

**COMMUNITY FIRST ISSUES COLLECTED FY 08**

<u>#</u>	<u>Issue</u>	<u>Subject area</u>	<u>Status</u>	<u>Final Response</u>
CF-2008-01	Behavioral Health takes too long to get all your paper work, and to see them. PED never informs you when your paper work is in, and they don't answer phone calls. You must wait in their office just to get your information.	MEDDAC	Completed	Since 1 October 2008, Winn Department of Behavioral Medicine has restructured the Behavioral Health MEB process. Soldiers now receive one initial screening visit that determines the necessary paperwork, studies, and any missing documentation. The Soldier is then scheduled for a two hour appointment with a psychologist or psychiatrist who completes the full evaluation and then dictates the behavioral health addendum shortly after completion. With this new system, the Winn Behavioral Health Clinic is able to complete more than 40 MEBs per month and has the capability to flex for more if required. In closing, to enhance the coordination between the services, Winn DBM is establishing a tracking system with PEBLO and the WTU to ensure active, ongoing monitoring to provide Soldiers up to date status on their behavioral health addendums.
CF-2008-02	Warriors in Transition are required to attend MEDDAC wide classes, but they usually do not have anything to do with WTU	MEDDAC	Completed	All of the classes that are held in the WTU have specific audiences. Most of the training that is given is mandatory for all Soldiers regardless of their WT status; these include CBRNE, Equal Opportunity, and Sexual Assault. Until the final determination is made on whether a Soldier will RTD or is medically discharged, they are required to take DA and AMEDD required training. Some are mandatory for all WTs, such as the Newcomers, Suicide Prevention, TBI, and VA Briefings. Others are mandatory for Cadre only; these include Provider Resiliency and HIPPA. Your Chain of Command will notify you of which classes you are required to attend.
CF-2008-03	Organizational days should not include activities, such as "kiss a pig" that ask for monetary donations.	MEDDAC	Completed	Winn Army Community Hospital staff, WTU Staff, and Warriors are involved in the planning process of these events. These activities are attended on a voluntary basis and no one is pressured to donate. Fund raisers are conducted intermittently to offset costs of holiday balls, O-Day etc. these are done in conjunction with SJA approval.

CF-2008-04	Unauthorized persons are entering Soldiers' rooms for inspections without them present, which is against regulation. Only MPs, medical or supply personnel are supposed to be allowed to enter rooms without the Soldier present.	MEDDAC	Completed	WTU Policy Letter 24, Barracks Policy, covers the type of room inspections conducted by Cadre. Announced and unannounced inspections will be conducted at least weekly to ensure compliance with this policy. Other inspections include Health and Welfare inspections, and safety inspections when the safety of a WT is in doubt (as in when a WT has made a suicide threat, FTR, AWOL, etc).
CF-2008-05	Low fat meats are not offered daily at the DFACs. All DFACs should serve at least one low fat meat each meal to support Soldiers who are trying to lose weight.	DOL	Completed	In support of military weight control programs, each dining facility offers reduced calorie menus, and reduced portions. They offer reduced menus, of 1,500 to 1,600 calories a day, following the guidelines of the Food Guide Pyramid. The Dining Facility ensures nutritionally adequate diets are provided to meet various soldier and mission requirements to include reduced calorie menus. The following are some of the low calorie options available in every dining facility: Main Entrees menus include a wide variety of fish and poultry recipes that are baked and broiled to provide healthy food choices. Vegetarian and meatless entrees are offered when requested by the diners. Each facility offers a standard deli bar with at least four grilled short-order type items to include sandwiches made with lean meat, hamburgers, cheeseburger, ham & cheese grilled cheese and frankfurters, additional sandwiches are added based on customer requests. Standard salad bar which features fresh vegetables, fruit and fat-free salad dressing. Choice of six whole grain, ready-to-eat cold cereals, three are without sugar coating; two are 100% fiber fortified. At least two 100% juice choices are available; orange juice and one other juice high in vitamin C. All dining facilities offer 2 % fat fresh milk as primary dairy beverage, with low-fat chocolate milk, and skim milk offered as alternatives.
CF-2008-06	Warriors in Transition should not be required to attend classes that will not apply when they Return to Duty (RTD). Classes for WTUs should be tailored to their path, RTD or medical discharge.	MEDDAC	Completed	All of the classes that are held in the WTU have specific audiences. Most of the training that is given is mandatory for all Soldiers regardless of their WT status; these include CBRNE, Equal Opportunity, and Sexual Assault. Until the final determination is made on whether a Soldier will RTD or is medically discharged, they are required to take DA and AMEDD required training. Some are mandatory for all WTs, such as the Newcomers, Suicide Prevention, TBI, and VA Briefings. Others are mandatory for Cadre only; these include Provider Resiliency and HIPPA. Your Chain of Command will notify you of which classes you are required to attend.

CF-2008-07	Squad leaders have too many Soldiers to properly take care of. If one Soldier has a medical appointment, the squad leader could be occupied with that Soldier all day, leaving insufficient time to take care of the rest of his/her Soldiers.	MEDDAC	Unattainable	Unattainable at the Installation Level, will forward through AFAP channels to higher HQ
CF-2008-08	Nurse Case Managers (NCMs) have too many patients to properly serve. This causes NCMs to be unorganized, as they normally can't find your paperwork when you see them.	MEDDAC	Unattainable	Unattainable at the Installation Level, will forward through AFAP channels to higher HQ
CF-2008-09	Squad leaders, platoon sergeants and NCMs need support staff. For example, if you needed a refill, you could see your NCMs assistant instead of waiting all day to see your NCM.	MEDDAC	Unattainable	Unattainable at the Installation Level, will forward through AFAP channels to higher HQ
CF-2008-10	The Fort Stewart Post Office is not adequately staffed. There is usually only one attendant at the counter creating a 30 minute wait just to purchase stamps. Also, the post office opens at 1000 on Saturdays, should open earlier.	DHR	Active	

CF-2008-11	Tampa VA Soldiers have only one uniform. The Red Cross has helped provide additional uniforms, but the standard needs to be changed. These Soldiers need more than one uniform provided to them.	DOL	Completed	This issue has been addressed by the WTB Commander. Currently the WTB Commander is authorizing two sets of Army Combat Uniforms (increase from one uniform that was issued previously) and one full set of the Improved Physical Fitness uniform. When enlisted or officer Soldiers are evacuated from the OIF/OEF theater of operations to a medical treatment facility due to injuries or illness and their personal clothing has not been received at that medical treatment facility, the commander of the medical treatment facility will authorize the issue, on a gratuitous basis, uniform items sufficient to meet the Soldier's needs.
CF-2008-12	There are not enough doctors or dentists, i.e., waiting one year for an appointment to have a crown replaced.	DENTAC MEDDAC	Completed	<b>DENTAC response:</b> DENTAC policy is to coordinate with the Soldier's Patient Care Manager (PCM) to provide WTU Soldiers with dental appointments upon request based on the Soldier's availability and remaining time on station. Additionally, the DENTAC can refer WTU Soldiers off post for dental care when appointment wait times exceed 3 weeks for routine care or 4 weeks for specialty care. We believe this issue arose from a misunderstanding involving one Soldier, who did not provide his name or the specifics of his concern. Feedback from the WTU Chain of Command and the PCMs indicates overall satisfaction with dental services at FSGA/HAAF with no negative trends noted. <b>MEDDAC response:</b> This issue is already included in the installation strategic plan with an action to: (1) Determine right mix of providers and support staff and hire staffing shortfalls and (2) Centralize Telephone Appointments)
CF-2008-13	Insufficient parking- There is a lot of guidance on where you cannot park, but there is a lack of guidance on where you can park. Soldiers are told not to park on the grass, but there is nowhere else to park.	WTU command issue w/ help from DPW & DES	Active	
CF-2008-14	The open ditch line in front of the SFAC needs to be filled, as it is making it difficult to maneuver wheelchairs into the SFAC.	DPW	Completed	Problem has been resolved. Corrections have been made and signed off by the DPW Inspection Branch.

CF-2008-15	WTU Shoppette hours were changed without notifying WTUs. In addition, the shoppette appears to be making the TX NG their priority instead of WTUs. WTUs are having to wait for 10-15 minutes to check out.	AAFES	Completed	<p>The WTU shoppette averages \$400.00 per day in sales and is open 9 hours per day Mon-Fri.</p> <p>Since the WTU opening the only time it has not been in the red is when it supported the mobilization exercise.</p> <p>We closely watch the hourly sales and have recently adjusted the hours of operation to 0800-1600 to better meet the current demand. Even with this change, the average daily sales remain at \$400.00.</p> <p>We will continue to monitor the sales and increase the hours if/when necessary to meet demand as providing service when it is needed is our greatest goal.</p> <p>We have placed 6 directional road signs around the WTU area for better visibility of the shoppette. Maybe this will help with Soldiers who do not know the shoppette is there.</p> <p>We are now staffed to support the MOB with late night hours and weekends when it is active so this additional support will no longer interfere with the normal hours of operation of the WTU Shoppette.</p>
CF-2008-16	The shuttle bus does not go into housing areas to pick up WTU Soldiers that reside in housing. If the bus cannot go into housing to pick up the WTUs residing there, another means of transportation should be provided to WTUs that live in housing.	DOL	Completed	<p>DOD and Army regulations do not authorize the use of Government transportation for domicile-to-duty, therefore, the WTU shuttle bus cannot go in to housing areas on post or off post. If special needs transportation is required for scheduled medical appointments, this can be arranged through the WTU S4. The City of Hinesville will be providing a public transit service in November 2009 that will stop at collection points near the Family housing areas. This service will provide transportation to areas on post, i.e., hospital, PX, gyms, as well as locations in Hinesville to include Wal-Mart.</p>
CF-2008-17	WTU physical therapy should be incorporated into PT time. WTU Soldiers have a PT plan coordinated by physical therapy, but are required to do one hour of PT against their physical therapy PT plan.	MEDDAC	Completed	<p>A Soldier's profile states what PT that they can both do and are restricted from. All WTUs are required to carry their profile with them at all times and should ensure that their Chain of Command is notified of their restrictions. No one is told to violate their profile. Unless the WT has a no PT profile, they are required to attend PT and exercise in according to the limitations of their profile.</p>

CF-2008-18	The SFAC needs an education counselor. It is difficult to coordinate with the Education Center and often have to wait for an hour, even if you're the only one waiting.	DHR	Completed	An Education Services Specialist was selected for the position and has reported to work.
CF-2008-19	MEB process should be modified to consider a Soldier's leadership skills in addition to their physical ability. You shouldn't have to get a lawyer to make an appeal.	MEDDAC	Completed	AR 40-501 Standards of Medical Fitness outlines medical retention standards. The MEB process will change at Fort Stewart on 30 Nov 08 when we enter the pilot program for the Joint DOD/VA Disability Evaluation System. One physical will be conducted for both the DOD and VA ratings; however, medical retention standards will not change.
CF-2008-20	Stop changing case managers and PCMs every couple of months. Turn over is causing very personal decisions to be made by NCMs that barely know a Soldier.	MEDDAC	Completed	Changes to a WT's PCM or NCM are made only after careful consideration and coordination to ensure continuity of care. Some changes are unavoidable such as when a provider leaves the WTB. Every provider enters notes in AHLTA to document a patient's treatment plan and progress. These notes help to ensure continuity of care when a patient is seen by more than one provider.
CF-2008-21	The length of time to get your permanent profile signed takes too long (3 weeks). Some Soldiers have been waiting for months and still do not have their permanent profile signed.	MEDDAC	Completed	A permanent profile is written after a WT reaches optimal care which can be up to one year. Every Soldier's treatment plan and time to reach optimal care varies dependent upon injury or illness.

CF-2008-22	The length of time for MMRB process is too long. There should be scheduled days to have group sessions/make up to provide Soldiers with more of an opportunity to complete MEB and MMRP process. A flow chart to describe process should be available.	MEDDAC	Active	
CF-2008-23	Responsible Soldiers should be allowed to take themselves to doctor appointments. If you have to go on the transport bus, you have to wait all day for the whole group, wasting time.	MEDDAC	Completed	WTs are required to utilize military transportation to and from their appointments for safety reasons. Exceptions to this policy are made on a case by case basis by the Chain of Command.
CF-2008-24	Need information on easy funding for college while in WTU.	DHR	Completed	100% of the WTU Soldiers are briefed daily by the In processing Education Counselor on funding for college. All Soldiers are authorized \$4,500 tuition assistance dollars per FY while on active duty.

CF-2008-25	Increased number of MPs needed to patrol housing areas. Even after break-ins, drugs, vandalism, there has not been an increase of patrols in housing.	DES	Active	
CF-2008-26	MEB process should accept opinions of civilian doctors. If you've seen a civilian doctor, you still have to see a military doctor, which seems cost inefficient.	MEDDAC	Completed	The degree to which the Physical Evaluation Board accepts civilian provider results is above the Installation level. There are certain test procedures (range of motion studies) not performed by civilian providers that are requirements for the Medical Evaluation Board. A DOD or military physician takes results from civilian providers and incorporates those results into the narrative summary for the Medical Evaluation Board.
CF-2008-27	Soldiers who miss formation should be punished on an individual basis instead of as a group.	MEDDAC	Completed	Every soldier is held accountable for their own actions. Soldiers are being counseled and or punished on individual basis. There are NO mass punishments being issued.
CF-2008-28	Senior NCOs should be in rank appropriate positions, such as platoon leaders, not squad leaders. If you're not in the right clique, you don't get	MEDDAC	Completed	Cadre is placed in positions based on the needs of the mission, not on the rank or time in service of the individual.



CF-2008-29	WTU Shoppette should go back to its original hours.	AAFES	Completed	<p>The WTU shoppette averages \$400.00 per day in sales and is open 9 hours per day Mon-Fri.</p> <p>Since the WTU opening the only time it has not been in the red is when it supported the mobilization exercise.</p> <p>We closely watch the hourly sales and have recently adjusted the hours of operation to 0800-1600 to better meet the current demand. Even with this change, the average daily sales remain at \$400.00.</p> <p>We will continue to monitor the sales and increase the hours if/when necessary to meet demand as providing service when it is needed is our greatest goal.</p> <p>We have placed 6 directional road signs around the WTU area for better visibility of the shoppette. Maybe this will help with Soldiers who do not know the shoppette is there.</p> <p>We are now staffed to support the MOB with late night hours and weekends when it is active so this additional support will no longer interfere with the normal hours of operation of the WTU Shoppette.</p>
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CF-2008-30	Post transportation is provided for WTUs, but not in the housing areas. Transportation should provide a way to work for WTUs, even if they live in housing, such as collection points in housing areas.	WTU command w/ help from DOL	Completed	<p><b>MEDDAC response:</b> Unless a Soldier has special needs, transportation does not normally provide service from base housing. It is standard military policy to expect a Soldier and family to have personal means of transportation. It is against policy to provide this kind of transportation per AR 58-1, 5-2e, (1) and (2): e. Shuttle bus service will not be provided from home to work areas for: (a) Officers residing in Government quarters (bachelor officer quarters or family type) or in private quarters.</p> <p>(b) Enlisted soldiers residing with their families in family type quarters, Government quarters converted for this purpose, or private quarters.</p> <p>(c) Transportation will pick-up soldier from their homes that have special needs, (ex. soldiers in wheelchairs).</p> <p><b>DOL response:</b> DOD and Army regulations do not authorize the use of Government transportation for domicile-to-duty, therefore, the WTU shuttle bus cannot go in to housing areas on post or off post. If special needs transportation is required for scheduled medical appointments, this can be arranged through the WTU S4.</p>
CF-2008-31	Case managers should provide more information on your career status. RTD decisions should be made within 60 days, but many Soldiers have been waiting well over 60 days. This affects preparation for transitioning to the civilian workforce.	MEDDAC	Completed	If the PEB or MMRB finds a Soldier fit for duty, the soldier returns to the unit. If the PEB renders a disability decision it requires adjudication from the Physical Disability Agency in Washington DC. This process takes up to 45 days but can be prolonged depending on whether a Soldier exercises their right to appeal.
CF-2008-32	Transportation is not reliable for local appointments (even when plenty of notice is given), causing Soldiers to be counted as "no shows." To correct this, squad leaders have started taking Soldiers to appointments, but that takes too much of their time.	MEDDAC	Completed	Squad leaders must schedule transportation 15-20 minutes before pickup for scheduled appointments. The drivers will operate exactly as requested. Squad leaders, and not the WT, must schedule transportation. If there is an issue they have always been encouraged to speak directly with the S-4.
CF-2008-33	Transportation to and from local appointments is not reliable. There should be a bus running Soldiers to and from appointments on post with a bus stop.	MEDDAC	Completed	Squad leaders must schedule transportation 15-20 minutes before pickup for scheduled appointments. The drivers will operate exactly as requested. Squad leaders, and not the WT, must schedule transportation. If there is an issue they have always been encouraged to speak directly with the S-4.

CF-2008-34	Meetings, such as town halls, should be scheduled during work hours. Soldiers shouldn't have to spend their personal/family time to attend required meetings.	MEDDAC	Completed	These meetings are on the training schedule as mandatory training events and have been designated as the Soldiers place of duty. The FRG meetings were scheduled in the evenings to ensure that family members could attend, ensuring that they were fully informed on WTU events and to provide opportunities to ask questions. These meeting will likely be re-scheduled to occur during normal duty day hours in the future.
CF-2008-35	WTUs are being threatened not to speak up at town halls, defeating the purpose of having them. Leadership doesn't want their issues addressed, but that is the point of the meetings.	MEDDAC	Completed	Everyone is encouraged to speak up during town halls and anyone within the Chain of Command that is telling WTs to not speak up does not understand the purpose of the Town Hall meetings. We do encourage WTs to utilize the chain of command to resolve issues but that should not prevent anyone from having an issue addressed in the Town Hall forum. In addition to Town Halls we have Open Door Policies, Ombudsmen, Sensing Sessions and Suggestion Boxes to address any Soldier concerns. The Hospital Commander is holding a sensing session without any WTU Cadre present to ensure WTs have the opportunity to bring up issues.
CF-2008-36	BOSS and FRG are not mandatory unless during duty hours, but Soldiers are being told they have to go, against regulation.	MEDDAC	Completed	These meetings are on the training schedule as mandatory training events and have been designated as the Soldiers place of duty. The FRG meetings were scheduled in the evenings to ensure that family members could attend, ensuring that they were fully informed on WTU events and to provide opportunities to ask questions. These meeting will likely be re-scheduled to occur during normal duty day hours in the future.
CF-2008-37	The sewage plant on post leaks and smells horrible. The Savannah and Hinesville plants do not smell like that. Soldiers residing in certain parsts of housing have to smell it everyday.	DPW	Active	
CF-2008-38	If you call the hospital for an appointment, they tell you to go to "sick call" in the morning. Patients in serious condition are waiting 5 hours for treatment while less serious conditions are seen first; a child wound up in emergency surgery.	MEDDAC	Completed	This issue is included in the installation strategic plan with an action stating: Determine right mix of providers and support staff and hire staffing shortfalls;Centralize Telephone Appointments

CF-2008-39	There is not a sidewalk from the modular WTU barracks to the WTB area. Currently, you have to walk through a ditch area to cross the street. There needs to be a walkway bridge installed.	DPW	Completed	There is one cement walkway over the ditch currently installed on E 9th St N across from buildings 12518 & 12519. An additional walkway was considered for construction across from the WTU Shoppette (Building 12729); however, the Installation Safety Office determined this location would be a safety risk as it would lead into a parking lot.
CF-2008-40	The commissary needs more shopping carts, sometime waiting ten minutes for a cart.	DeCA	Completed	The commissary has increased the number of shopping carts. The local fire codes allow a certain amount of patrons within the commissary at any one time and this limits the number of carts used. There will be times when we run short of carts around payday and holidays. There is usually a short waiting period until one is available.
CF-2008-41	There are not enough MPs patrolling on post, even though there is a drug problem.	DES	Active	
CF-2008-42	Need a focus group for separate WTU categories- RTD and medical discharge to focus on their individual needs.	PAI-CMS	Completed	CMS is directed by IMCOM to hold 7 constituent pure focus groups (WTU, Family Members, Soldiers, Veterans, Teens, Retirees, Civilian Workforce) within the fiscal year. Once the 7 directed focus groups are held, CMS will conduct a separate focus group for WTU Soldiers being medically discharged and one for WTU Soldiers Returning to Duty (RTD). CMS will work this into their schedule for FY 09.

CF-2008-43

Prices for goods on post should be lower. You can purchase most items off post (paying tax) and it's the same price as on post (without tax).

AAFES/DeCA

Active

CF-2008-44	There are not enough jobs available on post. A Soldier stated that his wife has a four year degree and a great resume but still can't find a job on post and has been searching for awhile.	CPAC	Active	
CF-2008-45	WTU priority rule should be better enforced. It works at the ID card section, but nowhere else on post.	GCSM/DGC	Completed	The necessity of complying with the WTU priority rule has been addressed with all directorates by the garrison command.
CF-2008-46	The entire BAH should not be taken if you live on post. Often Soldiers are paying more to live on post in substandard housing. You can get a nice 3BD/2BA house off post for the same price as a 2BD/2BA on post that is not as nice.	RCI	Completed	Soldiers who elect to live in Residential Communities Initiative (RCI) Housing use their BAH as rent payment. This arrangement is established according to Army Regulation 420-1, and The National Defense Authorization act of 1996. It is the choice of the Soldier to obtain on post housing or off post housing. The Soldier may elect to live off post and receive full BAH. BAH is used by Balfour Beatty Communities to Renovate existing homes, build new homes, and provide/sustain communities amenities (Playgrounds, Spray parks, Community Centers, etc...) Individuals with questions or concerns with housing adequacy or standards may contact Balfour Beatty Communities Office at 912-408-2471.