

2011 USAG Baden-Württemberg Combined AFAP Conference Steering Committee



Hosted by USAG Kaiserslautern
LTC Zetterstrom
13 December 2011

ARMY FAMILY ACTION PLAN

Top 24 Issues

(232 Issues submitted)



USAG BADEN WÜRTTEMBERG



ARMY FAMILY ACTION PLAN

- **Issue Name:** Taxi Service On Army Installations
- **Issue Scope:** The policy for Heidelberg and Mannheim states that taxis are not authorized access on Army Installations. Authorized taxi services are allowed on selected Army Installations in the Kaiserslautern area. Easy access to public transportation is not accessible for all installations in areas such as Patrick Henry Village, Tompkin's Barracks, Coleman Barracks and Spinelli Barracks due to their geographical locations. This limits ID card holder's accessibility to installation facilities and programs, therefore, impacting quality of life and morale.
- **Recommendation:** Authorize vetted taxi services access to Army installations.

ARMY FAMILY ACTION PLAN

- **Issue Name:** Social Security Numbers (SSN) for AAFES Shoppette Services
- **Issue Scope:** Authorized AAFES Customers are refused service for not providing Social Security Numbers (SSN) for movie rentals at shoppette locations. SSN are being removed from ID cards in accordance with the Department of Defense Social Security Number Reduction Plan. AAFES shoppettes are still requiring SSN on a daily basis which increases the likelihood of identity theft of authorized AAFES customers.
- **Recommendation:** Expedite the process of eliminating the use of Social Security Numbers (SSN) at AAFES Shoppettes within the guidelines stated in the Department of Defense Social Security Number Reduction Plan.

ARMY FAMILY ACTION PLAN

- **Issue Name:** AAFES Quality Assurance
- **Issue Scope:** There is a lack of quality assurance and overpriced AAFES products in Europe. This is the combination of multiple issues. Prices in Europe are not consistent in AAFES stores. There is a disconnect between what customers are requesting and what is provided. There is a limited selection and insufficient supply of products for the volume of consumers in Europe. These issues affect ID card holders monetarily and their quality of life through the lack of other American priced options.
- **Recommendation:**
 1. Price match AAFES with other stateside companies and all Europe AAFES facilities.
 2. Create an in-store self-service computer kiosk for product request and customer feedback to streamline process and response to reduce human error.
 3. Provide a local buyer to properly assess the needs of the community and ensure an effective planogram.

ARMY FAMILY ACTION PLAN

- **Issue Name:** Availability of Wheelchairs at Landstuhl Regional Medical Center (LRMC)
- **Issue Scope:** There is an insufficient supply of wheelchairs available to transport patients in and around the hospital. Currently there are 62 wheelchairs assigned to LRMC; with 53 available, 9 unaccounted for, 0 in maintenance, and 0 on order. Patients are being restricted to rooms/wards due to lack of wheelchairs. At LRMC this negatively impacts patients' experience and mental well-being.
- **Recommendation:**
 1. Enforce hand receipt procedures to insure proper accountability of wheelchairs.
 2. Order more wheelchairs at LRMC, in accordance with utilization needs.

ARMY FAMILY ACTION PLAN

- **Issue Name:** TRICARE Referral Notification
- **Issue Scope:** Military Families experience difficulty navigating the TRICARE referral process. TRICARE does not have a standardized process or tracking system for referrals. Notifications of TRICARE referrals and the status of referrals are not readily available for review by patients online. Lack of a standardized referral process places undue stress on military Families.
- **Recommendation:**
 1. Standardize OCONUS TRICARE referral procedure.
 2. Develop and implement an online referral tracker.

ARMY FAMILY ACTION PLAN

- **Issue Name:** Discrepancies in OCONUS Exceptional Family Member Program (EFMP) Services
- **Issue Scope:** Military families are experiencing a lack of communications between Service Members, EFMP medical points of contact, and EFMP Army Community Service (ACS). Less than 1% of the 668 enrolled EFMP families within the Kaiserslautern community in October 2011 utilized the services provided by ACS EFMP. Currently service members are not required to in-process at ACS EFMP office. Lack of communication between service members and the ACS EFMP manager is hindering beneficial resources, support services and implementation of AR 608-75.
- **Recommendation:**
 1. Incorporate detailed ACS EFMP brief into the In-processing Transition Center (ITC) process.
 2. Require newly identified EFMP sponsor to attend detailed ACS EFMP individual brief.

ARMY FAMILY ACTION PLAN

- **Issue Name:** Standardized Inclement Weather Road Condition Policy for Kaiserslautern Military Community (KMC)
- **Issue Scope:** Delays and releases to and from work due to road conditions do not apply to all military and civilians personnel. There is no standardized policy that applies to both. Standardized policy would ensure safety for both Military and civilian personnel. Lack of a standardized road condition policy puts our KMC motorists and their well being at unnecessary risk.
- **Recommendation:** Establish a clear and concise policy for road conditions in a central location that applies to all Military and civilian personnel.

ARMY FAMILY ACTION PLAN

- **Issue Name:** Outside the Continental United States (OCONUS) Five Year Return Policy
- **Issue Scope:** OCONUS Commands have a five year return policy that is inconsistently enforced across Europe. The policy is an effective management tool; however, the enforcement of the policy from installation to installation is inconsistent. The current inconsistent application of the five year rule results to the perceptions of unfair practices.
- **Recommendation:**
 1. Enforce the five year rule across the OCONUS Command
 2. Eliminate the five year rule across the OCONUS Command

ARMY FAMILY ACTION PLAN

- **Issue Name:** Clear and Concise Sexual Harassment and Assault Response and Prevention (SHARP) Training
- **Issue Scope:** There are inconsistencies in the way sexual assault responders convey information about confidentiality and services available to victims. Lack of trained responders causes unreliable information and counsel given to victims. Lack of knowledge and inconsistent training affects the reporting of sexual assaults among dependants, DOD civilians and other ID card holders.
- **Recommendation:** Develop and implement a standardized SHARP system of training and education for responders.

ARMY FAMILY ACTION PLAN

- **Issue Name:** High School-Only Social Venue in the Kaiserslautern Military Community
- **Issue Scope:** There is no “High School-Only Social Venue” in the Kaiserslautern Military Community (KMC). There are over 2,000 high school students in the KMC. High school students under utilize youth and teen centers because they prefer to have a less structured environment. A centralized high school-only venue will boost morale and improve quality of life for high school students and their families.
- **Recommendation:** Create a “club like” venue using a new or existing building within the central Kaiserslautern Military Community, exclusively for high school students.

ARMY FAMILY ACTION PLAN

- **Issue Name:** Waitlist for Youth Sports in the Kaiserslautern Military Community
- **Issue Scope:** The demand for open slots in youth sports in the expanding Kaiserslautern Military Community far exceeds the current supply. Participating in youth sports raises a child's self-confidence and team building, self-discipline, and social skills. Coaching shortfalls result in waitlists. Lack of coaching staff and inability to participate in youth sports places students at a disadvantage when competing for high school sports.
- **Recommendation:**
 1. Create or modify DoDDs policy to implement extra-curricular sport programs in the Middle Schools.
 2. Provide an ample number of paid and/or volunteer coaches in the Kaiserslautern Military Community.

ARMY FAMILY ACTION PLAN

- **Issue Name:** Part Day Pre-School Availability
- **Issue Scope:** The insufficient number of Part Day Pre-School programs at Army/Air Force Child Development Centers (CDC) does not meet the demand of the expanding Kaiserslautern Military Community (KMC). Landstuhl CDC is the only facility offering Part Day Pre-School in the KMC with a total of 20 slots and over 30 children on the waitlist. Early child developmental programs have proven to have positive impact on a child's developmental skills and abilities.
- **Recommendation:** Expand all Army/Air Force Child Development Centers to include Part Day Pre-School programs.

ARMY FAMILY ACTION PLAN

- **Issue Name:** Speed Hindering Devices Throughout Kaiserslautern Military Community Housing
- **Issue Scope:** Excessive speeding in Kaiserslautern military housing is endangering residents and their children. The safety measures on Ramstein housing areas is better than the safety measures implemented in the Kaiserslautern Military Community to control speed (i.e. lack of speed islands, flashing cross walk markers and speed indicators). Without these preventative measures residents are constantly endangered.
- **Recommendation:** Install throughout all Kaiserslautern military community housing areas, permanent speed hindering systems in high traffic or limited visibility areas (i.e. speed monitoring devices, speed islands, and flashing cross walks signals).

ARMY FAMILY ACTION PLAN

- **Issue Name:** Garrison Policy On Army Family Housing Assignment Appeals Process
- **Issue Scope:** The published policy on Army Family Housing assignment and Exception to Policy (ETP) does not cover the appeal process following a denial to the request for ETP change of domicile. Often when a request for ETP is denied, an appeal is desired. Without the appeal process, the policy is incomplete. This affects any housing customer requesting change of domicile using the ETP process
- **Recommendation:** Amend the current policy to include the appeals process and the steps involved to accomplish the appeals process for the USAG Baden-Wuerttemberg Policy Memorandum #3, Army Family Housing (AFH) Assignment and Exception to Policy (ETP) process. The MOI should be attached to the written denial for exception to policy provided to the applicant.

ARMY FAMILY ACTION PLAN

- **Issue Name:** Accuracy Of Rental Status For Automated Housing Referral Network (AHRN) Website
- **Issue Scope:** Currently users of the AHRN website waste their time and Temporary Lodging Allowance (TLA) pursuing private rental properties that are unavailable but still listed on the AHRN website. Inbound personnel need to maximize their resources to focus on available rentals thereby avoiding financial hardship. An up-to-date website will set inbound personnel up for success in finding adequate housing, thus easing the stress of relocation.
- **Recommendation:** Update the local listings on the Automated Housing Referral Network (AHRN) website within two business days of a status change.

ARMY FAMILY ACTION PLAN

- **Issue Name:** Cross Installation Transportation for the Kaiserslautern Military Community (KMC)
- **Scope:** There is a shuttle provided for up to 13 registered teens to use from Vogelweh and Ramstein to get to the Landstuhl Youth Center. Other teens trying to get to work, volunteering opportunities or recreational events may use this shuttle on a space available basis. ID cardholders other than registered teens may not use this service at all. It is difficult for teens and other unlicensed drivers to obtain a driver's license while overseas. Not having transportation available affects community member's quality of life by limiting options and choices for work, leisure and social activities
- **Recommendations:** Provide bus service (possibly fee-based) for ID card holders in the KMC area similar to the one currently in place for registered teens being transported to the Landstuhl Youth Center.

ARMY FAMILY ACTION PLAN

- **Issue Name:** United States Army Garrison – Kaiserslautern (USAG K) Central Area Pool
- **Scope:** There is not a USAG-K pool easily accessible for most community members, (e.g., the Kaiserslautern High School Swim Team, soldier use for PT, Vogelweh housing residents, etc.). Currently the KHS Swim Team must travel to Ramstein Aquatic Center before school then has to arrive at school on time. Soldiers who may need or want to use a pool for PT do not have adequate access. Due to the time necessary to travel to the pool, some students may be sleep deprived and Soldiers (and their units) lose valuable man-hours.
- **Recommendation:** Construct a pool easily accessible within USAG-K central installation area

ARMY FAMILY ACTION PLAN

- **Issue Name:** High School Hallway Traffic Congestion in Kaiserslautern Military Community (KMC)
- **Scope:** During “passing times” between classes the hallways in the KMC high schools become so overcrowded that movement becomes extremely difficult. There are more than 1700 students in the Kaiserslautern area high schools which are designed to hold a maximum of 1700 students. With that many students in the hallways at the same time, five minutes is not enough time to get from class to class causing undue stress on students and frequent tardies. Stress and student tardiness affects the student’s learning abilities, environment and morale.
- **Recommendation:** Develop a schedule allowing students adequate time to get to their classes.

ARMY FAMILY ACTION PLAN

- **Issue Name:** Service Member (SM) Thrift Savings Plan (TSP) Contributions
- **Issue Scope:** SM TSP contributions are not matched by the Federal Government. The active component TSP allows pre-taxed allocations, however, without fund matching SMs are at a disadvantage as compared to Federal Civilian Employees, who are eligible and choose to participate in TSP. Matching contributions would encourage greater participation, ultimately resulting in a greater degree of financial responsibility. An active component TSP modeled after the Federal Civilian Employees' TSP would benefit SMs and their families' retirement planning.
- **Recommendation:** Match funds on TSP for SM while maintaining the current retirement system.

ARMY FAMILY ACTION PLAN

- **Issue Name:** Availability of Childcare During In-processing
- **Issue Scope:** Childcare at Army Child Development Centers (CDC) is not guaranteed for Service Members (SM) during in-processing at the gaining installation. According to Army Regulation 608-10 paragraph 5-b, hourly childcare reservations can be made prior to arrival at gaining Army Installations. Unforeseen circumstances, such as change of orders, limit the guarantee that a SM will have a confirmed spot for in-processing. The lack of availability creates undue hardship on the SM, units, and families and creates a negative first impression.
- **Recommendation:**
 1. Guarantee reserved childcare at Army CDC's for SM while in-processing at their gaining installation.
 2. Implement onsite childcare at the in-processing facilities.

ARMY FAMILY ACTION PLAN

- **Issue Name:** Sponsorship Training Process
- **Issue Scope:** Online training does not provide sponsors with adequate education and knowledge of resources available. Sponsors are not prepared nor educated to properly receive incoming personnel. Incoming Service Members (SM) are left to fend for themselves in the absence of proper sponsorship. Successful sponsorship benefits the incoming SM and the unit providing a smoother transition. Inadequate sponsorship gives the incoming SM and their family a negative impression of the unit, its leadership, and the community.
- **Recommendation:**
 1. Mandate secondary sponsorship training offered by Army Community Service.
 2. Commanders must allow appropriate time for sponsors to accomplish their sponsorship responsibilities.

ARMY FAMILY ACTION PLAN

- **Issue Name:** Transportation for Isolated Soldiers at Sembach
- **Issue Scope:** There are 178 single soldiers living on Sembach, with more in-bound FY 2012. These Soldiers have limited after-hours facilities on post, and have limited or no public transportation to other kasernes for necessities and leisure activities on or immediately around Sembach. Taxi fees from Sembach to Ramstein Air Base Exchange, the only Exchange in the local area, cost a minimum of €40 (approximately \$55) one way. Other communities currently have fee shuttle programs for weekend and after hours from kaserne to kaserne, which greatly reduced the cost of transportation to soldiers and families. Not having a shuttle program causes financial hardships and morale issues for Soldiers living on Sembach.
- **Recommendation:**
 1. Utilize BOSS weekend transportation program.
 2. Implement a morale shuttle program with reasonable fees.
 3. Advertise options and flow information through chain of command.

ARMY FAMILY ACTION PLAN

- **Issue Name:** Sembach Childcare Issue
- **Issue Scope:** Lack of a Child Development Center (CDC) on Sembach Kaserne affects Soldier readiness. There are 785 Army Families living within fifteen (15) minutes of Sembach, 927 Soldiers and civilians working on Sembach, and 475 children enrolled in the Sembach school system, with more personnel in bound by the end of FY 2012. The closest CDC is at Kleber Kaserne, which is operating at capacity is being considered for closure. AR 608-10 chapter 4-9 states that the maximum hours a child can be in a childcare facility is 12 hours a day, and only one hour before and after duty/work hours. Use of CDC's located on other installations in the community creates financial hardships and time constraints on Soldiers and Families, due to the hours of the facility and authorized hours of childcare. These hardships directly affect Soldiers' ability to execute mission functions.
- **Recommendation:**
 1. Extend hours to open all existing Kaiserslautern Military Community childcare centers by one hour a day in the morning.
 2. Amend AR 608-10 to allow exceptions to policy based on commander's recommendation.
 3. Put a CDC on Sembach.

ARMY FAMILY ACTION PLAN

- **Issue Name:** Non-availability of Food Options on Sembach
- **Issue Scope:** Hours of operation and food options are limited in the vicinity of Sembach. Food facilities are not available from 1800 until 0700 hours on weekdays, requiring Soldiers, Family Members, and civilians who work or attend activities past 1800 hours to travel off-post to acquire food. The lack of food options at the commissary and MWR bowling alley reduces the quality of life for Soldiers and Families, and creates financial hardship due to distance required to travel for accommodations.
- **Recommendation:**
 1. Extend operating hours and reduce days of closure for the commissary and bowling alley kitchen.
 2. Expand food options to provide more choices in the commissary and bowling alley.
 3. Have AAFES/MWR/Garrison invite local vendors to supply further dining options for soldiers throughout the duty day on a consistent and reliable schedule.