

# Fort Detrick 2001 Five Most Valuable Services

1. Health and Dental
2. Child and Youth Service
3. Commissary
4. AAFES
5. Housing

## Fort Detrick 2001 Top Fourteen AFAP Issues

### 1. Issue: Family Time

Scope: Morale is low at Fort Detrick due to the lack of family time, which has been proven effective at other installations.

Recommendation:

1. Incorporate early release with one family time day per week to allow quality time with soldiers and family members.

### 2. Issue: Teen Center Modernization

Scope: The teen center's current accommodations do not fully capacitate the needs of teens and stifle the possibility of using the facility to the fullest extent. Inappropriate layout leads to inadequate usage and deterioration of valuable space.

Recommendation:

1. Continue current efforts underway to provide Internet.
2. Design layout for differing activities to provide adequate seating and maximum usage of facility.
3. Establish rules to keep the teen center looking new, such as eating and drinking rules based on location.

### 3. Issue: Lack of Childcare spaces on Military Installations

Scope: There are not enough spaces or providers within the Child Development Center (CDC) and Family Child Care (FCC) programs to accommodate the needs of the military community. Therefore, parents are forced to pay higher rates in off-post facilities and receive care that is below DOD standards.

Recommendation:

1. Change space goal needs from 65% to 80% as referenced in the child and Youth Services Baseline Standard set by the Morale, Welfare and Recreation (MWR) Board of Directors for the United States Army.
2. Change the applicable measures within the metrics and scoring guide of the Child and Youth Service Baseline standards to deviate from the existing 5% to 10 %.
3. Provide a subsidy to supplement the cost of accredited/licensed off-post care until an on-post slot is available at which time subsidy will be withdrawn.

4. Issue: TRICARE Payment for Emergency Care from Unauthorized Specialty Providers

Scope: While receiving emergency care in a civilian health care facility, the patient may be treated by an unauthorized provider. During a crisis situation, the patient does not have a choice as to whether or not the specialist is an authorized TRICARE provider. The TRICARE status of the provider is not always evident until the patient receives the explanation of benefits and is billed for the provider's services. For the beneficiary this creates an unexpected out of pocket expense and a financial burden if the one time unauthorized provider override has been used.

Recommendation: Require TRICARE to pay all costs associated with care rendered by unauthorized specialty providers in emergency situations.

5. Issue: TRICARE Telephone Appointment System

SCOPE: Beneficiaries are experiencing problems using the TRICARE telephone appointment system. Problems range from excessive waiting time to speak to a customer service representative to being required to use a complicated option menu. For example, when you select the wrong option you cannot return to the main menu. The beneficiary must then place another call and go through the process again. This causes frustration and anxiety for the beneficiary, which leads to a lack of confidence and mistrust of TRICARE.

Recommendation:

1. Increase the number of customer service representatives or the TRICARE telephone appointment system.
2. Simplify the option menu to include an option to return to the main menu.
3. Decentralize the telephone appointment system to the local TRICARE Service Center.

6. Issue: Youth Safety

Scope: Duet to lack of illumination in the area, the walkway from the teen center to housing poses a potential physical and security hazard to pedestrians.

Recommendation:

1. Install lights along the path.
2. Include requirement in the annual installation work plan and as the number one issue in the community park design.

7. Issue: Youth/Community Activities on Sunday

Scope: The youth center is not open on Sunday for the Fort Detrick community. There are not structured activities to keep the youth/community occupied. This could lead to an increase in delinquent behavior, especially as the amount of youth on the installation increases.

Recommendation:

1. Provide community calendar of planned youth services activities. Emphasis to be placed on family/community activities on Sunday, either trips or recreational program, and youth services hours of operation on Sunday available to Fort Detrick community.
2. MWR to provide a broader variety of youth focused events.

8. Issue: AIT Sponsorship

Scope: Lack of effective sponsorship program for AIT soldiers contributes negative effects including lower morale, productivity, decreased retention and undue hardships.

Recommendation:

1. List contact numbers and e-mail addresses on orders.
2. Outprocess for AIT should include fax or contact gaining unit with their DA-31 (leave form).
3. AR-600-8-8 incorporate or provide comparable services to AIT soldiers.

9. Issue: Barracks Inspections

Scope: Current regulations assign Commanders the responsibility to conduct regular health and welfare inspection perceived by many to be unfair because it's not done with housing residents. Equal pay = equal rights = equal housing.

Recommendation:

1. Investigate regulatory and/or judicial changes to afford barrack occupants the rights of regular housing residents.
2. Educate barracks occupants on their rights and responsibilities relative to current legal and regulatory stipulation.

10. Issue: Lack of Housing Accessibility for Junior Enlisted Soldiers (E1-E3)

Scope: Junior enlisted soldiers (E1-E3) with family members is being denied access to on-post family housing at some installations. AR 21-50 allows local commanders to determine equitable distribution of housing. Junior soldiers incur significant financial hardships, or commute long distances to affordable housing. This is a discriminatory policy that impacts morale and retention.

Recommendation:

1. Change Army regulations to mandate equitable distributions of housing for junior enlisted soldiers (E1-E3) with family members.

#### 11. Issue: Lack of Cooking Facilities in building 1430

Scope: The occupants of 1430 who receive separate rations do not have facilities/resources to prepare their own meals. Service members are spending more money on meals eating at off-post establishments that may not be as nutritious as self-prepared meals. There is inequality with other soldiers that have cooking resources in other barracks.

Recommendation:

1. Install a central cooking area with a stove, range, microwave and sink in building 1430.

#### 12. Issue: Post Dry Cleaners

Scope: There is no complete price list visibly posted for ALL cleaner services and alterations. Often, items are not returned when promised. Contract management is not readily available to make on the spot corrections regarding discrepancies in orders and price adjustments. Quality of pressing, starching, and alterations are unsatisfactory. Noted deficiencies include: BDUs are wrinkled, patches are incorrectly sewn, and buttons are missing. Express service (one-day) is not offered as stated by AAFES management.

Recommendation:

1. Provide a price list for all services provided. Post all high volume items on a price list. Annotate this list that a complete price list of all services is readily available on the counter.
2. Attach comment cards to completed orders for 30 days and report results at AAFES/DeCA meeting.
3. Establish an on-line comment/feedback area on the appropriate website.

#### 13. Issue: Commissary Hours

Scope: Hours at Commissary don't accommodate eligible patrons. The current closing hours does not accommodate the time constraints of most military families. With demands of family and when both spouses work, it is impossible to complete commissary shopping within current hours.

Recommendation:

1. Re-evaluate days and hours of operation through a survey of all eligible patrons.

#### 14. Issue: AAFES Military Clothing and Shuttle Service

Scope: Clothing Sales does not maintain an adequate supply of military uniforms. There is a free shuttle service available, however it is not being utilized as the customer's first option for out of stock items at the Fort Detrick PX. Special Order services is utilized in lieu of the shuttle service. Special Order services takes 2-4 weeks whereas the shuttle service is much quicker.

Recommendation:

1. Provide a next day shuttle service.
2. Publicize availability of AAFES Shuttle Service.
3. Create an on-line inventory database that is connected to other AAFES installations.