



Fort Jackson Army Family Action Plan Issue Update Book

(Last Updated 1st Qtr FY12)

The following issues were submitted by members of the Fort Jackson (SC) community to be addressed by Army Family Action Plan. The scope, proposed recommendation and status of each issue is listed, as well as a response from the relevant staff agency. The first two digits of the issue number identify the fiscal year in which the issue was submitted; the last two digits identify the sequence in which the issue was submitted.

Issue status will be listed as either: “active” (meaning it is still being addressed), “complete” (a resolution has been reached), “closed” (issue was raised but not prioritized or voted forward for resolution so no further action will be taken), or “unattainable” (meaning the Fort Jackson Installation Action Council, TRADOC, or HQDA has determined by popular vote that the issue cannot be resolved at this time). Issues voted unattainable at the HQDA level may NOT be re-submitted for three years; however, issues voted unattainable at the TRADOC or local level MAY be re-submitted for consideration the following year. Closed issues may also be resubmitted.

For more information on these or AFAP issues submitted by other installations, follow the link to Army Family Action Plan Issue Management System on the Army OneSource website: www.myarmyonesource.com or contact your local AFAP Program Manager at (803) 751-6315.

NOTE: Search for key words using your tool bar. Click “Edit”, then “Find”, then type in the word; for example: To locate issues pertaining to retirees, type “retiree”. Click through issue book using “next” or arrow key.

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List of Issues Categorized by Subject Area

PRIMARY SUBJECT AREA

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FJ Issue 07-01: Benefits for Military Technicians

When Reserve Component Soldiers become dual status, they lose benefits. Student loan payment program is not available to Military Technicians. With the loss of benefits, morale decreases and attrition rates increase.

Recommendation: [Authorize Soldiers that are dual status the same benefits as Reserve Component Soldiers.](#)

Response: This issue is HQDA AFAP Issue #483, which is currently active. It was resurfaced during the 2008 Fort Jackson AFAP Conference.

Update (Aug 09): This issue is still active with HQDA.

STATUS: ACTIVE

FJ Issue 07-02: ID Card Support for Deploying Soldiers and Family Members of Army National Guard (ARNG)

There is a lack of mobile facilities and sites in South Carolina to facilitate identification (ID) cards for ARNG and Family Members not in the Fort Jackson area. Travel time is excessive for deploying Soldiers and Family Members. This becomes an inconvenience to the Soldiers and family members due to limited time constraints.

Recommendation:

- [Obtain more mobile ID card stations within South Carolina.](#)
- [Develop “reach back” capabilities at National Guard Bureau level.](#)

Response (Mar 07): There should not be any problem with family members going to any National Guard Armory, Army Reserve Center or Military Installation to obtain a Dependent ID card that has ID/RAPIDS/DEERS capability. The SCARNG has approximately 2 fixed and 4 mobile units; the mobile units can be dispatched to any SCARNG facilities provided they are notified in advance. There two key requirements that are necessary to obtain a Dependent ID card: one is a copy of the Soldiers Active Duty Orders and the other is that Soldier complete the DD Form 1172, Application for Uniformed Services Identification Card DEERS (Defense Enrollment Eligibility Reporting System) Enrollment, or provide his/her spouse with a power of attorney in order to act in their absence. Without this form, the dependents will not be able to enroll in DEERS. Other documents like a marriage license may be needed for those recently married. Family members can also go to <http://milconnect.dmdc.mil> to locate the nearest Military Facility that has ID/RAPIDS/DEERS capability.

STATUS: COMPLETE

FJ Issue 07-03: Shuttle Bus from Fort Jackson to Dorn VA Hospital

Parking limitations at Dorn VA has caused patients to miss or arrive late for appointments. Rescheduling missed appointments may take a month or more. This affects a large amount of Veterans who cannot afford to miss appointments.

Recommendation: [Provide a shuttle bus from Fort Jackson to the Dorn VA, returning to Fort Jackson and publish a shuttle bus schedule.](#)

Response (Mar 07): AR 58-1 Para 5-2 limits shuttle bus service to Active duty, DOD employees and DOD contractors for official business on the installation or between installations only. Retirees are not authorized official government transportation unless on invitational travel orders.

Update: Issue submitted to Commanding General; not recommended for forwarding. CG's disposition was that Fort Jackson should resolve parking issue with Dorn VA.

Update: DLE spoke with the Chief of Engineering at the VA Hospital. They don't believe they have a parking problem. They have built a 90 spot parking lot, and they also furnish valet parking from the front door of the hospital. They have also built a new gravel parking lot in back

of the hospital and have shuttles (golf carts) that transport people to and from the hospital. The shuttles have communication with the hospital and will pick up from any location.

STATUS: UNATTAINABLE

FJ Issue 07-04: Water Point at Darby Field

There is not potable water on-site at Darby Field. This affects all of those utilizing this site since there are no proper means of hydration available. Heat injuries could occur due to dehydration.

Recommendation: Install covered drinking fountains and a water faucet so bulk water could be carried to units, or install water dispensing vending machines.

Response: Additional water fountains can be added to building 3402. We will do a cost estimate and submit to the proper channels for priority and funding.

Update (2007): Two additional water fountains have been installed to building 3402 at Darby Field.

STATUS: COMPLETE

FJ Issue 07-05: Gate 4/Boyden Arbor Army Reserve Center Parking

There are insufficient numbers of parking spaces during battle assembly. This causes unsafe parking on Boyden Arbor Road. This is a safety issue that restricts the access of emergency vehicles.

Recommendation:

- Expand the parking lot into the woods behind the Reserve Center.
- Add a parking lot across the street from the Reserve Center.

Response: Gravel was placed behind the parking lot to provide a better parking surface approximately five years ago. Grass and dirt has since covered this surface. We will do cost analysis from proper contracting areas and submit to the Garrison Commander for approval.

Update: DLE is in the process of obtaining crush and run (gravel) behind the Boyden Arbor Reserve Center to once again help alleviate this problem. DLE is currently working to design a plan to move the Security Checkpoint at Gate 4 across the street and returning the entire parking lot to the Reserve Center.

Update: The crush and run is now available and DLE will schedule the expansion to occur during block leave in December.

STATUS: COMPLETE

FJ Issue 07-06: Child and Youth Service Registration Fees

Customers pay an annual rate for CYS regardless of actual time used. Visiting family members are required to pay the same registration fee as someone who is stationed here permanently.

Customers are hesitant to enroll because it is not cost effective for short term use.

Recommendation: Prorate or establish separate fees for short-term usage.

Response: As part of the Army Family Covenant, the CYS Registration Fee has been waived for all eligible patrons effective 29 November 2007.

STATUS: COMPLETE

FJ Issue 07-07: Climate Control in Single Soldier Barracks

Soldiers residing in the Single Soldier Barracks are unable to control the temperature in their assigned residence. The unpredictable weather change is causing an unhealthy and uncomfortable living environment. The morale and performance of the Soldiers are suffering.

Recommendation:

- Institute self-regulating controls in each room.
- Allow for a building manager to be able to adjust temperature.

Response: The temperature setting for the Single Soldiers Barracks are to set IAW AR 11-27 par 3-5 which states during heating season temperatures are to be maintained in the range of 65 to 70 degrees and cooling season temperatures in the range of 76 to 80 Degrees. All rooms have self-regulating controls which allows the soldiers the option of changing the temperature 5 degrees up of 5 degrees down. Controls that are inoperable or rooms that are not of the regulated temperature should be called in on a service order at 751-7684 and reported to the SSC manager at 4-5446.

STATUS: COMPLETE

FJ Issue 08-01: Reserve Soldiers Ineligibility for Army Community Services (ACS) Exceptional Family Member Program

Reserve Soldiers that are on active duty status for more than thirty days are currently able to enroll in TRICARE, but are not eligible to enroll in the ACS Exceptional Family Member Program (EFMP). This causes undue stress and worry of finding adequate medical attention and care for an exceptional family member. Not allowing active duty Reserve Soldiers to enroll dependents in ACS EFMP decreases the morale and effectiveness of these soldiers in their everyday mission.

Recommendation: Authorize reserve component soldiers, who are eligible for TRICARE enrollment, also be eligible to enroll in the ACS Exceptional Family Member Program to ensure the proper care for their dependents while on active duty.

Response (May 08): In accordance with AR 608-75, Exceptional Family Member Program, U.S. Army Reserve (USAR) Soldiers in the USAR Active Guard and Reserve Program, Mobilized and deployed Soldiers are not eligible for enrollment in EFMP. This issue can't be resolved at the local level.

Update (June 08): The Installation Action Council voted to forward this issue to the Commanding General for approval to forward beyond Fort Jackson.

Update (Feb 09): This issue has been forwarded to the TRADOC AFAP Conference.

Update (May 09): After review by Southeast Region AFAP Program Manager, issue was returned to installation for further issue development/revisions and will be re-submitted to TRADOC.

Update (Feb 2010): A similar issue was prioritized at the 2010 HQDA AFAP Conference and is currently be addressed by the Department of the Army.

STATUS: ACTIVE

FJ Issue 08-02: TRICARE Prime Enrollment for College Students

College students enrolled in TRICARE Prime must dis-enroll with their home provider and enroll where they are attending school. Upon returning home for summer break they must dis-enroll from their provider at school, and re-enroll back at home. Medical needs that are not acute but would be better for the student to handle while at home on break (Thanksgiving, Christmas, etc.) are limited to being treated during the summer when their enrollment has been switched.

Recommendation: Permit students to be enrolled in two areas- college and home. This would allow students to receive care during non-critical academic time and allow for family support if recovery time is required.

Response from MACH: TRICARE Prime enrollees should change their Primary Care Manager (PCM) anytime they are living elsewhere, such as at college. It is important for everyone to have one PCM that is able to direct their care. All care other than "routine" well care can be received while at home, with a referral from their Primary Care Manager. If a college student

had two PCMs (one at home and one at college) it would be extremely difficult to coordinate care and for both providers to know the status of their patient. If the rules of TRICARE Prime make it difficult for a particular beneficiary, dis-enrolling from Prime and having TRICARE Standard is an available option. TRICARE Standard gives the beneficiary (in this case the college student) the freedom of selecting the provider of their choice and seeking care when and where it is convenient to them, eliminating the necessity to change PCMs. Decisions such as change in TRICARE Prime Enrollment rules cannot be resolved at Fort Jackson. This is a TRICARE Management Activity and Congressional issue that would require a contract modification.

Update (Apr 08): Issue has been voted by the IAC to forward to TRADOC.

Update (Sep 08): Issue was not prioritized at the TRADOC level AFAP Conference; IAC will re-evaluate pending issue disposition from TRADOC.

TRADOC Disposition: Workgroup considered this a non-issue; a system is currently in place that addresses this issue.

Update (2010): Issue is being researched by the AFAP Program Manager.

Update (Mar 11): The IAC voted this issue unattainable.

STATUS: UNATTAINABLE

FJ Issue 08-03: Dual Insurance

When TRICARE is a person's secondary insurance carrier, it only pays 80% of the remaining balance after the primary insurance carrier is paid. Those with dual coverage ultimately save TRICARE money. This causes financial burden on the individual and could ultimately cost TRICARE more money if the primary insurance carrier is dropped.

Recommendation: Change TRICARE policy to pay remaining balance after primary insurance pays.

Response from MACH (Dec 08): This is a TRICARE Management Activity and congressional issue that cannot be changed locally.

Update (Feb 09): The IAC voted to forward this issue beyond the installation.

Update (Jun 09): The issue was forwarded to the AFAP Program Manager and is being staffed for submittal to the Commanding General.

Update (Aug 10): Issue has been forwarded to TRADOC.

TRADOC Disposition: This issue was not prioritized at the 2010 TRADOC Conference. Workgroup considered current policy to be in line with industry standards.

Update (Mar 11): The IAC voted this issue unattainable.

STATUS: UNATTAINABLE

FJ Issue 08-04: Improved Prices of AAFES Goods and Services

The products offered on post are not competitive with the outside market in regards to selection and prices. Gas and products in the Post Exchange (PX) are priced equal to or more than off the installation, and the selection of merchandise is limited. This causes Soldiers and Family Members to shop off the installation in order to save money.

Recommendation:

- Reduce prices (i.e., fuel and PX merchandise) on the installation.
- Provide better product selection geared toward the permanent party Soldiers and Family Members on the installation.
- Extend shopping hours at all facilities to accommodate the permanent party Soldiers.

Response from AAFES: AAFES retail stores will match a local competitor's current price on any identical stock assortment item for the customer who makes the price challenge. "Identical" is defined as: same brand, same manufacturer, and same model number. For softline

merchandise, an identical item has to be the same size, color, brand and style. Though advertised most heavily in Main Stores, it is important to remember our **We'll Match It!** policy applies to all AAFES retail stores, to include Shoppettes, Class Six, Car Care and troop stores. This applies to all normally carried items whether they are in stock or not. AAFES retail stores worldwide will accept oral price challenges (based on the customer's word) on identical stock assortment items from local competitors (this includes Navy and Marine Exchanges). Price differences up to \$10 will be honored on the spot. Also, AAFES retail stores worldwide have a 30-day price guarantee on any item originally purchased from AAFES and subsequently sold at a lower price by AAFES or any local competitor.

STATUS: COMPLETE

FJ Issue 08-05: Mentoring for Military Children

Increased demands on Soldiers (i.e. time away from families) can adversely affect a child's quality of life. Children in families with absent parents may lack sufficient adult interactions/mentorship. Statistics prove children benefit from positive interaction with adult role models.

Recommendations: [Implement a program similar to Big Brothers & Big Sisters.](#)

Response (May 08): Child & Youth Services has contacted Big Brothers & Big Sisters and is working on a partnership arrangement which will bring the Big Brothers & Big Sisters program to the Fort Jackson community. We anticipate having the arrangements in place with the opening of school in August. Not only will families be able to sign their children up for a big brother or big sister but Fort Jackson community members will be able to volunteer to be big brothers & big sisters.

STATUS: COMPLETE

FJ Issue 08-06: Veterans Health Care Education

There are eligible Veterans (prior to the implementation of the Army Career and Alumni Program – ACAP) who are unaware of their health care benefits and entitlements, causing them to miss out on this. Methods for informing these Veterans have not been adequate. This is a quality of life issue for our Veteran community.

Recommendation: [Implement a massive public relations campaign advising all Veterans and Family members to inquire about their eligibility.](#)

Response from DHR (May 08): The above issue falls under the purview of the Department of Veteran's Affairs. This issue was forwarded to the Columbia Regional Office, Department of Veterans Affairs @ 1801 Assembly Street, Columbia, SC 29201. The point of contact (POC) is the Assistant Veterans Director. Contact the POC for further guidance and assistance.

Update (Nov 08): The William Jennings Bryan Dorn VA Medical Center currently has an aggressive and ongoing public relations campaign covering the Columbia and surrounding areas. The VA Medical Center utilizes various modes of communication to ensure veterans are knowledgeable of their health benefits and entitlements: public service announcements and various publications including newspapers, information letters, electronic bulletin boards and mass mailing. The VA Hospital also has mobile teams that support various community organizations through the area by providing outreach services to veterans. Representatives from the mobile team currently participate in Fort Jackson sponsored events such as job fairs, health promotion events and Disability Transition Assistance Workshops. Teams are available to support future activities. POC is the VA Public Affairs Officer.

STATUS: COMPLETE

FJ Issue 08-07: Processing Time for VA Disability Ratings/Claims

The processing time for VA disability ratings/claims is too long. It is not uncommon for processing times to exceed seven months. The delay in processing results in diminished employment opportunities, compensation/ entitlements, and VA medical treatment.

Recommendation: [Speed up the processing time for VA disability ratings.](#)

Response from DHR (May 08): The above issue falls under the purview of the Department of Veteran's Affairs. This issue was forwarded to the Columbia Regional Office, Department of Veterans Affairs @ 1801 Assembly Street, Columbia, SC 29201. The point of contact (POC) is the Assistant Veterans Director. Contact the POC for further guidance and assistance.

Update (Nov 08): This issue was addressed with the Department of Veterans Affairs. It was determined that processing time within South Carolina is above the national average. VA disability processing time will vary based on an individual's claim. Many variables must be considered when processing a claim to include supporting documents. Veterans seeking additional information may utilize the VA representative at Fort Jackson or visit any Veterans' Affairs office to inquire about their individual claims.

STATUS: COMPLETE

FJ Issue 08-08: Continuity of Primary Care Managers (PCM) for Retiree Healthcare

A lack of PCM continuity reduces the quality of Retiree healthcare. It is not uncommon for a Retiree to have three PCMs in a 5 year period due to the changeover of providers. The care of Retirees is significantly degraded due to the frequent changes in PCMs.

Recommendation:

- [Increase the tenure of PCMs.](#)
- [Designate PCMs specifically for Retirees.](#)
- [Ensure availability of appointments with Retiree PCMs](#)

Response from MACH (May 08): We strive to limit PCM changes to those that are necessary and unavoidable. Rarely does our facility have control over PCM stability. MACH has had several of our Active Duty Soldier providers to deploy move due to their Permanent Change of Station (PCS) to other duty stations, exit the service (ETS), as well as some turn-over in civilian provider staff over the course of the past 5 years. Each deployment, PCS, ETS and loss of a civilian provider causes approximately 1,200 patients to be assigned a different PCM. We have recently received funding to hire two civilian PCM's in the Family Health Clinic specifically for Retiree/Retiree Family Members and Survivors. We anticipate being able to add approximately 2,200 Prime enrollees with this additional staff! Retirees/Retiree Family Members and Survivors do have the option of enrolling to providers in the civilian community. It is important to note that beneficiaries may request a change of PCM twice per year.

STATUS: COMPLETE

FJ Issue 08-09: Long Hold Times on Central Appointment Line

There is an excessive wait time when calling the central appointment line. It is not uncommon for patients to wait up to 45 minutes to speak to a representative. Excessive wait times prevent the availability of same-day appointments.

Recommendation:

- [Hire more central appointment line representatives.](#)
- [Hire more PCMs allowing for more available appointments.](#)
- [Educate TRICARE Prime enrollees on making appointments using TRICARE Online.](#)

Response from MACH (May 08): We have worked diligently to improve Central Appointment wait times. Additional staff has been added. We closely monitor call wait times. Average telephone wait times have dropped from a high of 7.12 minutes in November to 1.12 minutes in

March. The longest wait times are within the first 30 minutes of the day, however, they usually do not exceed 10 minutes after increasing the staffing. We encourage those who have internet access to utilize TRICARE Online (TOL) to make appointments this eliminates any wait time and can be accessed 24 hours per day, 7 days per week. We have grouped our providers on TOL, thus allowing each enrollee to select another provider in the group if their PCM does not have any available appointments or is not available. If you are not registered, we encourage you to visit www.TRICARE.mil, select the TRICARE Online icon and register. Each family member has to register separately, but for your convenience all may have the same password.
STATUS: COMPLETE

FJ Issue 08-10: Travel Assistance for Medical Appointments

Assistance for traveling to Augusta for medical reasons is not available, even when it is required to go multiple times a month. Nor is there a shuttle in place to aid in the commute. In order to be reimbursed for driving the distance for appointments, the mileage has to be 100+ miles each way and Augusta is only 86.7 miles.

Recommendation: Offer financial assistance for travel if a patient has to go to Augusta for treatment or offer a shuttle bus/van to commute patients to Augusta for treatment.

Response from MACH: Active Duty Soldiers are funded for travel by their unit. Other TRICARE Prime beneficiaries have the option to seek their care locally by TRICARE Contract. Unfortunately reimbursement for travel for other than Active Duty, as presently defined by policy, is limited to travel greater than 100 miles from your Primary Care Manager and only if that is the closest specialist that can provide the service. We will review the possibility of a shuttle service to Dwight David Eisenhower Army Medical Center.

Update (Dec 08): Providing transportation for medical appointments is not within the scope of Moncrief Army Community Hospital's mission. Our facility is not funded to provide transportation to tertiary care facilities such as Dwight David Eisenhower Army Medical Center. However, family members may be able to file a claim for reimbursement for travel expenses.

STATUS: COMPLETE

FJ Issue 08-11: Civilian Employee Attendance at Post Functions

Some civilian employees are unable to attend post functions without using leave. Some organizations allow only 30 minute lunches and events are typically 1 ½-hours long. As a result, civilian employees are unable to support these functions.

Recommendation: Implement and publish a civilian employee policy pertaining to attendance at post functions; task the senior leaders to encourage employee participation at installation functions.

Response: AR 600-20, para 6-19g requires that senior mission/installation commanders establish policies that ensure all personnel desiring to participate in these observances are given a reasonable opportunity to do so. Supervisors should make every effort to allow civilians to attend these observances on official time, but attendance is always subject to mission requirements. Thus, there may be a need to establish a FJ policy, if there is a belief that our supervisors are not allowing their subordinates, when mission requirements allow, to attend these observations. Such a policy would also be in compliance with the requirement within AR 600-20. Extract from AR 600-20, Army Command Policy:

6-19. EO special/ethnic observances

b. Senior mission/installation commanders will—

(1) Develop, plan, and conduct observances during the designated time frame as outlined in table 6-1 or as otherwise directed by HQDA.

(2) Encourage all members of the military community to contribute to and participate in the planning, implementation, and conduct of the observance activities.

(3) Involve members of the staff elements and subordinate units in the development and conduct of observance functions. . . .

g. Activities will be designated and scheduled to allow for maximum attendance by all Soldiers and civilians within the command. Commanders will establish a policy that ensures all personnel desiring to participate in these observances are given reasonable opportunity to do so.

STATUS: COMPLETE

FJ Issue 08-12: Family Fitness Program (FFP)

Currently Soldiers and Family members do not have child care available at fitness facilities. Fitness facilities lack family-oriented exercise programs. Family health awareness and fitness is an issue Army-wide because of changing life styles in the household. Implementing such a program would increase Family wellness and support the Army Family Covenant.

Recommendation:

- Develop and fund a comprehensive Family fitness health awareness program.
- Provide free child care for program participants.
- Provide and implement youth and Family oriented activities focused on health and fitness.

Response (May 08): Child & Youth Services is partnering with MWR Recreation Division to offer family fitness programs at the Solomon Center including child care for the youngest family members. While funding does not support free child care, the cost will be extremely affordable. Plans are in the final stages and we anticipate having the new program in place no later than 1 Jul 08. Look for information about Jumpin' Jacks our new family fitness program in the upcoming weeks.

STATUS: COMPLETE

FJ Issue 08-13: Officer Academic Efficiency Reporting

Academic Efficiency Reports (AER) are no longer credited within the Officer Efficiency Report (OER) system or promotion boards. Some schools last over 12 months resulting in non-rated time. Officers report to their unit needing an OER within 90 days of arrival.

Recommendation: Academic Efficiency Report should count as the Officer Efficiency Report rated time. The report period should start upon arrival in the unit.

Response (May 08): Per conversation with the Chief of the Evaluations' Branch, HRC, the change to the officer AER processing was implemented to align the OER with the NCOER processing in preparation for implementation of the Defense Integrated Military Human Resources System (DIMHRS). IAW AR 623-3, paragraph 3-46 (a, b) an extended annual report will be prepared if one (1) year has elapsed and the rated Soldier has not performed the same duty under the same rater for 90 calendar days. This annual report will be only 90 evaluated days. An extended annual report can be prepared in cases when mandatory reports (for example, annual, change of duty/rater) come due while Soldiers are attending schooling (AERs counting as nonrated time on an evaluation report). This report may be submitted to alleviate the need for a mandatory report while at school. The total number of evaluated months (rating period minus none-vaulated time) will be no more than 12 months even though the rating period (FROM to THRU dates) may be longer.

STATUS: COMPLETE

FJ Issue 08-14: TRICARE Authorization / Reimbursement for Urgent Care

Authorization and payments for urgent care received are not being paid to the civilian medical facilities. Urgent care visits to civilian medical facilities are not being paid due to discrepancies in urgent care vs. emergent care. Services not paid result in stress and financial burden upon Soldiers and their families.

Recommendation:

- Clarify and educate the community on urgent care versus emergent care.
- Update billing codes to reflect the type of care in the civilian sector.

Response (May 08): This issue surfaced due to a local civilian hospital having both an Emergency Room and an Urgent Care Clinic. If a Prime beneficiary receives care in the Emergency Room, no referral is required. If a Prime beneficiary receives care in the Urgent Care Clinic a referral from their Primary Care Manager is required in order to avoid a Point of Service cost. When a patient requests a referral from their PCM they have to be specific as to whether it was to the Emergency Room or Urgent Care Clinic. If a claim is filed by Urgent Care, yet the referral is for the hospital Emergency Room a billing code error is generated. We have educated our Primary Care Managers to be aware of this issue and to clearly indicate if the visit was an Urgent Care Clinic visit. Additionally, we have published an article to educate our beneficiaries on this nuance. We have contacted the billing office at the civilian facility as well; requesting that they contact our Managed Care Division if they encounter claims problems due to this. Any beneficiary who encounters billing issues is urged to contact the Patient Services Office.

STATUS: COMPLETE

FJ Issue 09-01: Inefficiency of RESUMIX

The current Resumix system is not user friendly. It seems that in order to get referred, applicants have to copy the "key words" directly from the job description for which they are applying and paste them into their resume. This creates a high potential for missing key words and descriptions that would enhance the applicant's qualifications. This could also result in inadvertently misrepresenting one's qualifications.

Recommendation: Allow a saving mechanism for different key words (such as a drop-down menu) in resumes. Allow more than one version of job seeker's resume to be stored in system.

Response from CPAC (Jun 09): Resumix is a staffing tool used for the rating process. There is still human intervention with the rating process. The skills used for the rating process are designated by the selecting official and must be related to the position being filled. Closely reviewing the job announcement, especially the description of duties, qualification requirements and specialized experience, will provide more insight into the requirements of the position. Candidates are not to change the resume each time they apply to a job. The Resumix system scans the entire resume during the rating process. There are different variations in the Resumix system that a skill can be pulled from a resume. The applicant does not have to possess the exact "word" in the resume. The grammar database contains a hierarchy of words that are built behind a skill.

Candidates are to submit a resume showing their work experiences, education and training.

Update (3rd Qtr FY 09): The IAC forwarded this issue to the AFAP Program Manager. Issue was staffed and submitted to TRADOC.

TRADOC Disposition: This issue was not prioritized at the 2010 TRADOC Conference. Workgroup considered this a non-issue; a pilot program (USA Staffing Systems) is in place to resolve this issue.

Update (Mar 2011): The IAC voted this issue unattainable.

STATUS: UNATTAINABLE

FJ Issue 09-02: Record Keeping for Intermittent Days Worked

Several employees have a problem with the record-keeping for their intermittent days worked. Employees are required to provide certified time cards for the period of time that they have worked if they disagree with the information on record, but time cards are only kept for 6 years according to regulation. Inaccurate record keeping creates a problem with grade increases, retirement calculation, and compensation for annual leave. Furthermore, employees are told that days of service are noted on their SF50, but in some instances, SF50's with accurate days of service are not in personnel folders.

Recommendation: [Correct CPAC records.](#)

Response from CPAC (Jun 09): Normally intermittent time is indicated on the employees SF-50s, however in the past it was not correctly documented. If an employee requests an audit of their SCD and the information is not indicated in the OPF, copies of their certified time sheets or LES are requested. Currently CPAC at Fort Jackson keeps a running total of days worked intermittent work schedule, since March 2000. According to the Guide for Processing Personnel Records Chapter 6 states "Agency payroll records are the source of information on the hours worked by intermittent employees." According to the Field Advisory Services Division (FAS) the definition of payroll records is "Certified time sheets or Leave and Earning Statements.

Update (3rd Qtr FY 09): The IAC voted to forward this issue to the AFAP Program Manager. Issue was staffed and submitted to TRADOC.

TRADOC Disposition: This issue was not prioritized at the 2010 TRADOC Conference. Workgroup considered this an issue of personal responsibility.

Update (Mar 2011): The IAC voted this issue unattainable.

STATUS: UNATTAINABLE

FJ Issue 09-03: Reinstatement Eligibility for Spouses

In order to qualify for reinstatement eligibility (career status) for DoD jobs, an employee has to hold that position for at least three consecutive years. Spouses of active duty Service members often cannot achieve this status because they are rarely able to remain in a position for that long. Often it takes up to a year at a location before the spouse can secure a DoD position, and then they usually have to PCS with the Service member within two years. All of this makes it difficult for a spouse to attain three consecutive years of federal service.

Recommendation: [When determining status for DoD jobs, spouses should have their total years added to be entitled to reinstatement eligibility, not three consecutive years.](#)

Response from CPAC (Jun 09): Current law does not allow spouses to have breaks in services of more than 30 days. A single break in service of more than 30 calendar days requires the beginning of a new 3-year period. Breaks in service of more than 30 days are creditable for employees receiving worker's compensation and former military service members entitled to restoration or reemployment. Employees hired on a permanent appointment in the competitive service are required to serve three years of continuous service to be converted to career tenure one. The three year period of continuous service usually must begin and end with a non-temporary appointment (or conversion) to a competitive service position. Generally this is a career-conditional appointment, conversion to a career-conditional appointment, or a reinstatement. Although the three year period must begin and end with the above-mention type of appointment, intervening service is also creditable. This includes service in the legislative and judicial branches, excepted service, and temporary or term service.

Update: The IAC voted to forward this issue to the AFAP Program Manager. Issue has been submitted to TRADOC.

TRADOC Disposition: This issue was prioritized by delegates at the 2010 TRADOC AFAP Conference and, if approved by the TRADOC DCG, will be submitted to the 2011 HQDA Conference as Issue T-10-43, Career Status for Spouses of Active Component Soldiers.

Update (May 2010): The TRADOC DCG disapproved forwarding this issue to HQDA. Staff position: Career tenure affords an individual lifetime reinstatement eligibility as defined in Title 5 Code of Federal Regulations 315.401(b), eligibility for career status appointments, and serves as a retention factor in reduction in force procedures as spelled out in 5 CFR part 351. Career tenure not only entitles an individual to career status and lifetime reinstatement eligibility but also affects Reduction in Force (RIF) retention. Basing career tenure on cumulative versus consecutive years served for active duty military spouses may adversely impact others- namely veterans and career, and career conditional status federal employees if a RIF is necessary.

Update (Mar 2011): The IAC voted this issue unattainable.

STATUS: UNATTAINABLE

FJ Issue 09-04: Off-post Access to On-post Schools

Dependent children living off-post are not allowed to attend on-post schools. On-post schools are more convenient and close to the working parent; such as in the case of illness and special events. Allowing these children to attend school on-post will decrease the number of “latch key kids” and maintain mission readiness.

Recommendation: [Change section 2164 of title 10 US Code and DDESS Financing Systems to allow children living off-post access to on-post schools. The change would include implementing a “lottery” system to allow these children the opportunity to fill vacancies at DDESS schools.](#)

Response (Feb 09): Resolution of this issue would require as stated above a change to section 2164 of title 10 US Code and DDESS financing systems to allow children living off-post access to on-post schools. This issue cannot be resolved at the local level.

Update (May 09): Voted by the IAC to forward to the AFAP Program Manager. Issue is being staffed for forwarding to the Commanding General.

Update (Jan 2010): Issue has been submitted to TRADOC.

TRADOC Disposition: [This issue was not prioritized at the 2010 TRADOC Conference. Delegates felt the scope of the problem was limited to Fort Jackson.](#)

Update (Mar 2011): The IAC voted for the issue to remain active until vetted by a family member focus group to determine whether or not to resubmit the issue.

Update (Sep 11): Fort Jackson’s housing occupancy has greatly increased over the past year, resulting in increased enrollment in schools on post. “Vacancies” that existed when this issue was initially surfaced no longer exist. The IAC voted this issue unattainable.

STATUS: UNATTAINABLE

FJ Issue 09-05: Inadequate Coverage for Orthodontics

The existing coverage for orthodontics only covers a small portion of the total cost. Most orthodontics cost \$3000 or more and present coverage is capped at \$1500. This causes a financial hardship to Families who require orthodontic care and especially to those that care for more than one child. Families may have to choose between care versus cost.

Recommendation:

- [Provide 100 percent of orthodontic care](#)
- [Allow coverage of Family members, regardless of age](#)
- [Provide the option to purchase an orthodontic supplemental plan](#)

Response from MACH (Sep 09): This is a Congressional issue that cannot be addressed locally.

Update (Sep 09): The IAC voted to forward this issue to TRADOC.

Update (Feb 10): Issue has been submitted to TRADOC.

TRADOC Disposition: This issue was not prioritized at the 2010 TRADOC Conference. Note: The current DTP plan will soon expire and the next DTP plan requests the maximum orthodontic benefit be raised from \$1500 to \$1750.

Update (Mar 2011): The IAC voted this issue unattainable.

STATUS: UNATTAINABLE

FJ Issue 09-06: Hospital Mainframe Location

The Moncrief Army Community Hospital (MACH) network server is located at Shaw AFB, SC. MACH has multiple network outages lasting 5 minutes to 3 hours. Outages lock providers (labs, X-Rays, pharmacy) out of patient records for long periods of time. This adversely affects patient quality of care and safety hospital routine. Hospital and laboratory accreditation could be at risk.

Recommendation: Place hospital server at MACH. If shared, make it more accessible to both parties.

Update (Jun 09): This issue was not prioritized at the Fort Jackson AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 09-07: Timeliness of TRICARE Payment

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 pays within 30 days of receipt of bill.

Response from MACH (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 complete, based on an analysis of TRICARE payments within the past 6 months.

STATUS: COMPLETE

FJ Issue 09-08: 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 entities.

Recommendation:

- Create a position for a Family member liaison to act as a conduit to pass information to all families and to 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 a Family member in-processing system

Response (Jun 09): Creating a position for a Family member liaison is 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 (Aug 09): Several key ACS staff have co-located with the installation Family Readiness Support Assistant (family member liaison) in the Family Readiness Center (Bldg 3499). This enhances communication between family programs staff, FRG's, and other key unit spouse leaders.

Update (Sep 09): The IAC voted this issue complete.

STATUS: COMPLETE

FJ Issue 09-09: 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), it should be immediately filled and displayed on a marquee

Response from MACH (Sep 09): During 2nd 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 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

FJ Issue 09-10: CIF Issue (TA-50/OCIE)

As FY09 BCT units sign for Original Clothing and Individual Equipment (OCIE), Soldiers are not properly fitted due to units signing bulk and uneven sizes of OCIE. This affects the readiness and performance of the BCT Soldiers and the unit.

Recommendation:

- Develop a program for BCT Soldiers to in-process and out-process CIF to increase awareness, responsibility and accountability for OCIE.
- Allocate updated technology to Central Issue Facility (CIF) to make this process happen.

Response (May 09): Implementing this recommendation would require additional labor resources in CIF. It would also require up to two additional days for in/out processing. CIF can implement if resourced and directed to do so. However, it is considered unlikely that additional resources will be made available, nor is it considered likely that BCT commanders will want to give up training days to accommodate this recommendation.

Update (Jun 09): Vetted at the FY 09 3rd Qtr IAC; recommendation was made to retain at installation level and keep issue active until after the AMC Realignment.

Update (Mar 10): This issue has been closed due to it being under the purview of AMC.

STATUS: CLOSED

FJ Issue 09-11: Combat Gear for Initial Entry Training

Soldiers in training have not been provided correct gear to train with. It's not the same across the board for issue to each training brigade for Soldier readiness at Fort Jackson and the Army. Soldiers are training with outdated gear. This affects mission readiness.

Recommendation:

- [Allocate more funds to BCTs to supply current gear](#)
- [DA to hire more contractors to meet the Army's specifications.](#)

Response (May 09): The BCT menu of OCIE items appears to be out of date based on current training requirements. The CIF has, over the past two years, urged BCT commanders to review their current OCIE menu and initiate changes through their chain of command and the ITRM model. Once an updated BCT OCIE menu is approved and funding is provided based on menu changes, CIF can implement. Alternately, if the BCT commanders want to locally fund these changes without updating the menu, CIF can still implement provided specified changes are funded.

Update (Jun 09): Vetted at the FY 09 3rd Qtr IAC; recommendation was made to retain at installation level and keep issue active until after the AMC Realignment.

Update (Mar 10): This issue has been closed due to it being under the purview of AMC.

STATUS: CLOSED

FJ Issue 09-12: [Telework/Telecommute Policy for Fort Jackson](#)

There is a federal policy regarding telework/telecommute, but not a policy specific to Fort Jackson. Employees who deal with various family issues such as extended illnesses, often have to exhaust their leave to care for their family emergencies. When leave has been exhausted- "no work, no pay". This can impact employee retention, mission readiness, and productivity.

Recommendation: [Implement a telework/telecommute policy for Fort Jackson to allow individuals to work from home on a case-by-case basis.](#)

Response from PAIO/CMS (Jun 09): - A similar issue was submitted 2nd Qtr FY 08 to the Directorate of Information Management and deemed complete. It is being resubmitted to recommend a policy specific to Fort Jackson. **From CPAC-** A draft telework policy for the Garrison is in the process of being drafted.

Update (Sep 09): The draft Garrison Telework Policy is at SJA for legal review. Issue was updated at the 4th Qtr FY 09 IAC. CPAC will staff draft policy through all directorates after legal review.

STATUS: COMPLETE

FJ Issue 09-13: [Multipurpose Family Readiness Center for Fort Jackson](#)

Currently there is no designated building for Fort Jackson's Family Readiness Groups (FRGs) to hold 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. The center will have a computer lab, small and large conference rooms, and a kitchen. Several Army Community Service family support agencies will be co-located in the building during normal business hours.

STATUS: COMPLETE

FJ Issue 09-14: Living Requirements 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 lower enlisted Soldiers leads to low morale, fraternization, and high stress levels for all residents. Furthermore, 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 from Installation Housing (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 Soldiers on tours within 100 miles of each other, to reside off-post. Requests must be processed through the RCI Office and exception to policy approval authority lies with the Garrison Commander.

Update (Sep 09): The IAC voted this issue complete.

STATUS: COMPLETE

FJ Issue 10-01: Awareness of the Army Civilian Wellness Program

The Army Civilian Wellness Program allows civilian employees to be excused from work for up to three hours a week to participate in approved exercise training; however, there is a lack of information, management and support of this program. Supervisors and managers are either unaware of or unwilling to support the program, resulting in inconsistent implementation Army-wide. Without consistent implementation of the program, the morale, productivity and physical health of the civilian workforce may be at risk.

Recommendation: Provide Incorporate the Civilian Wellness Program into the Human Resource Supervisor's Course, requiring supervisors to emphasize maximum program participation.

Note: Guidance on civilian fitness programs may be found in AR 600-63, Army Health Promotion, para 5-2c. and online at:

<http://phc.amedd.army.mil/topics/healthyliving/pft/Pages/ArmyCivilianWellnessPrograms.aspx>

Update (Mar 2011): This issue was prioritized at the 2010 Fort Jackson AFAP Conference and has been forwarded to TRADOC.

TRADOC Disposition (Sep 2011): This issue was not prioritized at the 2011 TRADOC Conference. While the group felt this issue was feasible, they did not prioritize it because they felt this can be resolved through coordination with human resource personnel at the time a civilian is hired (for example, via an information packet). The SME also said the information is currently posted on CPAC and TRADOC websites (see note above).

STATUS: ACTIVE

FJ Issue 10-02: Living Space for Modern Single Soldiers

The 90 square feet of living space authorized under Army Regulation (AR) 420-1, Army Facilities Management, for today's single junior enlisted Soldier is inadequate. Increased availability of technological products (personal computers, electronics, etc.) combined with modern Army-issued equipment (i.e., TA-50) dictates a need for increased living space.

Inadequate living space negatively affects quality of life, and retention is directly correlated with positive quality of life.

Recommendation: Provide Increase the living space authorized for single junior enlisted Soldiers and adjust the space for other ranks accordingly.

Response from Housing (Jun 10): For the complete table of standard of acceptable space and privacy, reference AR 420-1, Army Facilities Management, table 3-9. It is the Army's goal to increase the living space for all Soldiers to 135 square feet by the year 2015.

Update (Feb 11): This issue was prioritized at the 2010 Fort Jackson AFAP Conference and will be forwarded to TRADOC.

TRADOC Disposition (Sep 2011): This issue was not prioritized at the 2011 TRADOC Conference. The workgroup felt this issue was being addressed with current Army-wide barracks modifications.

STATUS: ACTIVE

FJ Issue 10-03: Access to GI Bill Application Status

The process for obtaining information on GI Bill status is inefficient and unreliable. The 800 number provided on the official website is for Service members and Families who are currently receiving benefits, not those who need to check the status of their application. Furthermore, Army Education Counselors and Veteran's Administration representatives are not able to collaborate to provide up to date information for those who have applied for this important education benefit. As a result, Service Members and their Families are unable to get timely, reliable information on the status of their application.

Recommendation: Require Army Education Counselors to develop a collaborative relationship with the VA in order to provide up-to-date information on the status of GI Bill applications.

Response: (none provided)

Update (Mar 11): This issue was prioritized at the 2010 Fort Jackson AFAP Conference and has been forwarded to TRADOC.

TRADOC Disposition (Sep 2011): This issue was not prioritized at the 2011 TRADOC Conference. Workgroup felt this was not an Army-wide problem. VA representatives are located at respective colleges and universities to assist Service members.

STATUS: ACTIVE

FJ Issue 10-04: Information for Special Needs Family Members (FMs) During the ACAP Process

There is a lack of agency information provided during the Army Career and Alumni Program (ACAP) process for retiring/transitioning Soldiers with FMs who have disabilities/special needs. Services such as the Exceptional Family Member Program and TRICARE may exist in the area to which the Soldier is transitioning, but Soldiers are not being made aware of them. Lack of information about these services negatively impacts the quality of life of FMs with special needs and prevents them from utilizing/maximizing the services available to them.

Recommendation: Expand current ACAP processing to include resources/services available to FMs with special needs offered in the area or state to which the Soldier is transitioning.

Update (Mar 11): This issue was prioritized at the 2010 Fort Jackson AFAP Conference and has been forwarded to TRADOC.

TRADOC Disposition (Sep 2011): This issue was not prioritized at the 2011 TRADOC Conference. Workgroup determined a system is already in place: information should be given during out-processing by EFMP.

STATUS: ACTIVE

FJ Issue 10-05: Delayed Initial Pay for IET and IRR Soldiers

The delay in initial pay for Initial Entry Training (IET) Soldiers and Inactive Ready Reserve (IRR) Soldiers is typically as long as 30 to 45 days. As a result, a financial hardship is created for both the Soldier and the Family. Not receiving a paycheck in a timely manner affects the ability of these individuals to meet their financial obligations, resulting in stress, negative credit ratings, security clearance difficulty, and it adversely affects the overall Army mission.

Recommendation: Process and issue initial pay within the first fifteen days of IET and IRR Soldiers signing into finance.

Response from Defense Military Pay Office (DMPO): DMPO's training sites are driven by what and when they receive documentation to execute a pay account. Reception Station documents received by local DMPO's are normally processed within five working days for IET and three working days for IRR Soldiers. The Army advances IET Soldiers \$350.00 the first day of arrival. This money is provided to allow Soldier funds for maintenance until the first Army pay is established. The Fort Jackson DMPO never delays processing of IET Soldier's pay accounts. Internal Control guidance from DFAS HQ requires 100% review of IET Soldier's documents before uploading to establish the pay account. IET Soldiers are advised in the units of the normal turnaround time from entry until first pay. IRR Soldiers are ordered to active duty in support of contingency operations. Pay accounts are established within three working days from processing through the Finance Office. There will always be anomalies when working with recalls. If an IRR Soldier had a debt from a previous period of active duty, their pay account automatically rejects for DFAS intervention. This could cause a delay in pay and is not considered unusual. Other issues could cause a delay as well, such as incomplete documents to support the pay account or Soldiers not at their appointed place in support of the processing and finance briefings. To say it takes thirty to forty five days for an IRR Soldier is possible due to Soldier circumstances; however, DMPO disagrees with the thirty to forty five days for an IET Soldier. IET Soldiers may miss the first pay day, but they rarely miss the second. There are always going to be extenuating circumstances. Putting the two circumstances together (IET and IRR) is erroneous. Furthermore, Fort Jackson DMPO holds a 99% success rate- I see no reason to make changes based on the proposed recommendation.

Update (Mar 2011): This issue was prioritized at the 2010 Fort Jackson AFAP Conference and has been forwarded to TRADOC.

TRADOC Disposition (Sep 2011): This issue was not prioritized at the 2011 TRADOC Conference. Recommend that the management team at Fort Jackson review in-processing procedures to see if the process can be conducted more efficiently to prevent delays.

STATUS: ACTIVE

FJ Issue 10-06: Funding for Retiree Spouse Education

MyCAA (Military Spouse Career Advancement Account) is currently offered only to spouses of Active duty service members. Retiree spouses are not eligible to utilize MyCAA. Education expenses are out of pocket for retiree spouses needing to further their education, causing a potential financial hardship.

Recommendation: Extend MyCAA benefits to spouses of retirees.

Response: MyCAA is a DoD program, and DoD sets the guidelines for eligibility. In order to extend benefits to retiree spouses, DoD would have to make the changes.

Update (Mar 2011): This issue was prioritized at the 2010 Fort Jackson AFAP Conference and has been forwarded to TRADOC.

TRADOC Disposition: This issue was not prioritized at the 2011 TRADOC Conference. Workgroup did not prioritize this issue because adding an additional demographic would cost more money. Workgroup noted the MyCAA program initially provided \$6,000 to spouses but

was cut to \$4,000; it would be more difficult and fiscally irresponsible to spend more money for retiree education.

STATUS: ACTIVE

FJ Issue 10-07: Sole Parent Reintegration Support

SCOPE: There are no Army-wide standardized reintegration programs specifically for sole parents after separation from family members due to a deployment or unaccompanied tour. The Army Family Covenant promises support through collaborating agencies for family programs, which encompasses single parents, but this special population has continually “fallen through the cracks”. Battle Mind Training and Strong Bonds are effective programs, but neither is designed specifically for sole parents. Due to the lack of focus on sole parents within the Army, there is an unrealized burden on these Families during reintegration which impacts mission readiness and retention.

Recommendation: Implement an Army-wide standardized sole parent reintegration program for pre-deployment and post-deployment.

Response from ACS: Resilience Training, formerly known as Battle Mind Training, offers strength-based, positive psychology tools to aid Soldiers and Families in their ability to grow and thrive in the face of challenges and bounce back from adversity. Training and information targets to all phases of the Soldier deployment cycle, Soldier life cycle and Soldier support system. Family resilience modules train Soldiers' Families in managing the realities of all phases of the deployment and the transition back home. (From <https://www.resilience.army.mil>). Strong Bonds is a unit-based, chaplain-led program which assists commanders in increasing individual Soldier and Family member resiliency through relationship education and skills training. Strong Bonds is conducted in an offsite retreat (“get away”) format that provides a fun, safe, and secure environment in which to address the impact of relocations, deployments, and military lifestyle stressors. (From <http://www.strongbonds.org/skins/strongbonds/home.aspx>) Neither Resilience Training nor Strong Bonds excludes sole parents. Additionally, single/sole parents and their children have many other avenues for support and information: ACS Mobilization and Deployment reunion/reintegration classes, ACS/Army Family Team Building personal skills classes, unit family readiness groups, Operation: Military Kids, etc. While there may be no program designed specifically for single/sole parents, there are numerous programs available Army-wide in which single/sole parents and their children may participate.

Update (Mar 2011): This issue was prioritized at the 2010 Fort Jackson AFAP Conference and has been forwarded to TRADOC.

TRADOC Disposition: This issue was not prioritized at the 2011 TRADOC Conference. Programs are currently in place (see response from ACS).

STATUS: ACTIVE

FJ Issue 10-08: Billeting of NCO's (E-5)

Army Regulation 210-50 does not allow NCO's E-5 and above with over 3 years of active service the option of living in either on or off post quarters. These Non-Commissioned Officers are sharing living areas with Soldiers under their leadership which causes morale issues for the NCOs. These NCOs are being asked to be on-duty even when they are supposed to be off-duty which causes undue stress.

Recommendation: Change Army Regulation 210-50 and Installation Policy to allow NCOs in the grade of E-5 and above, over 21 years of age and with 3 or more years of active service the option to live either in on-post or off-post housing without the dependent BAH rate. Change the approval authority to Brigade Level Commander or above.

Response from Installation Housing Office (May 2010): AR 420-1, Facilities Management, was recently changed to allow E6 to reside off-post. The Army builds barracks to house E5s and below. Allowing E5s to reside off-post increases the OSD Compensation Budget, since BAH is a must-fund bill. In addition to funding the BAH, the Army is still required to adequately maintain the barracks, even if they are vacant. Bottom line, this is an Army Leadership issue and a decision to change the policy lies with the Department of the Army.

NOTE: In FY09, Fort Jackson installation policy was changed to allow E5(P) the option to reside off post as an exception to policy with approval from the garrison commander.

Update (Jun 10): The IAC directed this issue be sent back to the focus group for a re-write. The issue will remain active.

Update (Sep 10): In order to allow Soldiers to reside off post, the barracks occupancy rate must be at least 95%; current occupancy rate is 73%. The IAC voted to forward this issue to AFAP.

Update (Mar 2011): Issue was forwarded to TRADOC.

TRADOC Disposition: This issue was not prioritized at the 2011 TRADOC Conference. The workgroup felt exceptions to policy should be decided at the installation level. Factors to be considered are level of maturity and/or responsibility. An option would be to have an E-5 only barracks when possible.

STATUS: ACTIVE

FJ Issue 10-09: Retiree Medical Care Transition

Out-processing retirees do not have continuity in healthcare upon separating from the military. Retirees wait months to receive vital healthcare on the economy.

Recommendation: Provide a list of specialty care service providers that accept TRICARE within a 50 mile radius of the retirees current residence prior to separation/retirement from the military.

Response: TRICARE information, including availability of providers, is readily available to all beneficiaries, including new Retirees. There are three informational avenues: by phone, through the internet or by visiting a TRICARE Service Center. Beneficiaries in our area may call 1-800-444-5445 for TRICARE information. The TRICARE website www.tricare.mil is available 24 hours a day, 7 days per week and has a "Find a Provider" option in each of the TRICARE Regions; There are TRICARE Service Centers located near each Military Treatment Facility and in other areas with large beneficiary populations. Each Soldier is suppose to attend ACAP prior to Retirement or ETS. During ACAP a TRICARE briefing is given, along with handouts with TRICARE contact information. Additionally, during any PCS, including retirement out-processing, each Soldier is required to clear through the TRICARE Service Center in order to obtain information on coverage while in transit and upon arrival at their next location. We have not had any complaints either in ICE or through the Patient Services Office at MACH from Retirees being unable to obtain Provider information, or delay in getting medical care at their retirement location.

STATUS: COMPLETE

FJ Issue 10-10: Lack of Specialty Medications at Moncrief Army Community Hospital (MACH)

Service Members pay "out of pocket" expenses for specialty medications. If a Service Member does not follow TRICARE guidelines they will not be reimbursed for their expenses.

Recommendation: Provide specialty medication at MACH. Educate Soldiers and Family Members upon arrival to installation on TRICARE guidelines to minimize "out of pocket" expenses.

Response: Each Military Treatment Facility (MTF) has a Pharmacy Committee that determines what medications are most appropriate to carry in addition to “core formulary”. Staffing to fill the prescriptions, physical space and cost, are limiting factors in MACH carrying all medications. Each MTF tries to carry the medications that best support the providers that they have within the facility. If Soldiers have prescriptions for medications not carried by the MTF filled through the Mail Order Pharmacy or at a TRICARE retail network pharmacy (almost all pharmacies are in the TRICARE network) there is no cost to them. They need to present the prescription and their ID Card. Network pharmacies are connected by computer and automatically file a claim for reimbursement with TRICARE and the Soldier leaves owing nothing. However, if they fill a prescription at a non-network pharmacy in the US or its territories, they will have to pay full price of the prescription and file a claim for reimbursement. Experimental medications or those used for cosmetic reasons are not covered. There are a few medications that require medical necessity: non-formulary medications. Medical necessity criterion is established by the DoD P & T Committee for each non-formulary medication. If medical necessity is approved, the beneficiary may receive the non-formulary medication at a retail network pharmacy or through the Mail Order Pharmacy at no cost. The beneficiary’s provider can establish medical necessity by completing and submitting the appropriate TRICARE medical necessity for non-formulary medication. Specific medications requiring medical necessity can be found online at www.express-scripts.com/TRICARE or by contacting Express Scripts Customer Service at 1-977-363-1303.

Update (Jun 10): There are policies and procedures currently in place to ensure Soldiers can order specialty medication at “no cost” to them. MACH will provide handout at the pharmacy and print an annual article in The Leader. The IAC deemed this issue complete.

STATUS: COMPLETE

FJ Issue 10-11: Access to Medical Records

Veterans seeking treatment from the Veteran Administration (VA) Hospital after active duty experience difficulty due to service providers not communicating with each other. Medical service providers maintain separate records. No one ensures that all information is maintained in both sets of records to improve the quality of care for veterans. This affects all veterans with medical problems after departure from the Army.

Recommendation: Merge or provide access between Composite Health Care System (CHCS) and Computerized Patient Record System (CPRS) to facilitate better healthcare for Veterans.

Response from AFAP: Issue was not prioritized at the 2010 Fort Jackson AFAP Conference. It was been determined to be a local level issue and has been forwarded to CMS.

Response from MACH: There is ongoing progress in trying to have medical information available in both systems. Until this is implemented at both the Department of Defense and the Department of Veterans Affairs; any beneficiary can request a copy of their record for either facility through any Military Treatment Facility’s Patient Services Division, Medical Correspondence Branch. Additionally, any beneficiary may request that a copy of their record be forwarded to a medical facility or provider.

Update (Jun 10): Legislation is in place to fix the problem; MACH will provide routine updates to the IAC on its progress.

Update (Dec 10): Issue has been closed.

STATUS: CLOSED

FJ Issue 10-12: Permanent Party Shuttle

There is no inner-post public transportation system on Fort Jackson with the exception of sick call. This contributes to heavy traffic flow, congested parking areas and road damage due to excessive use. This will allow more people to utilize Post facilities and get personal needs met.

Recommendation: Provide a free multi-bus system with various routes which include main areas for permanent party, DOD and ID card holders.

Response from DOL: Limited resources prohibit the establishment of a shuttle service separate from a sick call service. However, permanent party riders are currently permitted on the sick call shuttle buses on a space available basis. AR 58-1 prohibits the establishment of a shuttle service which solely accommodates a particular group of passengers- they can only ride on a space available basis if there is an existing shuttle service. It should also be noted that Fort Jackson did separate the sick call and shuttle service several years ago. The service ran for approximately 6 months and had less than 25 riders the entire 6 months.

Update (Jun 10): This issue was deemed unattainable by the IAC.

STATUS: UNATTAINABLE

FJ Issue 10-13: Finance Office Staffing

The finance office is not adequately staffed for high volume traffic seen frequently at Fort Jackson. A handful of civilians process paperwork for all of Fort Jackson including BCT, AIT, and TDY Schools such as; SSI, NCO Academy, Postal, etc... This results in a backlog of transactions in servicing the financial needs of Soldiers, Family Members and DOD Civilians.

Recommendation: Hire more permanent staff for the finance office.

Response from AFAP: This is a local level issue that has been forwarded to CMS.

Response from DMPO (May 2010): Filling DFAS-DMPO staff vacancies is an issue. Positions require an in-depth background investigation and are filled at the pace the Department of Homeland Security allows. The DMPO is currently short five employees- one is due on board in June and three others pending. DFAS-DMPO customer service is open from 0800 to 1600 daily to Soldiers with pay inquiries. We will not turn a Soldier away, however Soldier's should initiate a pay inquiry through their Unit S-1.

Update (Jun 10): The IAC decided to leave this issue active, pending arrival of new hires.

Update (Sep 10): DMPO has increased staffing by three employees (two awaiting clearance by Homeland Security) and is writing justification for five additional employees.

STATUS: COMPLETE

FJ Issue 10-14: Medical In-Processing

It is difficult to in-process with TRICARE, military treatment facility (MTF), dental and vision at Fort Jackson because of different providers being in different locations.

Recommendation: Provide a "one-stop shop" at one location, preferably at the MTF.

Response from AFAP: Issue was not prioritized at the 2010 Fort Jackson AFAP Conference. It was determined to be a local level issue and has been forwarded to CMS.

Update (Dec 10): Issue has been closed.

STATUS: CLOSED

FJ Issue 10-15: Access to Primary Care Manager

There is no direct contact with a Soldier's Primary Care Manager (PCM). We have to call the main line and leave a message for the PCM, and the turnaround time is 72 hours (the PCM has 72 hours to contact the patient). If we miss the call by the PCM and try to return the call, we have to leave another message and the 72 hours "restarts". There are situations when time is of the essence- for example, to receive test results.

Recommendation: Change this procedure to allow more timely access to the PCM.

Update (Mar 10): This issue was not prioritized at the 2010 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 10-16: Garrison Budgets

The budgets within a directorate should be disclosed to all relevant and effected parties (i.e; managers and supervisors) in that organization. Transparency of organizational budgets will validate the equitable distribution within directorates, prevent last-minute spending of excess funds and increase "Team" cohesiveness within the organization.

Recommendation: [Establish a garrison policy to disclose program budgets to all relevant parties within the organization.](#)

Response from AFAP (Mar 10): Issue was not prioritized at the 2010 Fort Jackson AFAP Conference. It was been determined to be a local level issue and has been forwarded to CMS.

Response from Garrison (May 10): As a result of significant funding shortfalls in IMCOM the last three FY's and the late receipt of final funding in July/August, it has not been possible to distribute a useful budget to Directors to operate from. If or when IMCOM provides an annual operating budget at the beginning of the FY a budget will be established by CLS and provided to the Directors for execution. It will then be up to the Directors to determine who has visibility of that budget within their organizations.

Update (Dec 10): Issue has been closed.

STATUS: CLOSED

FJ Issue 10-17: Professional Development for Civilian Employees

Civilian Personnel Office should provide online training for each level of professional development, and employees should be allowed to access this training during work hours. We have suicide prevention classes, terrorist training, etc. during work hours- we should likewise have professional training available to us.

Recommendation: [Make training available to us during duty hours that would enhance our professional development.](#)

Update (Mar 10): This issue was not prioritized at the 2010 FJ AFAP Conference and has been closed.

Note from AFAP: There are numerous professional development courses online offered through the civilian education system of the Army Management Staff College. Employees are encouraged to contact their supervisors or CPAC for more information.

STATUS: CLOSED

FJ Issue 10-18: Mass Transportation Benefit Program

There is no Mass Transportation Benefit Program (Executive Order 13150) available for Appropriated Fund Employees at Fort Jackson. This "law" was signed off in April 2000 and was supposed to be initiated at all federal installations by October of the same year. This program needs only a POC to collect applications and e-mails sent via "Victory Distro" on a regular basis to inform employees they have the right to a free ride to work. I drive in excess of 63 miles to work one way and I (and other eligible employees) should be able to take advantage of this opportunity. It would reduce the number of cars on the roads, emissions, our carbon footprint, and congestion.

Recommendation: [Designate a Point of Contact for the MTBP on Fort Jackson to oversee this program. Advertise this program through The Leader, Victory Distribution and normal command channels.](#)

Response from AFAP: Issue was not prioritized at the 2010 Fort Jackson AFAP Conference. It was been determined to be a local level issue and has been forwarded to CMS.

Response from Garrison (Apr 10): Authorization has been given to appoint a POC from DFMWR to oversee this program. To date, information about MTBP has been sent via victory distro (FJ mass email), with plans for continuing marketing efforts.
STATUS: COMPLETE

FJ Issue 10-19: TRICARE Funding for Specialty Care

Recommendation: There should be more of a choice when choosing a local doctor for specialty care.

Response (Mar 10): This issue was not prioritized at the 2010 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 10-20: Medication for ADHD

Military insurance should pay for the best and most current medication for ADHD children. We have been referred to doctors off base in every location we lived in. Our child takes Vyvanse because Ritalin was giving side-effects. We had to pay for the medication out of our own pocket.

Recommendation: Provide ADHD medication in stock at military hospitals.

Response (Mar 10): This issue was not prioritized at the 2010 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 10-21: Insufficient Handicapped Parking at Strom Thurmond Building

There are not enough handicap parking spaces at the Strom Thurmond Building. Existing handicap parking spaces are used daily by handicap employees which results in limited or no handicap spaces available for customers. This affects all handicapped personnel who use services at the Strom Thurmond Building every day.

Recommendation: Designate all customer parking spaces directly in front of the Strom Thurmond Building (facing Strom Thurmond Blvd) as "handicap parking only".

Response from AFAP: Issue was not prioritized at the 2010 Fort Jackson AFAP Conference. It was determined to be a local level issue and has been forwarded to CMS.

Response from DPW (Jun 10): Design has been completed to increase handicap parking. It did not make the priority list and will have to compete for funding in the future.

Update (Dec 10): Issue has been closed.

STATUS: CLOSED

FJ Issue 10-22: No Child Left Behind for DoD Schools

DoD schools are not required to follow the federal "No Child Left Behind" act. Almost 85,000 children in DoD schools are not afforded the same considerations as other children in state schools. Because military schools for dependents fall under Department of Defense rather than Department of Education, they are able to "skirt" the requirement.

Recommendation: (not provided)

Response (Mar 10): This issue was not prioritized at the 2010 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 11-01: Army-wide Drunk Driving Prevention Program

There have recently been increases in the number of drunk-driving offenses and fatalities among Soldiers. Some programs have initiatives that attempt to address this problem- such as Better Opportunities for Single Soldiers (BOSS) designated drivers- but there needs to be something D.A.-funded and standardized throughout the Army.

Recommendation: [Implement an Army-wide drunk driving prevention program.](#)

Response: The Army Substance Abuse Program provides education programs for both Soldiers and Civilians. These programs provide participants with an increased awareness about the issue of impaired driving. The “That Guy” multi media campaign funded by DoD uses online and offline communication with the goal of reducing excessive drinking among Soldiers. Prime for Life is an alcohol and drug program for people of all ages. It is designed to gently but powerfully challenge common beliefs and attitudes that directly contribute to high-risk alcohol and drug use. The following links are provided: www.thatguy.com or www.acsap.army.mil (the army center for substance abuse program).

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference. It has been determined that systems are in place to address this issue; issue deemed complete.

STATUS: COMPLETE

FJ Issue 11-02: Diesel Fuel Availability on Post

Recommendation: [Offer diesel fuel for sale on Fort Jackson.](#)

Response: *No response was provided by AAFES.*

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference and has been closed.

Update (2011): Issue was resubmitted for FY12 as FJ 12-04; please note that response.

STATUS: CLOSED

FJ Issue 11-03: Barracks Waiver for Older Enlistees

Single Soldiers below the rank of E-6 are required to reside on post. The age cutoff for enlistment has increased from 35 to 42, but these older Soldiers are required to live in the barracks along with Soldiers half their age. As a result, we have 20 year old SSG's living off post while a 40 year old PFC or SPC has to live in the barracks. Waivers may be available but require approval by the Garrison Commander and this approval varies from post to post (they are not consistent).

Recommendation: [Provide some kind of consistent policy authorizing older enlistees to live off post.](#)

Response: AR 420-1, Facilities Management, para 3-18d(5) requires E5's and below to reside in the barracks. This regulation does not address age. In order to allow Soldiers to reside off post, the overall installation occupancy rate must be at 95%. Each installation must make the decision when to authorize Soldiers to reside off-post based on their utilization rate. When adequate barrack space is not available, Soldiers in the rank of E1-E5 will be given a Certificate of Non Availability (CNA) to reside off post. Age, furniture, and pets are currently not reasons to issue a CNA.

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 11-04: Supplemental Pay for Animal Care During Deployment

When an IRR/NG/RC Soldier is mobilized and deploys, they are left with the burden of finding someone to care for their animals (pets, livestock, etc) in their absence. This poses a hardship for these Soldiers who are serving our country- most of whom are not volunteering to be recalled to active duty. Their pets are their family, and their livestock is their livelihood. It would help to have some kind of supplemental pay, similar to family separation pay, to help them pay the caregivers of their animals.

Recommendation: Provide supplemental, similar to separation pay, for mobilized reserve component Soldiers to help them pay the caregivers of their animals.

Response: The Military Appropriations Act reserves/ allocates money for DoD. The Military Authorization Act tells DoD how to spend the money. This issue would have to reach a higher level before it could be implemented.

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 11-05: Leave Transfer for Federal Employees after Child Birth

Federal employees are ineligible to participate in the Voluntary Leave Transfer Program after childbirth unless there is an emergency medical condition. While absence from work after childbirth is covered under the Family and Medical Leave Act (FMLA), women must use either Sick Leave or Annual Leave to be compensated during this time. Many women have not accumulated enough leave to cover their absence; therefore they must enter a Leave Without Pay status. This causes many short and long term hardships, for example, loss of income and delays of within grade step-increases.

Recommendation: Allow women who are absent from work under the FMLA for childbirth to participate in the Voluntary Leave Transfer Program regardless of medical condition or birth of a healthy child.

Response: The Voluntary Leave Transfer Program (VLTP) allows Federal employees to donate annual leave to assist another Federal employee who has a personal or family medical emergency (including pregnancy and childbirth) and who has exhausted her or his own available paid leave. Although donated leave may be used during pregnancy and childbirth, it must be for a medical emergency (i.e. the mother's period of incapacitation or the illness of a child), not to care for a healthy child. Since childbirth alone is not considered a medical emergency, the Family Medical Leave Act (FMLA) is available for eligible employees. The FMLA entitles employees a total of up to 12 workweeks of unpaid leave during a 12 month period. Additional leave and work scheduling flexibilities may also be available, such as use of annual and/or sick leave, flexible work schedules or tele-working.

Update (Dec 2010): This issue was prioritized at the FY11 FJ AFAP Conference and will be forwarded to TRADOC.

TRADOC Disposition: This issue was not prioritized at the 2011 TRADOC Conference. The workgroup felt covering emergency situations under the FMLA was adequate. Also, the workgroup viewed a current active AFAP issue (issue #615) relates to this issue and may resolve it.

STATUS: ACTIVE

FJ Issue 11-06: Stabilization Prior to Attending Drill Sergeant or Recruiting School

The Army's 90-day stabilization policy does not provide redeploying Soldiers adequate time for reintegration prior to attending Drill Sergeant or Recruiting School. Soldiers do not have adequate time to readjust to Family and work environments prior to attending these intense

schools and taking on these professionally demanding assignments. Limited stabilization time adversely impacts mission performance, family life, and personal readiness.

Recommendation: [Revise Army Regulation \(AR\) 614-30 to increase stabilization following deployment from 90 days to 180 days for Soldiers on orders to Drill Sergeant or Recruiting School.](#)

Response: Chapter 6 of D.A. Personnel Policy Guidance (PPG) addresses the issue of stabilization. The Army provides periods of stabilization for Soldiers (not units) following the Soldier's return from deployments or completion of a dependent-restricted overseas tour to ensure a level of fairness in the treatment of Soldiers completing lengthy time-periods on TDY, TCS, unit deployment, or PCS assignment to dependent-restricted overseas areas. Stabilization allows Soldiers time to reacquaint themselves with Families, provide time to readjust to home station living and working environment, and rewards Soldiers for performing arduous periods of duty while separated from Family members. Individual Dwell Time (IDT) Deployment Policy is an Army initiative that provides our Soldiers participating in operational deployments (e.g. OIF/OEF) relief from repetitive deployment. The policy offers one month of stabilization for each month deployed. It is the Army's intent, wherever possible, to adhere to current PCS and deployment stabilization policies. However, where dictated, these periods of stabilization may be reduced. As a temporary measure, Commander, Human Resources Command (HRC), has been given authority, when necessary, to reassign Soldiers after a period of stabilization of 90 days. Assignments are made based on the needs of the Army.

Update (Dec 2010): This issue was prioritized at the FY11 FJ AFAP Conference and will be forwarded to TRADOC.

TRADOC Disposition: This issue was not prioritized at the 2011 TRADOC Conference. The workgroup felt this was more of a command issue- Soldiers should be educated on their stabilization rights. Of the two similar issues dealing with Drill Sergeant stabilization, the workgroup felt the other issue (FJ 11-28) was more impactful.

STATUS: ACTIVE

FJ Issue 11-07: Utility Billing for On-Post (Privatized) Housing

Utility billing for families living in privatized housing does not take into consideration the number of family members living in the home. Current DOD guidelines establish a baseline average by grouping similar floor plans together. If there are two families in similar floor plans and one family has four members, while the second family has six members; it stands to reason the home with six family members will have a higher use of water and electricity and, consequently, a higher utility bill. Family size unfortunately is not factored into the baseline.

Recommendation: Amend DoD policy to factor in the number size of a family when computing baseline averages for billing.

Response: The decision to not take occupancy in consideration was not made by Housing/Balfour Beatty. An Army program dictates this, and they have found through the billing of other installations that occupancy has not been a big factor in regards to usage.

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 11-08: Autism Insurance Reform

Civil service and NAF insurance carriers do not adequately provide insurance coverage for Applied Behavioral Analysis (ABA) or other behavioral therapies for children with Autism. Additionally, TRICARE does not cover this therapy for children of retirees, although it does cover therapy for children of active duty. This inadequate coverage for these three groups of

children (retiree, civil service, NAF) must be changed. ABA therapy is recommended by the American Academy of Pediatrics, the National Research Council, and the Surgeon General's Office, as the most effective and most promising for children with autism. In South Carolina, Ryan's Law, which became effective on July 1, 2008, required health insurance plans to provide coverage for the treatment of autism spectrum disorder in accordance with a treatment plan as specified by a treating medical doctor. To be eligible for coverage, an individual must be diagnosed at age 8 or younger, and is eligible for coverage up to 16 years old. Coverage for behavioral therapies, such as ABA, are subject to a \$50,000 maximum per year. A total of 23 states have enacted autism insurance reform laws such as Ryan's Law, 13 additional states plus D.C. have endorsed bills pending, and nine other states have bills pending introduction or endorsement. These laws have been enacted to stop insurance discrimination against people with autism; however, these laws currently have no jurisdiction over the coverage provided to Army employees or retirees.

Recommendation: [Provide ABA or other behavioral therapy for Civil Service/NAF/Retiree children up to age 18 just as the TRICARE ECHO program provides coverage for Active Duty service members' children.](#)

Response from TRICARE: This issue is currently being addressed. Current coverage: The Enhanced Access to Autism Services Demonstration allows eligible beneficiaries to have access to services through an expanded network of educational intervention providers. The demonstration is available to beneficiaries who are: 18 months and older; registered in Extended Care Health Option (ECHO) program; and diagnosed with one of the following- autistic disorder, childhood disintegrative disorder, asperger's syndrome, and pervasive developmental disorder not otherwise specified. Proposed bill: The Uniformed Services With Autism (USA) Heroes Act (H.R. 1600, S. 1169) has been proposed which will require coverage of medically necessary therapeutic services for military dependents that have children with autism. The Act seeks to accomplish three goals: 1) Remove the dollar cap on all autism benefits, treating autism like any other medical condition. (Current cap is \$3,000/mo). 2) Make coverage of autism therapies a standard part of TRICARE. (Currently, coverage is only obtained through ECHO). 3) Expand TRICARE autism coverage to retirees. (Currently, ECHO's autism benefits are only available to active duty). The Act will make ABA and other essential, medically necessary treatments available, regardless of duty status, and provide patients access to an effective level of services.

Any change in TRICARE coverage requires approval at the Congressional level.

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 11-09: [Eye Glass Frame Options for Retirees](#)

The eye clinic gives the initial entry training (BC-type) eye glass frames to retired Soldiers. Active duty personnel have a variety of designer frames to choose from. There wouldn't be an Active Army if it wasn't for retirees who paved the way. We are an Army of One- every Soldier, whether retired or active, should get the same top notch service/equipment.

Recommendation: [Expand current eye glass frame options for retirees.](#)

Response: Any change in TRICARE coverage requires approval at the congressional level. The current "Frame of Choice" program specifically excludes retirees. This policy is being reviewed by the Surgeon General.

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 11-10: Spouse Employment Program

Many spouses of active duty Soldiers have professional trades/skills (office administration, medical, etc) but they have difficulty finding employment due to frequent PCS's with their Soldiers. These spouses sometimes end up going to temp agencies for assistance in finding work with reputable companies. But these companies pay the spouses reduced pay to make up for the fees they have to pay the temp agencies. The Army needs a program that places spouses in temporary positions. If the Army implemented a program like this, it would benefit both the spouse (who is able to receive competitive pay) and the Army (who is able to retain qualified workers).

Recommendation: Establish a spouse employment program, similar to a temp agency.

Response (from CPAC): D.A. uses many human resources flexibilities and authorities to fill federal positions: Department of Defense Priority Placement Program, Executive Orders 13473 and 12721, Reinstatement Temporary Appointment, and Term Appointment.

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 11-11: Post 9/11 GI Bill Transfer for Retirees

Personnel who retired between September 11, 2001 and August 1, 2009 cannot transfer Post 9/11 GI Bill benefits to dependents. Currently, Soldiers have to be serving on Active Duty to transfer benefits to their dependents. Many retirees desire to transfer their benefits but are ineligible. By not allowing retirees to transfer their Post 9/11 benefits, the pay and benefit package provided to retirees is reduced.

Recommendation: Authorize any retiree who is eligible for the Post 9/11 GI Bill benefits to transfer benefits to his/her dependents.

Update (Dec 2010): This issue was prioritized at the FY11 FJ AFAP Conference and will be forwarded to TRADOC.

TRADOC Disposition: This issue was prioritized at the FY11 TRADOC Conference and has been forwarded to HQDA.

STATUS: ACTIVE

FJ Issue 11-12: Clarification of AIT Platoon Sergeant Duty Description

The standards for advanced individualized training (AIT) Platoon Sergeants are significantly different across the Army due in large part to unclear duty description and duty day policies not being enforced. Drill Sergeants have recently been removed from AIT but some installation commanders have not adapted to this change. They require AIT Platoon Sergeants perform additional duties and work hours similar to Drill Sergeants but without the additional pay, resulting in a heavier workload than non-AIT Platoon Sergeants in the operational Army. This results in increased stressors on both the Soldier and the Family.

Recommendation: Develop and enforce an accurate duty description and standard duty day policy for AIT Platoon Sergeants.

Response from DMPO: There is no additional pay for Platoon SGTs. Drill Sgts have to attend Drill SGT School and, upon successful completion, are issued an order authorizing pay for that skill.

Update (Dec 2010): This issue was prioritized at the FY11 FJ AFAP Conference and will be forwarded to TRADOC.

TRADOC Disposition: This issue was initially chosen as a top issue but the SME informed the group that this issue has been resolved through TRADOC Reg 350-37 dated 11 April 2011.

STATUS: ACTIVE

FJ Issue 11-13: Civilian Employee Advancement

Civilian employees who have obtained their Bachelor's degree or may be pursuing higher education should be allowed advancement (higher pay grades, increases in pay). Some of these people are trying to pay off their student loans, and some would also like to further their education and get their master's degree. It is difficult to pursue these goals if you cannot pay for what you have already earned and believed would take you higher.

Recommendation: Set up a system for civilian employees that acquire their bachelor's degree after being hired to transition into a job in their area of study to receive the experience needed in order to get promoted to a higher grade-something similar to spouse preference but instead higher education preference.

Response: Currently, D.A. has several career programs and initiatives already established that address these concerns: Federal Career Intern Program, Presidential Management Fellows (PMF) Program, and Student Career Experience Program and the Student Temporary Employment Program.

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 11-14: Combat Rising Divorce Rate in the Military

One of the growing issues is the rising divorce rate within the military. The Soldier's most (critical) year in the military career is the first year; the first year of marriage is the same. If we are able to provide the necessary tools/booklet for basic training and AIT Soldiers/families, I believe it will turn the tide of the fracturing divorce rate that is ripping through our military.

Recommendation: Provide for married and engaged Soldiers a marriage booklet during the first months of coming into service.

Response from the Chaplaincy: The rising divorce rate is a larger societal issue...(but) there are several resources and booklets currently available that address both initial military life AND marriage. Examples: "Keeping your marriage strong: A guide for military couples"; and "Succeeding as a military family: A guide" (both Channing Bete Publishers). There is also a "Homebuilders" study series. ACS provides introduction to the military through Army Family Team Building. Across the Army there also are multiple opportunities for participation in events and social gatherings that promote wellness, lifestyles and marital resiliency. It is up to the couple to choose in which they will participate.

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 11-15: Standardized ESL Classes

Uniform and consistent English as a Second Language (ESL) classes for non-native English speaking spouses. There is a program called Headstart used OCONUS which provides instruction in the host country language. This helps spouses and Families in which English may not be the first/mother tongue. To do this, I suggest use of Defense Language Institute English Language Center curriculum or similar. The DLIELC curriculum is broken into levels and then into individual books, which allows for a modular approach to instruction. Using a standardized curriculum would allow Families and volunteer instructors to move from installation to installation and resume classes where they left off.

Recommendation: Implement a standardized ESL program for non-English speaking spouses using an Army-wide standardized curriculum.

Response (from ACS): The Relocation Readiness Program at Fort Jackson has already implemented the use of the Defense Language Institute English Language Center curriculum in ESL classes. It would be great for this class to become standardized Army-wide.

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 11-16: Funding for EFMP

Exceptional Family Member Program (EFMP) needs to be able to have money throughout the year to host activities for families with exceptional needs. The program receives some money but it is always two months before the end of the year. They should be able to do events for families throughout the WHOLE year not just 1/6 of the year.

Response: Fort Jackson was one of the few installations that received special funding from the Military and Family Policy Office designated for a boundless playground, recreational activities, child find activities and Special Olympics activities. ACS EFMP only receives appropriated funds on a yearly basis, which cannot be used for the above special activities. Special funding is provided to EFMP when it is available through donations or approved government funds. This issue may need to be addressed at a higher level.

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 11-17: Respite Care Hours for EFMP

There needs to be more hours of babysitting for families with special needs. These hours give the primary caregiver time to get their appointments taken care of and the ability to work on their mental and physical health.

Recommendation: [Allow every person enrolled in EFMP to receive respite care and do not limit the number of hours.](#)

Response: D.A. guidelines for respite care provide the requirements for Family members entitled to respite care and guidance for the number of hours for each eligible client. Respite care is based on the Exceptional Family Members (EFM) condition and availability of funding. Every family enrolled in EFMP does not qualify for respite care. The EFMP respite care program is designed to provide a temporary rest period for Family members responsible for regular care of persons with qualifying conditions.

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 11-18: Respite Care for TDY Soldiers

Soldiers that are on TDY are not eligible for free respite care hours at the day care center. My husband travels every few months for a few months at a time- I am not eligible for any respite care hours at all. When a spouse is gone, they are gone- no matter if it is 3 months or 1 year.

Recommendation: [Allow families of active duty Soldiers on TDY to use respite care.](#)

Response: Respite care is available for Families of Active Duty Soldiers when the Soldier is on a Temporary Change of Station (TCS), Permanent Change of Station (PCS) Unaccompanied Tour and TDY of 90 - 179 days in duration. The amount of respite care provided is 16 hours per child per month during the designated TCS, PCS or TDY period. A copy of the Soldiers orders must be submitted to CYSS to access respite care.

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 11-19: CDC Orientation Policy

The current CDC system requires a family go through orientation with each child. After one year off I am told to take the orientation again. Requiring parents to attend multiple orientation sessions year after year is a waste of time and a waste of the military's resources.

Recommendation: [Change CDC Orientation policy.](#)

Response: There is no requirement for a patron to attend an orientation session annually or per child. Parents may be requested to attend a second orientation if they have registered an older child previously and they are now registering an infant, as the care of infants involve additional requirements of which parents need to be aware (infant feeding, diapering, basic care items, sleep positioning, etc.)

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 11-20: CDC Diaper Cream Policy

Recommendation: [Change policy to allow hourly care staff to put diaper rash cream on babies.](#)

Response from CYSS: Hourly care staff can administer basic care items, one of which is diaper cream/ointment in accordance with our current policy. The parent will purchase and supply the preferred diaper lotion or ointment. The parent will label the container with the child's name (first and last) frequency, duration, amount and location of application.

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 11-21: Standardized Fees for CYSS Sports

The fees to enroll children in CYSS sports programs are different at each installation. For example at Fort Leavenworth it costs \$60 for a child to play football, but at Fort Jackson it costs \$45. Fees should be consistent.

Recommendation: [Make CYSS Sports fees consistent from installation to installation.](#)

Response: The Army has implemented a new Army Child & Youth Fee Policy effective 01 October 2010. Youth Sports fees are addressed in this Fee Policy. Each installation was provided an Installation Fee Plan with guidance that they are not to vary from the established plan. The goal of the fee policy is to establish an Army-wide level of consistency and predictability for patrons participating in CYSS, to include Youth Sports Activities, by 2013.

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference but is currently being worked by HQDA.

STATUS: COMPLETE

FJ Issue 11-22: Veterinarian Fees

Vet care at reduced cost is a supposed to be a military perk but increasing fees are causing it to be priced out of many military Families' budget. Costs are now distributed more to the family and it is not competitive with off-post.

Response: *No response from the Veterinarian Clinic.*

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 11-23: Overseas Caregiver for Single or Dual Military Soldiers

Soldiers are not able to take a responsible adult with them overseas to remote places like Korea or Germany to help them take care of their young children. This negatively affects Single Soldiers and Dual Military Soldiers. If this program was in place, when the SM deploys or goes to the field, their family care plan would not be an issue.

Recommendation: Authorize Single or Dual Military Soldiers who are assigned an overseas tour the option to take one adult with them to care for their children and to temporarily be their dependent for the period they are overseas.

Response: Chapter 5, AR 600-20, outlines the specifics of the Army Family care plan. The Army assists the Soldier in providing for the care of his or her Family Members. Plans must be made to ensure Family Members are properly and adequately cared for when the Soldier is deployed, on temporary duty (TDY), or otherwise not available due to military requirements. Soldiers are responsible for implementing the Family care plan and thus ensuring the care of their Family members. Soldiers must arrange for the care of their Family Members in order to be (1) available for duty when and where the needs of the Army dictate; and (2) able to perform assigned military duties without interference of Family responsibilities. After reviewing the Joint Federal Travel Regulation (JFTR), there was no definition of a temporary dependent. This is not an issue that can be resolved locally.

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 11-24: Increased Support for Military Homebuyers

The Housing Referral Office (HRO) does not provide adequate information for prospective military home buyers when relocating. The support HRO provides focuses primarily on renters as opposed to home buyers, leaving military home buyers vulnerable to substandard business practices. Personnel who purchase homes from substandard builders, contractors, inspectors, etc. face financial and personal hardships (emotional, mental, etc.), which adversely impacts the family and, subsequently, mission readiness.

Recommendation:

- Require HRO develop and provide military personnel with a list of verified, reputable home builders, contractors, inspectors, etc.
- Propose and support legislation at state and local levels to protect military home buyers from substandard practices.
- Develop a campaign plan to communicate to military home buyers what can be done to protect them.

Response: No response from SJA (legal) was provided. This issue was determined to be under the purview of the Installation Housing Office.

Update (Dec 2010): This issue was prioritized at the FY11 FJ AFAP Conference and will be forwarded to TRADOC.

TRADOC Disposition: This issue was not prioritized at the 2011 TRADOC Conference. The workgroup felt there are programs in place at installations to address this issue. Better marketing of these programs needs to be provided to Soldiers during the sponsorship program and in-processing/out-processing.

STATUS: ACTIVE

FJ Issue 11-25: Authorization for Off-Post Medical Procedures

There has been an increasing number of family members that are not able to get a primary care manager (PCM) on Post. The off-post providers are generally good for routine visits like well baby checkups and required immunizations, however, if there is a problem with your spouse/child and tests are recommended to try to diagnose the problem and come up with treatment plan, unless it is simple test like blood lab work, you end up having to wait on hold with a TRICARE representative to gain approval for the tests. If you have an on Post provider, you don't have to call TRICARE for approval of tests/treatment recommended by the PCM.

Recommendation: [Automatically approve the costs of the recommended tests/treatment prescribed by the off-post PCM just as for on-post PCMs without getting prior authorization from TRICARE.](#)

Response: There are only a few diagnostic tests that require prior authorization under the TRICARE Program. Laboratory testing generally does not require a prior authorization, except for genetic testing. If a beneficiary wishes, they may get a laboratory request from their rendering provider and have the testing done at Moncrief. The facility will fax the results to the ordering provider. Diagnostic tests such as PET Scan or MRI do require prior authorization.

As of Sept 2010 MACH is open for TRICARE Prime enrollment to all beneficiary groups. Capacity at this time is available for those wishing to change PCMs from the private sector to MACH. Those wishing to change simply need to complete an "Enrollment/PCM Change Form", available at the TRICARE Service Center, online at www.humana-military.com or by contacting 1-800-444-5445 and requesting a form.

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 11-26: Port of Entry on East Coast

The ports of entry from OCONUS to CONUS are only on the west coast, but the majority of Army installations are located close to the east coast. This makes it difficult for Soldiers and Family members who have to travel back to the US from Korea, Germany, etc.- for example, on emergency leave. It also creates a financial burden because the traveler has to pay out of pocket from the port of entry to their final destination. If the port of entry was closer to their destination, the ticket fare would be cheaper. ATL, specifically, used to be frequently used by military Soldiers and should be reopened.

Recommendation: [Re-open ATL as a port of entry.](#)

Response: The two ports for Korea are Seattle, WA and Los Angeles, CA; the port for Germany is Baltimore, MD. The designation and authorization for ports is controlled through Surface Deployment and Distribution Command (SDDC), Scott AFB, IL.

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 11-27: POV's for Duty Use

Soldiers assigned to some units have to use their POV's for work-related duties. Current regulations (specifically DoD 4500.36-R Management, Acquisition & Use of Motor Vehicles and Army Reg 58.1) require the unit to travel a set number of miles in order to justify the use of a government vehicle. This causes some Soldiers to have to use their POV's for work-related duties. This is a hardship for some Soldiers.

Recommendation: [Eliminate Soldier's use of POV's for work-related duties.](#)

Response: The NTV fleet quantity and allocation is being reviewed by IMCOM. Vehicles requested above the standard must be reimbursed by the requesting unit/activity. The current guidance is that a NTV should be used about 1000 miles per month. JFTR regulations authorize reimbursement for POV use when certain provisions are met.

Update (Dec 2010): This issue was not prioritized at the FY11 FJ AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 11-28: Drill Sergeant Reset Time

Many Soldiers coming off of Drill Sergeant duty PCS into deploying units without adequate time to reintegrate with Family and re-orient to their work environment (“reset time”). Drill Sergeant duty is a professionally demanding assignment that impacts Comprehensive Soldier Fitness, including the Family, physical, emotional/mental, spiritual, and social dynamics of Soldier readiness. The cycle of concern is “Deployment to Drill Sergeant Duty to Deployment”, resulting in little reset time. This cycle adversely affects Comprehensive Soldier Fitness.

Recommendation:

- Implement a policy that prevents the Deployment- Drill Sergeant Duty-Deployment cycle and would ensure a 6-12 month reset time; OR
- Re-calculate dwell time for Drill Sergeant duty at a reduced rate.

Response: Chapter 6 of D.A. Personnel Policy Guidance (PPG) addresses the issue of stabilization. The Army provides periods of stabilization for Soldiers (not units) following the Soldier’s return from deployments or completion of a dependent-restricted overseas tour to ensure a level of fairness in the treatment of Soldiers completing lengthy time-periods on TDY, TCS, unit deployment, or PCS assignment to dependent-restricted overseas areas. Stabilization allows Soldiers time to reacquaint themselves with Families, provide time to readjust to home station living and working environment, and rewards Soldiers for performing arduous periods of duty while separated from Family members. Individual Dwell Time (IDT) Deployment Policy is an Army initiative that provides our Soldiers participating in operational deployments (e.g. OIF/OEF) relief from repetitive deployment. The policy offers one month of stabilization for each month deployed. It is the Army’s intent, wherever possible, to adhere to current PCS and deployment stabilization policies. However, where dictated, these periods of stabilization may be reduced. As a temporary measure, Commander, Human Resources Command (HRC), has been given authority, when necessary, to reassign Soldiers after a period of stabilization of 90 days. Assignments are made based on the needs of the Army.

Update (Dec 2010): This issue was prioritized at the FY11 FJ AFAP Conference and will be forwarded to TRADOC.

TRADOC Disposition: This issue was prioritized at the 2011 TRADOC Conference. However, issue will be retained at TRADOC (not forwarded to HQDA). TRADOC Deputy Commanding General (DCG) will work with DCG of Initial Military Training for resolution.

STATUS: ACTIVE

FJ Issue 11-29: Deployment Deferment for Postpartum Breastfeeding Soldiers

Department of the Army (DA) regulation allows only a six month non-deployment time for breastfeeding Soldiers following the birth of their baby. Studies have proven longer breastfeeding increases medical benefits for both child and mother, decreases costs of medical care, and reduces environmental costs for disposal of formula cans and bottles. Soldiers who choose to breastfeed should be encouraged to do so and be offered support without having to be concerned about deploying during this crucial time. The Departments of the Navy and the Air

Force have extended their current policies to allow their postpartum service members a 12-month deferment from deployment; the Department of the Army should follow suit.

Recommendation: Change current DA regulation to allow a 12-month deferment from deployment for postpartum breastfeeding Soldiers.

Update (Dec 2010): This issue was prioritized at the FY11 FJ AFAP Conference and will be forwarded to TRADOC.

TRADOC Disposition: This issue was not prioritized at the 2011 TRADOC Conference. Deployment deferment would equal almost 2 years when including pregnancy, and this places the Army's operational effectiveness at risk. The workgroup also felt there are no qualitative measures— inability to verify the mother is actually breastfeeding.

STATUS: ACTIVE

FJ Issue 12-01: CYSS Childcare Prices

Childcare prices on post are too high. Just because someone is a senior NCO or an officer doesn't mean they have extra money to pay for childcare, especially since they receive the same care that anyone else receives. Some individuals may have several young children or are paying child support, have student loans to pay back, diapers to buy, house payment, car payment, formula, etc.

Recommendation: Provide assistance within the military to help individuals pay for childcare.

Response (from CYSS): Childcare prices are based on total family income. There are 9 different income categories. While it is true that families in lower income categories pay less for the same care, no parent pays the full cost of care because care in Army child development centers (CDCs) is subsidized for all users— the amount of subsidy is what varies. Current fees were established in 2010. During 2010, the Army requested and received approval from DoD to phase-in fee increases over the next two years to bring Army programs in line with the new DoD Fee Policy. While the fee policy is based on income, it does not take into consideration personal expenses. For that reason, installations have a “hardship provision” which allows a Soldier to request a reduction in fees. At FJ, our hardship consideration policy requires the Soldier to make an appointment with Army Community Service (ACS) for a financial assessment, after which ACS may make a recommendation to reduce the Soldier's childcare fees. In addition to the hardship provision, all parents can participate in the Partnership Connection Program (PCP) which provides a 10% reduction in childcare fees by volunteering with their child's program. Information regarding PCP is available at all CYS locations.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference. It has been determined that there is a system in place to address this issue. Issue deemed complete.

STATUS: COMPLETE

FJ Issue 12-02: Assistance Paying for Citizenship for Military Spouses

Response (from ACS Relocation Program): Financial assistance can be provided in the form of an AER loan/grant, depending on what the Family qualifies for. According to AER Section Reference Manual, page 34, under Miscellaneous Categories, AER funds can be used for both immigration and passport fees.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference. It has been determined that there is a system in place to address this issue. Issue deemed complete.

STATUS: COMPLETE

FJ Issue 12-03: Maternity Leave Inconsistent with Daycare Policy

Soldiers and civilians are given 6 weeks of maternity leave, but children cannot start daycare until they've had their shots at 8 weeks.

Response (from CYSS): Infants may be enrolled in CYSS programs (at 6 weeks for center-based care; at 4 weeks for Family Child Care Homes) without shots since it is the policy of the installation to do their first well baby exam with shots at 8 weeks. To continue enrollment the infant must have their shots at 8 weeks.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 12-04: Diesel Fuel Availability on Post

No diesel fuel is available at AAFES gas stations. It is very inconvenient for those that work on Fort Jackson to get fuel during the work day since we must travel off the installation during our lunch hour to get fuel.

Recommendation: [Make diesel fuel available at AAFES gas stations.](#)

NOTE: This issue was originally surfaced as FJ Issue #11-02 and has been resubmitted for consideration.

Response (from AAFES): We regularly review all activities to ensure we are meeting our mission to provide quality goods and services, while generating income to support MWR programs. Although we offer diesel fuel at some exchanges, we do not have enough demand at FJ to justify the expense of adding diesel fuel tanks and dispensers. If demographics change and diesel fuel usage becomes more prominent, we will consider offering it.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 12-05: Hiring Preference for Surviving Spouses of Other Branches of Service

Marine, Navy, and Air Force Spouses who suffer the loss of their service member should be afforded a hiring preference within Department of the Army. A young military wife who lost her husband in combat relocated from their duty station to an Army installation but she didn't qualify to use a preference to help her find employment on post.

Recommendation: [Expand spouse employment preference to include spouses of fallen Warriors from all branches of service.](#)

Response (from CPAC): Spouses who suffer the loss of their sponsoring service member are in fact eligible to apply for federal positions using two types of employment eligibility: 10 pt Veteran Preference; and Executive Order (E.O.) 13473 for noncompetitive appointment. Using the derived (fallen sponsor's) preference adds 10 pts to the spouse's passing examination score or rating. Agencies may also appoint an un-remarried widow/widower of a service member who was killed while performing active duty using E.O. 13473 (IAW 5 CFR 315.612). The spouse must be able to provide supporting documentation- i.e. marriage license, spouse's orders, death certificate, etc.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference. It has been determined that there is a system in place to address this issue. Issue deemed complete.

STATUS: COMPLETE

FJ Issue 12-06: CYSS Employee Discount

Recommendation: Provide a discount on childcare for all CYSS employees.

Response (from CYSS): CYSS staff receive a subsidy on child care since fees for Army programs are based on total family income. While some employees may take care of their own child/children that does not reduce the cost of providing care to the child/children so there would be no savings to offset the discount. Providing a discount to only a segment of the Non-appropriated Fund and Appropriated Fund workforce because they work for CYSS would provide an employment benefit that would not be available to all. In many off-post centers, childcare employees do get a reduction in fees or free childcare for their own children— this is used as a recruitment and retention strategy because their pay is low and the reduced or free childcare is actually a part of compensation for working at a lower rate of pay. The Army Fee Policy allows installations to request an exception to policy to adjust fees for CYSS employees when staff recruitment/retention issues negatively impact its operational capability. However, Fort Jackson CYSS has never had an issue with recruitment/ retention of employees and therefore cannot justify a request for an exception. As an example, a recently received referral list for flexible employees had an excess of 50 applicants.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 12-07: Free Saturday Childcare for CYSS Employees

CYSS employees should be able to receive free childcare on Saturdays if they are required to work that day. CYSS employees are supporting the mission during these hours and are being charged to drop off their own children.

Response (from CYSS): Childcare for Saturday training for TRADOC installations is an Army Family Covenant Initiative and is provided at no cost to Active Duty Soldiers. Any civilian employee can use the Saturday care for free if they do a contract for full day or part time care with CYSS that includes Saturdays as one of their 5 work days or 25 hour limit, respectively. If however, they are not under contract with CYSS for full day care or part time care, then working on a Saturday is no different than any other day of the week, and they will pay for the care used on an hourly or daily basis.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 12-08: Hiring Preference for Retiree Spouses

After Soldiers retire, their spouses no longer have any preference for federal jobs unless the soldier is permanently disabled. Retiree spouses should have some type of preference on post just as active duty spouses. Having no preference after retirement makes it almost impossible for retiree spouses to even make a referral list.

Response (from CPAC): The Office of Personnel Management (OPM) issued regulations regarding Executive Order 13473, Noncompetitive Appointment of Military Spouses. The intended effect of EO 13473 is to facilitate entrance of military spouses into the Federal Service as part of an effort to recruit and retain experienced members of the armed forces and honor the service of members injured, disabled or killed in connection with their service. Section 315.612(b)(ii) of the 5 CFR requires 100% disability rating for certain military members with a service-connected disability. Section 2(e)(i) of EO 13473 specifies that 100% disability is required for an individual for an individual with a service connected disability. A 100% disability limits a military retiree to little, if any, opportunities to obtain another job. Therefore, by

extending and offering the EO 13473 to their spouses, the family is provided with the opportunity to obtain an income. This issue cannot be resolved at the local level.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 12-09: Requirement to See PCM for Referrals

Patients have to see their PCM to get a referral, however, retirees rarely see their PCM. After seeing my PCM for an over 50 physical, the individual who booked the appointment wrote that I wanted a referral; I fasted, had labs drawn but no follow up from PCM and no appointment.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 12-10: E-5 Drill Sergeants (DS) Residing in the Barracks

Army Regulation 420-1 requires all E-5's, including Drill Sergeants, to live in the barracks unless they receive a statement of non-availability. DSs maintain a high OPTEMPO, work 15+ hour days, and those residing in the barracks are forced to deal with junior Soldiers after duty hours. This living arrangement increases the stressors experienced during their duty-day due to constant exposure to junior Soldiers. There is no separation between work and home.

Recommendation: [Authorize all Drill Sergeants, including E-5's, to reside off-post.](#)

Response (from Installation Housing): AR 420-1, Facilities Management, 3-18, d(4) states the installation housing rate must be at 95% utilization in order to issue a statement of non-availability; Fort Jackson's current occupancy rate is at 87%. The change to allow E-5 drill sergeants to reside off-post requires HQDA approval.

Update (Nov 2011): This issue was prioritized at the FY12 Fort Jackson AFAP Conference and will be retained by the installation for local resolution.

STATUS: ACTIVE

FJ Issue 12-11: On-Post Shuttle Service

Fort Jackson needs on-post shuttle service. It is hard for Soldiers that do not have a vehicle to get to and from appointments and other places. Family members that have just moved here from OCONUS may not have transportation to/from facilities until their vehicle arrives. Retirees and civilian employees are now living on-post and will increase the demand for a shuttle service. Having this service would also help the environment (less cars on the road).

Recommendation: [Provide an on-post shuttle service.](#)

NOTE: This issue was originally submitted in FY10 (FJ Issue #10-12) and is being re-submitted for consideration.

Response (from DOL/Transportation Division): In accordance with regulatory guidance, transportation services for unofficial, non-mission related purposes are restrictive and prescriptive. Excerpts from the regulation as stated in paragraph B. (1): "Vehicles may not be used to provide D-T-D transportation over all or any portion of the route between their domiciles and places of employment"; other exceptions are also included. Therefore, DOL cannot execute the request unless Army policy changes (changes to the regulation may be submitted to HQDA for consideration). Note: Garrison has considered mass transit, local transportation moves, and shuttle services for several years, but funding for transportation study and development project have not been approved. Due to limited number of buses and drivers, even a compressed shuttle service is not currently feasible. What seems as a straight-forward

task requires significant investment, oversight and funding. Furthermore, taxis are available by calling: Blue Ribbon Taxi Cab Corp, (803) 754-8163 or Checker Yellow Cab, (803) 799-3311.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 12-12: Medication Selection at Moncrief Pharmacy

Moncrief Pharmacy has a limited selection of medications. When a medicine is not available at Moncrief, the Soldier or Family member has to go off post and pay a co-pay.

Response (from MACH/TRICARE): Active duty service members (including activated Guard/ Reserve members) pay nothing for covered prescriptions. In some cases, service members may have to pay up front and file a claim for a full reimbursement. For all other beneficiaries, prescription costs are based on where the prescription is filled and how it's classified: formulary generic, formulary brand name, or non-formulary. Prescription costs changed on October 1, 2011; view new prescription costs by visiting www.tricare.mil and click the link to prescriptions.

Update (Nov 2011): A system is currently in place that prevents and/or greatly reduces out of pocket expenses for prescription medications (see FJ Issue #10-10). This issue was prioritized at the FY12 Fort Jackson AFAP Conference because delegates felt the system has not been adequately communicated to the community. The issue will be addressed at the local level as a marketing initiative by MACH.

STATUS: ACTIVE

FJ Issue 12-13: Centralized Out-Processing for Demobilizing Soldiers

Since the loss of building 2179, there is no centralized facility for demobilizing Soldiers to out-process. These Soldiers are required to out-process at 13 different agencies at numerous locations across post and with various hours of operation. As a result, there is an excessive amount of time and gas spent on the demobilization process. Without an efficient, centralized demobilization facility, both Soldiers' and garrison resources are mismanaged.

Recommendation: Re-establish a centralized demobilization facility which consolidates the days and hours that Soldiers out-process.

Response (from DPW/Space Management): The Strom Thurmond Building (STB) is designed to be a centralized facility in which the majority of agencies required for out-processing are stationed. We recommend administrative process improvements, such as scheduling out-processing in advance with agencies not in/around STB to avoid delays and minimize travel time.

Response (from DPTMS): When Garrison's DPTMS operations were in building 2179, most out-processing services were in a central location. Since Real Property Realignment and garrison's loss of building 2179, in and out processing is increasingly difficult for the Soldiers. Approximately 380 Soldiers completed reverse SRP in FY11. We agree, if all aspects were under one roof, the process would definitely be smoother.

Update (Nov 2011): This issue was prioritized at the FY12 Fort Jackson AFAP Conference and will be retained by the installation for local resolution.

STATUS: ACTIVE

FJ Issue 12-14: Tiers of Dental Coverage

United Concordia dental plan does not offer family members the option of selecting additional tiers of coverage. The current plan only allots \$1200 per year per beneficiary. As a result, families may experience financial burden from out of pocket expenses.

Recommendation: Provide additional tiers of dental coverage.

Update (Nov 2011): This issue was prioritized at the FY12 Fort Jackson AFAP Conference and is being staffed for forwarding to TRADOC.
STATUS: ACTIVE

FJ Issue 12-15: Eye Coverage

Eye coverage for family members only covers annual exams.

Recommendation: Increase eye coverage to pay a portion of frames and/or contacts.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 12-16: Access to Primary Care Manager

NOTE: This issue was originally surfaced as FJ Issue #10-15 and has been resubmitted for consideration.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 12-17: Utility Billing for Privatized Housing

NOTE: This issue was originally surfaced as FJ Issue # and has been resubmitted for consideration.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 12-18: Street Lights on Semmes Road

Street lights should be installed along Semmes Road. It is pitch black on the road in the night hours and the road is 45 MPH. Soldiers do physical training (PT), and civilians ride bicycles on this road. Inadequate lighting poses a safety hazard for both drivers and pedestrians.

Recommendation: [Install street lights on Semmes Road.](#)

Response (from DPW): The Semmes Road bike path (from Lee Rd to Chesnut Rd) provides a safe means of travel for pedestrians and bicyclists in the 45 mph zone. Bicyclists riding at night are required to have front and rear lights; Soldiers performing PT are required to wear safety vests in order to be seen by motorists and to utilize established PT areas coordinated through Post Safety and Emergency Services. It is best practice for other pedestrians to carry a flashlight at night on any road or sidewalk on Ft Jackson, particularly in areas without street lights.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 12-19: Security Cameras for Single Soldier Barracks

Response (from Installation Housing): Surveillance cameras were requested as a result of missing items from laundry rooms and theft from cars. As with residing off-post, laundry should never be left unattended for any reason nor should valuables be left in vehicles. The best way to protect property is to secure it. We are researching the possibility of installing cameras for

safety reasons, but issues to consider are: who monitors the cameras, maintains the tapes, integrity of tapes for evidence, etc.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference and has been closed; however, the issue may continue to be addressed at the local level.

STATUS: CLOSED

FJ Issue 12-20: Remove Velcro from Uniforms

Removing Velcro from ACU's (i.e., pockets, sleeves) would extend the life of the uniform, resulting in less out-of-pocket expense for Soldiers.

Response: This issue cannot be resolved at the local level and would need to be addressed by TRADOC.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 12-21: Unescorted Civilians in Housing Areas on Family Day

Civilians are allowed to "wander" unescorted through the housing areas on Family Day. This leaves no accountability and increases traffic/speeding and safety risks in housing areas. They should be allowed in housing areas only as part of a post tour.

Response (from DES): There is no command policy prohibiting civilians or guests from traveling through housing, and there is no legal method for law enforcement to identify if a civilian is a housing resident or is just "wandering through". DES is consistently present in the housing area using speed measuring devices to stop speeding and looking for infractions or security issues. Anyone who observes a person they believe to be suspicious should call the MP desk and report the activity. Police Officers can then respond and evaluate the situation. One recommendation could be to install "Resident & Guest Only" signs at locations where they are not currently present to inform the public on restricted movement in housing areas.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference and has been closed; however, it may continue to be addressed at the local level.

STATUS: CLOSED

FJ Issue 12-22: GI Bill Benefit Donation Bank

Individuals eligible for GI Bill benefits do not have the option to donate unused benefits to a bank. Many of those eligible for the GI Bill do not use it (to date, this number is approximately 45%). Allotted months of benefits do not go far for military members with multiple eligible dependents. Eligible beneficiaries can further their educational goals by using donated benefits that would otherwise be lost.

Recommendation: [Establish an option to donate GI Bill benefits to a bank for use by other eligible beneficiaries.](#)

Update (Nov 2011): This issue was prioritized at the FY12 Fort Jackson AFAP Conference and is being staffed for forwarding to TRADOC.

STATUS: ACTIVE

FJ Issue 12-23: Standardized Youth Facilities

Response (from CYSS): Army leadership is committed to standardizing services for Army Families. Consequently, all youth programs are required to provide baseline programming. So while the centers may vary from installation to installation the same baseline of services are

available. While the Army uses standard designs for facilities, the number of youth on an installation dictates the size of a facility, and the size of the facility may also dictate what is available within the facility. Another factor that impacts and causes variations from installation to installation is the age of the Youth Center. Standard designs have changed over the years and an installation with a newer design will have amenities that an older center might not have.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 12-24: Increased Funding for Youth Activities Program

Additional money for youth programs could pay for things like sports and trips. Having a lot of activities keeps teens mentally and physically fit and helps to keep them out of trouble.

Response (from CYSS): Funding for youth programs is based on the number of youth spaces delivered— i.e., the number of youth that utilize the center between the hours of 3:00pm and 6:00 pm. The amount of funding provided for each youth space is set by Department of the Army. Each installation then receives funding for their projected spaces for the upcoming year. The more youth that utilize the youth program between the hours of 3 - 6 pm, the more funding the installation will receive.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 12-25: CYSS Snack Bar Food Selection

Food at the Youth Center snack bar food is not of good quality, does not taste good, and is not consistently offered (one day an item is available, the next day it is not). Healthy snacks are provided, but they are not items that teens like or they are not prepared correctly. Providing the healthy food we like will increase much-needed revenue for the Youth Center.

Recommendation: [Provide healthy snacks teens like.](#)

Update (Nov 2011): This issue was prioritized by FY12 Fort Jackson Teen AFAP Conference and will be addressed at the local level.

STATUS: ACTIVE

FJ Issue 12-26: Transportation for Off-Post Teens to Fort Jackson Youth Center

Teens who do not live on Fort Jackson may find it hard to get to the Youth Center on Fort Jackson. If they do not have a car, they cannot find a ride, or their parents work evenings and cannot take them, they cannot go. These teens miss out on the events and recreational opportunities offered at the youth center. Providing transportation for these teens would increase program participation.

Recommendation: [Provide transportation to the Fort Jackson youth center for teens living off post.](#)

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference and has been closed.

STATUS: ACTIVE

FJ Issue 12-27: Transfer of VEAP Benefits

Recommendation: [Authorize any retiree/veteran who participated in a contributing education program, such as VEAP, to transfer unused benefits to his/her dependents.](#)

Response: No response provided. Please contact the VA representative at the Fort Jackson Education Center for assistance.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference and has been closed.

STATUS: CLOSED

FJ Issue 12-28: FRSA's at Brigade Level

Family Readiness Support Assistants are needed at the Brigade or Battalion level. This person could contact in-coming family members as required by the recent TRADOC operations order and coordinate much-needed family support events. It would also prevent the over-taxing of volunteers.

Recommendation: [Hire FRSA's at the Brigade level.](#)

Response (from USATC G1): The Family Readiness Support Assistant (FRSA) serves as the Commander's advisor on the unit's FRG program and contributes to mission readiness by facilitating communication between the Command, FRGs and Family members. USATC G1 submitted a staff action request to TRADOC to hire three civilian brigade-level FRSAs for FY12. The justification focuses on the countless hours that volunteers work to mitigate the requirement of improving quality of life/well-being at FJ. G1's stance is the hiring of civilian FRSAs at Brigade level will reduce the work load of volunteers, enhance Family Readiness programs and provide better support to Soldiers, Civilians and Families. However, hiring requests for FRSAs at Brigade level is mute with Army staff at this time. Army staff (ODCS G-8 PA&E) has non-concurred with requests for additional FRSAs under the Generating Force FRSA's Concept Plan (which proposed staffing FRSA's down to brigade levels). Rationale for non-concurrence was that Army could not identify a resource off-set to support the proposal. M&RA and ODCS G-3/5/7 have informed TRADOC (and other commands) that no further action would be taken. ACSIM (IMCOM G-9) is aware of commands asking for additional FRSA's. However, they are also aware that no resources are available to support the plan. To compound this, the Army is preparing to review all programs for downsizing/ elimination under current fiscal constraints imposed by Congress. This has impacted all resourcing decisions.

Update (Nov 2011): This issue was not prioritized at the FY12 Fort Jackson AFAP Conference and has been closed.

STATUS: CLOSED