

**Community FIRST/AFAP  
Completed Issues  
(FY09-FY10)**

These issues were submitted by the community through Community FIRST/AFAP and have been deemed “complete”. Issues have been worked by the responsible organizations or directorates on Fort Jackson or have been forwarded to a higher level for resolution.

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## **ARMY AND AIR FORCE EXCHANGE SERVICES (AAFES)**

### **Issue 1: Training for AAFES Employees**

There is no formal training for new AAFES employees. "New hire" orientation only trains on company policy such as dress code, not on actual job performance. This affects the entire military community, not just new hires, because it could result in poor customer service without proper expectations.

**Recommendation:** Implement a training program for all new hires. Provide job shadowing for all new hires.

**Response (May 09):** *AAFES has always had a formal training plan in place for new employees. They go through new hire orientation for one full day followed by a documented on the job training plan. In addition all associates are put through mandatory annual training which takes place through online tutorials as well as formal class room sessions. We offer dozens of additional classes that are job specific and managers identify associates that need to complete these courses.*

**Status: Complete (Civilian Employee Focus Group) (2<sup>nd</sup> Qtr FY09)**

### **Issue 2: Unauthorized Use of On-Post Facilities**

People who are not identification (I.D.) card holders should not be authorized to make purchases in the Post Exchange and Class Six stores. This causes loss of tax money and takes away from the benefit that should be extended only to I.D. card holders.

**Recommendation:** Authorize only I.D. card holders use of these facilities.

**Response (May 09):** *Non-ID card holders are not allowed to purchase items from AAFES facilities. They can, however, be signed in as guests of authorized ID card holders.*

**Status: Complete (3<sup>rd</sup> Qtr FY09)**

### **Issue 3: Laundromat Facility for Families**

There is currently no Laundromat/washing facility for Family member use. The Soldier's facilities are off limits to Family members. The availability of laundry facilities located off-post is limited, and those that do exist are not in the safest parts of town. Having a laundry facility on post for Family members would prevent unauthorized use of Soldiers' facilities and better accommodate Families residing on the installation.

**Recommendation:** Designate and renovate one of the laundry facilities on post for use by Family members or build a new facility for Family members.

**Response (May 09):** *AAFES operates two Laundromat operations on Fort Jackson. One is located in bldg 10440 (Tank Hill Troop Store) and the other is in bldg 2159 (in the AIT area). Both of these operations are open 24 hours a day and are AAFES vending operations which currently are not restricted to just military use.*

**Status: Complete (2<sup>nd</sup> Qtr FY09)**

## **CIVILIAN PERSONNEL ADVISORY CENTER (CPAC)**

### **Issue 1: Representation for Non-Union Employees**

There is no representation for non-union/managerial (GS-9 and above) employees. This results in no legal representation or advice for these employees regarding any employment-related issues, including disputes regarding adverse actions that affect benefits, pay, leave, promotion opportunities. Lack of representation results in poor communication and affects the morale and welfare of the civilian workforce, which could lead to utilization of sick time and loss of critical man hours. It could also contribute to a high turnover rate of highly skilled, hard to replace employees and negatively impact customer care.

#### **Recommendation:**

- Make an independent civilian representative available for non-union and managerial-level employees.
- Provide equivalent union representation for management.

**Response (Jun 09):** *The Department of Defense established a grievance system, DoD 1400.25-M, Subchapter 771, Administrative Grievance System, to provide an avenue for non-union employees to have reviewed matters of personal concern or dissatisfaction relating to their employment. The DoD Administrative Grievance System (DoD AGS) provides a generalized framework that delegates maximum authority and responsibility to installation commanders to tailor local procedures to meet their unique needs. The whole intent behind the procedures is to allow employees to present grievances to management and have those grievances considered expeditiously, fairly, and impartially. A Federal agency cannot discriminate against an employee or applicant with respect to the terms, conditions or privileges of employment on the basis of race, color, religion, sex, national origin, age, disability, marital status or political affiliation. Discrimination on these bases is prohibited by one or more of the following statutes: 5 U.S.C. 2302(b)(1), 29 U.S.C. 206(d), 29 U.S.C. 631, 29 U.S.C. 633a, 29 U.S.C. 791 and 42 U.S.C. 2000e-16. If a non-union employee believes that he/she has been the victim of unlawful discrimination on the basis of race, color, religion, sex, national origin or disability, he/she must contact an Equal Employment Opportunity (EEO) counselor within 45 calendar days of the alleged discriminatory action, or, in the case of a personnel action, within 45 calendar days of the effective date of the action, before he/she can file a formal complaint of discrimination with his/her agency.*

**Update:** *Vetted at the 3<sup>rd</sup> qtr FY09 IAC: The current system offers adequate representation for non-union employees. When an employee contacts CPAC, they will be informed of the process. This issue was deemed complete.*

**Status: Complete (Civilian Employee Focus Group) (2<sup>nd</sup> Qtr FY09)**

## **COMMISSARY (DeCA)**

### **Issue 1: Unauthorized Use of On-Post Facilities**

People who are not identification (I.D.) card holders should not be authorized to make purchases in the Commissary. This causes loss of tax money and takes away from the benefit that should be extended only to I.D. card holders.

**Recommendation:** *Authorize only I.D. card holders use of the commissary.*

**Response (May 09):** *Guests are not allowed to make purchases at the commissary- only authorized ID card holders may make a purchase. Congress authorized patrons to bring as many guest as they like in the commissary but the guests may not make purchases. To ensure authorized use of the commissary, ID cards are checked at the registers before purchase. Customers are allowed to pay for up to two separate orders.*

**Status: Complete (3<sup>rd</sup> Qtr FY09)**

## **DIRECTORATE OF EMERGENCY SERVICES (DES)**

### **Issue 1: Stronger Punishment for Cell Phone Use**

Cell phone use while driving creates a hazardous driving environment for everyone who lives, works, and recreates on the installation. There is currently no fine for cell phone use; offenders receive a DD Form 1408 (Commander's action ticket). Receiving this "slap on the hand" instead of a monetary fine could encourage repeat offenders.

**Recommendation:** Implement a monetary fine for violators of the cell phone ban and advertise the policy throughout the installation.

**Response (Feb 09):** DES will publish in the upcoming Leader that a monetary fine will be imposed upon anyone ticketed for utilizing a hand held device while driving their vehicle on a highway/roadway while on Fort Jackson. The recommended fine is not less than \$15 nor more than \$25.

**Status: Complete (Soldier Focus Group) (2<sup>nd</sup> Qtr FY09)**

### **Issue 2: Concealed Weapons Permit**

Current guidelines prevent individuals from bringing concealed weapons onto Fort Jackson. These individuals have personal weapons that are registered with the state and should be allowed to carry them on Fort Jackson. The current regulation creates an inconvenience because authorized I.D. card holders cannot travel through the post with their weapon, but are instead required to go out of their way to get to their destination.

**Recommendation:** Allow authorized individuals to carry concealed weapons on the installation.

**Response (Jun 09):** There are two possible scenarios here: 1. Issue that an individual who wants to use Fort Jackson as a thoroughfare to reduce the mileage required that they have to travel feels they cannot have a weapon with them while they travel through Fort Jackson proper. If this is the issue then the following applies:

*Notwithstanding any other provision of any law or any rule or regulation of a State or any political subdivision thereof, any person who is not otherwise prohibited by this chapter from transporting, shipping, or receiving a firearm shall be entitled to transport a firearm for any lawful purpose from any place where he may lawfully possess and carry such firearm to any other place where he may lawfully possess and carry such firearm if, during such transportation the firearm is unloaded, and neither the firearm nor any ammunition being transported is readily accessible or is directly accessible from the passenger compartment of such transporting vehicle: provided that, in the case of a vehicle without a compartment separate from the driver's compartment, the firearm or ammunition shall be contained in a locked container other than the glove compartment or console. 2. Issue that an individual with a Concealed Weapons Permit from SC wants to carry their weapon with them to work, shop or visit while on the installation. If this is the case then the following applies: Sec. 930. Possession of firearms and dangerous weapons in Federal facilities. STATUTE- (a) Except as provided in subsection (d), whoever knowingly possesses or causes to be*

*present a firearm or other dangerous weapon in a Federal facility (other than a Federal court facility), or attempts to do so, shall be fined under this title or imprisoned not more than 1 year, or both. (1) The term "Federal facility" means a building or part thereof owned or leased by the Federal Government, where Federal employees are regularly present for the purpose of performing their official duties.*

*Fort Jackson is a Federal Installation and is governed by Federal Regulations.*

**Status: Complete (Retiree/Veteran Focus Group) (3<sup>rd</sup> Qtr FY09)**

### **Issue 3: Parking Hazard on Stuart Avenue**

The overflow hospital staff parking lot on Stuart Street has parallel parking on the side of it. When driving out of the parking lot, a driver cannot see the oncoming traffic. This poses a safety hazard to drivers.

**Recommendation:** Do not allow parallel parking along Stuart Street (mark as a "no parking" zone).

**Response (Jun 09):** *The traffic section is looking at the situation and conducting surveys. Currently, there are four options: #1, make no change due to there not being enough adequate parking to provide overflow parking for MACH personnel; # 2, place a "No Parking" sign on a portion of the road to accommodate safe transition into the flow of traffic; # 3, place a "No Parking" sign on the entire road to accommodate safe transition into the flow of traffic; or #4, make Stuart Avenue a one-way street.*

**Update:** Vetted at the 3<sup>rd</sup> qtr FY09 IAC: To date, there have been no reported accidents in the area. If it was marked as a no-parking zone, 57 parking spaces would be eliminated- most of them utilized by Moncrieff employees. Where then would these people park? Will revisit.

**Update (Sep 09):** DES has submitted work orders to DPW (11 Sep 09) to re-paint the No Parking at the first entrance and to paint No Parking on a portion of the road to accommodate safe transition into the flow of traffic.

**Update (Sep 09):** DES briefed the IAC that re-painting and re-marking has been completed.

**Status: Complete (2<sup>nd</sup> Qtr FY09)**

### **Issue 4: Handicap Drop Off and Pick Up Only Zone**

Unauthorized parking in handicap drop off/pick up zones at Moncrieff Hospital is impeding access to authorized users. People disregard the sign daily such as (vendors, cargo delivery, cadre, soldiers, etc...). A handicapped individual who is authorized access has to either wait or park far away from the entrance.

**Recommendation:** Add additional signage listing the consequences of illegal parking at Moncrieff with an increase in patrols and enforcement.

**Response (Dec 09):** *DES Continues to monitor the Handicap Drop Off and Pick Up Only Zone. We do enforce the no parking/drop off only, but I do not and cannot*

*place a Patrol at this location 24hrs a day to monitor. Will coordinate with MACH Hospital Staff to see if they have personnel who can periodically monitor the area and if they see someone violate the policy tell them to move. We will continue to monitor the area and issue citations to violators.*

**Status: Active (Warrior Transition Unit Focus Group) (4<sup>th</sup> Qtr FY09)**

**Issue 5: Driving Hazard in Traffic Circle**

Aggressive driving in traffic circle poses a safety hazard. Drivers disregard the yield sign and jet out into traffic. This has the potential to cause accidents and injuries and increase stress and road rage.

**Recommendation:** [Increase traffic control procedures in the traffic circle.](#)

**Response (Dec 09):** *We have increased traffic control procedures and have issued*

*citations for speeding, failure to yield right of way, failure to use turn signals in the traffic circle area and across the post.*

**Status: Active (Warrior Transition Unit Focus Group) (4<sup>th</sup> Qtr FY09)**

**Issue 6: On-Post Residential Security for Graduation Activities**

There is lack of security and privacy for permanent party during graduation activities. Increased traffic and speeding vehicles endanger the post population. This causes undue stress on the residents and employees of Fort Jackson.

**Recommendation:** [Restrict housing to vehicles with DOD decals plus added Military Police presence at housing entrance during Basic Combat Training \(BCT\) graduations and family days.](#)

**Response (Dec 09):** *Security on this installation is at an all time high and on family days and graduation days our security during the peak hours is doubled. We do increase our presence in the housing area and have a Police Sub Station located there as well. We have written a memorandum to the Taxi Companies that service Fort Jackson and have provided them fair warning that they will be suspended from the installation if they are caught using the housing area as a thorough fare to and from Graduation and Family Day events.*

**Status: Active (Drill Sergeant Spouses Focus Group) (4<sup>th</sup> Qtr FY09)**

## **DIRECTORATE OF FAMILY MORALE, WELFARE, AND RECREATION (DFMWR)**

### **Issue 1: Hearts Apart Not Working**

The current Hearts Apart program (for families of deployed Soldiers) is not working. Information is not being received by a large number of families, and the program is not meeting the majority's needs. Furthermore unless a customer comes into the office to request services (which is an inconvenience and sometimes not possible for families), he or she will not receive information. One family member e-mailed the point of contact requesting to be put on the e-mail list but, to date, has not been contacted. Because the program is not working well, the families of some deployed Soldiers are not being provided adequate support and information.

**Recommendation:** Provide accurate, timely updating and use of both e-mail and postal mail lists. Coordinate with out-processing Soldiers to know if their families are staying in the area.

**Response (Feb 09):** *Hearts Apart Program has been revamped and through word of mouth and other publicity venues has become better attended. We will continue to put maximum ACS resources to this valuable program and another ACS staff member has been pulled in to further enhance the group and publicity has been expanded to include advertising through the off-post schools and downtown newspaper and local news stations.*

**Status: Complete (Family Member Focus Group) (1<sup>st</sup> Qtr FY09)**

### **Issue 2: Difficulty Accessing Counseling Service Information**

There is no readily available source of information listing counseling services on Fort Jackson, including Chaplains and Army Community Services. People call one number and are redirected to another incorrect number. Family members and Soldiers may give up and not seek counseling if it is too difficult to access services.

**Recommendation:** Create an accurate list of counseling services available to Family members and Soldiers. Publish this list in the Leader (recurring ad), welcome packets, Chapel handouts, hospital, Fort Jackson website, service agencies, and other public places. Maintain and update this list on at least a quarterly basis.

**Response (Feb 09):** *There are a large number of counseling services provided at Fort Jackson (FJ) and the services are not under a single umbrella. ACS will take the lead to partner with the key services on post that offer counseling and create a listing of counseling services on FJ and update and distribute it regularly.*

**Status: Complete (Family Member Focus Group) (1<sup>st</sup> Qtr FY09)**

### **Issue 3: Family Readiness Group (FRG) Building**

The FRG's on post currently have no dedicated space to conduct meetings or store materials and equipment. Meetings must be held in a spouse's home or in unit area. Supplies (including decorations for parties and get-togethers) must

also be stored at home or placed in supply closets in the unit area. This issue affects all family members involved in the installation's FRG's.

**Recommendation:**

- Dedicate a building for FRG's to hold meetings on post. Also include storage space with the capability of securing materials.
- If an entire building is not possible, dedicate sufficient space for FRG's to meet.

**Response (Feb 09):** *Child, Youth & School Services does not have dedicated space available for FRG's to meet, but can assist in locating space and setting up onsite child care or opening one of the CDCs to accommodate child care if the meeting is in a location that is not adjacent to the CDC or does not have an area near the meeting that can be utilized for onsite child care. For example, if a large group needs care, it is possible to request the Post Chapel activity room for the FRG meeting and the child care can be provided at the Scales Avenue Child Development Center. If a small group needs care, the meeting can occur in the Family Child Care training area at 5953 Parker Lane. Onsite child care can be set up in other facilities once the space for the care has been inspected and approved by Fire, Health, and Safety (please allow four weeks for this process). CYS Services will arrange for those inspections and provide the onsite care. For more information or assistance with care arrangements, FRG leaders can contact the Child, Youth, & Schools Service Outreach Services Director at 751-4869.*

**Status: Complete (1<sup>st</sup> Qtr FY09)**

**Issue 4: Better Marketing of Activities for Single Soldiers**

There are many installation-sponsored recreational activities that would be of interest to single Soldiers, but many of these Soldiers are not aware of them. Events are published in the installation's newspaper but not through many other methods. Increased awareness of activities would strengthen programs such as Better Opportunities for Single Soldiers (BOSS) and provide better support for all single Soldiers. It could also increase participation in FMWR activities, resulting in increased revenue.

**Recommendation:** Market FMWR activities through forums that specifically target single Soldiers, such as the bi-monthly BOSS meetings.

**Response (Feb 09):** *Because BOSS is one of our most overlooked programs, our goal is to really get the single soldiers involved. BOSS has a lot to offer and we will do our best to get the word out to increase participation and awareness. Currently, we market the programs by BOSS meetings, the Leader, Fort Jackson Web site, flyers, posters and word of mouth. Each battalion has a BOSS representative that relays information to our single soldiers concerning the programs and activities that are offered. As an ongoing process, Community Recreation and the BOSS President are getting more involved in receiving feedback from our patrons and soldiers through surveys and focus groups. We want to be a customer driven organization; therefore we value the concerns and opinions of our soldiers.*

**Status: Complete (Soldier Focus Group) (2<sup>nd</sup> Qtr FY09)**

### **Issue 5: EFMP Access to CYS**

Services are not provided through Child and Youth Services (CYS) for all children who are enrolled in EFMP. Even children with minor issues are sent off post for services. When the family lives and works on post, sending their child off post is not in the child's or family's best interest.

**Recommendation:** Hire personnel for CYS who can accommodate EFMP children.

**Response (Jun 09):** Child, Youth, and School Services does accept children who are enrolled in EFMP for services. The Special Needs Accommodation Process Team (a subcommittee of the ACS Exceptional Family Member Program Committee) considers each child's situation individually, identifying accommodations necessary for the child's placement in CYS Programs. All Child, Youth, and School Services staff have training with regards to inclusion of children with special needs in CYS settings.

**Status: Complete (EFMP Focus Group) (2<sup>nd</sup> Qtr FY09)**

### **Issue 6: Adaptive Aquatics for Special Needs Children**

There is a need for an adaptive aquatics program for children with special needs. Both the children and their families benefit from the therapeutic program.

**Recommendation:** Provide an adaptive aquatics program for children with special needs.

**Response (Jun 09):** The SKIES Program is adding Adaptive Aquatics to their program line-up. The SKIES swim instructors will take a special course developed in the State of Florida by the Marino SWIM Central Adaptive Aquatics Foundation to train and certify swim instructors to provide swimming instruction for children with special needs. Classes will be taught at Knight Pool. Sessions will be available Monday through Thursday, 1900 - 1945, in two week increments: 22 Jun 09 - 2 Jul 09; 6 Jul 09 - 16 Jul 09; 20 Jul 09 - 30 Jul 09 and 3 Aug 09 - 13 Aug 09. Please look for upcoming publicity on this new program.

**Status: Complete (Town Hall) (3<sup>rd</sup> Qtr FY09)**

### **Issue 7: Fee for Use of Legion Pool**

There is a \$2 fee for the use of Legion Pool. The facility is in poor condition and in need of upgrades. Knight Pool is free; Legion should be free as well.

**Recommendation:**

- Waive the fee for the use of Legion Pool.
- Include use of Legion Pool in the price of a Palmetto Falls pass.

**Response (Jun 09):** FMWR is currently offering a free 2009 summer pass to Legion Pool when an authorized military user purchases a Palmetto Falls Water Park season pass. The pass will authorize free admission to Legion Pool for single pass holders and to Families. Patrons who do not have a season pass will be required to pay \$2 per person for admission. Legion Pool will open on 6 June 2009. Legion Pool's hours of operation are Saturdays, 1000 – 1800; Sundays, 1300 – 1800; and Mondays, 1000 – 1800; Thursdays/Fridays from 1300 – 1800. Palmetto Falls Water Park will open 23 May 2009. The Water Park hours of

operation are: closed Mondays; Tuesday – Saturday, 1100 – 1900; and Sundays, 1300 – 1900.

**Status: Complete (Town Hall) (3<sup>rd</sup> Qtr FY09)**

**Issue 8: Multipurpose Family Readiness Center for Fort Jackson**

Currently there is no designated building for Fort Jackson's Family Readiness Groups (FRGs), to hold Battalion size meetings, use computers, print newsletters, hold social activities and classes, etc. Having this facility will lessen the financial burden on the FRG members, enhance camaraderie, unit readiness, and information flow.

**Recommendation:** Establish a Family Readiness Center that can serve as a multipurpose building for FRGs.

**Response (Jun 09):** *Building 3499 Daniel Street (former PAIO Bldg on Darby Field) has been designated as a multipurpose Family Readiness Center. FMWR assets will be co-located in the building during normal business hours.*

**Status: Active (AFAP – 2<sup>nd</sup> Qtr FY09)**

**Issue 9: ACS Contracts**

Army Community Services (ACS) has recently lost at least two key government contracts. More specifically, the Exceptional Family Member Program (EFMP) will lose at least two support personnel; and Deployment Readiness will lose its sole personnel. Special events that were once planned and carried out by support personnel will no longer take place. This will also have a negative impact upon those utilizing ACS because these programs will no longer be fully staffed and functional.

*The issue was resurfaced during the EFMP Focus Group, 2<sup>nd</sup> Qtr FY09: The ACS EFMP staff was increased with 3 contract positions to assist the EFMP Manager (permanent position) over a year ago. Since then, several services were established: four support groups, a respite care program, an EFMP bi-monthly newsletter, and more monthly EFMP Family activities. Families also have immediate access to services, and more individualized attention in advocacy. The ACS EFMP staff is very friendly, welcoming, and motivated and they have increased the morale and participation of Families with special needs. If the contract positions are eliminated, the great services now available will go away and the failed promise of the Army Family Covenant will have a direct impact on the morale and support of EFMP Families.*

**Recommendation:** Re-staff EFMP, Deployment Readiness and other key positions in line with the Army Family Covenant in order for the services now being provided to continue.

**Response (Feb 09):** *When the Army Family Covenant was unveiled it focused attention and manpower to ACS Programs. At FJ, we received an additional 10 contractors to fill the gap between the work needing to be done and staff to accomplish the work. It was intended for the contractors to be converted to permanent Dept of Army civilian employee slots at the end of FY08. That did not happen at FJ and a few other TRADOC installations and actions are now being*

taken to correct that oversight. Our ACS is understaffed in several key areas and command will continue to work toward resolution on this issue.

**Update (Jun 09):** Two contractors are still on board with an unknown termination date— worst case scenario is August 2009; best case, indefinitely.

**Status: Active (Family Member Focus Group, 1<sup>st</sup> Qtr FY09) & (EFMP Focus Group, 2<sup>nd</sup> Qtr FY09)**

### **Issue 10: Communication Between Fort Jackson and Family Members**

Fort Jackson is not effectively communicating with Family members. Because Family members do not receive information about post, programs are underused and Family members are uneducated about Fort Jackson. Ultimately, underused programs result in a cancellation of needed programs. In addition, the non-communication creates ill-will between the two entities.

#### **Recommendation:**

- Create a position for a Family member liaison to act as a conduit to pass information to all families and field Family member issues
- Establish a Family Section (i.e. like Commander Corner) of the Leader to include a consolidated Community Calendar and mail or deliver to all Family member
- Implement an in-processing system for Family members

**Response (Jun 09):** Creating a position for a Family member liaison was considered “not feasibly systematic”. Information is put out at the Newcomer’s Orientation; however, statistics show that only 10% of in-processing personnel attend the briefing. The Public Affairs Office has recently created a Family page in the “Leader” and is re-designing the Fort Jackson website to include a link with information for Family members. Additionally, DFMWR would like to eventually get the Family readiness groups involved in this effort. This is an ongoing issue requiring concerted, joint effort by several directorates/organizations.

**Update (SEP 09):** Several key ACS staff have co-located with the installation Family Readiness Support Assistant in the Family Readiness Center. This enhances communication between family programs staff, FRG’s, and other key unit spouse leaders.

**Update (SEP 09):** The IAC voted this issue as complete.

**Status: Complete (AFAP – 2<sup>nd</sup> Qtr FY09)**

## **DIRECTORATE OF HUMAN RESOURCES**

### **Issue 1: Use of New Identification Cards at FMWR Facilities**

The newly issued dependent identification card cannot be accepted by FMWR's computer swipe system (for the gym, pool, etc). At least one patron was told that the new ID card process eliminated the bar code on the back of the card that was read by FMWR's facilities. These are valid ID cards. Not being able to "swipe in" is an inconvenience for patrons of these facilities, especially those who use many military facilities throughout the US.

**Recommendation:** ID Cards Section and FMWR resolve the problem and allow patrons with new ID cards the ability to once again swipe in and out.

**Response (June 09):** *Originally sent to FMWR- New identification cards can be used at the computer swipe systems at FMWR facilities. The patron will need to let the facility know they prefer to use their new ID cards. The staff will then scan their barcode on their ID card as another reference to their household, allowing the patron to use their either their ID card or fob to enter the facility.*

**From DHR-** *The only change to the dependent ID card was the removal of the dependent social security number, which does not affect the bar code. This facility has not received any complaints from MWR or customers concerning this issue. The DHR will assist any customer with reissuing their ID card if they are experiencing any problems.*

**Status: Complete (3<sup>rd</sup> Qtr FY09)**

### **Issue 2: Dissemination of Disabled Veterans Employment Information**

There currently are programs such as the state and federal vocational rehabilitation that assist disabled veterans in obtaining employment; however, this information is more routinely provided to active duty Service Members and those who are recently separated from service. Many disabled veterans who retired or separated prior to the implementation of the Army Career and Alumni Program and the Soldier and Family Assistance Center are not aware of these employment assistance programs. As a result, these veterans are not utilizing programs that will assist them in supporting themselves or supplementing their income.

**Recommendation:** Implement a process to more effectively disseminate information to retirees and veterans regarding employment assistance for disabled veterans.

**Response (May 09):** *The Department of Veterans Affairs is mandated under a Memorandum of Understanding to provide a service representative, Mr. Timothy Ferguson, to Fort Jackson on a bi-weekly basis. Mr. Ferguson is located in the ACAP Center, 4600 Strom Thurmond Boulevard and provides services to transitioning Soldiers and retirees. Our Veterans Service Representative can be reached at 803-751-6071. Additionally, the Disabled American Veterans currently occupies an office on Fort Jackson in building 4405 Forney Street. The mission of this organization is to provide additional information to disabled veterans concerning their benefits, entitlements, and vocational rehabilitation and*

*employment programs. POC for these services is Robert Elliot at 803-751-1128. The Fort Jackson Community may utilize both organizations to obtain assistance in obtaining benefits as a disabled veteran.*

**Status: Active (Retiree/Veteran Focus Group) (3<sup>rd</sup> Qtr FY09)**

## **DIRECTORATE OF PUBLIC WORKS (DPW)**

### **Issue 1: Heating of Post Conference Room**

It is too cold in the post conference room several months of the year. Turning on the heat an hour prior to a meeting is still not long enough for the building to heat up. When the heating system finally does come on, it feels like it is blowing cold air. As a result of poor heating, many of the staff and community members who use the conference room are cold, uncomfortable and could become ill.

**Recommendation:** Turn the heat on in the conference room the night before a scheduled meeting, and inspect the heating system to ensure it is working properly.

**Response (Feb 09):** *A new heating system has been installed in the post conference room.*

**Status: Complete (2<sup>nd</sup> Qtr FY09)**

## **DOMESTIC DEPENDENT ELEMENTARY AND SECONDARY SCHOOLS (DDESS)**

### **Issue 1: Testing and Staffing for Children with Special Needs**

Children with identified educational issues who attend schools on Fort Jackson are not getting the required testing in a timely manner. Some parents have requested testing for their children but the requests have not been met in the required 35-day time frame. Timely testing is essential. Parents feel the delay in getting the testing done is due to understaffing of special needs programs in the school system.

**Recommendation:** Increase special needs staffing in the Fort Jackson Schools to ensure required testing for students with educational disabilities is done in a timely manner.

**Response (Feb 09):** *The maximum required time frame for completion of special needs testing is 45 school days not 35 calendar days. Testing requests are made with the input of the classroom teacher during a meeting including administration, teacher, and parents. A parent simply mentioning to a teacher that a child may need to be tested does not start the testing process. After a parent and teacher discuss concern about a child, pre-referral interventions are implemented. If these interventions are successful, a formal referral for special education is not needed. However if there is no noticeable improvement in the child's learning a formal referral is made to the Casa Study committee (CSC). The CSC reviews the referral and develops an assessment plan. Parent consent for assessment is obtained and that starts the proverbial 45 day clock. After all assessments are complete, an eligibility meeting is held to discuss the results. This should take place within 10 school days of completion of the testing. If a child is eligible for special needs services, an Individualized Education Program (IEP) is made to meet his/her needs. IEPs should be annually reviewed, but parents can request review at other times as well. It is highly suggested that parents do not let an IEP expire prior to any move since the process will have to begin again once the IEP has expired. Parents who have questions or concerns about the timeliness of their child's testing should contact the principal. DDESS has specific guidelines for staffing templates based upon enrollment and local needs which it must and does follow. Occasionally, positions are contracted or shared between locations. However, all required staffing is met. A downloadable handbook to help parents understand the IEP process as well as a brochure on parents' rights and a due process complaint form are available at [www.dodea.edu/curriculum/specialEduc.cfm?cType=se&cId=info](http://www.dodea.edu/curriculum/specialEduc.cfm?cType=se&cId=info).*

**Status: Complete (EFMP Focus Group) (2<sup>nd</sup> Qtr FY09)**

## **GARRISON**

### **Issue 1: Cadre Language to Trainees**

Drill Sergeants and cadre often curse Soldiers in training in front of civilians. This language is offensive and reflects an unprofessional image of cadre.

**Recommendation:** Brief training cadre against the use of profanity towards Soldiers in training, particularly while in the presence of civilians.

**Response (May 09):** *This issue will be forwarded to the Post Command Sergeant Major for appropriate action by the units' chains of command.*

**Update (Aug 09):** *Post Command Sergeant Major has discussed the issue of appropriate language with all brigade CMS's.*

**Status: Complete (Civilian Employee Focus Group) (2<sup>nd</sup> Qtr FY09)**

### **Issue 2: Separation of Permanent Party and Soldiers in Training**

Soldiers in Training do not have enough restricted areas and there is no enforcement of areas that are restricted. Soldiers in Training are often seen unaccompanied in the P.X., the Food Court, and the Hospital. Lack of enforcement of the restriction policy can lead to fraternization and over-crowding of these facilities.

**Recommendation:** Enforce the "off limits" policy for Soldiers in Training until their date of graduation.

**Response (May 09):** *This issue will be forwarded to the Post Command Sergeant Major for appropriate action by the units' chains of command.*

*Update:*

**Update (Aug 09):** Soldiers in Training (SITs) are escorted by Cadre to facilities such as PX, Clothing Sales and other authorized establishments during the week which lessens chance of the facilities being over crowded by SITs. Additionally on the weekends SITs are not allowed to frequent these establishments until after 1500 hours which still allows ample time for permanent party Soldiers to use these facilities. SITs also utilize the troop stores in their footprint to purchase items normally stocked in PX, Clothing Sales stores, again, allowing the Soldiers more of an opportunity to stay in their respective areas to purchase items. Family Day and Graduation days are the only time in which a SIT has free reign of the instillation and its MWR, AAFES, Commissary and other vendor services without supervision. The off limits areas are already strictly enforced by Separated Brigades and Battalions and there is really no action required but to educate our Permanent Party and Civilian community on Fort Jackson. FJ Reg 600 - 3 spells out the fraternization policy and it is very clear and easy to understand.

**Status: Complete (AFAP – 2<sup>nd</sup> Qtr FY09)**

### **Issue 4: Fort Jackson Movie Theater**

There currently is no operable movie theater on Fort Jackson. The current theater was closed at least two years ago because it needed renovations, and there is little information provided to the public regarding its status. The theater is an entertainment benefit that has been afforded to soldiers and their families for

at least the past 50-60 years. There are many patrons who would support the theater, as long as admission prices remain reasonable.

**Recommendation:** [Renovate and re-open the post theater.](#)

**Response** (from CMS): *This issue was previously submitted 4<sup>th</sup> Qtr FY 07 and is being resubmitted.*

**Update (May 09):** *Proposals were submitted from potential contractors on 13 May 2009. Selection of a contractor and the notice to proceed with renovations should be complete prior to 30 June.*

**Update (Sep 09):** *Post Theater is scheduled to open in the Oct-Nov timeframe.*

**Status: Active (3<sup>rd</sup> Qtr FY09)**

**Issue 6: [Handicap Access to Barracks](#)**

The Warriors in the Transition Unit Barracks is not handicap accessible. Personnel with limited mobility are housed at other lodging facilities which also are not handicap accessible.

**Recommendation:** [Provide adequate facilities that comply with American with Disabilities Act.](#)

**Response :**

**Status: Active (Warrior Transition Unit Focus Group) (4<sup>th</sup> Qtr FY09)**

## **INSTALLATION HOUSING OFFICE / PRIVATIZED HOUSING**

### **Issue 1: Inconsistency of Housing Charges and Practices**

With the transition to privatized housing, there is an inconsistency with housing charges and lease agreements. A family attending a 6-month course on Fort Jackson with valid PCS orders was charged for breaking their lease early. Another family was billed by Balfour Beatty for inadequate cleaning and painting of a “to be renovated” unit when Housing previously told them that contract cleaning would not be necessary. Units are expected to be move-in ready for the next occupant, and charges are based on rank not on unit size or work needed. This creates an undue burden upon those clearing housing.

**Recommendation:** Standardize charges and practices with local community leasing practices: do not require units to be move-in ready for the next occupant, and base charges on unit size and work needed.

**Response (Feb 09):** *Without knowing the residents in question the situations listed above cannot be addressed. Balfour Beatty Communities has cleaning guidelines that are given to each resident during their pre-move out inspection. At that time they can choose to clean themselves or pay for a Cleaning Team. These prices are set according to apartment size. All charges for damages are based on Balfour Beatty Communities’ damage charge sheet. The charge sheet is a guide and the prices are adjusted based on the severity of the issue and fluctuations in vendor pricing.*

**Status: Complete (Family Member Focus Group) (1<sup>st</sup> Qtr FY09)**

### **Issue 2: Non-EFMP Families Residing in EFMP Housing**

There are families authorized to live in EFMP housing who are not enrolled in Exceptional Family Member Program (EFMP) with qualifying conditions. More specifically, they reside in the one level houses designed to accommodate special needs even though they do not have Family Members with special needs. This creates a problem for Families with qualifying medical conditions who would like to reside on the installation in housing with no stairs. This situation could be detrimental to a Family Member’s physical condition and a financial hardship to reside off the installation.

**Recommendation:** Develop guidelines for Families coming to the installation, during the new housing transition and also at the completion of the new housing project, to adequately accommodate Families with special needs.

**Response (Feb 09):** *There was one Family that needed to relocate by the project deadline who was assigned to an ADA home. That Family had a large Family (five-bedroom requirement) and there were no other homes available to make the deadline. Five percent of all new construction will be built to ADA standards and will be four bedrooms. Families will be assigned regardless of family size.*

**Status: Complete (EFMP Focus Group) (2<sup>nd</sup> Qtr FY09)**

### **Issue 3: Transitioning EFMP Families**

EFMP Families transitioning to a new installation are not properly informed of the necessary paperwork that needs to be forwarded to the gaining installation's housing office for special housing accommodations. Due to new privatized Family housing, Families do not know what paperwork needs to be forwarded to the gaining installation housing office when requesting special housing accommodations or if housing can be requested prior to their arrival. It appears that every installation housing office has different guidelines, which are not standardized. When Family Housing was under the direction of the Army, guidelines were standard from one installation to another. Families need to know if housing on one level will be available, special needs accommodations to meet their Family Member's conditions are available in housing, and what documentation need to be forwarded to the gaining installation to verify their requirements.

**Recommendation:** Gaining installation's Family Housing Office provide an information packet for Families containing listed paperwork needed for their special needs requirements and information on housing guidelines. Packets will be given to Families requesting special housing accommodations.

**Response (Feb 09):** *It is the responsibility of the losing housing office to assist Families who are PCSing. Once the Soldier connects with the Housing Service Office (HSO) (located in the Strom Thurmond Bldg), the HSO representative will begin the needs assessment process, assist in obtaining current housing information for the gaining installation, and attempt to make a warm transfer to the gaining installation's HSO.*

**Status: Complete (2<sup>nd</sup> Qtr FY09)**

### **Issue 4: Living Quarters for Unaccompanied Soldiers**

Soldiers at the grade of E-5 and below are required to reside in the barracks when they are on unaccompanied tours. This results in married Soldiers living in the same quarters as single Soldiers. Requiring the NCOs to live in the barracks with their Soldiers leads to low morale, fraternization, and high stress levels for all residents. Further more, these married Soldiers (regardless of rank) forfeit the standard of living to which they are accustomed. Example: an E-3 who lives in a house with her spouse, once assigned here on an unaccompanied tour, will be forced to live in a room in the barracks.

**Recommendation:** Modify the current policy so that Soldiers' living arrangements can be reviewed and evaluated on a case-by-case basis when they in-process through the Installation Housing Office instead of waiting until they are assigned to their units. This would allow for determination of living arrangements at that time and thereby expedite the decision process.

**Response (May 09):** *In accordance with AR 420-1, Facilities Management, para 3-18d(4) "Unaccompanied Soldiers married to Soldiers on separate tours will be assigned to permanent party housing on the same basis as unmarried personnel." Fort Jackson will however, allow married Solders on tours within 100*

*miles of each other, to reside off-post. Requests must be processed through the RCI Office and approval authority lies with the Garrison Commander.*

**Update (SEP 09):** The IAC voted this issue as complete.

**Status: Complete (AFAP – 2<sup>nd</sup> Qtr FY09)**

## **MONCRIEF ARMY COMMUNITY HOSPITAL (MACH)**

### **Issue 1: Lack of Medical Service Specialists for Fort Jackson Families**

Under TRICARE, there are no provisions for the services of a developmental pediatrician or a behavioral management specialist for EFMP Family Members. EFMP Families that are assigned to Fort Jackson were approved because educational and medical services were available for their needs. Several children who need to see a developmental pediatrician are being referred to psychiatrist with a long waiting list. Children who have behavioral problems identified by the post schools and are recommended for behavioral intervention do not have resources through the Fort Jackson medical system for assistance.

**Recommendation:** Provide a developmental pediatrician and behavioral management specialist for Family members needing this required specialty. Provide information to Families on the present situation and plans for assisting Families with these requirements.

**Response (Feb 09):** *Per MACH: "Unfortunately there is a shortage of Developmental Pediatricians throughout the United States and it is particularly short in South Carolina. Over two years ago we were notified by the University of South Carolina that they could not accept any new referrals as their wait time for appointments was over two years. In response our EFMP program identified Fort Jackson as not having access to developmental pediatricians on the EFMP relocation qualifiers. We are sending two of our Family Health Center providers to specialized developmental training that will allow us to better screen those who need these services. At present we are able to send very limited number of patients to Fort Bragg and two civilian providers in North Carolina; however it difficult to obtain appointments, the wait is often several months. This is not just an issue for Army family members, children needing developmental assessment throughout South Carolina have difficulty obtaining appointments due to the shortage of providers in this field of medicine."*

**Status: Complete (EFMP Focus Group) (2<sup>nd</sup> Qtr FY09)**

### **Issue 2: Additional EFMP Physicians Needed**

Some parents are not pleased with the impersonal mannerism of the Exceptional Family Member Program (EFMP) physician. Parents feel that the physician is qualified for the duties, but can be short with parents, non-consistent and unresponsive to parents' concerns. This may be due to the high numbers of special needs children that are seen at Fort Jackson with insufficient staffing to meet the need.

**Recommendation:** Hire additional EFMP physicians.

**Response (Feb 09):** *Per MACH: "The concerns will be reviewed. After we have had an opportunity to evaluate the situation we will report our findings. We urge parents to let us know their concerns through the ICE system, or by visiting the Patient Services Office located on the 10<sup>th</sup> floor." Additionally, we are sending two of our Family Health Center providers to specialized developmental training that will allow us to better screen those who need these services. At present we*

are able to send very limited number of patients to Fort Bragg and two civilian providers in North Carolina; however it difficult to obtain appointments, the wait is often several months. This is not just an issue for Army family members; children needing developmental assessment throughout South Carolina have difficulty obtaining appointments due to the shortage of providers in this field of medicine.  
**Status: Complete (EFMP Focus Group) (2<sup>nd</sup> Qtr FY09)**

### **Issue 3: MACH Appointments for Family Members**

There are not enough appointment slots for Family Members at Moncrief Army Community Hospital's (MACH) Family Health Clinic. There are many times when patients call the clinic and all of the appointment slots are taken for that day. As a result, family members are forced to wait additional days to be seen by their physician or to find alternate means of care.

**Recommendation:** Increase the number of appointment slots for family members at the Family Health Clinic, especially in the afternoon so that children can be seen after school hours.

**Response (Feb 09):** "During times that we are unable to give appointments for acute problems within the Family Health Center we have an arrangement with primary care providers in the civilian community that allows us to send patients same-day for care. We have utilized this option for several years. We closely monitor access to care to assure standards are being met". This issue was voted complete by the IAC.

**Status: Complete (Family Member Focus Group) (1<sup>st</sup> Qtr FY09)**

### **Issue 4: Hospital Dining Facility**

The hospital dining facility is not adequate. Food quality and taste are not as good as other establishments and have gotten worse since the change in contracts. This negatively affects all customers of the facility and reflects poorly upon the hospital as a whole. Having better food quality could discourage the use of vending machines and nearby eating establishments, thereby bringing increased revenue for your agency.

**Recommendation:** Conduct an evaluation during lunch hours for multiple days; then take appropriate action in a timely manner to correct the shortcomings.

**Response (Feb 09):** This issue will be evaluated over the next quarter and the findings will be reported at the 3<sup>d</sup> Qtr IAC meeting. This issue was voted complete by the IAC.

**Status: Complete (Soldier Focus Group) (2<sup>nd</sup> Qtr FY09)**

### **Issue 5: TMC for Non-Initial Entry Soldiers**

All Soldiers who are in student status at Fort Jackson receive care from the installation's Troop Medical Clinic. The result is that senior-ranking Soldiers are seen at the same facility as initial entry Soldiers. Health care providers at this facility have only a 15-minute window to see patients and there is an excessive

wait time. Furthermore, a “basic training environment” is not an appropriate atmosphere for non-initial entry Soldiers, particularly senior Soldiers who are used to a certain standard of service. Providing a separate clinic would also alleviate workload for TMC staff and prevent lowered morale among Soldiers and TMC employees.

**Recommendation:** Provide an alternate military treatment facility or process for senior Soldiers.

**Response (Sep 09):** All permanent party Soldiers should be enrolled in TRICARE Prime and may access primary care Family Health Center appointments through our central appointments (751-CARE).

**Update (Sep 09):** IAC voted this issue complete and stated a process is currently in place and Soldiers undergoing training at Fort Jackson need to be educated/informed.

**Status: Complete (Civilian Employee Focus Group) (2<sup>nd</sup> Qtr FY09)**

#### **Issue 6: Timeliness of TRICARE Payments**

Beneficiaries of TRICARE are experiencing out-of-pocket expenses and harassment because TRICARE is not paying bills in a timely fashion. Limitation of providers may occur as a result of delayed TRICARE payment. Collection notices will ultimately affect TRICARE enrollees credit score.

**Recommendation:** TRICARE to pay within 30 days of receipt of bill.

**Response (Sep 09):** TRICARE claims payments are averaging less than 12 days. Over 99.5% of the claims in the South Region were paid within 20 days and 100% within 30. There have been no provider complaints received in the past 6 months regarding timeliness of payment. We have only had 8 Debt Collection Assistance cases in the last 12 months; none were associated with delayed provider payment.

**Update (Sep 09):** The IAC voted this issue as complete based on an analysis of Tricare payments within the past 6 months.

**Status: Complete (AFAP – 2<sup>nd</sup> Qtr FY09)**

#### **Issue 7: Excessive Wait Times at MACH Pharmacy**

Prolonged waiting time at MACH Pharmacy is unacceptable. Patients are sitting in the waiting room who may be contagious, sick themselves or waiting with ill children. Public safety may be affected due to health risks.

**Recommendation:**

- Establish order of precedence based on provider’s recommendation.
- Increase staff during peak hours.
- Once provider inputs prescription into the system (e-prescribed), immediately fill and display on a marquee.

**Response (Sep 09):** During 2<sup>nd</sup> Qtr we were experiencing severe staffing shortages in the Pharmacy. We have implemented a fast track, where patients may register and drop off prescriptions to be picked up the same day. With

staffing improvements and change in practices wait times have significantly improved.

**Update (Sep 09):** IAC voted this issue as complete. Delays occurred due to staff shortages. The pharmacy is now fully staffed and wait times have decreased to less than 30 minutes.

**Status: Complete (AFAP – 2<sup>nd</sup> Qtr FY09) & (Retiree/Veteran Focus Group) (3<sup>rd</sup> Qtr FY09)**

## **PUBLIC AFFAIRS OFFICE**

### **Issue 1: Erroneous Information in Leader Newspaper**

The Leader continually prints erroneous information. For example, in November's newspaper, the date for Richland 2's CHOICE Magnet Program was incorrect. In the December 11<sup>th</sup> newspaper, the holiday concert was listed as two different dates in the same article. Families are inconvenienced and deadlines could be missed if information is wrong.

**Recommendation:** [Double check facts and proofread articles to ensure accuracy before information is released.](#)

**Response (Feb 09):** *Per PAO: "The Leader staff tries its best to ensure that information submitted and reported is accurate. Unfortunately, the staff is not perfect and mistakes sometime occur". This issue was voted complete by the IAC.*

**Status: Complete (Family Member Focus Group) (1<sup>st</sup> Qtr FY09)**

### **Issue 2: Dissemination of Veteran's Services Information**

**Scope:** Fort Jackson is giving information to the South Carolina Veterans Affairs Officers (46) and Military Organizations (13); however, the information is not filtering down to the individual Veteran. Veterans are often left uninformed and may be unable to use valuable services and benefits. The state's veteran affairs (VA) website provides much of this information, as well as contact information for county VA offices.

**Recommendation:** [Add a link to the State Office of Veteran's Affairs website on the Fort Jackson Homepage.](#)

**Response (June 09):** *The federal Veterans Administration website link is already on the Fort Jackson webpage. A link to the South Carolina state office soon will be added. The Fort Jackson website is currently under revision, and the new layout should make information for veterans and retirees easier to locate.*

**Status: Complete (Retiree/Veteran Focus Group) (3<sup>rd</sup> Qtr FY09)**

## **STAFF JUDGE ADVOCATE**

### **Issue 1: Reimbursement for Damages During PCS Move**

Moving companies, now responsible for Full Replacement Value (FRV), sometimes will not pay FRV for property that is damaged during a PCS move. Instead, the companies make “an offer”, which is less than FRV. Also, if the inventory indicates scratches on an item, they will not pay even though there is additional damage. For example: If there are slight scratches on a wooden chair, but after the move, there is a gouge, the moving company can refuse to consider the claim on that item- even at a depreciated amount- because the inventory already showed damage. Additionally, the moving company that picked up my household goods states they are only liable for part of the furniture; the company that delivered it will have to pay for the rest. Yet, they will not submit the request to the delivery company until they settle the claim. Inadequate reimbursement for damages negatively affects all Soldiers and their family members who are required to make a PCS move, causing undo stress and financial burden during an already stressful time.

**Recommendation:** Hold moving companies accountable for adequately reimbursing for damages during a PCS move.

**Response (Feb 09):** *Prior to filing a claim with a moving company (transportation service provider or TSP), all claimants should be directed to consult with a staff member from the Client Services Division of the Office of the Staff Judge Advocate. The Soldier or Family Member (claimant) will receive a briefing regarding the Full Replacement Value (FRV) process. The claimant’s Joint Statement of Loss or Damage at Delivery (the DD Form 1840 or “pink sheets”) will be sent from the Claims office to the TSP to start the FRV claim. The DD Form 1840 must be provided to the TSP within 75 days of the date of delivery. Claimants must file with the TSP within nine (9) months of the delivery. Submission of a DD Form 1840 does not constitute the filing of a claim. A claimant still must submit a written demand for a specific amount, listing the items lost or damaged, to the TSP within nine (9) months after the date of delivery. The TSP will then provide instructions on how to file a claim. After the TSP receives the claim, a TSP representative will contact the claimant directly with an offer to settle the claim. The TSP shall pay, deny, or make an offer within 60 days of receipt of a complete, substantiated claim. The TSP will complete payment to the owner within 30 days of receipt of notice that the claimant has accepted a full or partial settlement. A claimant may file their claim directly with a military claims office, but if done, the claimant gives up their right to FRV. The military claims office does not have the authority to settle claims on the basis of FRV. A claimant may transfer all or part of their claim to a military claims office if dissatisfied with the TSP’s handling of the claim. However, you may not transfer your claim until the TSP has made a final offer, or more than 30 days have elapsed since the claim was filed. After settlement under normal claims rules, the claim is forwarded to United States Army Claims Service (USARCS). USARCS will attempt to recover the FRV amount from the TSP, and if successful, the difference between the amount paid and the FRV amount will be*

*returned to the claimant. Throughout the process, the Claims staff is available to assist claimants with their questions. The Claims office encourages claimants to raise their questions with the staff as soon as possible if there is an issue so that it can be resolved at the lowest level and to foster quick payments for items lost and damaged during a PCS move. Soldiers and Family Members can reach the Claims staff at 751-5096.*

**Status: Complete (2<sup>nd</sup> Qtr FY09)**