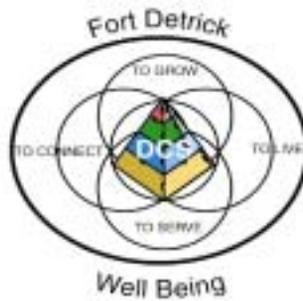


AFAP CONFERENCE 2003

1 April – 4 April 2003

Strength * Unity * Well-Being



Report Out Session

Fort Detrick, Maryland

Army Family Action Plan Conference

- **Workgroup # 1 : *Youth Group***
- **Spokesperson: Crystal Hernandez**

Fort Detrick 2003 AFAP Conference Issue #1

ISSUE: Driving Safety at Youth Services

SCOPE:

People do not go 15 miles per hour (mph) on Sultan Drive; even with the flashing lights. This causes a problem for youth crossing the street because it puts them in danger when trying to utilize other areas on post.

RECOMMENDATION:

1. Remove the flashing lights and drop the speed limit to 10 mph.
2. Increase Provost Marshall Office (PMO) traffic control enforcement at various times of the day on Sultan Drive.
3. Designate Sultan Drive as a children safety zone.

Fort Detrick 2003 AFAP Conference Issue #2

ISSUE: Middle and High School Activity Room
Addition

SCOPE:

Fortunately, the School Age Services (SAS) Program will be expanding its facility, adding more space. Currently, the middle and high school do not have an area to utilize for extra activities such as dance, arts, cooking, etc.

RECOMMENDATION:

1. Develop a multipurpose building to house smaller rooms for activities as previously mentioned.
2. Revamp existing teen center by moving offices to other buildings.
3. Designate space for the middle and high school to utilize in the SAS building addition.

Fort Detrick 2003 AFAP Conference Issue #3

ISSUE: Limited Parking at Youth Services

SCOPE:

Although there will be ample parking at and around Youth Services in the future, patron parking spots are currently limited to twelve (12). This results in patrons being penalized for illegal parking and poses a danger to over 100 families and their children daily accessing the Youth Center.

RECOMMENDATION:

1. Post signs where there is additional parking near building 907 (Boy Scout storage).
2. Replace the gas station or grass area with a parking lot.

Fort Detrick 2003 AFAP Conference Issue #4

ISSUE: Specialized Instructors at Youth Services

SCOPE:

Special interests of youth are not being met because volunteers have not been consistently available. In addition, regular staff is not license in those specialized areas such as: music, dance, art, etc.

RECOMMENDATION:

1. Fund specialized training for existing staff.
2. Hire licensed staff to implement or teach special interest programs.
3. Provide community partnerships with agencies such as Councils of the Arts (music, dance, and fine arts) in Frederick and the surrounding areas.

Fort Detrick 2003 AFAP Conference Issue #5

ISSUE: Limited Jobs for Teens

SCOPE:

There are not enough jobs for youth ages 13-17 on post. This is a problem because they are limited to only a few positions and are forced to obtain jobs off post.

RECOMMENDATION:

1. Create job suitable for our age groups for example PX, Fitness Center, CAC, and other areas on post.
2. Give preference to the youth dependents of active duty or retired soldiers.

Fort Detrick 2003 AFAP Conference Issue #6

ISSUE: Lack of Teen Job Accessibility

SCOPE:

The Civilian Personnel Advisory Center (CPAC) office hours (8:00-4:30pm) do not coincide with schedules of youth, causing missed opportunities to obtain jobs. Youth are not getting the job information because it is not posted where the youth congregate. Current marketing efforts are not reaching the youth.

RECOMMENDATION:

1. Adjust CPAC hours to accommodate youth's accessibility to the services offered.
2. Create a job corner to post job listing in the Youth Center.

Workgroup # 1

Five Most Valuable Services

- 1 Youth Services
- 2 Clinic
- 3 Fitness Center/Pool
- 4 Commissary
- 5 Community Activities Center

Army Family Action Plan Conference

- **Workgroup #2 : *Education, Housing, EEO, CPAC, and DIS***
- **Spokesperson: Uma Mishra**

Fort Detrick 2003 AFAP Conference Issue #1

ISSUE: Public School Tuition Incurred by Military Members

SCOPE:

Military Members Incur Out of County/State Tuition when their dependent is enrolled in a public school outside of the county/state in which they reside. Due to the cost of off post housing and /or remote duty stations, military members often reside outside the county where the installation is located. The Child and Youth Services (CYS) programs are a cost effective benefit offered to service members with dependents assigned to an installation. This tuition is incurred if they decide to send their dependent to public schools in the same district as the CYC program on the installation. This tuition can be in excess of \$4,000 per dependent annually.

RECOMMENDATION:

1. Eliminate any out of county/state tuition when military dependents attend a school system outside the county/state of residence.
2. Allow soldiers to use their unit address and/or orders for school enrollment.

Fort Detrick 2003 AFAP Conference Issue #2

ISSUE: Increase Tuition Assistance to Cover Cost of Books

SCOPE:

Out of pocket cost for books is expensive. Military members are given a set amount annually to cover the cost of tuition with no monetary assistance for purchasing books. Book cost has drastically increased each year, causing a financial burden to the service member.

RECOMMENDATIONS:

1. Change and increase the existing Tuition Assistance Program to cover the cost of books.
2. Establish voucher program to offset cost of books.
3. Have Education Center work with supplier to offer discount (10-20%) for military.

Fort Detrick 2003 AFAP Conference Issue #3

ISSUE: Lack of Information Provided in the Standard Installation Topic Exchange Service (SITES)

SCOPE:

SITES is a service that provides information about military installations worldwide. Outdated information is often on the website. All service areas are not depicted in the SITES. There is a lack of visual information for all military installations.

RECOMMENDATIONS:

1. Change existing template to allow more pictures to be added to SITES package.
2. Develop and provide a SITES package for all military installations.
3. Update all information including visuals in the SITES package quarterly.

Fort Detrick 2003 AFAP Conference Issue #4

ISSUE: Non-Existence of A Beauty Salon

SCOPE:

Currently Fort Detrick does not provide hair care services for women. The design plans for the new PX do not provide for a beauty salon. Women do not benefit from the current barbershop due to the lack of a professional stylist.

RECOMMENDATION:

1. Change the plans for the new PX to include a beauty salon.
2. Hire a stylist that is certified to cut all types of female hair including all races and ethnic groups.

Fort Detrick 2003 AFAP Conference Issue #5

ISSUE: Lack of Command Emphasis on Cultural Diversity

SCOPE:

Commanders sponsor cultural programs throughout the year but it is not fully advertised and attendance is primarily from the unit sponsoring the event. Participation in the programs is not always encouraged within individual units. Culturally diverse groups of people exist within the DoD. Cultural diversity programs are designed to enlighten everyone on the different cultures and traditions so that people are not inadvertently offended and fears and prejudices are eliminated.

RECOMMENDATION:

1. Establish a committee that works together with representation from each unit to ensure that all cultural activities are equally observed.
2. Committee will educate and inform commanders of all cultural observances.
3. Commanders will strongly encourage attendance.

Fort Detrick 2003 AFAP Conference Issue #6

ISSUE: Chapel Activities for Single Military and Single Parents

SCOPE:

The Chapel currently has money for singles programs in place but there is not enough staff to run these programs. These programs are important for the spiritual well being of single soldiers and civilians. Public awareness of programs offered by the Chapel is ineffective.

RECOMMENDATION:

1. Increase the staffing at the Chapel.
2. Advertise for volunteers to help run these programs.
3. Advertise Chapel events in all available formats.

Workgroup #2

Five Most Valuable Services

- 1 Youth Services
- 2 MWR
- 3 Gym
- 4 ACS
- 5 DCTEE

Army Family Action Plan Conference

- **Workgroup #3 : *Medical, Dental, and TRICARE***
- **Spokesperson: Kiki Powell**

Fort Detrick 2003 AFAP Conference Issue #1

ISSUE: TRICARE Accessibility and Education

SCOPE:

TRICARE representatives in the Ft. Detrick office are not accessible by telephone or email. Due to contract restraints, the representatives are only available on a walk-in basis. This causes a delay in resolving TRICARE issues, which hinders the patient's right to care.

RECOMMENDATION:

1. Re-negotiate the contract to include accessibility by telephone and email.
2. Hire additional TRICARE representatives for the Ft. Detrick office to schedule appointments and resolve issues.

Fort Detrick 2003 AFAP Conference Issue #2

ISSUE: Walk-In Appointments

SCOPE:

Acute care appointments are limited based on physician staffing. There are less allotted slots available for military family members and retirees. It is time consuming to modify ones schedule to travel to the clinic, as a walk-in, only to find military slots remaining. These constraints cause delays in the continuity of care and increases travel related expenses.

RECOMMENDATIONS:

1. Reevaluate the ASAM (Automated Staffing Assessment Model) guidelines to increase the availability of physicians.
2. Hire additional Primary Care physicians.
3. Convert under-utilized active duty appointments slots to accommodate walk-in appointments for retirees and family members.

Fort Detrick 2003 AFAP Conference Issue #3

ISSUE: TRICARE Billing Practices

SCOPE:

Beneficiaries enrolled in TRICARE Prime are being billed for covered services. There is a lack of systems communication between TRICARE and physician billing departments. The TRICARE billing resolution process is too long and challenging. Outstanding medical bills will negatively affect your credit rating.

RECOMMENDATION:

1. Develop a computer interface between TRICARE and the billing physician.
2. Audit and correct the billing resolution process.

Fort Detrick 2003 AFAP Conference Issue #4

ISSUE: Non-Availability of Health Supplies

SCOPE:

Orthotics and Physical Therapy supplies such as knee braces and crutches are not available at Barquist Army Medical Clinic. Limited availability of supplies increases the risk of re-injury. As a result, the healing process is extended which impacts mission readiness of Fort Detrick soldiers.

RECOMMENDATION:

1. Audit the procedures for tracking depleted supplies and correct deficiencies.
2. Ensure adequate supplies are on hand.
3. Hire a courier to obtain supplies from distributors and depots.

Fort Detrick 2003 AFAP Conference Issue #5

ISSUE: Clinical Services

SCOPE:

There is a lack of specialty care and specialists at the Barquist Army Health Clinic. Currently, primary care physicians have to refer beneficiaries for specialty care at alternate facilities. The waiting time for an appointment could take weeks. Commuting by POV/courier to other facilities can take more than half the day. The driver is subject to whatever road hazards are associated with highly congested Metropolitan areas.

RECOMMENDATIONS:

1. Hire a pediatrician and an OB/GYN for the Barquist Health clinic.
2. Increase visits of specialists to no less than 3 days per week.

Fort Detrick 2003 AFAP Conference Issue #6

ISSUE: Pregnancy Wellness and Fitness Program

SCOPE:

Military and Civilian personnel are not aware of the current pre-natal and post-natal fitness program. The existing program is not publicized. This may increase the potential risk of unhealthy pregnancy and the soldier's inability to meet the Army physical fitness standard.

RECOMMENDATION:

1. Implement a program, supported by the higher command, to highly recommend 100% participation in the Pre-natal and Post-natal fitness program (Policy letter).
2. Direct Company Commanders to incorporate the Pregnancy Program into routine pregnancy counseling.
3. Publicize the Pregnancy fitness program (i.e. a marquee outside the fitness center).

Workgroup #3

Five Most Valuable Services

- 1 DFAS
- 2 Medical
- 3 Dental
- 4 AAFES
- 5 Commissary

Army Family Action Plan Conference

- **Workgroup #4 : *Force Support, Military Personnel, Safety, and Entitlements***
- **Spokesperson: Karen Zhussanbay**

Fort Detrick 2003 AFAP Conference Issue #1

ISSUE: Federal Taxes for Military Personnel

SCOPE:

Military personnel currently have to pay federal taxes. Small Cost of Living raises often put Service members in a higher tax bracket.

As a result, much of the pay raise is taken away by taxes.

RECOMMENDATION:

1. Lower taxes by raising the tax bracket threshold to a higher amount for military personnel.
2. Do not tax enlistment or re-enlistment bonuses.

Fort Detrick 2003 AFAP Conference Issue #2

ISSUE: Pedestrian Safety

SCOPE:

Visitors to the Fort Detrick Clinic are often faced with limited parking. Patrons are forced to park in the Commissary Parking lot causing patrons to walk across Porter Street to the Barquist Army Health Clinic. Barracks personnel are unable to safely cross Porter Street to Barquist Army Health Clinic. There are no sidewalks or crosswalks to ensure pedestrian safety.

RECOMMENDATION:

1. Install a sidewalk along Porter Street down to O'Possumtown Pike.
2. Paint two crosswalks across Porter St, one in front of Commissary and one in front of barracks.
3. Install pedestrian walking signs ("stop" for pedestrians).

Fort Detrick 2003 AFAP Conference Issue #3

ISSUE: Directional Signs to and on Ft Detrick

SCOPE:

There is only one directional sign leading to Ft Detrick in the state of Maryland. There are no directional signs posted at main gate, such as In-processing, Commissary, Post Exchange and Barquist Army Health Clinic.

RECOMMENDATION:

1. Place Ft Detrick signs on major highways where Frederick signs are posted.
2. Replace antiquated map with directional signs at main gate and also place smaller signs throughout post.
3. Ensure personnel reporting after duty hours are given proper directions, for example, in processing personnel.

Fort Detrick 2003 AFAP Conference Issue #4

ISSUE: No Pay Day Activities/Family Time

SCOPE:

Most soldiers do not receive family time. Payday activities are hardly ever given. Other installations grant this time to soldiers which enhances morale.

RECOMMENDATION:

1. Grant ½ day each month to handle financial matters.
2. Promote family time and payday activities.
3. Implement an installation policy to authorize family time for all soldiers once a month.

Fort Detrick 2003 AFAP Conference Issue #5

ISSUE: Smoking Facilities

SCOPE:

There is a lack of smoking facilities throughout post. There are limited containers for discarding tobacco products. As a result, smokers smoke in unauthorized areas, i.e. entryways, and discard used tobacco products on the ground.

RECOMMENDATION:

1. Purchase and install more smoking facilities and containers on post.
2. Issue fines for those who don't properly dispose in the containers.
3. Enforce smoking policy and publicize designated smoking areas.

Fort Detrick 2003 AFAP Conference Issue #6

**ISSUE: Better Opportunity for Single Soldiers (BOSS)
Issues**

SCOPE:

Attendance, participation, and morale are very low. The current MWR advisor does not support many BOSS committee ideas. The BOSS program is not perceived to be a command supported program.

RECOMMENDATION:

1. Establish by-laws with clear definitions of each individual's roles and responsibilities.
2. Record all committee-meeting topics regardless of disposition.
3. Enforce command support for the BOSS Program installation-wide.

Workgroup #4

Five Most Valuable Services

- 1 Medical / Dental
- 2 ACS/FAP
- 3 Commissary
- 4 Child Care
- 5 Post Exchange

Army Family Action Plan Conference

- **Workgroup #5 : *MWR, Child and Youth, Army Community Service, AAFES, and Commissary***
- **Spokesperson: Robert Volk**

Fort Detrick 2003 AFAP Conference Issue #1

ISSUE: AAFES Hours and Operational Needs

SCOPE:

The opportunity to utilize many of the AAFES services are Monday-Friday 9-5, with few or any weekend hours of operation. Many patrons of these services are shift workers, soldiers, or individuals who work during the “normal” hours of operation. There is no system in place at the barbershop to determine the next customer. All barbershop employees are not knowledgeable and/or skilled at cutting all textures of hair.

RECOMMENDATION:

1. Open PX on Sundays from 1200-1600 hrs. and Monday-Saturday from 0800-1900 hrs.
2. Open self-service gas station Monday-Saturday 0800-1900 hrs. and on Saturdays from 1200-1600 hrs. and activate the 24 hour automated system.
3. Incorporate a number system at the barbershop.
4. Ensure Barbers have experience cutting “all” textures of hair.

Fort Detrick 2003 AFAP Conference Issue #2

ISSUE: Child Care Hours and Cost

SCOPE:

The childcare hours on post do not accommodate shift workers schedules. Current CDC opening hours are not suitable due to employees being late or absent for duty. This does not provide enough time to find a replacement or for the center to open on time. Patrons must utilize off post child care which can become costly.

RECOMMENDATION:

1. Initiate a childcare co-op for shift workers managed by the Child & Youth Coordinator. The program would utilize shared childcare spaces in the child care center and FCC homes in which children of similar ages, fee categories, and work schedules can rotate.
2. Offer subsidized funding to soldiers to offset childcare fees when soldiers have to use off post childcare.
3. Include information of established programs and benefits in welcome packets, new comers briefings, during in processing and when patrons register for childcare.
4. Recommend new facility be built which accommodates the needs of the community to include shift workers.
5. Open two or three rooms with staffing for four rooms.

Fort Detrick 2003 AFAP Conference Issue #3

**ISSUE: ATM Machine and Use of Debit Cards at
SITE R**

SCOPE:

Individuals working at SITE R have no ATM in which to draw funds. Additionally, employees are not able to use a debit card and receive cash back at the SITE R AAFES.

RECOMMENDATION:

1. Install an ATM at SITE R.
2. Allow AAFES patrons to use a debit card to pay for items and get cash back.

Fort Detrick 2003 AFAP Conference Issue #4

ISSUE: Cost and Quality of Services at Post Cleaners

SCOPE:

On post cleaning services are contracted to off post providers. Uniforms are not starched properly; sewing and alteration services are costly to the patron and often done incorrectly. For example, patches cost \$3.00 regardless of size and sometimes need to be returned. Turn around time for cleaning and sewing is lengthy and can take up to one week to return.

RECOMMENDATION:

1. Provide on site cleaning facility and sewing services/alterations in the same building as clothing sales.
2. Review current contract and implement a requirement for faster turn around time, better quality of uniform starching, and provide a greater savings for services.
3. Train employees/contractors on assisting soldiers on uniform alterations and regulatory requirements.

Fort Detrick 2003 AFAP Conference Issue #5

ISSUE: Fitness Center Locker Rooms

SCOPE:

Male and female locker rooms at the fitness center lack privacy. Gang showers for male patrons are undesirable and therefore underutilized. No private dressing rooms exist for either male or female patrons.

RECOMMENDATION:

1. Remodel gang shower and install individual showers in male locker room.
2. Expand locker rooms to install partial walls or curtains to allow privacy in male and female locker rooms.
3. Re-evaluate Army Core designs to incorporate individual/private shower stalls and dressing areas.

Fort Detrick 2003 AFAP Conference Issue #6

ISSUE: Limited Spaces at the Child Development Center (CDC)

SCOPE:

The waiting list for the CDC is too long. Eligible patrons are forced to use off post childcare or alternative child care providers because the CDC is too small. Off post care does not accommodate PT or work schedules, and is costly to the patron.

RECOMMENDATION:

1. Build or expand a new CDC to accommodate the community needs.
2. Utilize hourly care at the CDC and YS during PT hours.

Workgroup #5

Five Most Valuable Services

- 1 Medical/Dental
- 2 Commissary
- 3 Housing
- 4 Post Exchange
- 5 Child Development Services/CYS

2003 Five Most Valuable Services

- 1 Medical/Dental
- 2 Commissary
- 3 ACS
- 4 Child and Youth Services
- 5 Post Exchange

2003 Top Five Issues

- 1 No Pay Day Activities/Family Time
- 2 Non-Existence of a Beauty Salon
- 3 Federal Taxes for Military Personnel
- 4 Child Care Hours and Cost
- 5 Driving Safety at Youth Services
- 5 Increase Tuition Assistance to Cover Cost of Books
- 5 Limited Spaces at the Child Development Center