy to participate in community wide events that focus on supporting our Military and their families. POC(s) should contact my office, AAFES GM (706) 793-0233 ext 100. Leave a message with your name and number. POC(s) of the Military Spouse Appreciation and Military Family Appreciation Week should contact AAFES well in advance for event planning and support.

**Steering Committee Meeting 29 June 2010:**

MWR and AAFES continue to support the military and their Families. AAFES has coupon books for new arrivals. A periodic update in the post newspaper as to what MWR is doing in support of the military should be done.

**h. Lead agency:** DFMWR.

**i. Support agency:** AAFES.

**Issue 1029: DFMWR Does Not Spend Money to Directly Benefit Soldiers and Families.**

**a. Status:** Completed.

**b. Entered:** January 2010.

**c. Final action:** June 2010.

**d. Subject area:** Family Support.

**e. Scope:** DFMWR does not offer free movies, reunion celebrations and other services to Families and military. Other installations offer more free stuff and services. Give more free services to support FRGS.

**f. Recommendation:** DFMWR provide more services – free or complimentary services for Soldiers and Families. Only free service is ACS and some childcare.

**g. Progress:**

**Proponent Input:**

: It is true that the Directorate of Family Morale, Welfare and Recreation (DFMWR) succeeds each year in capitalizing most of its Net Income (Profit), which has averaged \$5,348.7k over the past 3 years. In addition to our core/basic programming, we conscientiously develop and present low or no-cost entertainment and/or recreation opportunities designed for all members of our military community. These are sometimes presented as special occasions such as Month of the Military Child, Military Spouse Appreciation Day, etc.

Other events/programs include, but are not limited to:

Kids' Fishing Derbys (\$5,000 for 2 each yr)

Kids' Shooting Day (\$500)

Youth Pheasant Hunt (\$500)

Monthly Morale Calls (\$22,000/yr)

Hot-Air Balloon Festivals (\$7,500/event)

Spring Fests (\$29,300/event)

Oktoberfests (\$38,300/event)

BOSS Programs/Events (\$14,000/Yr)

Army Entertainment Concerts & Talent Shows

Army Entertainment Soldier Shows  
 Summer Concert Series (\$15,000)  
 Independence Day Celebration (\$35,000)  
 Easter Egg Hunts (\$500)  
 Month of the Military Child (\$17,000)  
 Trees for Troops (\$14,400)  
 Free Atlanta Hawks, Falcons, Braves & Thrashers Tickets  
 Christmas House (\$53,000)  
 Christmas Tree Lighting Ceremony (\$12,500)  
 Unit Fund Dividends (\$35,000)  
 Army Level Requirements (ALR) – Special unit fund dollars which may be request upon return of deployed units, based upon strength while deployed. Funds specifically intended for Soldier and Family Appreciation Day events and celebrations. They may be used for up to one year after redeployment. (Unlimited \$\$\$ to date)  
 Superbowl Parties (\$1,000)

**Steering Committee Meeting 29 June 2010:**

This issue was combined with issue 1028.

**h. Lead agency:** DFMWR.

**Issue 1030: FAP Does Not Offer Classes for Mixed Families**

- a. Status:** Completed.
- b. Entered:** January 2010.
- c. Final action:** September 2010.
- d. Subject area:** Family Support.
- e. Scope:** Some of us are in our second marriage. We need help too. They don't offer classes for teenagers either. FAP is for all Families. We are military too. Classes for all Families – blended, teen and more. They offer parenting classes if you are parent of young children.
- f. Recommendation:** Offer classes for us too.
- g. Progress:**

**Steering Committee Meeting 29 June 2010:**

ACS has not offered classes for blended Families but has offered other classes similar. Classes will be added to the Family Advocacy calendar.

**Steering Committee Meeting 22 September 2010:**

No inquiries have been made for these types of classes. If a customer comes in, the FAP staff can either refer them to other resources to meet their needs or provide the needed counseling/classes they require.

**h. Lead agency:** ACS.

**Issue 1031: Balfour Beatty Falling under Georgia Law not Military**

- a. Status:** Completed.
- b. Entered:** January 2010.
- c. Final action:** June 2010.
- d. Subject area:** Housing.
- e. Scope:** BBC falls under Georgia law when it comes to evictions. Military Families here over a year fall under "tenant-at-will" category and can be told to move at any time for any reason.
- f. Recommendation:** Action against Families regarding housing issues in regards to moving and evictions should be done through military when it comes to any legal action against military Families.
- g. Progress:**

**Proponent Input:**

Balfour Beatty follows state statutes in regards to residents. These guidelines do not allow us to move anyone out at any time for any reason. These guidelines are strict. We are required to give appropriate notice and reason. Balfour Beatty is here to serve the soldiers of Ft. Gordon and we only evict a family when it is absolutely necessary.

As to the jurisdiction that Balfour Beatty falls under, it is the state that the resident resides in.

**Steering Committee Meeting 29 June 2010:**

Balfour Beatty does not try to evict Soldiers and their Families. If an eviction is necessary, the Soldier's chain of command is involved. The action would be forwarded to the Commanding General through the Garrison Commander. Any eviction is governed by the state law; the military body of law does not have jurisdiction over evictions.

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

**Issue 1032: Army Spouses Lose their AKO Privileges Upon Soldier Death or Retirement**

- a. Status:** Elevated/Completed.
- b. Entered:** January 2010.
- c. Final action:** June 2010.
- d. Subject area:** Family Support.
- e. Scope:** When an Army Soldier dies or honorably retires from the Army, his or her spouse loses their AKO access. If a spouse continues to carry a military id card and the Soldier continues to be their sponsor upon retirement or death with all other benefits, then why does the Army take away their AKO privileges? An AKO account is a crucial information link to the unit and Army resources. It is a benefit that shouldn't be taken away, but even more important to continue after retirement or death.
- f. Recommendation:** Change the current Army AKO policy and allow Army spouses to keep their AKO access after their Soldier honorably retires from the Army or passes away while on Active Duty or during retirement.
- g. Progress:**

**Proponent Input:**

As long as the user has a current entry in the retiree database, the AKO account will not expire. When a user no longer has a current record in the personnel database, his/her AKO account will be revoked after 180 days. In order to maintain an AKO account, a user who is no longer in the database must be sponsored by a full account holder. Account sponsors are responsible for the online behavior of the accounts they sponsor. Inappropriate behavior on AKO/DKO may result in sanctions. After the sponsor passes since the family member no longer has ties to the government, they can't be held accountable or responsible for inappropriate behavior or content on the site.

**AFAP Conference Rewritten Issue:**

**Title: Army Knowledge Online (AKO) Privileges for Surviving Spouses**

**Scope:** When a Soldier passes away while on active duty, his/her spouse loses AKO privileges. Losing access to the AKO website would prevent surviving spouses a link to government sourced websites and access to benefit and entitlement changes applicable to their familial status. Cancellation of AKO privileges may cause unnecessary confusion, stress and detachment from military information, contacts and resources.

**Recommendations:** Authorize surviving spouses' access to AKO as long as they possess a valid dependent ID card.

**Steering Committee Meeting 22 February 2010:**

This issue will be forwarded for inclusion in the TRADOC AFAP Conference, May 2010.

**Steering Committee Meeting 29 June 2010:**

Current policy already exists that allows Surviving Spouses to continue maintaining an AKO account. Information needs to be shared with the Survivor Outreach Services and Casualty Assistance programs.

**h. Lead agency:** NEC.

**Issue 1033: Retroactive TSGLI for All Members of the Armed Forces Regardless of Physical Location at the Time of Injury**

- a. Status:** Elevated/Unattainable.
- b. Entered:** January 2010.

**c. Final action:** September 2010.  
**d. Subject area:** Entitlements.  
**e. Scope:** Validation: Require Retroactive TSGLI for all Members of the armed forces who suffered an injury or illness that is determined to be in the line of duty, no matter where the injury or illness occurred from October 7, 2001 to November 30, 2005. Not just those who were injured while deployed in support of Operation Enduring Freedom or Operation Iraqi Freedom.

**Impact:** There are Members, who while serving at their assigned duty stations at home or around the world, who suffered injuries, illnesses and losses that are not covered due to the OIF/OEF geographic location exclusion. The exclusion does not exist after 2005 for all who support the United States Armed Forces as members of the Military.

**f. Recommendation:** Extend retroactive and expanded coverage of TSGLI to all The Members of the Armed Forces who were on active duty from October 7, 2001 through the enactment of the provision, who supported the United States at home or while deployed at any duty station, not just those injured by Operation Enduring Freedom (OEF) or Operation Iraqi Freedom (OIF). Require that all members at home and abroad who became ill or injured prior to November 2005 be covered.

**g. Progress:**

**Proponent Input:**

At present, the current policy remains in place. Members who suffer a scheduled loss as a result of a traumatic event that occurred from October 7, 2001 through and including November 30, 2005, must have been deployed outside the United States on orders in support of OEF or OIF at the time the traumatic event occurred, or the member must have been serving in a geographic location that qualified the member for the Combat Zone Tax Exclusion under the Internal Revenue Service Code at the time the traumatic event occurred.

**AFAP Conference Rewritten Issue:**

**Title: Enhanced Death Benefits and Option to Appeal for Survivors**

**Scope:** Prior to 23 December 2003, if imminent death of a Soldier was expected within 72 hours, the military would initiate the imminent death process and retire the Soldier. The benefits for many survivors were impacted by the decision to retire the Soldier. On 23 December 2003, the Secretary of Defense issued a memorandum notifying all military installations to discontinue use of the imminent death retirement process. Previous imminent death Survivors are unaware of the potential increase in benefits and entitlements.

**Recommendation:** Require Army G-1 Retirement Services and Casualty and Mortuary Affairs Operations Center (CMAOC) review imminent death cases and contact all eligible survivors to inform them of new laws and process to appeal to Army Board for Correction of Military Records (ABCMR).

**Steering Committee Meeting 22 February 2010:**

This issue will be forwarded for inclusion in the TRADOC AFAP Conference, May 2010.

**Steering Committee Meeting 29 June 2010:**

Issue was forwarded to the TRADOC AFAP Conference. Conference workgroups did not prioritize this issue. Issue needs to be reworked and resubmitted.

**Steering Committee Meeting 22 September 2010:**

Retroactive TSGLI compensation to Soldiers injured outside Operation Enduring Freedom (OEF) and Operation Iraqi Freedom (OIF) theaters of operation between 7 Oct 01 and 30 Nov 05 was declared unattainable. Office of the Secretary of Defense (OSD) does not support this issue.

**h. Lead agency:** TSGLI Office.

**i. Support agency:** DHR.

**Issue 1034: The Only Problem I Have is Being Far Away from Family.**

**a. Status:** Completed.

**b. Entered:** January 2010.

**c. Final action:** June 2010.

**d. Subject area:** Force Support.

**e. Scope:** Because I worry about their well being and getting well and medical care and having enough income for my family

**f. Recommendation:**

**g. Progress:**

**Proponent Input:**

The person submitting this concern should be using resources that support his family, as the medical need of the Soldier do place him/her at Fort Gordon for medical care. Resources will vary depending on the component of the Soldier. All Soldiers will have Active Duty resources like Army Community Services, the Soldier and Family Assistance Center and the WTB for resource assistance. If the Soldier is National Guard or Reserve, there are additional resources that the State or Reserve programs provide. The WTB or the SFAC can connect the Soldier or Family Member with those services. Childcare subsidies are available for all WTB Soldiers which may alleviate some financial burden allowing the family to save money for the future. This Soldier continues to get a paycheck as a regular Army Soldier while at the WTB. If this Soldier feels that he/she cannot currently financially support his family, the WTB or SFAC can assist with the eligibility for government programs like WIC or the Supplemental Sustenance Allowance, but have no guarantee of acceptance into any assistance program. Financial guidance can also be provided for this Soldier to relook at his/her current financial situation and project an outlook of his/her new situation to begin to plan and make changes financially. If this Soldier is transitioning out of the Army based on a post cardio surgery, a medical board will be processed and a disability benefit provided. The Soldier can also determine if he/she qualifies for Social Security for additional benefits and apply accordingly. There are also opportunities for the spouse to return to school to change careers to compensate for the loss of an expected income. In regard to the well being of the family; there are resources through Tricare, Military OneSource and Military Family Life Consultants if behavioral health attention is needed. These programs provide free behavioral health support to the family members and the Soldier. Military OneSource can provide follow up counseling to the Soldier and Family once the Soldier returns home.

**Steering Committee Meeting 29 June 2010:**

The Soldier and Family Assistance Center was established to assist the Wounded Warriors and their Families. More education of the Soldiers and their Families needs to take place to ensure they are aware of all available services.

**h. Lead agency:** WTB.

**Issue 1035: VA Disbursement of GI Bill Benefits**

**a. Status:** Active.

**b. Entered:** December 2008.

**c. Final action:**

**d. Subject area:** Family Support.

**e. Scope:** There are some GI Bill beneficiaries who have to pay out of pocket for tuition and then wait anywhere from ten to twelve weeks for reimbursement. This is dependent on the school. This can put an individual or family in a position of financial hardship. The effect can be long-lasting and no current or prior service member should have to sacrifice any more than they already have.

**f. Recommendation:** Create an across the board payment system that disburses funds directly to the institution providing the education. If this is not possible, assist public colleges and universities in drafting an agreement for payment once the funds

are dispersed to the individual, thus preventing a potential financial hardship.

**g. Progress:**

**Proponent Input:**

Due to numerous Public Laws (P.L.), variables within different programs and legal complexities which are outlined within the basic qualifications and eligibility of each VA educational benefit program, an across the board payment system is unauthorized, as well as unlawful in most cases under the present rules governing benefits disbursement. It would require a Congressional mandate to change or amend the previously approved Public Law (P.L.) that appropriated funds for that VA specific educational program in order for it to be included in an across the board payment distribution.

All VA educational benefit programs are identified by numerical "Chapters" (i.e. 30/31/32/33/34/35, etc) and are binding under specific P.L(s). These P.L.(s) set the rules, state guidelines for implementation and identify the specific parties selected for its use. The Chapters, derived from H.R. rules within the P.L.(s), set disbursement guidelines which must be adhered to.

However, in most if not all Chapters, advanced or accelerated payments are authorized upon prior request from the eligible awardee. This request normally must be submitted to the supporting VA Regional Office 30 - 60 days before class starts. It is intended for courses taken in colleges or vocational schools in order to meet tuition expenses up front. Each VA chaptered program has different submission timelines and requirements which must be met for advanced payment consideration.

Once these requirements are met, the VA will mail an advance payment check directly to the school (made out to the requesting awardee). Most advance payment request usually only require a signed request for advancement along with an approved certificate of enrollment submitted to the VA by the awardees' institution of attendance.

Additionally, most of the local public institutions will accept the VA's voucher **attesting** to the fact that an advance payment has been requested by benefit awardees and will be mailed directly to the attending institution. For specific requirements outlining a VA Chapter's advance payment guidelines you can contact the VA regional office covering your institution at their consolidated number 1-888-442-4551. You can also go online to the VA's question an answer website and post questions at <http://www.gibill.va.gov/advpayqa.htm> . You must identify which VA chapter you are an awardee of, as well as an email for a return reply.

**AFAP Conference Rewritten Issue:**

**Title: VA Processing of GI Bill Education Benefits**

**Scope:** GI Bill processing is delayed due to the lack of approving authority. This impacts the recipient's successful completion of enrollment and payment process. Veteran's Administration should provide more support to local offices. Delegation of local approving authority will expedite processing of claims and receipt of benefits.

**Recommendation:** Provide authority to local representative to process and approve payment.

**Steering Committee Meeting 22 February 2010:**

The VA has hired 530 people to address this issue. Process has also been enhanced by the availability to apply for an advancement in pay.

**Steering Committee Meeting 22 September 2010:**

The VA was set to hire 530 people to address this issue. More input from subject matter expert required.

**h. Lead agency:** Education Center.

**Issue 1036: Fifty Percent to Divorce Spouse After Retirement**

**a. Status:** Unattainable.

**b. Entered:** January 2010.

**c. Final action:** February 2010.

**d. Subject area:** Entitlements.

**e. Scope:** The Uniformed Services Former Spouses' Protection Act (Title 10 USC 1408) Congress overruled the McCarty vs. McCarty Supreme court ruling and backdated the Uniformed Services Former Spouses Act to invalidate the McCarty ruling. The USFSPA was backdated to allow state courts to classified military pay as disposal retired pay/community property/equitable

**f. Recommendation:** Repeal the USFSPA

**g. Progress:**

**Steering Committee Meeting 22 February 2010:**

This was determined to be an individual issue. The stated recommendation is not attainable.

**h. Lead agency:** Legal.

**Issue 1037: Changes to Deployment/TDY and Dwell Time**

**a. Status:** Completed.

**b. Entered:** January 2010.

**c. Final action:** September 2010.

**d. Subject area:** Leadership.

**e. Scope:** It has come to my attention that a soldier on dwell time is allowed to go on humanitarian missions for TDY for months at a time. My husband just returned in July from Iraq and we are dual military. He was still under "OCONUS" and I was under "CONUS". Once we finally were able to meet up together he came down for possible TDY to Haiti. We have two very small children, one in which he only saw for 6 weeks after he was born before deploying, and it's a major concern how the army handles deployments virus "TDY deployments" There needs to be more done to help soldiers stay at home. He was home for 6 weeks before being told to pack his bags for a possible mission to Haiti. This plus the stress of just getting home was almost too much to bear. Please help find a better way of dealing with this matter.

**f. Recommendation:** Set a standard for this. More support for dual military members with families to care for. (I didn't even have an FRG leader name or number before all this happen)

**g. Progress:**

**AFAP Conference Rewritten Issue:**

**Title: Insufficient Dwell Time**

**Scope:** Soldiers are being redeployed with insufficient dwell time. Service Members returning from theatre/deployment are now being tasked with humanitarian/TDY/deployment missions. This adversely affects Family dynamics and could cause an increase in divorce, due to separation and absence of parental presence and Family disconnect. All of which in turn can cause poor work performance.

**Recommendation:** Review and implement policy for deployments and redeployments (ALARAC 253)

**Steering Committee Meeting 22 February 2010:**

Dwell time is always taken into consideration. Some missions are considered to be exercises, not deployments. Research will be done to determine if dwell time lost between missions can be reset after the subsequent mission is completed.

**Steering Committee Meeting 22 September 2010:**

**h. Lead agency:**

**Issue 1038: Medical and Dental Benefits for Spouse and Dependents**

**a. Status:** Elevated/Completed.

**b. Entered:** January 2010.

**c. Final action:** September 2010.

**d. Subject area:** Dental.

**e. Scope:** **Scope:** Not enough is offered to the spouse in terms of dental benefits. A spouse needing braces. We have to come out of pocket 100% if we needed braces. We stay here while our spouses are deployed for 12 or more months keeping our Families and



homes together. We should be given more service medical and dental taking care of our children and homes takes a toll on us mentally and physically would wanting to upgrade ourselves be a hardship on the military after all we are the backbone of the Army's Soldier. So shouldn't we feel good about ourselves to be better for our spouses. It shouldn't only be limited to braces if a spouse wanted any upgrade she should be able to get it.

**f. Recommendation:**

**g. Progress:**

**AFAP Conference Rewritten Issue:**

**Title: Orthodontic Dental Benefits for Dependents**

**Scope:** TRICARE and United Concordia Dental Plan do not provide adequate coverage for dependent orthodontic health care. Dependents over the age of 23 are not covered for any orthodontic procedures and the dependents that are covered under the current plan often encounter additional costs if a Permanent Change of Station (PCS) occurs during the course of their treatment. The added out-of-pocket expenses to provide this basic and required orthodontic care create financial hardships on the military Family, especially for those Families with multiple dependents.

**f. Recommendations:**

1. Eliminate dependent age cap for required orthodontic care.
2. Expand benefit coverage to include the required "re-start" costs associated with PCS relocation for current orthodontic patients.

**Steering Committee Meeting 22 February 2010:**

This issue will be forwarded for inclusion in the TRADOC AFAP Conference, May 2010.

**Steering Committee Meeting 29 June 2010:**

Issue was forwarded to the TRADOC AFAP Conference. Conference workgroups combined the recommendation of eliminating the dependent age cap for required care but advised that the restart costs could be provided by a Soldier's Dislocation Allowance. Issue needs to be reworked and resubmitted.

**Steering Committee Meeting 22 September 2010:**

Issue was forwarded to the Training and Doctrine Command (TRADOC) AFAP Conference and was prioritized by the conference workgroups. Issue has been forwarded to DA for inclusion in their annual conference.

**h. Lead agency:** DENTAC.

1. Require privatized housing lease to include section that identifies sex offenders within household so housing assignment will be in conjunction with State Laws.

2. Requirement for Commanding General to review and take action regarding sex offenders working/residing on military installations.

**Steering Committee Meeting 22 February 2010:**

This issue will be forwarded for inclusion in the TRADOC AFAP Conference, May 2010.

**Steering Committee Meeting 29 June 2010:**

Issue was forwarded to the TRADOC AFAP Conference. The issue was prioritized by the workgroup, however, the AFAP General Officer Steering Committee meeting determined the current active Department of the Army issue concerning overseas sex offender registry will be expanded to include an Army-wide convicted sex offender registry.

**h. Lead agency:** Legal.

**Issue 1039: Army Does not Have Sex Offender Database (or use one – the national)**

**a. Status:** Elevated/Completed.

**b. Entered:** January 2010.

**c. Final action:** June 2010.

**d. Subject area:** Family Support.

**e. Scope:** Military members and their spouses or Family Members are "hiding out" living on Military bases. Living on post is privilege not a right. Family Members have false sense of security.

**Recommendation:**

1. Soldiers should have to notify housing and schools if they have Family Members who are on a sex offender list.
2. Soldiers with sex offenders should not be allowed to move overseas as sponsored.
3. Soldiers with Family Members as sex offenders should not live on post.

**g. Progress:**

**AFAP Conference Rewritten Issue:**

**Title: Sex Offenders Working or Residing on Military Installations**

**Scope:** Registered sex offenders working and residing on military installations pose a threat to the security of the installation and residents. There is no regulatory guidance for sex offenders residing on Federal Installations. Living on post is a privilege not a right. Family Members have a false sense of security.

**Recommendations:**