

FORT MCCOY

**ARMY FAMILY
ACTION PLAN**

**ISSUE
UPDATE
BOOK**

JUNE 2017

Issue 2003-01: Job opportunities for spouses at Fort McCoy and surrounding areas

Status: Completed

Entered: October 2003

Final Action: Sep 04 Update Forum

Scope: There are a limited number of jobs at Fort McCoy available to spouses. Most are low paying, entry-level positions. This affects the quality of life issues for soldiers.

Conference Recommendation:

- 1) Provide education/orientation for spouses on what's available in the area.
- 2) Prior to move, encourage spouses to use resources available at ACS. ACS to ask what individual is looking for.
- 3) Command sponsorship must be a viable program.

Required Action: Army Community Service will continue to provide both pre/post arrival information as well as briefings by the Civilian Personnel Advisory Center at the monthly Newcomer Orientation.

Lead Agency: ACS

Support Agency: CPAC

Issue 2003-02: To identify specific deficiencies in services & support available to remote duty stations

Status: Completed

Entered: October 2003

Final Action: 2003 - Not worked

Scope: It affects all remote family members. Everything from dealing with TRICARE to childcare lacks support from the military. Where remote assignments are concerned, it is not a matter of reduced support & service, it is a matter of having NO support service.

Conference Recommendation: Issue not forwarded as the group determined the query centered on several issues that currently are active or deemed unattainable at DA level (197, 346, 408, 442, 513).

Issue 2003-03: COLA. Active duty members are more than 3 hours away from PX, commissary, shoppette, dry cleaners/sewing.

Status: Completed

Entered: October 2003

Final Action: 2003 - Not worked

Scope: This issue affects family not stationed near a post. This means we pay more money every month with no compensation pay wise and are unable to have access to benefits of being active duty military. We also pay for prescriptions, not out of choice but by force and we are not paid by the govt.

Conference Recommendation: Issue not forwarded as the group determined the query centered on several issues that currently are active or deemed unattainable at DA level (197, 346, 408, 442, 513).

Issue 2003-04: Adequate housing for mobilized soldiers

Status: Completed

Entered: October 2003

Final Action: September 2005 Review

Scope: Mobilized Soldiers deployed to Ft. McCoy 1 year and beyond

Conference Recommendation: Renovate existing facilities

Required Action: Building renovations are being completed at approximately two buildings per year, with each building having 10-18 rooms with private baths. Appropriated fund dollars have not yet become available beyond FY05.

Progress: As of the AFAP Update Forum on 11 Apr 05, B-453 was completed, B-1213 will be completed in Apr 05, B-454 is scheduled for FY05, and B-452 to be completed in FY05/06. DMWR and DSS will each budget for remodeling one building per year over the next five years.

Sep 05 Update Forum: – With the vast reduction of mobilized support Soldiers and the continued renovation of lodging facilities over the next five years by DSS, there should be adequate lodging. With the privatization of Army Lodging, DMWR can no longer budget for the proposed renovation.

Lead Agency: DMWR

Support Agency: DSS

Issue 2003-05: Separate hourly care at Child Development Center

Status: Completed

Entered: October 2003

Final Action: Sep 04 Update Forum

Scope: Affects all children with hourly childcare needs. Children in hourly care expected to adapt to full-time care schedule.

Conference Recommendation:

- 1) Maintain current hourly care schedule based upon modifications already implemented based on the issue.
- 2) Educate parents on available services during in-brief.

Required Action: Naptime procedures were modified to accommodate children that require hourly care. They are now provided with quiet activities at naptime in lieu of being required to nap with the fulltime care children.

Lead Agency: DMWR

Issue 20030-6/7: Before school care for school age kids

Status: Completed

Entered: October 2003

Final Action: November 2004

Scope: Children of eligible personnel have no programs to attend before school. Many personnel have to be to work before the child/children can be dropped off to school. This type of program is needed for safety & welfare of the children who attend school.

Conference Recommendation:

- 1) Conduct on going needs assessments.
- 2) Educate parents of childcare resources available at Newcomers Orientation and through other mediums.
- 3) Implement before school care at Community Building in 801 Housing.
- 4) Add CYS to inprocessing check list (Command sponsorship).

Required Action: There is an FCC provider in Woodridge housing that would provide before school care. Those who are not in Tomah are referred to Family Resources, a childcare provider referral service. FY04 CDC Needs Assessment will be reviewed to determine need for program change. CYS presents information at monthly Newcomer Orientation.

Progress: The FY04 Needs Assessment was reviewed in Nov 04 with no requests for before school childcare. Openings still exist for before school childcare with the FCC provider at Woodridge Housing in Tomah.

Lead Agency: DMWR

Issue 2003-08: The Iceberg at the Campground

Status: Completed

Entered: October 2003

Final Action: Sep 04 Update Forum

Scope: The rear side of the iceberg is not visible from the beach. Limited visibility compromises safety of the swimmer. The lifeguard on the beach and the one in the water do not communicate.

Conference Recommendation:

- 1) Conduct routine commo checks
- 2) Improve safety procedures SOP
- 3) Tighten discipline of lifeguards
- 4) Close backside of iceberg when lifeguard is not available to monitor.

Required Action: Iceberg was removed.

Lead Agency: DMWR

Issue 2003-09: Casualty Assistance Policy

Status: Completed. USARC mid-level conference returned to installation with comments

Entered: October 2003

Final Action: March 2004. USARC mid-level conference did not elevate to DA conference. Response was that the current casualty notification process allows for a Casualty Assistance Officer to notify the Next of Kin only

upon death/serious injury of Soldiers who are/were on Active Duty. However, USARC response goes on to say that systems are already in place for unit personnel to be assigned to help Next of Kin understand and access benefits and entitlements that exist for them as surviving family members.

Scope: Reserve Component Soldier's primary next of kin are not entitled to a Casualty Assistance Officer unless the Soldier is on a duty status per Army Regulation 600-8-1. Delays and possible loss of benefits, inconvenience, and pain and suffering compound the stress of bereavement.

Conference Recommendation: Make it mandatory that a Casualty Assistance Officer be provided to the primary next of kin of all military personnel regardless of component or duty status.

Required Action: Forwarded issue for USARC mid-level AFAP conference.

Issue 2003-10: Automatic issuance of a commissary card

Status: Completed

Entered: October 2003

Final Action: DoD Reserve Component Commissary Privilege Card was cancelled, providing unlimited usage to members and dependents. This action was accomplished by a memo from the Office of the Under Secretary of Defense dated 24 Nov 03.

Scope: As a surviving spouse, I am entitled to commissary privileges. However, I do not get a new card in the mail automatically every year. There is supposed to be a number to call to request a new card. Who knows what the number is? Why can't I just automatically get one?

Conference Recommendation: Time & information were insufficient to address the issue.

Required Action: None taken at conference

Issue 2003-11: Additional Health Benefits Advisor at Ft. McCoy

Status: Completed

Entered: October 2003

Final Action: November 03

Scope: The scope of responsibilities of the Ft. McCoy HBA takes him away from his office leaving it unmanned. The situation will not get better in the near future due to the continued mobilization/DeMOB of Soldiers through Ft. McCoy.

Conference Recommendation: That a Health Benefits Advisor be hired under contract to be renewed annually.

Required Action: Ft. McCoy is already working on filling a part time position to assist the HBA.
Progress: An additional Health Benefits Advisor was hired for 20 hours in Nov 03. This increased to 30 hours in Mar 04 and to 40 hours in Mar 05.

Issue 2003-12/16: Family overnight visitation for mobilized reservists staying in Ft. McCoy lodging facilities

Status: Completed

Entered: October 2003

Final Action: Apr 05 Update Forum Approval was received from the Installation Commander in Mar 05 for two Guest Housing facilities to be utilized by family members on a space available basis.

Scope: Ft. McCoy policy does not allow family overnight visitation in quarters for mobilized Soldiers.

Conference Recommendation: Fort McCoy policy remains in effect, however, implement SHORT TERM PLAN: Provide alternative accommodations such as transient quarters/South Post trailers, for families to stay and LONG TERM PLAN: Plan in place to build high-rise facility with family housing accommodations.

Required Action: Secure funding, obtain approvals, complete construction plans, and contractor bids and award.

Progress: As of the AFAP Update Forum in Apr 05, the Wellness Plan has been superseded. Therefore, no new construction can be authorized at this time. To compensate for the delay in construction, approval was received from the Installation Commander in Mar 05 for two Guest Housing facilities to be utilized by family members on a space available basis.

Lead Agency: DMWR

Issue 2003-13: Location/direction signs for Fort McCoy

Status: Completed

Entered: October 2003

Final Action: Sep 04 Update Forum

Scope: Signs approaching and on Fort McCoy are incorrect and misleading. Vehicle traffic cannot access the recreation areas from the main post. There are no signs directing traffic to recreation area from Tomah before the main gate. Numerous signs on post are outdated.

Conference Recommendation: 1) Cover or remove incorrect signs 2) Post new signs giving correct directions
3) Post the recreation area sign on Hwy 21 (approaching from Tomah) before the new main gate.

Required Action: Task Griffin Services to provide DSS POC with recommended corrective actions & cost estimates. Program corrective actions into DSS budget.

Progress: A sign was installed on Hwy 21 directing traffic traveling from Tomah to continue past the Main Gate for access to the recreation areas. Outdated signs on the installation were updated.

Lead Agency: DSS

Issue 2003-14: Skate Park for South Post and 801 Housing areas

Status: Completed

Entered: October 2003

Final Action: Sep 04 Review

Scope: Skating and boarding are popular activities for kids of all ages today and growing fast. Kids take to the streets, sidewalks, and wherever they can find a location to skate. Many places are off limits or prohibit skating and boarding because they (the skaters) are a nuisance and dangerous to pedestrians and themselves and damage property not meant for skating. A skateboard park would provide a properly structured place for kids to skate and board - literally keeping them off the streets, steps, rooftops and sidewalks.

Conference Recommendation: Build a fenced-in skate park for South Post Housing and 801 Housing.

Required Action: Secure funding, obtain approvals, complete construction plans, contractor bids and award, and Safety Office approval

Progress: South Post Skate equipment purchased and will be completed in Sep 04. Funding not available for Woodridge site at this time. Woodridge residents, the Housing Office and Installation Legal Office have expressed safety and liability concerns about a skate park in the Woodridge housing area. Per Command, a skate park will not be pursued at Woodridge.

Lead Agency: DMWR

Issue 2003-15: Food at the Dining Facilities

Status: Completed

Entered: October 2003

Final Action: Not worked

Scope: Unable to determine

Conference Recommendation: Need more facts to support issue.

Issue 200317: Tuition Assistance Funding

Status: Completed

USARC mid-level conference returned to installation with comments.

Entered: October 2003

Final Action: Mar 04. USARC mid-level conference did not elevate to DA conference although it was recognized as a valid concern. The SME indicated that Army Reserve has been more successful than most components in requesting and receiving increased TA funds. When allocated funds have been expended, additional funds can be requested.

Scope: The current demand for tuition assistance exceeds the appropriated funds. Tuition assistance is never funded to the level of identified need. This results in a financial burden on Soldiers who personally fund their education when appropriated funds are not available, and it delays their professional development.

Conference Recommendation: 1) Make funds available to meet identified needs. 2) Build flexibility in the funding process to allow for increased Tuition Assistance.

Required Action: Forwarded issue to USARC mid-level AFAP conference.

Issue 2003-18: Government Purchases

Status: Completed

Entered: October 2003

Final Action: Delegates felt that exceptions to policy already exist thru the Federal Acquisition Regulation and, therefore, decided not to work the issue.

Scope: It is mandatory to purchase products for use in government work from specific vendors when they can be purchased from local businesses at a much lower cost. It affects every tax-paying citizen.

Conference Recommendation: Allow purchases to be made locally instead of from mandatory source without having to prepare an exception to policy if local purchase is 1) less, 2) 25% less, 3) 50% less.

Lead Agency: Contracting

Issue 2003-19: Internet cable modem for South Post & 1600 Block (B&Q/BOQ)

Status: Completed

Entered: October 2003

Final Action: Sep 04 Update Forum

Scope: Soldiers want access to high speed internet.

Conference Recommendation: Service is now available. Soldier needs to contact CenturyTel or Mediacom to activate.

Required Action: Housing Office provides information on CenturyTel & Mediacom to Soldiers at inprocessing.

Lead Agency: DMWR

Issue 2003-20: Health care & access to health care for families & spouses of Reserve & National Guard who are on active duty

Status: Completed

Entered: October 2003

Final Action: An additional Health Benefits Advisor was hired Nov 03 for 20 hours per week to provide increased services.

Scope: Families of active duty personnel on AD, overseas, in MN & WI - reaction to public complaints from families as to 'support' functions.

Conference Recommendation: Possible use of Army Retiree counsels in MN & WI, as an information resource thru 'appreciation days', those who are about to retire receive retirement information as to benefits & entitlements. Direct contact with families from DAV chapters here in Twin Cities Metro.

Required Action: Delegates did not fully understand the scope of this issue but felt that the hiring of an additional Health Benefits Advisor could resolve the issue.

Progress: HBA hours were increased to 30 hours per week in Mar 04 and to 40 hours per week in Mar 05.

Issue 2005-01: Quality of Haircuts and Service at the Installation Barber Shop

Status: Completed

Entered: October 2004

Final Action: Apr 05 Update Forum

Scope: 1) Customers are dissatisfied with the quality of service from the barbers. Dissatisfaction stems from the fact that the haircuts leave the customer with gouges and the attitude of the barbers is not customer friendly. 2) Customer expectations are that the barbers should be competent to cut hair to Army Standards and also meet the needs of a broad customer base.

3) Currently some customers elect to go "off post" to get a haircut that suits their needs.

Conference Recommendation:

1) Require that barbers are appropriately trained and licensed to cut and style hair for a wide variety of customers (soldiers {male and female}, retirees and family members). 2) Implement quality assurance procedures for customers (suggestion box, solicit customer feedback, POCs, etc.).

Required Action: 1) Maintain licenses in the facility for review

2) Review AAFES policy with independent contractor regarding customer complaints & claims.

Progress: All barbers possess a current state license that is maintained on file. Customer satisfaction policy is periodically reviewed with the independent contractor. Customer comment

forms are located in a number of areas in the Post Exchange. An awareness has been established as to a Ranger cut vs a Marine cut.

Lead Agency: AAFES

Issue 2005-02 Wait time at Installation Food Concessions

Status: Completed

Entered: October 2004

Final Action: Apr 05 Update Forum

Scope: 1) Wait times at Installation food concessions is too long during peak training periods. 2) Operational tempo exacerbates the wait time (annual training, mobilization periods, etc. 3) It takes almost an entire meal period to stand in line to get your food, leaving little time to actually eat it.

Conference Recommendation: 1) Fort McCoy provide estimated monthly troop strength based on McCoy's operational tempo to all concessionaires (i.e. the DMWR at monthly MWR Advisory Group meeting, the DPTMS at Tenant Organizations and McCoy Staff meetings).

2) Concessionaires will develop a customer service plan to handle the customer flow, especially during projected peak periods.

Required Action: 1) Provide additional employee training on the new food court concept. 2) Add a second register & additional equipment to speed up service times. 3) Retrain employees on credit/debit card payment.

Progress: 1) A second cash register and additional equipment was added. 2) Individuals from other Post Exchanges were flown in to provide additional employee training. 3) Patrons do not have to sign for debit/credit transactions under \$25. 4) A core group of individuals trained in Serve Safe has been developed that can be called to come in and work if patron volume gets high. 5) Projections are made at monthly staff meetings as to the number of individuals that will be training on post each week.

Lead Agency: AAFES

Issue 2005-03 Fort McCoy Religious Programs

Status: Completed

Entered: October 2004

Final Action: Mar 06 Update Forum

Scope: 1) No religious programs available on Fort McCoy such as bible study & choir on a year round basis, due to no continuity or limited staffing. 2) Programs are available but underutilized.

3) This may affect the spiritual welfare of the Ft. McCoy community.

Conference Recommendation:

1) Conduct a needs assessment to address populations, operating hours, hours of services, and programs. 2) Revise marketing of programs offered. 3) Provide services conducive to Ft. McCoy's populations' duty day.

Required Action: Needs assessment be conducted. Build a sense of community by providing Community Family Life Programs.

Progress:

Apr 05 Update Forum: Commander would like to see community and family life programs provided. It was also suggested a needs assessment be completed.

Sep 05 Update Forum: A needs assessment is being conducted in the next few weeks. Community programming has been scheduled in cooperation with other installation activities.

Mar 06 Update Forum: A needs assessment was conducted Oct 05. Programs that have been added since issue was first entered are: 1) A midweek Bible study – Jul 05; 2) Protestant Women of the Chapel Bible study – Oct 05; 3) An adult Sunday school class after morning worship services in the Protestant Chapel – Feb 06; 4) A men's inspirational book study will be held Thursdays beginning 30 Mar 06; 5) A marriage enrichment retreat will be held Jun 06. In addition to these programs, the Religious Support Office partners with Army Community Service to provide periodic family enrichment programs.

Lead Agency: Religious Support Office

Issue 2005-04 Ft. McCoy Medical & Dental Support

Status: Completed

Entered: October 2004

Final Action: Apr 05 Update Forum

Scope: 1) Inadequate hours to support Soldiers at TMC and Dental Clinic 2) Current medical facility hour are 0700-1530. 3) Soldiers needing care outside the current duty hours have to utilize facilities in the local communities.

Conference Recommendation: Ensure commanders inform all soldiers of medical and dental support during and after duty hours.

Required Action: Send memorandum to units/directorates requesting the dissemination of medical information to all staff and students.

Progress: Memorandum sent Feb 05.

Lead Agency: Command Group

Support Agency: Army Community Service

Issue 2005-05: Lack of signs on Installation taxis

Status: Completed

Entered: October 2004

Final Action: Apr 05 Update Forum

Scope: 1) Post taxis have no identification signs on vehicles. 2) The lack of signs impacts the customers, namely the physically challenged.

Conference Recommendation: Place "Post Taxi" signs on vehicles.

Required Action: Have magnetic signs made and used on post taxis.

Progress: Magnetic signs are now being used on Post taxis.

Lead Agency: DSS

Issue 2005-06: Visibility of oncoming traffic at South Post intersections

Status: Completed

Entered: October 2004

Final Action: June 2009

Scope: 1) Visibility at the intersection of Wisconsin Avenue and Ginger is poor. 2) You can't see oncoming traffic until you're halfway into the intersection because of the large fence. 3) This could cause an accident, especially with cars that pick up speed approaching the intersection coming downhill from the left.

Conference Recommendation: DSS improve visibility of oncoming traffic from all directions to ensure traffic safety at the intersection of Wisconsin Avenue and Ginger on South Post.

Required Action: 1) Stop sign will be relocated to within 12 feet of intersection. 2) Painted STOP bar will be placed 5 feet from edge of pavement. 3) An Intersection Warning sign will be placed on Ginger prior to the intersection to alert the northbound traffic of the approaching intersection. 4) A Stop Ahead sign will be placed on Wisconsin, approximately 175 feet from the edge of Ginger.

Progress: Actions to be completed as weather permits.

Apr 05 Update Forum: Suggestions were made that a number of other options be looked at in addition to the four that were recommended by DSS. The suggestions were as follows: 1) Move the fence back; 2) Establish a 3-way stop; 3) Have one-way traffic enter the housing area on Wisconsin and exit on Middle Road. Installation Commander requested that traffic engineers re-evaluate solutions.

Sep 05 Update Forum: Improvements taken to date have not resolved the issue of poor visibility. Input will be sought from the Installation Commander as there will eventually be over 100 units on South Post.

Mar 06 Update Forum: This issue will remain Active. Due to the projected construction of new homes on South Post, the gate layout will be changing.

Oct 06 Update Forum: This issue will remain Active due to construction of new homes on South Post with 13 to be added in FY07.

Mar 07 Update Forum: Access to this entrance will be limited during construction of new homes on South Post. Issue will remain active until construction is completed.

Aug 07 Update Forum: Construction of infrastructure is scheduled to begin this fall. Issue will remain active until the construction of new housing is completed.

Mar 08 Update Forum: The gate at the intersection of Wisconsin and Ginger has been closed during housing construction.

Sep 08 Update Forum: A mirror will be installed as an immediate fix to improve visibility of oncoming traffic. DPW will research some options with a cost analysis of each that will resolve the safety issue at this intersection.

Mar 09 Update Forum: The mirror has arrived. The pole it sits on has been ordered. It will be installed by DPW the end of next week.

Jun 09: These actions have been accomplished.

Lead Agency: DOL/DPW

Issue 2005-07: Fort McCoy weather warnings received from Scott AFB

Status: Completed

Entered: October 2004

Final Action: November 2005

Scope: 1) The Fort McCoy weather warnings from Scott AFB are not easily interpretable. 2) Weather warnings are a courtesy to all others, intended for aviation units. 3) Currently sent out in Zulu time and knots.

Conference Recommendation: Include conversion formula on mass email.

Required Action: Add conversions to Corporate website under DPTMS area.

Progress: Installation Commander recommended that a conversion chart for time and wind speed be included as part of the signature block from the individual who is transmitting it to the installation.

Sep 05 Update Forum: – It was decided that the weather warning translation should be placed in the Triad, Weekly Bulletin, and on an MWR e-mail to the workforce. These actions have been accomplished as of Nov 05.

Lead Agency: DPTMS

Issue 2005-08: Privately owned vehicles (POV) for Medical Hold Soldiers

Status: Completed

Entered: October 2004

Final Action: Apr 05 Update Forum

Scope: 1) Soldiers assigned to Medical Hold may be here for many months without POV. 2) There is a Ft. McCoy verbal policy allowing medical hold soldiers to have POVs IAW post regulations. 3) Affects Soldier morale

Conference Recommendation: Disseminate policy to Medical Hold Soldiers.

Required Action: Redefine "assigned to Holding Company" as "assigned to Fort McCoy" entitling Med Hold Soldiers to the same vehicle operating privileges as non-mobilized Soldiers

Progress: Any Soldier who has a valid license, registration, and insurance may have a POV on the installation as long as abide by the law.

Lead Agency: HHC USAG

Issue 2005-09: Overnight visitors (family members)

Status: Completed

Entered: October 2004

Final Action: Apr 05 Update Forum

Scope: 1) Family members are not allowed to stay overnight on post. 2) Soldiers assigned housing should be allowed to have short visits from family members. 3) Soldiers assigned for long tours of 6 months to 2 years feel penalized for being here at Fort McCoy when they have the space but not the right to family visits.

Conference Recommendation: Where it is not an imposition to other Soldiers, Soldiers assigned over 6 months should be allowed to have family visitors overnight for the weekend or short visits.

Required Action: Provide an alternative to changing the Fort McCoy policy that does not allow family overnight visitation in quarters for mobilized Soldiers.

Progress: Installation Commander approved that two Guest Housing buildings in the 2000 block may be utilized by family members on a space available basis.

Lead Agency: DMWR

Issue 2005-10: Childcare Fee Rate Determination

Status: Completed

Entered: October 2004

Final Action: Sep 05 Update Forum

FORSCOM returned issue due to confusion about definition of net income (withholdings or deductions); current method for family total income is fair; an active issue is relooking fee structure.

USARC did not prioritize the issue. The group felt that the rates determined by Total Family Income are fair due to discrepancies with deductions and itemizations associated with basing fees off net income.

Scope: 1) The CYS fee scale is based on Total Family Income (TFI) which includes all earned income (wages, salaries, tips, long-term disability benefits, voluntary salary deferrals, quarters allowances, subsistence allowances, in-kind quarters and anything else of value, even

it not taxable, that was received for providing services). 2) TFI categories are too broad and don't take into account the financial hardship on families who are in the lower income levels. 3) Non-taxable income is included in TFI for CYS fee determination.

Conference Recommendation: Change DOD Policy that determines the Childcare Family Income Levels and base it on Total Family Net Income less all withholdings.

Required Action: Forwarded issue for FORSCOM/USARC mid-level AFAP conference.

Issue 2005-11: Child Development Center (CDC) Program Fees

Status: Completed

Entered: October 2004

Final Action: Sep 05 Update Forum

FORSCOM returned issue stating current fee structure is equitable due to subsidy paid by the Army and an existing issue addresses reducing child care costs.

USARC did not prioritize the issue. The group felt other issues were more significant in terms of scope and impact.

Scope: 1) The amount of fees paid for pre-school age children which typically require less intensive care are the same as fees paid for an infant which typically require more intensive care. 2) A flat fee per child rate is not a benefit to the military family because the level of care required decreases as the child ages. 3) Ratio of providers reduces as the child ages so the fee should reduce proportionately as well.

Conference Recommendation: Establish a separate fee rate for different pre-school age categories.

Required Action: Forwarded issue for FORSCOM/USARC mid-level AFAP conferences.

Progress: None. Issue returned.

Issue 2005-12: Casualty Assistance for Military Technicians

Status: Completed

Entered: October 2004

Final Action: The Jan 09 HQDA AFAP GOSC declared the issue complete as the assistance provided by unit administrators meets the spirit of the requirement.

Scope: 1) According to AR 600-8-1, Casualty Assistance Officers are only assigned to next of kin if the individual is performing in an Active Duty/Title 10 status at the time of death. 2) Next of Kin of deceased Army Reserve Military Technicians (dual status-military/civilian) are unaware of all the military benefits that they are entitled to receive. 3) Entitlements of the Army Reserve Military Technicians while not in an

Active Duty/Title 10 status at the time of death are SGLI and VA benefits, depending on qualifications. Military Technicians should be treated as a special case because of the requirements to be able to maintain military standards while serving in a civilian job.

Conference Recommendation: USARC establish a policy directing that Regional Readiness Commands automatically assign a Casualty Assistance Officer to the surviving next of kin of Military Technicians whether they are in a civilian or military status at the time of death.

Required Action: Forwarded issue for FORSCOM/USARC mid-level AFAP conferences.

Progress: FORSCOM transferred issue to USARC. USARC prioritized for CAR approval for inclusion into HQDA AFAP. The issue was worked by delegates at the DA AFAP

Conference in Jan 06 and was reworded to become "Casualty Assistance for Families of National Guard and Army Reserve Soldiers in an inactive status." This issue was prioritized as one of the Top 5 issues by the delegates. It will enter the HQDA AFAP and be submitted to the General Officer Steering Committee (GOSC) for review.

12 Jun 06 GOSC Meeting: The issue is being staffed for comment at the organization commanding and/or managing the population of Soldiers in question: the NG Bureau, USAR Command, and the Army Human Resources Command-St. Louis to determine the workload and resources that would be necessary.

Aug 07 Update Forum: DA AFAP Issue 585 remains active. USARC and the NGB need to provide historical death rates of all inactive duty deceased Soldiers in order to provide a cost estimate. If the Army concludes that it would like to change the law, the other Services are offered the opportunity to concur/non-concur to the proposed legislation.

Mar 08 Update Forum: This issue was not briefed at the 4 Dec 07 DA AFAP GOSC so it will remain active until briefed as a future GOSC.

Issue 2005-13: Official Travel Pay Reimbursement

Status: Completed.

Entered: October 2004

Final Action: Sep 05 Update Forum

FORSCOM returned stating DFAS has already implemented initiatives to facilitate improvements to travel pay reimbursement processes.

USARC did not prioritize due to the changes being made in the travel system. The new DTS system should alleviate many of the problems with delays and payments that claimants have experienced.

Scope: 1) Personnel are experiencing financial hardship due to untimely reimbursement for official travel. 2) Travel voucher is not recorded at DFAS upon receipt, but instead upon entry into the travel system.

3) Personnel are forced to use other methods of payment until reimbursed.

Conference Recommendation: 1) Log in travel vouchers within 48 hours upon receipt at DFAS.

2) Traveler should be notified of incorrect vouchers within 48 hours of identification. 3) Ensure that travelers are trained on proper completion of vouchers.

Required Action: Forwarded issue for FORSCOM/USARC mid-level AFAP conferences.

Issue 2006-01: Family changing area at Rumpel Fitness Center

Status: Completed

Entered: October 2005

Final Action: March 2008

Scope: There is no changing area for families. Children age 5 and over are required to use their gender appropriate locker room at the fitness center. This causes a moral and safety issue for parents accompanied by a child of the opposite gender.

Conference Recommendation: Construct family changing area.

Required Action: DMWR will conduct a needs assessment to see how many families think there is a need for a family changing area. If numbers warrant, DMWR will get with DSS to see what can be provided within the current space constraints.

Progress: As of Jun 06, a temporary family changing room is available behind the front issue counter. A work order is being initiated to add a permanent family changing room.

Oct 06 Update Forum: A work order was initiated to get both space and cost estimates for adding a permanent family changing room.

Mar 07 Update Forum: Utilization of the temporary family changing room has been low to date. A check will be conducted to see if signage is posted letting clientele know there is one available. Nothing has come in yet on the space and cost estimates.

Aug 07 Update Forum: Signage was posted. A work order for design and cost analysis had been initiated to add a permanent Family changing room.

Mar 08 Update Forum: Due to very limited room usage, the work order for construction will be cancelled. The current designated room will remain available for Family changing.

Lead Agency: DHR/DMWR

Issue 2006-02: Hours of operation at Fort McCoy CY5 Childcare

Status: Completed

Entered: October 2005

Final Action: Oct 06 Update Forum

Scope: Some parents can not use the facilities due to current hours. The current hours are from 0630-1715. Army Regulation 608-10 Section 4 paragraph 5-11a states "Operational hours must support Soldier mission requirements." Fort McCoy mission exceeds current hours of operation.

Conference Recommendation:

- 1) Expand CY5 hours to support Fort McCoy missions.
- 2) In addition to revised hours, allow flex time at the beginning and end of the duty day.

Required Action: The Apr 05 CY5 needs assessment validated the requirements of current users who did not want to pay more for additional hours. Accommodations are made for patrons who are late due to mission requirements.

Mar 06 Update Forum: A CY5 needs assessment was sent out via an MWR e-mail on 16 Mar 06. This assessment will go out again under a CY5 survey specific heading to encourage participation.

Progress: A CY5 survey was conducted in May 06 by post wide e-mail to 1,500+ accounts with a total of 39 responses received. Results were reviewed by DMWR and the PAIO. As a result, closing hours will increase to 1730 (15 minutes later) for a trial period beginning 3 Jul 06 and ending 29 Sep 06. An evaluation will determine if the hours of operation will be permanently changed. The Child Development Center (CDC) will notify all patrons of the change in hours. DMWR will contact all non-users who provided contact information to inform them of the results and recommendations.

Oct 06 Update Forum: The majority of patrons picked up their children before 1700 with 3 picking up between 1715 and 1730 a couple days a week. Hours will revert back to 1715. Staff will remain past 1715 upon request and at no extra charge to accommodate patrons delayed due to mission requirements. Operating the CDC with extended hours would add an additional \$13K in losses.

Lead Agency: DMWR

Issue 2006-03/04: CY5 Surveys

Status: Completed

Entered: October 2005

Final Action: Oct 06 Update Forum

Scope: CY5 surveys are not satisfactory to Fort McCoy community. Not the entire community is aware of the availability of multiple surveys and

results. Community wants explanation of the decision process.

Conference Recommendation:

- 1) Notify the entire community of CY5 survey opportunities.
- 2) Publicize survey results to the local community.
- 3) Publicize decision rationale.

Required Action: Conduct a needs assessment to include the entire Fort McCoy community.

Mar 06 Update Forum: A CY5 needs assessment was sent out via an MWR e-mail on 16 Mar 06. This assessment will go out again under a CY5 survey specific heading to encourage participation.

Progress: A CY5 survey was conducted in May 06 by post wide e-mail to 1,500+ accounts with a total of 39 responses received. Results were reviewed by DMWR and the PAIO. As a result, closing hours will increase to 1730 (15 minutes later) for a trial period beginning 3 Jul 06 and ending 29 Sep 06. An evaluation will determine if the hours of operation will be permanently changed. The CDC will notify all patrons of the change in hours. DMWR will contact all non-users who provided contact information to inform them of the results and recommendations.

Oct 06 Update Forum: Results of the survey were provided to the Fort McCoy community via an MWR e-mail and posted on the MWR website. Results were also posted in the CY5 newsletter and presented to the Parent Advisory Committee.

Lead Agency: DMWR

Issue 2006-05: Horseback Riding Trail

Status: Unattainable

Entered: October 2005

Final Action: Mar 06 Update Forum

Scope: 1) Horseback riding on Arcadia Ave poses a hazard and/or danger to drivers, riders, and the horse. 2) Currently, there is no horseback riding trail on the Northeast corner of Fort McCoy. There are private homes nearby. The northeast corner is not used for firing ranges or tank trails. Warrens Drop Zone is just south of Arcadia Avenue. 3) A horseback riding trail would provide safety for riders, horses, and drivers, both military and civilian.

Conference Recommendation: Allow horseback riders to ride in the forest on the Northeast side of Arcadia Avenue to pass through Fort McCoy.

Required Action: Gain Command approval

Progress: This issue as deemed unattainable at the Mar 06 Issues Update Forum for the following reasons: 1) Fort McCoy has no vested interest in opening its borders to anyone seeking

to gain access to the installation for personal use; 2) Policing of the area may be required; 3) Allowing this could set a precedent for future requests; 4) Liability issues; 5) Recreational horseback riding may be developed in the Pineview/Whitetail Ridge master plan.

Lead Agency: DPTMS

Issue 2006-06: Pay Issues Resolution Time

Status: Completed

Entered: October 2005

Final Action: December 2006

Scope: Resolution of pay issues takes in excess of 30 days. (DFAS self-imposed goal is 30 days) It takes DFAS Indianapolis 30-180 days to resolve pay issues. Unresolved pay issues adversely affect the financial status of personnel served by DFAS and their families.

Conference Recommendation: Mandate pay issue resolution within 30 calendar days from date of receipt at DFAS.

Required Action: Issue forwarded to FORSCOM for the Apr 06 AFAP Conference

Progress: Awaiting disposition of the issue from FORSCOM.

FORSCOM Conference Recommendation:

Delegates felt that the intent of this issue was covered in current DA AFAP issue #473, Untimely Finance Transactions.

Issue 2006-07: Gun deer permits and archery permits on post

Status: Completed

Entered: October 2005

Final Action: Mar 06 Update Forum

Scope: 1) Military personnel do not get priority in the issuance of cantonement archery and gun deer permits on Fort McCoy.

2) IAW AR 200-3, para 2-10 a (2), military personnel can apply at the same time as anyone else for these permits. The Installation Commander can approve an exception to policy for those military who are TDY, deployed overseas, or enroute to PSC to Fort McCoy to obtain a permit after the quota has been filled.

Conference Recommendation: Continue to follow procedures outlined in AR 200-3.

Required Action: Per conference recommendation, no new action is required as the Installation Commander can approve an exception to policy to obtain a permit after the quota has been filled.

Progress: Issue was reviewed at the Mar 06 Issues Update Review and it was agreed that the current exception to policy will suffice.

Lead Agency: DPTMS

Issue 2006-08: Medical and Dental Benefits Awareness

Status: Completed

Entered: October 2005

Final Action: Mar 06 Update Forum

Scope: 1) Some Soldiers are not completing the in-processing checklist, specifically medical and dental and DEERS. 2) Some Soldiers and dependents are under informed about TRICARE and United Concordia coverage. The Fort McCoy representatives provide information on medical and dental benefits. Both TRICARE and United Concordia have comprehensive web sites.

3) As a result, there are problems occurring with medical and dental coverage.

Conference Recommendation: Direct Commanders to ensure that they include TRICARE, ACS, and DEERS on their in-processing checklists.

Required Action: A memorandum will be drafted to be signed by the Installation Commander encouraging tenant activity Commanders to have their personnel inprocess through

TRICARE, DEERS, and ACS and to attend the Fort McCoy Newcomer Orientation to become aware of the information necessary to make informed decisions.

Progress: Memorandum signed by Installation Commander was sent in Jan 06 to tenant activity Commanders encouraging them to have their personnel inprocess through TRICARE, DEERS, and ACS and to attend the Fort McCoy Newcomer Orientation to garner a better awareness of the programs and services available.

Lead Agency: DMWR

Issue 2006-09: TRICARE inprocessing and ACS/EFMP referral

Status: Completed

Entered: October 2005

Final Action: Mar 06 Update Forum

Scope: 1) Fort McCoy TRICARE representatives do not have a procedure in place to inform the ACS EFMP program manager that there is a family with a special needs member. 2) TRICARE representatives cannot release information without a written release from the sponsor or legal guardian. Fort McCoy has an EFMP program manager. 3) The EFMP member may not receive the needed services. Soldiers may end up paying out of pocket expenses.

Conference Recommendation: Mandate communication between TRICARE representatives and ACS regarding referral of EFMP members/potential members.

Required Action: Health Benefits Advisors and ACS work together to ensure families who need EFMP services are informed of the program.

Progress: ACS provided EFMP packets and registration forms to the Health Benefits Advisors Office for referral purposes.

Lead Agency: DMWR

Issue 2006-10: Child Development Services leave policy

Status: Completed

Entered: October 2005

Final Action: December 2006

Scope: MWR daycare facilities require payment for leave days in excess of 2 weeks per year. Authorized patrons are allowed more than two weeks of leave per year. Paying for services after two weeks leave allowance is exhausted may cause a financial burden.

Conference Recommendation:

1) Synchronize leave policy with patrons' annual leave. 2) Require a set fee to hold your child's place.

Required Action: Issue forwarded to FORSCOM for the Apr 06 AFAP Conference

Progress: Awaiting disposition of the issue from FORSCOM

FORSCOM Conference Recommendation:

Delegates felt that two weeks is the standard vacation time at any childcare center and anything more would cause a financial burden for the center and staff. Two weeks is adequate and reasonable. There are exceptions in certain cases that will grant leave beyond two weeks without fees.

Lead Agency: DMWR

Issue 2006-11: Fort McCoy transportation service from Sparta and Tomah

Status: Completed

Entered: October 2005

Final Action: Oct 06 Update Forum

Scope: 1) There isn't any Army funded transportation to Ft. McCoy from Sparta and Tomah for dependents. 2) Fort McCoy activities are not accessible to dependents without public transportation. In accordance with the March 1997 GOSC, the installation commander has the authority to allocate funds to support a transportation system. Issue #360 g (4)(5). 3) Not utilizing facilities on the installation forces dependents to use local markets which increase out-of-pocket expenses.

Conference Recommendation: Installation Commander direct a needs assessment to determine if there is sufficient interest to pursue implementing this service.

Required Action: Four options were suggested by lead agency as possibilities. One of those was for a needs assessment to be conducted

Progress: At the Mar 06 Issues Update Forum, the DMWR stated that they will conduct a needs assessment of military families to determine what size population this issue affects. If few are affected, Installation Commander suggested units integrate assistance into their Command Sponsorship program.

May 2006: A transportation needs assessment survey of 240 households has been conducted. Sixteen responses were received. The results showed that none of the respondents stated that lack of a personal vehicle or state driver's license prevented them from visiting Fort McCoy.

Lead Agency: DMWR

Issue 2006-12: Guest Policy at Rumpel Fitness Center

Status: Completed

Entered: October 2005

Final Action: Oct 06 Update Forum

Scope: Guest use is limited by local policy. Some authorized patrons' guests are not allowed to use the fitness center or pool. This creates dissatisfaction among authorized patrons.

Conference Recommendation: Revise Rumpel Fitness Center guest policy.

Required Action: Provide staff paper to Installation Commander with information on peak usage periods and costs associated with allowing guests.

Mar 06 Update Forum: The DMWR will initiate a staff paper to the Installation Commander with the necessary information for making a decision on policy revision. It was suggested that no more than one guest be allowed per family.

Progress: In June 06, the installation commander approved a new guest policy whereby each eligible family is authorized one guest for each visit Monday thru Friday 0900-1030 and 1400-1530. This will include instructional classes such as aerobics, swim lessons, etc.

Lead Agency: DMWR

Issue 2006-13: PX Food Court hours

Status: Completed

Entered: October 2005

Final Action: Mar 06 Update Forum

Scope: Food Court hours of operation are not aligned with Fort McCoy mission. Current hours of operation are 1030 to 1800. Unavailability discourages customers from using AAFES Food Court.

Conference Recommendation: Require coordination between AAFES and Installation Command to determine projected troop population. Adjust hours and personnel to meet demand.

Required Action: It was determined at the Mar 06 APAF Update Forum that the installation CSM, AAFES, and DMWR already work closely to review projected troop population for any given period. In addition, the CSM briefs incoming units on the services available. There is at least one eating establishment open on the installation until 10PM daily.

Lead Agency: AAFES

Issue 2006-14: Upkeep of Cemetery on Fort McCoy

Status: Completed

Entered: October 2005

Final Action: Mar 07 Update Forum

Scope: The cemetery is located on the road that the public uses to access Whitetail and Pineview. The condition of the cemetery and surrounding area is in need of upkeep and repair. The unkempt condition of the area is disrespectful to the families with a loved one buried in the cemetery and also indicates to the public that Fort McCoy has neither regard or respect for the cemetery.

Conference Recommendation: The surrounding fence should be painted, repaired or replaced. The fence bordering the recycling area should be heightened. The grounds should be maintained – grass kept cut – shrubs trimmed.

Required Action: At the Mar 06 AFAP Update Forum, DSS stated that the cemetery is part of the Township of Angelo. The Installation Commander asked that the Public Affairs Office (PAO) solicit the Town of Angelo to provide repairs, possibly as a volunteer project.

Oct 06 Update Forum: The PAO reported that the cemetery is in the township of Lafayette. The PAO contacted both the township and the Monroe County Historical Society. No response had been received from either party to date. The issue will remain open until the end of 2006 and close at that time if contact is not made.

Mar 07 Update Forum: The PAO reported they talked to someone from the Township of Lafayette who said they will deal with the upkeep of the cemetery in the spring. The installation commander will also see if the Challenge Academy is interested in taking this on as one of their public service projects.

Aug 07 Update Forum: The Fort McCoy Challenge Academy will consider upkeep of the cemetery as a community service project on a class by class basis.

Lead Agency: DSS

Issue 2006-15: Unlit sign on Hwy 16 directing traffic to Fort McCoy gates

Status: Completed

Entered: October 2005

Final Action: Mar 06 Update Forum

Scope: 1) While traveling on Highway 16, it is difficult to see the directional sign for Fort McCoy gates during limited visibility.

2) This creates a dangerous situation when traffic is traveling at highway speeds. This entrance, at the corner of CTY A and HWY 16, is used by Family Housing residents and Fort McCoy employees.

3) Lighted signs will allow drivers the adequate time needed to react to making the turn.

Conference Recommendation: Install a light on or below the Fort McCoy directional sign.

Required Action: It was stated at the Mar 06 AFAP Update Forum that the sign is already reflective, there is poor luck with solar-powered lighting, and the cost of electrical service to the sign would cost approximately \$32K. The current sign is the standard used by the installation and the State of Wisconsin Department of Transportation.

Lead Agency: DSS

Issue 2006-16: Fort McCoy Severe Weather Warning System

Status: Completed

Entered: October 2005

Final Action:

Scope: 1) Warning sirens are unable to be heard indoors in various areas on the installation cantonment area. 2) The location and number of the sirens make it difficult to hear when inside certain locations on Ft. McCoy.

3) Inability to hear early warning sirens can be detrimental to personnel on Ft. McCoy.

Conference Recommendation: Install an adequate number of sirens around the installation that can be heard from the inside of all buildings within the cantonment area.

Required Action: The DPTMS has a project in the works to add more poles and speakers, and DSS is in the process of converting transmitters in buildings for voice announcements. At the Mar 06 AFAP Update Forum, the installation Commander suggested talking to Fort Leavenworth about the 911 system they have in place.

Progress: Per 14 July Triad, a new solar-powered Siren/Early Warning System is now operational that will give better coverage of the garrison. It can broadcast a variety of items and also has area isolation capabilities.

Oct 06 Update Forum: It was decided that further testing should be conducted to see if there may still be pockets where the Siren/Early Warning System cannot be heard.

Mar 07 Update Forum: There are still some dead spots where the system cannot be heard. Dates will be set up to conduct more testing.

Aug 07 Update Forum: The DPTMS will be conducting tests to familiarize personnel with the system and to replace and add sirens as necessary. The DPTMS will establish a reverse 911 notification system to alert installation personnel of emergencies.

Mar 08 Update Forum: There are still improvements that need to be made to the system.

Sep 08 Update Forum: Improvements are still being made. There are currently two systems that do not interact with each other. An FY09 funding request will be submitted to obtain additional poles and create one system for all. Work will also continue on the reverse 911 system.

Mar 09 Update Forum: Software will be purchased and installed to network the two interior notification systems. A separate mass notification system is being installed Apr 09. Testing of the systems is to be standardized.

Mar 10 Update Forum: The systems are still being worked with on-going tests conducted.

Mar 11 Update Forum: Mr. Stapel, Chief of Police, DES, addressed this issue. The external mass notification warning system is up and running. The internal base system is in place but there are still items that needs to be addressed with IT. DPTMS is the lead on this issue to be completed in FY12.

Sep 11 Update Forum: The siren installation has been completed. Work is presently being accomplished to finalize network messaging support for internal customers and tenant organizations.

Mar 12 Update Forum: On 20 March 2012, the Fort McCoy Mission and Installation Contracting Command awarded the Internal Mass Warning Notification System contract to AtHoc Corporation, with a performance period beginning 1 May 2012. This system will provide notification to the Fort McCoy Community via a Computer Screen Alert System, as well as providing telephonic notification to all subscribers. DPTMS will continue to coordinate testing. Garrison Commander determined Issue 2006-16 to be completed.

Lead Agency: DPTMS

Issue 2007-01: Child & Youth Services (CYS) Patron Leave Policy

Status: Unattainable

Entered: October 2006

Final Action: March 2008

Scope: CYS Patron Leave Policy does not allow flexibility to take earned leave as desired. CYS fee guidance dictates patrons take only one week increments of earned leave. This does not

allow for use of leave at user's discretion without financial penalty.

Conference Recommendation:

- 1) Eliminate restrictions within current leave policy.
- 2) Change policy to allow for daily vs. weekly increments of leave taken.

Required Action: Issue forwarded to the FORSCOM mid-level conference to be held Mar 07.

Progress Mar 07 Update: This issue became FORSCOM Issue FC-07-26. The title was changed to 'Modification of Child & Youth Services Patron Leave Credit.' The delegates put forth two recommendations:

- 1) Extend CYS Patron Leave Credit to 30 non-chargeable days annually and 2) Authorize daily usage of Patron Leave Credit. This was one of the FORSCOM conference Top Five Issues and will be forwarded for inclusion in the DA AFAP Conference in Nov 07.

Aug 07 Update Forum: The DA AFAP conference will be held 2-7 Dec 07 where issue will be reviewed.

Mar 08 Update Forum: This issue was not entered into the DA AFAP Book at the Dec 07 conference. The disposition from HQDA read as follows: CYS is analyzing a 30 day child care leave policy. If it is determined to meet the needs of the childcare patrons and the Army, a 30 day leave policy will be considered for implementation in the next iteration of the Army Fee Policy Year 2008/2009. CYS does not support the implementation of daily usage of 30 days of leave as it would require additional clerical staff which would increase patron fees. Leave in block amounts (30 days or weekly) requires only a minor modification to the current management information system. Since the daily usage policy that was the Ft. McCoy piece of this issue is not being supported, it is being considered unattainable at this time.

Lead Agency: DHR/DMWR

Issue 2007-2: Drinking Water Quality

Status: Completed

Entered: October 2006

Final Action: Mar 07 Update Forum

Scope: Soldiers have been informed that water in older barracks is unsafe to drink. Soldiers who purchase their own water will limit consumption, creating a health risk. This affects all Soldiers training on the installation and is a safety issue.

Conference Recommendation:

- 1) Install water filtration systems where warranted.
- 2) Recommend that units flush the water lines prior to use and inform them that water buffalos and/or bottled water from Troop Issue Support Activity (TISA) are available upon request.

3) Post the Annual Consumer Confidence Report on water quality in all barracks.

Required Action: Sent to DSS for ways to resolve

Mar 07 Update Forum: It was reported that the water in all buildings is safe to drink. The main water line is flushed annually and Consumer Confidence reports are published annually in the Triad. Water taps should be allowed to run for 15 minutes if the water looks cloudy due to bubbles. If the problem persists, units may contact the water treatment plant to ask for the water main to be flushed. Information will be presented to all units training at Fort McCoy. COL Sentinella suggested a sign be placed in dining facilities concerning water quality.

Aug 07 Update Forum: CSM Dubois was going to check to see if signs had been placed in the dining facilities.

Mar 08 Update Forum: Signage has been placed in dining facilities and barracks.

Lead Agency: DSS

Issue 2007-03: World War II Barracks

Status: Completed

Entered: October 2006

Final Action: Mar 07 Update Forum

Scope: Barracks are in severe need of being refurbished, i.e. lack of electrical outlets & dividers in toilet. Morale of troops would increase.

Conference Recommendation: This issue was not worked as DA AFAP Issue #589 deals with "Funding for Barracks Sustainment, Restoration, and Modernization (SRM)."

Required Action: HQDA direct and monitor a stringent focused funding strategy for barracks to ensure funding programmed for barracks SRM is spent on barracks.

Progress: In FY07, it is anticipated SRM funds for all categories will be fenced.

Mar 07 Update Forum: 25 barracks are currently being renovated. DSS budgets for at least four buildings per year. A request to renovate all buildings in the west, southeast, and east corners of the Installation has been submitted.

Lead Agency: DSS

Issue 2007-04: Can you receive the Military Channel & Fox News channel on TV?

Status: Completed

Entered: October 2006

Final Action: March 07 Update Forum

Scope: It was determined that the Military Channel could be set up through an individual account. Getting the Fox News Channel would require contract renegotiations. This would allow Mediacom to increase prices on the complete contract that includes 1537 outlets. Each activity would incur the additional costs if

renegotiations were done. Current pricing is locked in until 2009 when the contract expires.

Conference Recommendation: The delegates felt this issue did not warrant being pursued at this time due to the added costs of contract renegotiations.

Required Action: Concurrence of Installation Commander

Mar 07 Update Forum: Commander concurred.

Lead Agency: DOIM

Issue 2007-05: Equestrian facility on Fort McCoy

Status: Completed

Entered: October 2006

Final Action: Sep 08 Update Forum

Scope: Ft. McCoy does not offer any equestrian facilities. Stables can offer a range of year round services to include educational, recreational and therapeutic programs. These programs would improve the quality of life and promote a positive learning environment.

Conference Recommendation:

- 1) Establish functional equestrian facilities.
- 2) Provide appropriate acreage for activities.
- 3) Authorize riding on existing trails.

Required Action: Sent to DMWR for ways to resolve

Mar 07 Update Forum: An installation wide needs assessment will be conducted concerning anticipated patronage. Research is being done regarding a cooperative agreement with local suppliers if the needs assessment results do not warrant construction.

Aug 07 Update Forum: An installation-wide needs assessment was conducted in May 07 concerning anticipated patronage of an on-post equestrian facility. Only 8 of 29 horse owners are interested in boarding and services. Research is being done on a cooperative agreement with 7 local vendors to provide services at a reduced fee to owners and non-owners since the needs assessment does not warrant construction.

Mar 08 Update Forum Progress: Two local businesses in Sparta and Warrens expressed willingness to provide reduced rates. There will be a written agreement with these businesses and the information will be placed on the MWR website.

Sep 08 Update Forum Progress: One local vendor will provide equestrian discounts that are listed at the Military Specials link under DFMWR on the Corporate webpage.

Lead Agency: DHR/DMWR

Issue 2007-06: Expand the Child Eligibility criteria outlined in 608-10 para 1-6 to include National Guard and Reservists not on active duty or training

Status: Completed

Entered: October 2006

Final Action: Mar 07 Update Forum

Scope: The Fort McCoy surrounding communities are home to many National Guard and Reserve families and they are not provided an opportunity to utilize Child and Youth Services unless they are on active orders or during training. The eligibility criterion includes Active Duty military personnel as well as APF and NAF DOD civilian personnel. Our Reserve and National Guard families are part of the Total Army Family regardless of on Active Orders or during times of training and should be afforded the opportunity to utilize the services that we provide for the Active Duty personnel and APF and NAF personnel.

Conference Recommendation: The conference workgroup did not pursue recommending changes to the regulation as they unanimously concurred with the current eligibility criteria in AR 608-10 para 1-6. They felt that slots may be lost for active duty Soldiers by changing the regulation.

Required Action: Concurrence of Installation Commander

Mar 07 Update Forum: DMWR reported there is no room to expand the current facilities. Most programs are full with some having a waiting list. Commander concurred with delegate recommendation.

Lead Agency: DMWR

Issue 2007-07: Family Oriented Facilities

Status: Completed

Entered: October 2006

Final Action: Mar 07 Update Forum

Scope: The limited facilities offered at Fort McCoy are either child inappropriate, seasonal only, or of very limited availability. The two facilities that are child friendly are not geared towards learning while having fun, and have no animal exposure. My family is affected by this lack of family centered activities; we are forced to seek experiences elsewhere when we would rather spend time and money at McCoy.

Conference Recommendation: Delegates unanimously agreed that there are many family-oriented activities already available on the installation for all seasons. Morale, Welfare, and Recreation can be contacted for a listing of activities.

Required Action: Concurrence of Installation Commander

Progress: Commander concurred.

Lead Agency: DMWR

Issue 2007-08: Fort McCoy needs childcare during weekends

Status: Completed

Entered: October 2006

Final Action: Mar 07 Update

Scope: 1) Ft. McCoy doesn't have childcare during weekends. 2) Ft. McCoy Child Development Center (CDC) is only open M-F 6:30-5:30. There are no alternate programs. 3) Ft. McCoy has now boosted operations to 7 days a week, 24 hours a day. We have many Soldiers that not only work odd hours but weekends as well. Whether mobilized here or AGR or Reserve, we have many single Soldiers & married that re not able to find child care on weekends. The military does not offer the program or even an alternate program.

Conference Recommendation: The workgroup decided not to work this issue for the following reasons.

1) A procedure is in place for unit commanders to request a special opening of the Child Development Center for extended hours, to include weekend care.

2) Historically, the special operating hours have often been cost prohibitive for the limited number of patrons wanting to utilize the care and still allow for the Child Development program to break-even financially. 3) A babysitter referral list is available for patrons requiring child care on evenings or weekends. 4) CYS can assist patrons in obtaining extended hours by utilizing the services of the child care resource and referral agency that serves the Fort McCoy community. 5) CYS is willing and able to work with units who would like to establish a program called Volunteer Child Care in a Unit Setting (VCCUS). CYS will train unit members in child care techniques and activities in order that one unit can provide child care to another unit's family members in exchange for child care to be provided in return at a future time.

Required Action: Concurrence of Installation Commander

Progress: Commander concurred.

Lead Agency: DMWR

Issue 2007-09: TRICARE Coverage for Newborns

Status: Completed

Entered: October 2006

Final Action: August 2007

Scope: A newborn is covered under TRICARE at the level provided to the mother for the first 60 days, then coverage for the infant defaults to Standard. The defaulted change for the infant results in claims that are subject to deductibles, co-pays and cost-shares - a more expensive option. Soldiers and family members caught unaware of TRICARE benefits status experience

financial and emotional hardships.

Conference Recommendation:

- 1) Eliminate the default to Standard coverage for newborns.
- 2) Maintain present coverage indefinitely unless otherwise directed by a parent.
(Mother + baby = same coverage)

Required Action: Issue forwarded to the FORSCOM mid-level conference to be held Mar 07.

Progress: Issue was returned to the installation. FORSCOM delegates believe that measures are in place to prevent problems listed in the scope. The Tricare Regional Director can extend the enrollment up to 120 days on a case-by-case basis.

Aug 07 Update Forum: Installation Commander concurred.

Lead Agency: HBA

Issue 2007-10: Cell phone policy not posted at Gates.

Status: Completed

Entered: October 2006

Final Action: Mar 07 Update Forum

Scope: Policy of no cell phone usage while driving is not posted when coming in the Main Gate. Other safety issues such as seatbelt usage, dimming headlights, etc. are posted. Cell phone usage while driving is not only a safety issue but a command policy that could leave personnel subject to possible fines. This is not fair to expect people to know if they are not stationed and/or employed here. This affects Soldiers training, mobilizing or attending school here, family members/dependents, retirees, delivery drivers, and members of the general public coming to search for employment of obtain a fishing/hunting permit.

Conference Recommendation: This issue was not worked by the delegates as DPTMS stated they will post a "No Cell Phone Usage While Driving" with symbol that will be added to the informational signs at the Installation ACPs.

Required Action: Sent to DPTMS for posting of signage

Mar 07 Update Forum: Instead of posting more signs, the Command Group thought it would be more effective to have the cell phone regulation printed on the back of visitor's passes.

Aug 07 Update Forum: Cell phone policy is now on the back of visitor passes.

Lead Agency: DPTMS

Issue 2007-11: Uniform Issue and Allowance

Status: Completed

Entered: October 2006

Final Action: August 2007

Scope: The uniform allowances do not reflect costs of current and changing requirements. This increases out-of-pocket expenses for Soldiers, creating a financial hardship. Both the changing requirements and the added expenses impact professional appearance, pride and morale.

Conference Recommendation:

- 1) Issue all required uniform items and eliminate the uniform allowance. Authorize reimbursement for items that are not available in time to meet mission requirements.
- 2) Require semi-annual reviews to adjust uniform maintenance allowances.

Required Action: Issue forwarded to the FORSCOM mid-level conference to be held in Mar 07.

Progress: Issue was returned to the installation. Delegates opined that HQDA active issue 601, Full Compensation for Uniform Changes, covers the recommendations of this issue.

Aug 07 Update Forum: Installation Commander concurred.

Issue 2007-12: Soldier's extended family members

Status: Completed

Entered: October 2006

Final Action: August 2007

Scope: Soldiers with extended family members needing assistance are not being recognized at Soldier Readiness Processing (SRP). The number of extended family members assisted by Soldiers is growing. A mobilized/deployed Soldier concerned about the welfare of their family would be distracted from their mission.

Conference Recommendation:

- 1) Identify deploying Soldiers with extended family assistance issues.
- 2) Include an assessment at an SRP to identify extended family care needs.
- 3) Provide resource information to the Soldier.

Required Action: Issue forwarded to the FORSCOM mid-level conference to be held in Mar 07.

Progress: Issue was returned to the installation. Delegates felt this was a rare issue that could be resolved through the implementation of a Family Care Plan and should be addressed upon in-processing and/or prior to SRP.

Aug 07 Update Forum: Installation Commander concurred.

Issue 2008-01: Fishing Maps Revision

Status: Completed

Entered: October 2007

Final Action: Sep 08 Update Forum

Scope: Maps do not clearly show directions to fishing areas. The locations of the fishing areas are hard to find because directions are not clearly listed on the maps. There are

inconsistencies with what is distributed by Permit Sales and Pineview Campground of fishing maps and directions. There are no directions to the fishing areas south of Highway 21. The directions to the North Flowage are hard to follow unless you are familiar with the area. Maps that are unclear present a risk of someone entering into a training area creating a safety and security issue.

Conference Recommendation:

- 1) Revise the fishing map to include color coding of the proper routes to fishing areas.
- 2) Provide detailed written directions with a common start point (similar to Map Quest) to all fishing areas to be included with the new maps.
- 3) Require all Fort McCoy facilities selling fishing permits to distribute the same fishing maps and directions.

Required Action: DES/DPTMS provide an issue paper to address a viable solution to issue

Mar 08 Update Forum: Current map was not considered user-friendly. Leadership felt color coded map could be provided or placed online so individuals could print their own.

Inconsistencies with what is distributed by various onpost agencies were not addressed. Fort McCoy is transitioning to the WI Automated License Issuance System (A.L.I.S.) where individuals will be able to purchase both a state license and a Fort McCoy permit at any A.L.I.S. agent.

Sep 08 Update Forum: Due to actions implemented, this issue was deemed completed.

Progress: Maps are now color-coded and provided to customers at both distribution points.

Lead Agency: DES/DPTMS

Issue 2008-02: Crosswalk between PX and McCoys

Status: Completed

Entered: October 2007

Final Action: Sep 08 Update Forum

Scope: There is no direct crosswalk between McCoys and PX. The crosswalk placement between

McCoy's, PX and the tactical parking area is inadequate. Currently, there is only one crosswalk located between the gravel tactical parking area and the PX and is not handicapped accessible. Signage and crosswalk markings are not sufficient, creating a safety hazard for drivers and pedestrians.

Conference Recommendation:

Cancel work order #07017 CONST CRSSWLK/B.1571-1538 submitted 18-SEP-07. Relocate the current crosswalk and signs to the area in Picture B from the tactical parking area to the PX. Construct a second crosswalk as shown in Picture C from McCoy's to the PX. Stripe the parking spaces in the PX parking lot as appropriate for pedestrian traffic.

Install flashing warning signs on 10th Avenue before the crosswalks.

Reduce the speed limit on 10th Avenue in the vicinity of the crosswalks.

Required Action: DPW provide an issue paper to address a viable solution to the issue

Progress: A new tactical parking lot was established and two sidewalks were poured in Oct 07.

Mar 08 Update Forum: Other suggested safety actions will be implemented 3rd Qtr FY08 to make improvements to this area.

Sep 08 Update Forum: Crosswalks were restriped and signage relocated to increase safety.

Lead Agency: DOL/DPW

Issue 2008-03: Flexible Schedule at Fort McCoy Day Care Facility

Status: Completed

Entered: October 2007

Final Action: March 2008

Scope: Fort McCoy only offers full-time care. Part-time or hourly care is only available if a full-time child does not go to child care for the day. Ft. Hood, TX offers hourly care you can schedule 2 weeks in advance. This type of scheduling allows spouses to have predictable child care and plan personal events accordingly.

Conference Recommendation: The work group decided not to work this issue because:

- 1) Part time and hourly care is on a first-come first-serve basis, per the subject matter expert. Per SME input on FY07 Occupancy Report, the CDC was never at 100% occupancy for the past year.
- 2) Reservations can be made up to two weeks in advance.
- 3) The Family Child Care program in Woodridge Housing offers more flexibility and options in child care arrangements.
- 4) A babysitting referral list is also available upon request from ACS or the CDC.

Required Action: Review and approval by Installation Commander to be deemed completed.

Mar 08 Update Forum: Conference recommendation was approved.

Lead Agency: DHR/DMWR

Issue 2008-04: Availability of Tricare Prime for Retirees

Status: Unattainable

Entered: October 2007

Final Action: Mar 10 Update Forum

Scope: Tricare Prime is not available to all qualified personnel. Tricare Prime nationwide is not available to all retirees. Retirees in non-Prime Service Areas do not receive the same benefits as retirees in Prime Service Areas.

Conference Recommendation: Authorize identical coverage of benefits for qualified retirees nation wide.

Required Action: Sent to IMCOM-West Region to enter into Mar 08 FORSCOM AFAP Conference.

Progress: Issue was voted one of the top five FORSCOM AFAP conference issues and will go forward to the FY09 DA AFAP Conference to be held Jan 2009.

Sep 08 Update Forum: Issue will be looked at by delegates at the DA AFAP Conference in Jan 09.

Mar 09 Update Forum: Have not received a disposition on this issue to date.

Mar 10 Update Forum: Disposition was received from the Jan 09 DA AFAP Conference that due to TRICARE contracts, management cannot make a requirement for Prime outside the current statutory and policy required area. Prime service areas/enrollments, under contract, have not changed. Therefore the issue was deemed unattainable.

Lead Agency: Health Benefits

Issue 2008-05: Paid parental leave for Federal Employees after birth

Status: Completed

Entered: October 2007

Final Action: September 2008

Scope: There is currently limited paid parental leave for federal employees. By offering increased family friendly benefits, the government would be more competitive with private agencies and increase recruitment and retention. Employees would benefit as it would alleviate some of the financial stress related to unpaid leave Family Medical Leave Act (FMLA).

Conference Recommendation: Pursue legislative proposals to increase family friendly leave benefits.

Required Action: Sent to IMCOM-West Region to enter into FORSCOM AFAP Conference in Mar 08.

Mar 08 Update Forum: FORSCOM has not yet provided a disposition on this issue.

Sep 08 Update Forum: FORSCOM disposition stated the following: Given the current climate of an army at war and existing leave entitlements, the workgroup felt that Federal employees receive a fair and currently sufficient amount of leave for the birth of a child; however, if the installation feels strongly about the issue it should be resubmitted later.

Lead Agency: CPAC

Issue 2008-06: Product Selection at Fort McCoy Commissary

Status: Completed

Entered: October 2007

Final Action: March 08 Update Forum

Scope: The selection of products in the new commissary has been greatly reduced. Customers shop in the local community since there are less products available at the commissary. This decreases the value of the benefit of commissary usage and increases out-of-pocket costs for qualified users.

Conference Recommendation:

- 1) Conduct a survey throughout the local military/retiree community to determine product selection and gather feedback on their experiences with the new commissary. Provide results of the survey to the community.
- 2) Increase product selection based on results of the survey. Post signs in the commissary stating the availability to order items not currently in stock.
- 3) Revise marketing strategy by utilizing fortmc coy.com website and the newsletters (i.e. Echoes, Triad, Bulletin).

Required Action: Commissary provide an issue paper to address a viable solution to the issue

Progress: Product selection has increased by over a thousand line items since the Grand Opening in Apr 07. Two forms of customer comment cards are made available in the store with one going directly to DeCA. DeCA requires an annual survey of 50 patrons during a one week timeframe. Signs have been posted throughout the store stating the availability to order items not currently in stock.

Mar 08 Update Forum: Due to various actions implemented, this issue was deemed completed.

Lead Agency: DeCA

Issue 2008-07: Reservation policy at Pine View Campground

Status: Completed

Entered: October 2007

Final Action: Sep 08 Update Forum

Scope: The unpublished reservation policy at Pine View Campground discriminates against service members and retirees. Reservations at Pine View are taken more than a year in advance and admit the general public. There are no lodging units set aside for military and families who are traveling on PCS leave, regular leave or R & R leave. There are only ten sites held until Thursday for active duty military and then are released to the general public. All other Military Recreation Areas in CONUS are restricted to members of the US Military, retirees, DoD civilians (some facilities) and employees of the state where the supporting Installation is located (some facilities). No other Military Recreation Areas in CONUS accept reservations a year in advance. (Source: "Military Living's Military RV, Camping & Outdoor Recreation

Guide”) By allowing the general public to use Pine View Campground in order to fill its reservations, Pine View is competing with campgrounds in the local community for the local dollar instead of keeping it an exclusive benefit for military families and DoD civilians.

Conference Recommendation:

1) Set aside 25% of sites and lodging units for the exclusive use of Military, Retirees and DoD Civilians to be held until Friday at noon of each week.

2) Limit reservations to 90 days in advance for the General Public.

3) Publish and post the campground and reservation policies in the Triad, the Bulletin, Echoes, the mccoymwr.com website and at the campground itself.

4) Assign an impartial task force to review current campground and reservation policies as compared to other military installations to ensure the focus remains on the military community.

Required Action: DHR/DMWR provide an issue paper to address a viable solution to the issue

Mar 08 Update Forum: In all but one weekend in 2007, the majority of the 10 camp sites reserved until Thursday of each week for military were turned back into the inventory and released on a first come first served basis. The average number of sites turned in was 8-10 weekly.

Progress: Ten percent of trailers will be added to this inventory with the same release policy as the camp sites. This hold and release policy will be posted on the MWR Pineview Campground web page.

Sep 08 Update Forum: Information has been posted to the Pine View Campground link on the DRMWR website.

Lead Agency: DHR/DMWR

Issue 2009-01: Physical Fitness Time for DA Civilians

Status: Completed

Entered: October 2008

Final Action: Mar 09 FORSCOM AFAP

Scope: Some commanders are not allocating Department of Army civilians time to conduct physical fitness training and education during the work week. Currently AR 600-63 allows a commander approved three hours per week for a one time six-month fitness, physical exercise training, monitoring, and/or education activities as the mission permits. Lack of fitness and health programs adversely affects everyone, from the individual who is suffering from health related issues, to the employer, as sick leave often increases from those who don't engage in regular physical activity as well as productivity reduction due to alertness being lessened, to the country as health care costs continue to rise in order to take care of unhealthy

individuals.

Conference Recommendation:

1. Major Army Command (MACOM) commanders will implement and enforce AR 600-63 Para 5-2.

2. Implement a flex work schedule to allow employees to continue the fitness program after the present command authorized one time six month program.

3. Amend AR 600-63 to expand the one time six month fitness, physical exercise training, monitoring, and/or education activities to be an ongoing program allowing three hours per work week.

Required Action: Sent to IMCOM-Northeast Region to enter into Mar 2009 FORSCOM AFAP Conference.

Progress: It was determined by the delegates at the FORSCOM AFAP Conference that civilians should use their own time for physical fitness because the cost to the government of time lost from work is too great.

Lead Agency: CPAC

Issue 2009-02: Personal Property Shipping Office (PPSO) at Fort McCoy

Status: Completed

Entered: October 2008

Final Action: March 2009 Update Forum

Scope: Lack of an on-site PPSO representative makes it difficult to coordinate household goods shipment/movement to and from Fort McCoy and the surrounding area.

Installation Management Command Northeast (IMCOM-NE) allocates funds to Fort McCoy Base Operations that supports Fort Snelling PPSO. Over the past three years, Army Community Service exit evaluations completed by Soldiers leaving the installation show that many want to have a Transportation Office located at Ft. McCoy. Soldiers and DA civilians state they don't like playing phone tag or e-mailing to get info as it is too impersonal, and 3 hours is too far to drive to Ft. Snelling for a personal interview. This affects all personnel who are PCSing to and from Ft. McCoy and the surrounding area.

Conference Recommendation:

1. Relocate the PPSO from Fort Snelling to Fort McCoy.

2. Establish a Personal Property Shipping Office at Ft. McCoy.

3. Move PPSO contact numbers from the Fort McCoy extranet to the main Fort McCoy website titled "Inbound/Outbound".

Required Action: DOL provide information on feasibility.

Progress: At the 26 Mar 09 Update Forum, DOL stated that WI is only 27% of the Fort Snelling customer base. Individuals PCSing will soon coordinate the transportation of HHG online

through the Defense Personnel Property System. The Fort Snelling contact information will be put on the public website, the extranet, and the corporate net.

Lead Agency: DOL

Issue 2009-03: GI Bill Unable to Transfer to Spouse

Status: Completed

Entered: October 2008

Final Action: Mar 10 Update Forum

Scope:

1. Unable to transfer GI bill to spouse
2. When Soldier does not want to use GI bill, they are unable to transfer to a spouse
3. Anyone who is offered the GI bill and does not want to use it, they should have the right to transfer it.

Conference Recommendation: Delegates chose not to work this issue as DA AFAP Issue 497 - Distribution of Montgomery GI Bill Benefits to Dependent(s) remains active. Subject matter expert staff position stated that the Post 9/11 Veterans Education Assistance Act of 2008, Chapter 33, allows for transferability of GI Bill to dependents, both spouses and children, and amends Chapter 30, Chapter 1606, and Chapter 1607 to include transferability. Hold this issue and relook when the implementation procedures are developed for the new Chapter 33 GI Bill. Effective date of the Chapter 33 GI Bill is 1 August 2009.

Required Action: None taken

Mar 10 Update Forum: The Post 9/11 Veterans Education Assistance Act of 2008, allows for transferability of GI Bill to spouses or children starting 1 Aug 09.

Lead Agency: Education Center

Issue 2009-04: Equal Post-Secondary State Educational Benefits for Dependents

Status: Completed

Entered: October 2008

Final Action: Mar 09 Update Forum

Scope: As numerous states currently have programs where students sign a pledge stating they will attend a school within their respective states, dependents of active duty, AGR, or mobilized statuses often have to move around the country or even overseas in which students cannot gain the opportunity of receiving the same educational benefits as students who live in their home states. Although there are many scholarship programs within the Army that assist in the rising costs of tuition for students, it is unfair that students cannot participate in state programs to assist with tuition due to the fact that their parents move where the mission requires them to.

Conference Recommendation: Delegates elected not to work due to a 2002 Active DA

Issue 521: In-state College Tuition. They felt dependent reserve students should not be given special consideration for grants or scholarships other than what is already available

Required Action: None taken

Lead Agency: Education Center

Issue 2009-05: Family Team/Confidence Building Course

Status: Completed

Entered: October 2008

Final Action: Mar 09 Update Forum

Scope: Family members and Soldiers despise the limited choices of activities offered. Team Builder course with physical activity and maybe even horseback riding.

Conference Recommendation: Delegates chose not to work because IMCOM installations offer sufficient family programs. Local Family recreational information is available as part of the Welcome Bag when inprocessing, at Newcomers Orientation, and Fort McCoy website (www.mccoy.army.mil).

Required Action: None Taken

Issue 2009-06: Army Education Centers/Army Reserve Education Centers (AEC/AREC) Entitlements for AC/AGR/RC Spouses

Status: Completed

Entered: October 2008

Final Action: Mar 10 Update Forum

Scope: Spouses of AC/AGR/RC Soldiers do not receive the same CLEP/DSST testing services at AEC/ARECs. Currently, all Army Reserve Education Centers that conduct CLEP/DSST testing will only test spouses of Army Reserve Soldiers free of charge. Formerly, exams such as CLEP/DSST were available to AC/AGR spouses at a reduced rate. These tests frequently help students meet degree requirements, thereby reducing the total costs for meeting educational goals and achievements.

Conference Recommendation: Reinstate funding to provide CLEP/DSST testing services, free of charge, for all military spouses regardless of component.

Required Action: Sent to IMCOM-Northeast Region to enter into Mar 2009 FORSCOM AFAP Conference.

Progress: The FORSCOM Disposition stated that testing has only been funded for the Reserve Component by the Reserve Component Command. This program has historically been underutilized, showing a need for increased awareness of the program. AC/AGR do not budget for spousal testing; however, this issue is being looked at for FY10 budgeting.

Mar 10 Update Forum: This issue was not selected as one of the top issues to go forward

to DA, therefore it was deemed completed.

Lead Agency: Education Center

Issue 2009-07: Long Term TDY/PCS Options

Status: Completed

Entered: October 2008

Final Action: March 10 Update Forum

Scope: Currently, IAW JFTR, Chap 2, para U2146, orders for 20 weeks (140) days or more mandate a PCS for Soldiers attending schools. The JFTR does not allow Soldiers to choose between PCS or long-term TDY. This may require Soldiers to relocate children one or more times during a school year. Multiple relocations may cause Families to experience additional financial burdens and/or emotional hardships (i.e. BAH, EFMP considerations, etc).

Conference Recommendation: Amend JFTR to allow Soldiers a choice between PCS or long-term TDY while attending military schools.

Required Action: Sent to IMCOM-Northeast Region to enter into Mar 2009 FORSCOM AFAP Conference.

Progress: This issue was prioritized by FORSCOM AFAP delegates and will be sent to the FY10 HQDA AFAP Conference.

DA Disposition Jan 10 Conference:

Soldiers are allowed to apply for a waiver. The National Guard has submitted a ULB to help work this problem for the Reserve Component.

Lead Agency: DFAS

Issue 2009-08: Sick Leave for Federal Employee Retirement System (FERS) Personnel

Status: Completed

Entered: October 2008

Final Action: March 10 Update Forum

Scope: Upon retirement the FERS employees who have accumulated sick leave are unable to donate, cash out, or receive credit in any way for unused sick leave and it is therefore lost. Legislation pending in the U.S. Senate, HR 1108, does not allow for cash payout and adds a service credit used in calculating the annuity compensation but does not address the donation of unused sick leave. The Office of Personnel Management reports FERS employees have sick leave balances lower than CSRS employees, and the current policy is costing taxpayers \$68 million annually.

Conference Recommendation:

1. Allow sick leave balances to be "cashed out" upon retirement
2. Allow sick leave to be donated under the Leave Transfer Program
3. Factor in the hours of sick leave available when determining retirement eligibility dates and pay

Required Action: Sent to IMCOM-Northeast

Region to enter into Mar 2009 FORSCOM AFAP Conference.

Progress: FORSCOM disposition stated that there is pending legislation regarding this issue.

March 10 Update Forum: President Obama signed the National Defense Authorization Act (HR 2657) on 28 Oct 09, giving FERS sick leave credit toward retirement at 50% immediately and 100% in 2014.

Lead Agency: CPAC

Issue 2010-01: 50 Mile Rule

Status: Completed

Entered: October 2009

Final Action: Not worked

Scope: Soldiers who live within 50 miles of post must travel daily. When working long days, and additional hour of travel can be dangerous. Families absorb the travel expenses (gas, car maintenance, etc.) with no additional compensation and really don't get any quality time with Soldier.

Conference Recommendation: Delegates elected not to work issue because Soldiers reside where they choose and procedures are in place to request an exception to Fort McCoy Policy 09-09, Defining the Fort McCoy Local Commuting Area.

Required Action: None taken

Lead Agency: DFAS

Issue 2010-02: Access to Fort McCoy's Dining Facilities

Status: Completed

Entered: October 2009

Final Action: March 2011

Scope: Fort McCoy Policy #08-025 limits the authorized patrons of the dining facilities. The following individuals are not authorized to eat in the dining facility without prior approval: Family members/dependents of military personnel, DoD civilians and DoD contractors working on Fort McCoy, retired military personnel, and guests. Fort McCoy is a remote installation with limited dining options. Heavy workload/high OPTEMPO, and time restraints adversely affect the morale of the Fort McCoy Community.

Conference Recommendation:

1. Designate dining facility (ies) to allow access to authorized patrons.
2. Adjust authorized patrons on a continuous basis to include:
 - a. Family members/dependents of military personnel.
 - b. DoD civilians and DoD contractors working on Fort McCoy.
 - c. Retired military personnel.
 - d. Guests (must be accompanied by a military member).

Required Action: At the Mar 10 Update Forum, it was stated that this issue has been presented

to the Legal Office to determine if it is possible to pursue this on a trial basis.

Mar 11 Update Forum: Fort McCoy is not in an isolated area that has no other dining options. Authorizing additional categories of personnel to eat in the Dining Facilities could negatively impact those on a strict training schedule, increase installation costs for the food service contract, and reduce revenue to other installation food service facilities.

Lead Agency: DOL

Issue 2010-03: TRICARE Providers for Substance Abuse Residential Treatment Facilities

Status: Completed

Entered: October 2009

Final Action: Not worked

Scope: TRICARE does not allow for beneficiaries to be covered for substance abuse residential treatment locally in each state. Substance abuse residential treatment facilities allow those affected to be treated for their addictions. Families have to travel many hours and spend thousands of dollars in most instances in order to have their loved ones treated for substance abuse in a residential treatment facility. Because of not having TRICARE providers for substance abuse residential treatment facilities in each state, this puts a strain on the Family financially and emotionally.

Conference Recommendation: Delegates chose not to work this issue as it has been addressed by TRICARE. The Prime Travel Benefit is in place for reimbursement.

Required Action: None taken

Lead Agency: Health Benefits

Issue 2010-04: Glucagon Injection for Diabetic Youth in Child, Youth, and School Services (CYSS) Care

Status: Completed

Entered: October 2009

Final Action: Completed

Scope: Current Army policy prohibits CYSS staff from administering Glucagon in an emergency; a first responder must be called to administer for a severe episode of hypoglycemia in diabetic children within their care. Glucagon is a life-saving, injectable hormone (which is naturally made in the pancreas) that raises blood glucose levels by stimulating the liver to release stored glucose. Glucagon can only be administered when the child is unconscious or seizing. Prohibiting the injection of Glucagon by CYSS staff affects all Diabetic Youth within CYSS care. A severe hypoglycemic event is a situation that can turn dangerous quickly; resulting in coma, brain damage or death.

Conference Recommendation:

1. Change Army policy (AR 608-10 Para 4-32) to allow the administration of Glucagon and/or other lifesaving interventions in an emergency by CYSS staff.

2. In spite of careful attention with blood glucose monitoring, the infrequent need for Glucagon could occur. Those who are responsible for a child within a CYSS setting must be able to provide this needed service.

3. Authorize training for CYSS staff to administer Glucagon in an emergency. At least one staff person trained to administer the Glucagon must be available any time a child requiring this emergency intervention is in their care, to include activities away from the facility.

Required Action: Sent to USARC for Jun 10 AFAP Conference.

Mar 11 Update Forum: This issue was sent to USARC for the June 2010 AFAP Conference. The issue was not prioritized as a top issue to move forward to Department of the Army and was returned to Fort McCoy. Ms. Jan Fink, CYSS, stated that MEDCOM has now recommended that Glucagon be permissible to administer in the CYSS providing that the appropriate training is completed and documented.

Lead Agency: CYSS

Issue 2010-05: Family Readiness Group (FRG) Funding

Status: Completed

Entered: October 2009

Final Action: Not worked

Scope: The procedures of funding and/or reimbursement of Family Readiness Groups can be difficult to understand. There are four separate funds sources, each with their own forms and procedures. Many resource management personnel are unfamiliar with the procedures and forms used, and what circumstances are mandated for each. Because of the complexity and confusion involved in submitting paperwork for reimbursement of expenses, as well as funding events, purchasing supplies, and scheduling travel, each of which are funded in a different manner and by a different resource, some FRGs are funding their events in a proscribed manner, some volunteers are declining to deal with the hassle involved in claiming reimbursement for expenses, and others are refusing to volunteer any longer because reimbursement takes too long or never comes at all. The effectiveness of the Family Readiness Group is degraded and volunteer recruitment is damaged by the complexity and inefficiency of the current funding policies.

Conference Recommendation:

Delegates chose not to work because they felt that this issue has been addressed with

AR 608-1, app J-4. and guidance currently in place in accordance with the Department of the Army and USARC. Delegates felt this is more of a lack of knowledge and education at the command level.

Required Action: None taken

Lead Agency: DFMWR

Issue 2011-01: Evening Entertainment

Status: Completed

Entered: October 2010

Final Action:

Scope: There is a lack of awareness that there is a movie theater on Fort McCoy in the upstairs of the Community Activity Center. Newer released movies are shown every Friday and Saturday evening at 1830 with free popcorn provided. This lack of awareness leads individuals to believe that there is nothing to do in the evenings at Fort McCoy.

Conference Recommendation: Advertise upcoming movies on the marquis entering the main gate and in front of B-2000.

Shuttle Soldiers to local theaters at various times on the weekend.

Expand advertising of MWR entertainment options in all possible venues – TV6, e-mails, briefings to tenant activities, Real McCoy, bulletin boards, MWR website and SRC. Form volunteer committee to work with MWR on entertainment to bring in.

Mar 11 Update Forum: Issue had requested shuttling Soldiers to local theaters, expanding advertising of MWR entertainment options, and formation of a committee to work on MWR entertainment options.

Currently, movies are offered at the Community Activity Center on Friday and Saturday evenings eliminating the need to bus to local communities. Entertainment opportunities through MWR are marketed through at least five different venues. There is also a DFMWR Customer Advisory Board that meets quarterly and is designed to assess customer satisfaction, seek customer input to improve quality of services, and identify market opportunities.

Lead Agency: AAFES

Issue 2011-02: Writing Tutoring Center

Status: Completed

Entered: October 2010

Final Action: Not worked

Scope: Fort McCoy has a large student number who are in pursuit of a Bachelor or Master Degree program online. We don't have a writing center to correct our homework or assignments. **Conference Recommendation:** Delegates unanimously agreed that there plenty of services already both in the communities and online.

Recommendations were online programs, chatting, or local volunteers interested in tutoring. The military also has www.tutor.com/military-programs; Military OneSource; soar for students. Also, local high schools may have students/teachers who may be interested in tutoring.

Required Action: None taken

Lead Agency: Education Center

Issue 2011-03: Picture/Film Development on Fort McCoy

Status: Completed

Entered: October 2010

Final Action: Not worked

Scope: 1. There is no place to develop pictures/film.

2. Currently not having a place to have film developed is inconvenient for permanent party, DA Civilians and MOB/DEMOB Soldiers

3. This affects all work forces on Fort McCoy including MOB/DEMOB Soldiers.

Conference Recommendation: Delegates unanimously agreed with the subject matter expert from AAFES on this topic that there are a large abundance of online and local vendors which can readily print and develop film. AAFES previously had a kiosk for film development which was removed due to lack of use.

Required Action: None taken

Lead Agency: AAFES

Issue 2011-04: Allowing Patriot Guard at Welcome Home & Funerals of Soldiers

Status: Completed

Entered: October 2010

Final Action: Not worked

Scope: The Patriot Guard is a volunteer organization that should be allowed to welcome home returning Soldiers as well as volunteer at a fallen or retired Soldiers funeral.

Conference Recommendation: Delegates consensus on this topic was The Patriot Guard Riders is a non-Federal entity. The Joint Ethics Regulation (JER) 3-209 prohibits DoD or DoD employees in their official capacities from stating or implying DoD endorsement of or giving preferential treatment to any non-Federal entity. The JER requires that DoD treat the Patriot Guard Riders the same as any other similar outside organization. The Patriot Guard Riders have the same rights to participate in welcome home activities and funerals as any member of the public. They may participate in funerals as invited guests of the family. They may be invited to welcome home activities along with other similar groups but may not receive preferential treatment.

Required Action: None taken

Lead Agency: SJA

Issue 2011-05/6/11: South Post Housing

Issues

Status: Completed

Entered: October 2010

Scope: Upkeep of common areas and work orders in the South Post Housing area are not completed in a timely manner. Priorities are not communicated at the user level. DPW is currently working on standardizing guidelines for prioritizing common areas or work orders. This causes low quality of life and morale for Family members as well as Soldiers.

Conference Recommendation:

1. Publish priorities of upkeep of common areas and criteria and response time for work orders.
2. Develop new standards for prioritization and criteria with input of Family member and tenant organizations. Need a round table discussion with DPW/Family Housing and a delegate from each 1) COR, 2) South Post Housing, 3) each tenant organization prior to contract development and annually thereafter.
3. Ensure that established policies and procedures are being followed by DPW and Family Housing. Enforce the Army Family Covenant that was signed by MG Lesniak, COL Chesser, and CSM Bissonette. Clarify the role of the BOSS line and possibly rename it.

Mar 11 Update Forum: A service order priority listing was provided to all South Post Housing residents regarding upkeep of common areas. Housing staff and DPW quality assurance will monitor for compliance with contract specifications. Improvements were noted after 2010 discrepancy reports and increased inspections. Housing staff will provide input to future contract specifications affecting housing.

Lead Agency: DPW

Issue 2011-07: Power of Attorney (POA) not accepted by everyone when a Soldier is Deployed

Status: Completed

Entered: October 2010

Final Action: Not worked

Scope: When Soldiers are deployed some Families get POA so the spouse can deal with issues on the home front. Some mortgage companies and credit card companies do not accept POA's done by JAG.

Conference Recommendation:

Delegate's consensus on this topic was that outside agencies, businesses have the legal option to accept or not accept powers of attorney. Some options the delegates suggested were:

1. Contact individual companies to get proper paper work which they require to get acceptance.

2. Soldier should be in contact with legal office, keep records of names and point of contact numbers.

3. Family and Soldier should be working with the legal offices for proper procedures from private institutions.

Required Action: None taken

Lead Agency: SJA

Issue 2011-08: Fort McCoy Public Website

Status: Completed

Entered: October 2010

Scope: Website is old and hard to navigate; links such as housing and newcomer orientations are not easy to find. Current website doesn't offer usable links or categories of services (PCS-ing Soldiers, MOB-ing Soldiers, civilians, retirees, etc). Information is outdated or non-existent. The current website does not provide accurate and adequate customer service to the Fort McCoy community.

Conference Recommendation:

1. PAO needs to take a proactive approach to overhaul the website to update it and make it user-friendly.
2. Follow the successful template of installations such as Fort Carson or Fort Knox.
3. Require updates by directorates to the webmaster on a monthly basis and have NEC perform quarterly quality assurance checks.

Mar 11 Update Forum: Ms. Linda Fournier, PAO, stated that she will work with the NEC to ensure the Fort McCoy public website becomes more user-friendly. There are several sites associated with Fort McCoy, with specific requirements; a new design for the public site is being researched within the current NEC software and IMCOM standard design templates. It will remain a work in progress with updates provided on a regular basis. PAO will take the lead on this issue.

Sep 11 Update Forum: A much improved website, with added access to the general public, should be integrated within the next 60 days. Many new updates will be added once all levels of approval have been met.

Mar 12 Update Forum: The Fort McCoy public website was launched on 19 October 2011. An article appeared in the 28 October issue of The Real McCoy detailing improvements to the website. PAO has received positive comments regarding the new look and ease of use. A key component of the improvements to the public website is the integration of garrison directorate websites. PAO will facilitate a bi-annual workgroup, to increase communications between directorates; ensuring links are maintained along with minimal data loss.

Sep 12 Update: New website design incorporates the newest functions and updates as well; the newly formatted web site fully satisfies

the intent and expectations. Agencies will need to periodically take time to personally examine their portion of the website to ensure correct and updated content.

Lead Agency: PAO/NEC

Issue 2011-09: Deployment Impact on school Age Children

Status: Completed

Entered: October 2010

Scope: Childhood stress directly impacts desired learning outcomes for school age children. Children of deployed Soldiers have additional stressors with a parent being away, i.e. separation anxiety, which may take their focus off their studies. Schools may not be aware that a parent is deployed thereby not knowing why a student's behavior/quality of work has changed. This affects children, spouses and school personnel.

Conference Recommendation:

School Liaison Officer coordinates with unit commanders to provide a listing of military personnel with school-aged children.

School Liaison Officer request that schools add a block to registration form to identify military Families.

School Liaison Officer provide pertinent resources to both schools and military Families through various venues.

Mar 11 Update Forum: Ms. Becky Walley, Fort McCoy School Liaison Officer serves as the primary POC for school-related matters. She has met with the area school districts to suggest adding a place on their registration form to identify military Families. She has also provided information on resources and events to both schools and Families. Fort McCoy has no legal authority to disseminate child information to the schools. Making schools aware of a deployment in the Family is a parental responsibility.

Garrison Commander determined issue complete.

Lead Agency: DFMWR

Issue 2011-10: Special Needs Adult Day Care

Status: Completed

Entered: October 2010

Final Action: Not worked

Scope: Special needs children (EFMP) grow up-what kind of care is available once they are over 18?.

Conference Recommendation: Delegates reviewed the issue and determined not to forward the issue at this time. They felt the issue was too vague and were not sure what additional services could or should be offered. They also indicated that the dependent would stay under the service members Tri-Care insurance until the age of 21. From there

various state programs would be available to assist with various programs such as respite care or Medicare as needed.

Required Action: None taken

Lead Agency: DFMWR

Issue 2011-12/13: Eligibility for Reserve/Guard Members to Child, Youth, and School Age Services (CYSS)

Status: Completed

Entered: October 2010

Scope: AR 608-10 does not allow CYSS eligibility to Reserve and National Guard members who are not in a Title 10 status. All military personnel put their life on the line every time they are deployed. Reserve/Guard members may have their child at CYSS while deployed and then have to displace them at 90 days after going off active duty orders. This not only affects the child in having to be placed in a different environment but may affect the Family income if they cannot afford another off-post facility.

Conference Recommendation:

1. Change AR 608-10 to include eligibility for Reserve/Guard not in a training status.
2. Extend authorization to utilize CYSS programs on a space available basis to those veterans who have deployed in support of OIF or OEF as part of the Army Family Covenant.
3. Allow the installation/garrison commander to determine priority status based on local needs.

Mar 11 Update Forum: This issue has been forwarded to USARC for the mid-level AFAP Conference. It was discussed that there would not be enough funds to cover all National Guard and Reserve members wanting to take advantage of CYSS and the logistics would be quite complicated.

Sep 11 Update Forum: Due to USARC's cancellation of their annual AFAP conference this issue was not worked. USARC is scheduled to conduct an AFAP Conference in FY12.

Mar 12 Update Forum: Issue forward to USARC Feb 2011 for AFAP mid-level conference; USARC Issue number 11-090, no AFAP Conference for FY12; USARC Commander will review active issues NLT August 2012 to determine which issues to keep active.

Sep 12 Update: Issue was not worked at USARC, due to insufficient information. Returned with no action.

Lead Agency: DFMWR

Issue 2011-14: Traffic Safety at 10th & J and 11th & J Street

Status: Completed

Entered: October 2010

Scope: Currently there are dangerous intersections at 10th & J and 11th & J Street. At

the intersection of 10th & J there is no barrier to prevent driving on the old firehouse driveway. High traffic volume creates hazardous driving conditions at both intersections. These intersections create unsafe conditions for drivers and pedestrians.

Conference Recommendation:

1. Install a 4-way stop sign with solar flashing lights at both intersections.
2. Place stop ahead warning signs on 10th and 11th Avenues, both east and westbound.
3. Place jersey barriers at the corner of 10th & J Street to define the southwest corner of the intersection.

Mar 11 Update Forum:

Mr. Stapel, Chief of Police, DES, stated that there has been one accident per year since 2008 at these intersections. Daily east/west traffic averages over 750 vehicles at 10th and J St. and over 900 vehicles at 11th and J St. North/south traffic flow is around 1000 vehicles per day. Some of the possibilities suggested for improving the intersections were to paint stop bars with lane indicators, increase the stop sign size to 48x48, change the current lights to make them more visible, tear up the asphalt on 10th and J Street just north of Parking lot 16b and look at installing curb and gutter. It was decided that there would be no additional signage or barriers placed at either intersection

Sep 11 Update Forum: After a study of accidents and /or mishaps at these intersections in the past years, it was determined that the need for the intersections to become four-way stops does not exist. A work order has been submitted for the installation of stop bars before the stop signs on J Street at each intersection.

Mar12 Update Forum: Improvements to the intersection have been made by painting outlines on the road. Road work will continue throughout 2012 to include new pavement and intersection modification. Historical rates of traffic, accidents, along with flow of traffic do not warrant the implementation of a 4 way stop signs or a traffic light at this time. Garrison Commander determined issue completed.

Lead Agency: DPW/DES

Issue 2012-01: Additional Post Shuttle Stop

Status: Completed

Entered: October 2011

Final Action: March 2012

Scope: Post shuttle service currently does not stop at the bus stop near the 8th Avenue & J Street intersection. The nearest bus stop to facilities such as ACS, DHR, CPAC, EEO, SATO, and CIF, currently the nearest stop is at the McCoy's/PX which to walk would require Soldiers, Family Members and DA Civilians to walk thru a high traffic flow area with little to no

sidewalks which jeopardizes the safety of everyone.

Conference Recommendation:

Activate bus stop located in front of B-2111
Mar 12 Update Forum: Effective April 30, 2012 DOL no longer provides a post shuttle bus service; individuals can use the TMP post taxi for official business. Garrison Commander determined issue completed.

Issue 2012-02: No Childcare Available at Gym

Status: Completed

Entered: October 2011

Scope: Children under 13 can't do anything at gym except swim which makes it not very user friendly for patrons

Conference Recommendation: Issue was not prioritized because there are not adequate resources at the gym to provide childcare services. Childcare is available nearby at CYSS.

Issue 2012-03: Shoppette in the South Post Housing Area

Status: Completed

Entered: October 2011

Final Action: March 2012

Scope:

1. The convenience of a Shoppette is not currently available to the residents of South Post.
2. The closest convenience store is 3 miles away and on a highway which poses safety issues for youth access.
3. This impacts a Family's ability to access basic wants and needs without driving.

Conference Recommendation:

1. Provide a mobile unit with basic Shoppette necessities and place it in South Post or utilize space within the Community Center.
2. Allocate a post shuttle bus for service between South Post and Fort McCoy as a temporary solution.

Mar 12 Update Forum: The limited number of homes on South Post does not justify the cost of soliciting AAFES to establish a mini-shoppette at this time. Garrison Commander determined Issue 2012-03 to be completed.

Issue 2012-04: Marketing of Community Extra Curricular Activities

Status: Completed

Entered: October 2011

Scope:

1. In surrounding counties cheerleading or other activities for our young ladies. CYSS on other posts normally offer these events.
2. You have no activities on the post or surrounding areas for a child over 13.
3. Coming from a larger city with active children, it leaves children longing for things to do

prohibiting them from further advancing in the skill.

Conference Recommendation: Issue was not prioritized by the Delegates; they felt the issue was more about the marketing of activities than the availability of those activities.

Issue 2012-05: Extended Hours at Sparta/Tomah Gates

Status: Completed

Entered: October 2011

Scope:

1. The Sparta & Tomah gates close at 0800. Anyone arriving between 0800-0830 must use the main gate.
2. Core hours begin at 0830 but the gate closes at 0800, driving additional traffic to the main gate.
3. This affects everyone who arrives between 0800-0830hrs.

Conference Recommendation: Issue was not prioritized. Due to the decreased number of people entering/exiting post, there will be less congestion at the Main Gate. Therefore, there is not a need to extend the hours at the Sparta/Tomah gate.

Issue 2012-06: Traffic Circles on J & 10th and J & 11th

Status: Completed

Entered: October 2011

Scope:

1. Traffic levels have increased to the point that these intersections are unsafe especially during high training periods.
2. Installing traffic lights require maintenance equipment and are not fool proof. Traffic circles have been used effectively all around the state and will provide Soldiers experience with them.
3. This change will affect everyone who drives on post.

Conference Recommendation: Issue was not prioritized; traffic volume does not warrant traffic circles. There are currently stop signs and "cross traffic does not stop" signs at these intersections. These signs provide adequate safety for these intersections.

Issue 2012-07: Concealed Carry Classes at Sportsman's Range

Status: Completed

Entered: October 2011

Scope:

1. The Wisconsin Legislature recently passed a concealed carry law that requires training.
2. Hosting this training will ensure employees receive through safety training and will increase use/customer base of the Sportsman's Range.
3. This affects everyone who wishes to

attend Concealed Carry Training.

Conference Recommendation: Issue was not prioritized; premature because WI legislature hasn't ironed out all the details of the law. When clear guidelines are set, we suggest these classes are offered for a discounted cost to Military, their dependents, and DA civilians.

Issue 2012-08: Physical fitness program for DA civilians during work hours

Status: Completed

Entered: October 2011

Final Action: March 2012

Scope:

1. There is no command initiated policy regarding civilian fitness time. The current regulation, AR 600-63, addresses the use of adjustable schedules for physical fitness.
2. There is no consistency among supervisors to support the use of flex time for exercise.
3. This affects all civilian employees whose supervisors will not allow them this flexibility in scheduling.

Conference Recommendation: Commander to initiate policy mandating supervisors to provide DA Civilian employees the option to participate in a physical fitness program utilizing a flex schedule IAW AR 600-63, 5-2c(4)

Mar 12 Update Forum: Commander encourages all directorates to be flexible with employee's schedules. An adjusted or flexible schedule would allow employees who wish to engage in one of several workout programs offered at Ruple Fitness Center. Employees will not be allowed to utilize paid work hours to engage in workout program. Garrison Commander determined Issue 2012-08 to be completed.

Issue 2012-09: TRICARE Young Adult Medical Coverage

Status: Completed

Entered: October 2011

Scope:

1. Young Adults age 23-26 now have to Tri-Care Young Adult.
2. Family coverage is \$219.00 a month, Tri-Care Young Adult cost is \$186.00 a month.
3. Age 23-26 is statistically the healthiest age group.

Conference Recommendation: Issue was not prioritized; based on SME response, TRICARE is an entitlement not an insurance policy. Therefore Gov't was not obligated under new law to offer increased coverage to dependents age 23-26.

Issue 2012-10: Takeout containers from Dining Facility (DFAC)

Status: Completed

Entered: October 2011

Scope:

1. With time being limited, especially during lunch hours, some Soldiers shy away from DFACs because they can't wait in line to get their food.
2. Especially with MOB DFACS being busy (and, therefore overcrowded) allowing Soldiers to take their food with them would alleviate congestion and Soldiers skipping meals.
3. Affects Soldiers because some skip meals (Health Issue) and DFAC's wasting more food (preparing for Soldiers who are supposed to eat there).

Conference Recommendation: Issue was not prioritized; this is not cost effective for the post. However, during heightened training, there should be an option to offer take-out containers.

Issue 2012-11: GI Bill Transferability

Status: Completed

Entered: October 2011

Scope: Some single Soldiers never get married or have children, and are not afforded the option to transfer their GI Bill to nephews or nieces.

Conference Recommendation: Issue was not prioritized. With today's climate in the military with so many pending cuts, this issues is not cost effective or feasible at this time. There would always be someone wanting another category added.

Issue 2013-01: Education Saving Plan

Status: Completed

Entered: October 2012

Scope:

1. There is a 529 plan for college savings for your family's dependents.
2. Why not provide a similar plan (deductible on taxes) where a Soldier can contribute toward anyone's education?

Conference Recommendation: Delegates did not feel this was a top issue since there are currently a multitude of savings plans already available to Soldiers and their Families through a large amount of financial institutions. Issue was not worked; no further action will be taken.

Issue 2013-02: Guard and Reserve Retirement Eligibility Age Reduction Based on Federal "Specified Duty"

Status: Unattainable

Entered: October 2012

Scope:

Department of Defense Instruction 1215.07 Section 6.5 does not cover Guard and Reserve members that served before January 2008. The January 2008 law allows Guard and Reserve members to decrease retirement age

from 60 by three months for every aggregate of 90 days of "specified duty" after January 2008. Guard and Reserve members that have mobilized prior to January 2008 are not allowed to decrease this time off their eligibility age. This creates an inequity between Guard and Reserve members serving before and after January 2008.

Conference Recommendation:

1. Amend the current DoDI 1215.07 Section 6.5 to include periods of "specified duty" for Guard and Reserve members beginning August 1990 towards their pension eligibility draw date.

Required Action: Issue will be forwarded up to IMCOM Central Region for their Mid-Level AFAP Conference.

Mar 13 Update Forum: No action on Issue as the AFAP Program was under review at HQDA.

Sep 13 Update Forum: Under the new DA guidelines, issue is deemed to be unattainable and is closed.

Issue 2013-03: Smoking and drinking alcoholic beverages at playground in the Fort McCoy Family Housing Areas

Status: Completed

Entered: October 2012

Scope:

Adults smoking and drinking at play areas in Family housing while children are present or leaving cigarette butts behind. Glass bottles and cigarette butts are being left behind.

This affects all residents who do not want smoking/cigarette butts and intoxicated people around other children.

Conference Recommendation:

Delegated agreed unanimously that there is a real problem with smoking and empty alcoholic bottles being left behind. However there are already regulations and policies being actively pursued at this time. For this reason they did not prioritize this issue.

Issue 2013-04: Unemployment-Economy Issues Affecting Soldiers

Status: Completed

Entered: October 2012

Scope:

Soldiers can take classes all day long but a personal conversation with employers is more beneficial.

Conference Recommendation: Delegates felt there are sufficient resources at Fort McCoy and surrounding local communities as well as on the web. Some examples are Unemployment office, Army Community Service, Veterans Affairs, Directorate of Human Resources, and Army Career and Alumni program. Issue was not worked; no further action will be taken.

Issue 2013-05: Co-Pays for Dependents and Retirees at non Department of Defense medical Pharmacies

Status: Unattainable

Entered: October 2012

Scope:

Dependents and retirees pay co-pays of \$5.00 to \$25.00 per medication at non-military pharmacies, while there are no co-pays for dependents or retirees at DoD Medical Treatment Facilities. This causes an inequity for those without access to a DoD Medical Treatment Facility. These non-military pharmacy co-pays can cause financial hardships depending on the size of the Family, service member's rank, and the number of prescriptions. The cost of co-pays affects all Tri-Care dependents and retirees without access to a DoD Medical Treatment Facility.

Conference Recommendation:

Eliminate co-pays at pharmacies where DoD Medical Treatment Facilities are not accessible. Issue will be forward to IMCOM Central Region for their Mid-Level AFAP Conference

Mar 13 Update Forum: No action on Issue as the AFAP Program was under review at HQDA.

Sep 13 Update Forum: Under the new DA guidelines issue is deemed to be unattainable and is closed.

Issue 2013-06: Physical Readiness Training Facility for a Company Size Element at Fort McCoy

Status: Completed

Entered: October 2012

Final Action: March 2013

Scope:

During inclement weather associated with the geographic location, there is no covered type pavilion where a company size unit can escape the elements while conducting Physical Readiness Training (PRT). There are maintenance type facilities that could be drawn in advance, but may not always be available.

The Army's regulated guidance for PRT is not being met with the current facilities. This facility could also be utilized for organized events which would increase Fort McCoy's value as a training installation.

Conference Recommendation:

1. Utilize existing maintenance facilities for the short term.
2. Construct overhead covered pavilion or pavilions in the center of the existing physical training area for a mid-term solution.
3. Construct a heated facility large enough to accommodate a company size element as a final solution.

Mar 13 Update Forum: Various warehouse/maintenance buildings around Fort McCoy have been designated to be used on a temporary basis for conducting unit Physical Fitness as requested as vacancies exist.

Issue 2014-01: Difficulty with non-credentialed people getting access to the installation to drop off or pick up children at Child, Youth & School Services

Status: Not worked

Entered: October 2014

Final Action: Reviewed by Command Group

Recommendation: A solution had been implemented whereby the parent provides information to CYSS in the DES supplied spreadsheet as to who will be dropping off or picking up their children. CYSS forwards information to the Physical Security Office for processing. If individual is approved to get a Rapid Installation Access Control (IAC) pass, a process takes place to get the individual a Rapid IAC pass good for 1 year.

Issue 2014-02: Restaurants on post allow few choices for the persons eating there. MWR monopolizes what is and isn't allowed with their fees. Many choose to take business elsewhere therefore taking away the jobs and experience.

Status: Unattainable

Entered: October 2014

Recommendation: Help more restaurants establish themselves on post and lower MRW restrictions and fees

Final Action: Reviewed by Command Group There are currently five eating establishments on Fort McCoy, the majority of which are not MWR owned or controlled. The installation has been successful in bringing in many seasonal vendors. Those vendors choose not to remain year round due to the significantly decreased customer base during the off-peak season.

Issue 2014-03: Housing should be adequate and available at all installations. There is a limited number of personnel that want to buy homes at their duty stations. Renting is also difficult when you have to consistently break contracts or leases. Also, wait lists have become longer and longer therefore making personnel and their families live in hotels longer and either rent or buy when post housing is preferred.

Status: Not worked

Entered: October 2014

Recommendation: Add housing at installations where needed and improve the homes that already exist.

Final Action: Reviewed by Command Group Fort McCoy is expanding its total housing capacity with plans to build 45 houses starting in

spring FY15. Fort McCoy Housing Office actively works with local landlords to reduce or minimize any additional out of pocket fees to include early termination of leases should on-post housing become available or the Soldier comes on new assignment instructions. Current on-post wait list depends on housing request needed. However, overall waitlist is less than 60 days on average.

Issue 2014-04: There is no clinic or hospital for active duty Soldiers and/or their families. There is no way for Soldiers to go to sick call unless they make a doctor's appointment with their Primary Care Manager or go to the Emergency Room.

Status: Not worked

Entered: October 2014

Recommendation: Have a Troop Medical Clinic on post that is open a few days a week at minimum with the basics available.

Final Action: Reviewed by Command Group This issue was not eligible to be considered in FY15 due to it having been an AFAP issue worked at the DA level within the last 3 years. It was issue 644 with a resolution dated June 20, 2013. The resolution includes hiring 1500 additional treatment personnel, although Fort McCoy was not designated as a site to receive additional personnel. Due to this, medical services are limited at Fort McCoy and dependents are expected to receive all of their care from civilian providers, and service members are expected to receive most of their care from civilian providers.

FY16 AFAP was not held due to no issues being submitted. A focus group was held to determine additional ways to market the program. In addition to ACS, the ACS website, ACS and MWR Facebook pages, ACS monthly newsletter, MWR bi-weekly e-news, the Real McCoy, and newcomer orientations, information has been placed on the command channel TV6, Friends & Spouses Facebook, at the Housing Office, McCoy's Community Center, and the Rumpel Fitness Center. Inprocess assessments now provide a way to sign up for the ACS newsletter which provides information on AFAP. Other suggestions were attend garrison/unit meetings, network with retirement office and at the retiree event, yellow ribbon programs, and creating an AFAP brochure.

Issue 2016-01: Interviews for Priority Placement Program Military Spouses

Status: Unattainable

Entered: November 2016

Final Action: Gabriele Diaz with IMCOM provided response saying DA has no control

over OPM as they have the overarching umbrella of the PPP-S program. Stated issue did not meet AFAP submission criteria of being within DA tasking authority to resolve.

Scope: Currently, hiring managers are not able to interview military spouses if they are qualified for a position through the Priority Placement Program for Military Spouses (PPP-S). Hiring managers with multiple applicants are unable to interview to determine the best applicant for the position and their organization; likewise, military spouses are unable to determine if the organization and position are a good fit for them. This makes it challenging for both the hiring manager and military spouse who are unable to verify that the position is a right fit. The result is that the best candidate is not always hired.

Conference Recommendation: Allow selecting officials to interview the best qualified candidates from the PPP-S.

Required Action: Forwarded issue to IMCOM for review

Lead Agency: CPAC

Issue 2016-01a: Education of Military Spouses on the Priority Placement Program (PPP-S) by Service

Status: Unattainable

Entered: November 2016

Final Action: Gabriele Diaz with IMCOM provided response saying DA has no control over OPM as they have the overarching umbrella of the PPP-S program. Stated issue did not meet AFAP submission criteria of being within DA tasking authority to resolve.

Scope: Military spouses need to better understand the Department of the Army (DA) hiring system and PPP-S. Current DA procedures differ from DOD PPP handbook dated July 2011, Change Memo H-FY2012-02 dated 1AUG12. DA uses USAJOBS Occupational Questionnaire to determine qualifications. The DA counseling checklist does not include information about the lack of interview process and why.

Conference Recommendation: DA Human Resource Officers execute education services to Military Spouses on the PPP-S to include the interview information on DA counseling checklist.

Required Action: Forwarded issue to IMCOM for review

Lead Agency: CPAC

Issue 2016-02: Access to webinars outside of Department of the Army (DA) on DA computer systems

Status: Not worked

Entered: November 2016

Final Action: Not worked

Scope: When attempting to connect to

government led professional webinars from a Department of the Army (DA) computer, excessive lengths must occur to make it happen. For example, the Office of Personnel Management (OPM) holds a variety of webinars providing legal, policy and professional information that is necessary for an employees work. Each time a webinar is offered, even if approval from NEC has been given to utilize the same platform for the same agency for a previous webinar, approval must be obtained from DA headquarters to allow an employee access. These webinars are through trusted government agencies and provide employees with essential training in their field. Excessive time and effort is being spent in the approval and un-locking process.

Conference Recommendation: Delegates decided not to work this issue. They thought it was more of a DHR workforce development issue.

Required Action: Will notify issue submitter of conference result.

Lead Agency: NEC

Issue 2016-03: TRICARE Prime Remote Co-pay Costs for Medications

Status: Unattainable

Entered: November 2016

Final Action: Gabriele Diaz with IMCOM provided response saying DA has no control over TRICARE insurance so issue did not meet AFAP submission criteria.

Scope: TRICARE Prime Remote beneficiaries have to pay for their immediate need and initial fill medications. Escrips/home delivery is not a viable option for immediate need medication (i.e. antibiotics). This creates an unanticipated cost for Army Families and is inequitable compared to those serviced by a military Medical Treatment Facility.

Conference Recommendation: Eliminate Co-Pay for TRICARE Prime Remote prescriptions at retail network pharmacies.

Required Action: Forwarded issue to IMCOM for review

Lead Agency: Fort Knox TRICARE Benefits Counselor

Issue 2016-04: Installation Tricare Representative

Status: Unattainable

Entered: November 2016

Final Action: Gabriele Diaz with IMCOM provided response saying DA has no control over TRICARE insurance so issue did not meet AFAP submission criteria.

Scope: Tricare Prime Remote beneficiaries (Active Duty Soldiers, Families and retirees) living in the Fort McCoy area have difficulty getting direct answers about their healthcare

services and costs. There is no Medical Treatment Facility as the centralized point for healthcare assistance. In the past, Tricare representatives were available on the installation to inform and assist. With the expansion of Fort McCoy's Active Duty population, a dedicated Tricare representative is warranted.

Conference Recommendation: Station an Installation Tricare representative at Fort McCoy, WI with a toll free number.

Required Action: Forwarded issue to IMCOM for review

Lead Agency: Fort Knox TRICARE Benefits Counselor

Issue 2016-05: Child Care Services for Soldiers Retired Through the Army Medical Board

Status: Unattainable

Entered: November 2016

Final Action: IMCOM personnel stated that the issue did not meet AFAP submission criteria and it could be reworded and submitted again in FY18.

Scope: Soldiers and Families are unaware of the impact military retirement has on their child care benefits. Current exception to policy allows for continuation of child care services at the highest payment tier on a space available basis. Soldiers that are medically retired from the Army could experience a delay in payment after retirement creating a financial hardship.

Conference Recommendation: Soldier for Life-Transition Assistance Program (SFL-TAP) addresses impact of retirement on loss of benefits to include child care.

Required Action: Forwarded issue to IMCOM for review

Lead Agency: CYS

Issue 2016-06/07: Transportation for Middle School/Teens to Youth Services from South Post During Summer and School Breaks

Status: Active

Entered: November 2016

Final Action:

Scope: South Post Housing is approximately 5 miles from the Youth Center. Travel involves crossing an active railroad track and highway. With the increase of Soldiers and Families in housing due to Operation Bold Shift, there will be an increased need for teen services. Currently there are no transportation options, therefore youth are unable to participate in the cost free afternoon Youth Center activities.

Conference Recommendation: Provide afternoon transportation to pick up military youth grades 6-12 from South Post bus stops and transport to/from Youth Program.

Required Action: Issue will be sent to issue action officer

Feb 17 Update Forum: Commander would like to see a 5 question survey created by DFMWR, and provided to South Post on whether or not they would utilize the shuttle services to transport youth to the Youth Center (YC) during summer afternoons.

May 17 Update Forum: The South Post (SP) needs assessment showed that 42% of youth grades 6-12 would utilize a shuttle to be dropped off at CYS in the afternoon. A shuttle service will be available Tuesday through Friday afternoons from June 12 to August 18 between the SP Community Center and YC events on post for those who have completed 6th-12th grade.

Lead Agency: CYS

Issue 2016-08: Family Focused Programming at South Post Housing

Status: Active

Entered: November 2016

Final Action:

Scope: There is a lack of structured programs targeting Families, specifically military youth, living on South Post (SP) Housing. South Post Housing has a Community Center, Pavilion, basketball courts, tennis court and other amenities of interest to middle school/teens. The Housing community will be doubling in size over the next year and the remote location of the area and lack of programming makes filling "time and space" with beneficial activities all the more critical to the well-being of this vulnerable population.

Conference Recommendation: Offer regular, structured programming on South Post Housing using the pavilion and other features.

Required Action: Issue will be sent to issue action officer

Update Forum Feb 17: Various ideas were brought up for Family-focused programming at SP Housing. A survey is in progress to see what types of programming residents would like.

Update Forum May 17: The Youth Center will hold teen programming at Patriot Park and the SP Community Center on Monday afternoons from 1:15-3:30pm from June 12 to August 18.

Lead Agency: CYS