

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

<i>Issue #</i>	<i>Title</i>	<i>Status</i>	<i>SME</i>	<i>Supporting Documents</i>
09-001	Military Spouse Losing Benefits After Divorce	COMPLETE	DHR	Info paper/ AFI36-3026(I)
09-002	Too Many Volunteer Forms	COMPLETE	FMWR/ACS	Info paper/ DA Form 2793/ DA Form 5671
09-003	Tricare to Pay a Percentage for Adult Orthodontics	COMPLETE	DENTAC	Proponent Response
09-004	Access to On-Post Facilities for Caretakers	COMPLETE	FMWR	
09-005	Social Security Number Requirements for AAFES	COMPLETE	AAFES	Proponent Response
09-006	Large Number of Chapter 5 Discharges	COMPLETE	FMWR/SFAC	Proponent Response
09-007	Allow Single Parents with Custody to Join Active Duty Army	ACTIVE	G-1/ SJA	Info paper AR 601-210
09-008	New Military Family Life Consultants Education	COMPLETE	FMWR/ACS	Proponent Response
09-009	Spouse Employment Preference for Geographically Separated Families	COMPLETED AFAP #433	CPAC	Info paper
09-010	Active Duty Surviving Spouses and Tricare Benefits	ACTIVE DA ISSUE	FMWR/SOS MEDDAC	Benefits fact sheet
09-011	Surviving Spouses on Active Duty - Changed to: <u>Separation of Active Duty Surviving Spouses</u>	ELEVATE TO DA FROM FORSCOM	G-1/CAO FMWR/SOS	AR 635-200
09-012	Child MFLCs Contracts	COMPLETE	FMWR/CYS	Proponent Response
09-013	FRSAs as FRG Leaders for Battalions	UNATTAINABLE	G-1	FRSA position description
09-014	No Bus Transportation Available After Duty Hours	LOCAL CMS COMPLETE	DOL	
09-015	Teen College Resources for High School Students	ACTIVE	DHR/ Ed Center/MWR Lib	Info papers/GI Bill/ROTC
09-016/ 09-019	Transportation for Off-post Teens to Installation Services Transportation of Children Across Other School Districts	LOCAL CMS ACTIVE	DOL FMWR/CYS	Info paper/ NY Education Law 3635
09-017	Not Moving Kids During School Year	UNATTAINABLE	G-1	
09-018	Unfair BAH Rates – Changed to: <u>Utilities Subsistence Allowance for Extreme Temperatures</u>	ACTIVE	DPW/ FINANCE	Info Paper
09-020	Contract Preference for GS Turnover Positions – Changed to: <u>General Schedule (GS) Referral Policy</u>	ELEVATE TO FORSCOM	CPAC	Info paper
09-021	Aggressive Breed Policy in Housing Areas	ELEVATE TO FORSCOM	DPW	Info Paper

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<i>Issue #</i>	<i>Title</i>	<i>Workgroup</i>	<i>SME</i>	<i>Supporting Documents</i>
09-022	WTU Platoon SGT and Above Need to be MOS Trained Medics	UNATTAINABLE	MEDDAC/ G-1	Proponent response
09-023	WTU Pets as Therapeutic Aids in WTU Barracks	COMPLETE	WTU	Ft. Drum policy memo 07-07
09-024	Return to Duty Platoon (RTD) for Personal Military Career Progression	COMPLETE	WTU	Proponent response
09-025	“New Parent Support” Program Name Misleading	COMPLETE	FMWR/ACS	AR 608-18
09-026	Support for Spouse of PCSed Soldier	COMPLETED AFAP ISSUE #480	FMWR/ACS	Proponent response
09-027	Soldier Transportation from Airport	COMPLETE	MPD Welcome Center	Proponent response
09-028	Soldier Transportation to Medical Appointments	ACTIVE	MEDDAC/ G-1	
09-029	Name Changes to Websites and Commonly Used Terms	UNATTAINABLE	DOIM	
09-030	One Stop Information Portal	COMPLETE	DHR/ DOIM	
09-031	vFRG Accessibility and Training	COMPLETE	G-1/ MSE	
09-032	Standardized Surviving Spouse Services Card	COMPLETE	DHR/ FMWR/ACS	Fort Drum Survivor Card
09-033	Better Vision Benefits	ACTIVE AFAP ISSUE #572	MEDDAC	
09-034	Registration for Personal Weapons	UNATTAINABLE	DES	
09-035	Casualty Assistance Officer (CAO) Reassignment	COMPLETE	G-1/ CAO	
09-036	Casualty Assistance Officer (CAO) Training	COMPLETE	G-1/ CAO	
09-037	Mileage Limitations for Reimbursement of Travel Costs in Support of Medical Treatments	ACTIVE AFAP ISSUE #558	MEDDAC/ G-1	
09-038	Lack of Military Pharmacy Support on Weekends	ACTIVE	MEDDAC	
09-039	Weight Allowance for Household Goods (HHG) Movement	ACTIVE AFAP ISSUE #457	DOL	
09-040	Too Many FCC/CYS Providers with Founded or Open Child Abuse Cases	COMPLETE	FMWR/CYS	
09-041/ 09-042	Spouses of Deployed Soldiers are Experiencing a High Degree of Parental Stress and Need More Help. Children with a Deployed Parent are at Greater Risk for Behavioral Problems. <u>Merged and Changed to:</u> <u>Deployed Soldiers Dependent Assistance Program</u>	LOCAL TO CMS	FMWR/ MEDDAC	

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<i>Issue #</i>	<i>Title</i>	<i>Workgroup</i>	<i>SME</i>	<i>Supporting Documents</i>
09-043/ 09-047	There is a Lack of Emergency Childcare/Support for Families of Deployed Soldiers Volunteer Childcare – Changed to: <u>Emergency Childcare for Families</u>	ELEVATE TO DA FROM FORSCOM	FMWR/CYS FMWR/ACS	Info paper
09-044	Universal CYS registration	COMPLETE	FMWR/CYS	
09-045	Ex-Spouse Privileges	COMPLETE	DHR	
09-046	Army Community Service Building P-4330	COMPLETE	FMWR/ACS	
09-048	Safety in Housing (Brainstormed at Teen Conference)	LOCAL TO CMS - COMPLETE	DOL	
09-049	Intramural Co-ed Sports Teams for Grades 7-12 on Post (Brainstormed at Teen Conference)	LOCAL TO CMS	FMWR/CYS	
09-050	Soldiers' Financial Readiness (Brainstormed at Conference)	LOCAL TO CMS	FMWR/ACS	Info Paper
09-051	TRICARE Prime Urgent Care Referral Policy (Brainstormed at Conference)	ACTIVE DA ISSUE	MEDDAC	Info Paper
09-052	Access to Guthrie Acute Care Clinic for All TRICARE Prime Beneficiaries (Brainstormed at Conference)	LOCAL TO CMS	MEDDAC	Info Paper
09-053	Army-wide Individual Post Deployment Health Assessment and Re-Assessment (Brainstormed at Conference)	ELEVATE TO FORSCOM	MEDDAC	Info paper

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AFAP Issue # 09-001: Benefits/Entitlements/Civilian Employment Workgroup

Source: Issue Box – January 2009

Title: Military Spouse Losing Benefits After Divorce

Scope: Military spouse who spends 15 years or more should not lose benefits when they divorce. A spouse gives up many opportunities to support military member.

Recommendation: Change the policy

Proponent Response: The Uniformed Services Former Spouses Protection Act (USFSPA) was enacted by Public Laws 97-252 on 8 September 1982. The USFSPA permits former spouses to continue receiving commissary, exchange, and/or health care benefits after a divorce in certain cases. In category URFS 20/20/15, a former spouse must show that the service member served at least 20 years of creditable service, that the marriage lasted at least 20 years and that the period of the marriage overlapped the period of service by at least 15 years but less than 20. A former spouse who meets these requirements is entitled to health benefits only. The URFS must not be enrolled in an employer-sponsored health plan or entitled to Medicare Part A in some circumstances. Expiration dates vary depending on if the divorce was prior to or after 1 April 1985.

The USFSPA and subsequent amendments does authorize military benefits to certain former spouses when the specified criteria are met. More information pertaining to the USFSPA is available at www.drum.army.mil, Retirement Services link and then select Former Spouse Packet.

Conference Disposition: Workgroup decided that the regulations were effective as written

Proponent: DHR – information paper provided

SME: Michelle L. Barbarito/772-4993

Issue Status: Complete

AFAP Steering Committee – 9 Dec 09

Issue Paper
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AFAP Issue # 09-002: Family Support Workgroup

Source: Issue Box – January 2009

Family Member Focus Group – April 2009

Title: Too Many Volunteer Forms

Scope: Too many forms to fill out to become a volunteer, there should just be an online disclaimer. It's too hard to get people to register and nobody wants to fill out forms and go online.

VMIS – make all volunteer forms uniform and consistent with hard copies and digital copies – not user friendly – no communication with people in the field using program

Recommendation: Either do everything on paper or everything online, not both.

Proponent Response: All statutory volunteers must be registered at the installation level with the AVC office using the Department of the Army's web-based tracking system, the Volunteer Management Information System (VMIS). In addition to the web-based registration, one form, a DD Form 2793, Volunteer Agreement for Appropriated Fund Activities or Non-appropriated Fund Instrumentalities must be completed for each statutory activity. The original must be maintained in the unit/organization files, and a copy provided to the AVC office. A second form is required for youth volunteers, DD Form 5671, Parental Permission Form.

A basic "How to Guide is available at the Fort Drum AVC office. An updated September 2009 VMIS AVC Volunteer User Guide is also available for download at www.myarmyonesource.com. Family Programs and Services link under Volunteering.

Conference Disposition: Delegates discussed this at length and all agreed that it was an important issue and needs to be looked at, however was not a critical issue compared to other submitted issues.

Proponent: FMWR - ACS/AVC – information paper provided

SME: Jane Bresko/772-2899

Issue Status: Complete
AFAP Steering Committee – 9 Dec 09

Issue Paper
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AFAP Issue # 09-003: Medical/Dental Workgroup

Source: Issue Box - January 2009

Title: Tricare to Pay a Percentage for Adult Orthodontics

Scope: Many spouses would like to have straight teeth and can not afford the full price.

Recommendation: Make the same \$1500 for adults as for kids.

Proponent Response:

1. The TRICARE Dental Program (TDP) is a *voluntary* program available worldwide. The TDP guidance can be found in Title 10 – Armed Forces, Subtitle A – General Military Law, Part II – Personnel, Chapter 55 – Medical and Dental Care, Section 1076A – TRICARE Dental Program.
2. The current TDP contract (FY2006-2011) was re-awarded to UCCI in Apr 05. The government pays 60% of the premium for TDP enrollees, but the government does not pay any part of the cost share for dental services.
3. The maximum annual benefit under TDP is \$1,200 and the orthodontic lifetime maximum benefit is \$1,500. The current TDP provides basic diagnostic and preventive services twice a year with 0% co-pays, but co-pays for orthodontics are 50%.
4. Orthodontic treatment is currently available for beneficiaries enrolled in TRICARE Dental Program (TDP). Orthodontics are available for family members (non-spouse) up to, but not including, 21 years of age. College-enrolled family members can extend the benefit to 23 years of age. Spouses can also be covered for orthodontic treatment, but only up to, but not including, 23 years of age.
5. The CFR 199.13 (TRICARE Dental Program) present language limiting the premiums to be paid by members. Since premium increases are limited by statute, TRICARE is limited in increasing the benefit as increasing benefits results in increased premiums.
6. Since premium increases are capped by law, the inclusion of an orthodontic benefit for all adults enrolled in the TDP could result in decreased benefits for other currently covered services.
7. The Fort Drum DENTAC supports the inclusion of an adult orthodontic benefit in the TDP if the overall benefit does not decrease.

Conference Disposition: Group felt issue was unattainable.

Proponent: DENTAC – response provided

SME: COL Fiedler, Commander, DENTAC, 772-4342

2010 FORSCOM ISSUE #10-15 (Submitted by Fort Bragg) –

TITLE: Tiered Coverage for Orthodontic Care

SCOPE: Develop a tiered benefit system with multiple payment options which includes special orthodontic circumstances

DISPOSITION: There is a five-year contract re-compete and it could not be worked for another five years.

Issue Status: Unattainable

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AFAP Issue # 09-004

Source: Issue Box – January 2009

Title: Access to On-post Facilities for Caretakers

Scope: Access to commissary, PX, MWR, gyms, etc. for children (minor) and their caretakers. Full-time caretakers are not allowed to use facilities when caring for military dependents.

Recommendation: Change policies

Proponent: FMWR – criteria for deployed care plan already in place

SME: Harold Greer, Director, FMWR, 772-5685

Issue Status: Complete
AFAP Steering Committee – 21 Aug 09

Issue Paper
Fort Drum Army Family Action Plan Conference
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AFAP Issue # 09-005

Source: CMS – December 2008

Title: Social Security Number Requirement for AAFES Recycle Refunds

Scope: SSNs are required before AAFES will accept refunds including cash recycle receipts. This is a security concern for Soldiers and Family members who use this service.

Recommendation: Do not require SSNs.

Proponent Response: This will be a non-issue for all authorized patrons who have a military ID card that can be scanned effective this month. AAFES is downloading new software this week that will allow for the ID card to be scanned versus asking for a SSN #. Unfortunately for those customers that may not have an ID card with a scan bar the requirement to provide a SSN# will still be in place before any refunds of any type can be given.

Proponent: AAFES – response provided on 21 July 2009

SME: Tray Watkins, General Manager, Fort Drum AAFES, 773-5631

Issue Status: Complete
AFAP Steering Committee – 21 Aug 09

Issue Paper
Fort Drum Army Family Action Plan Conference
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AFAP Issue # 09-006

Source: CMS – January 2009

Title: Large Number of Chapter 5 Discharges

Scope: There has been a large increase in Chapter 5 discharges. As a VSO, I have seen probably 6 in the last month. This increase is troubling. Under VA Schedule (VASRD) 4.127 “personality disorders are not diseases for compensation purposes...disability resulting from them may not be service-connected”. VA will not necessarily give them an appropriate rating nor provide for their conditions if they have “personality disorder” on their DD-214.

July 2009 Issue Follow-up: At the time the issue was submitted back in Jan 2009, there appeared to be a significant number of Chapter 5 discharges arising from the units that had just completed deployment and were in the process of discharging numerous soldiers in Nov-Dec 2008. To the Army's' credit, steps were later taken to clarify conditions that a soldier will be processed under Chapter 5, particularly if they served in an Imminent Danger area. That came from a twix in Feb 2009 and subsequent policy letter from DCS G-1. I believe in credit where due and as an issue, they have taken positive steps toward addressing the problem. I have not seen many Chapter 5 discharges in the interim since policy memo was published.

Of the Chapter claims I did for that period, 4 had multiple tours (2 or more) and 3 had single tours in Iraq or Afghanistan. Since the new policy, I have seen only one Chapter 5. And of those I mentioned, One may be Chapter 14 (Patterns of Misconduct) but again, that person had multiple combat tours.

Submitted by: Chris Henderson, SFAC, State Veteran Counselor, 773-0196

Proponent: ACS/SFAC – G1 policy letter provided

SME:

Issue Status: Complete
AFAP Steering Committee – 21 Aug 09

Issue Paper
Fort Drum Army Family Action Plan Conference
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AFAP Issue # 09-007: Force Support Workgroup

Source: Issue Box – June 2009

Title: Allow Single Parents with Custody to Join AD Army

Scope: There are soldiers that do not want to be in the military and either discharge or go AWOL. Then there are people who want to join AD Army and are not allowed.

Recommendation: Re-format the policy for single parents with custody to join AD Army as long as they have a family care plan and don't have to give up custody.

Proponent Response: Single parents with custody of at least one dependant may not enlist. There is no waiver. This is only for their initial enlistment. Once they have completed their initial obligation and want to reenlist, they may gain/have custody of dependants. I have attached AR 601-210, para. 2-10 which governs.

Conference Disposition: Not prioritized

Proponent: G-1
SJA – Information paper and AR 601-210 provided

SME: Mr. Dwight Austin, Chief, Legal Assistance Office, 772-5261
CPT Jason Coats, Administrative Law Attorney, 772-6371

Issue Status: Active

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AFAP Issue # 09-008

Source: Family Member Focus Group – April 2009

Title: **New Military Family Life Consultants Education**

Scope: MFLCs are not educated to military customs, terms and resources. They are only assigned on 30-90 day rotations. A good portion of their time is spent learning customs, terms and resources. This negatively impacts the quality of service provided to Soldiers and Families.

Recommendation: Provide MFLCs with a basic standardized orientation to Military customs, terms and resources prior to their first assignment.

2. Provide one-time live training in areas such as ACS, Chaplains, Behavioral Health, SFAC, Finance, etc.
3. Provide additional post-specific orientation upon arrival to new assignment.

Response:

1. Since the initial concern regarding Military Culture issues, MHN is requiring all MFLCs assigned to Fort Drum retake the required MFLC Army Culture Sensitivity Test within 7 days of starting their rotation.
2. The MHN Clinical Supervisor has one to one calls with each incoming consultant to discuss experience, to provide a phone orientation and to review DTW protocol.
3. All MFLCs are instructed to study the Fort Drum web site focusing on the Fort Drum tenants and MWR/ACS link.
4. All MFLCs are provided a 2-hour Post orientation on the first day of their rotation.
5. After the 2-hour orientation, the incoming MFLCs shadow the outgoing MFLCs for 1.5 days; longer if needed.
6. All transition reports are distributed to incoming MFLCs via email prior to the start date of their assignment.
7. The new 6 month rotations allow the MFLCs assigned long rotations to mentor the new MFLCs as long as needed.

(MFLC Contract Source: Bob Roton LPC, Supervisor, Clinical Services, MHN Government Services, 5525 N. MacArthur Blvd, Suite 800, Irving, Texas 75038, Phone: 972-550-4511, Cell: 214-532-6591, Fax: 972-550-2584 robert.p.roton@healthnet.com)

Proponent: FMWR - ACS – response provided

SME: Jolly Miller, Director, Army Community Service, 772-4979

Issue Status: Complete

AFAP Steering Committee – 21 Aug 09

Issue Paper
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AFAP Issue # 09-009: Benefits/Entitlements/Civilian Employment Workgroup

Source: Family Member Focus Group – April 2009

Title: Spouse Employment Preference for Geographically Separated Families

Scope: Spouses lose their spouse employment preference when their soldier is assigned to a different geographical area. This happens when a Soldier receives PCS orders assigning them to unaccompanied tours such as Korea, Military Transition Teams (MiTT) or long-term schools. Spouses are negatively impacted by limiting their opportunities for current and future career goals.

Recommendation: Spouses should receive spouse preference in their geographical location regardless of their active duty Soldier's assignment.

Proponent: CPAC – information paper provided

SME: Pattie Rook, Director, Civilian Personnel Advisory Center, 772-5612

Issue Status: Completed AFAP Issue 433: Geographically Separated Military Spouse Employment Preference
Entered: AFAP XIV; Mar 97
Final action: AFAP XVII; May 01. (Updated 1 Jun 01)

Issue Paper
Fort Drum Army Family Action Plan Conference
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AFAP Issue # 09-010: Benefits/Entitlements/Civilian Employment Workgroup

Source: AFAP Email – July 2009

Title: Active Duty Surviving Spouses and Tricare Benefits

Scope: Surviving Spouses that are themselves on Active Duty do not receive the entitlement of three years of free dependant Tricare when those three years are spent on Active Duty. Surviving spouses are penalized for their service and upon leaving Active Duty must pay for dependant Tricare.

Recommendation: Defer the three free years until the surviving spouse leaves Active Duty.

Proponent Response: Currently, according to Public Law 109-163 and the Tricare Policy Manual Chapter 10 Section 7.1 and 32 CFR-199.3, the 3 years entitlement begins immediately following the death of the soldier, there are no exceptions allowed. According to Fort Drum Tricare Representative Margaret Canale, the only way this law can be changed is through a Congressional Act.

Proponent: FMWR – SFAC info paper provided
MEDDAC - Tricare – benefits fact sheet provided

Conference Disposition: Not prioritized because group decided it was unnecessary and not workable.

SME: Michelle Barbarito, DHR/772-4993
Margaret Canale, Tricare Beneficiary Counselor and Asst Coordinator/772-5111
Robert Boram, Survivor Outreach Services/772-6457

Issue Status: Elevate to FORSCOM
AFAP Steering Committee – 9 December 2009

2010 FORSCOM ISSUE #10-28: Similar issue is currently worked at the DA Level

2010 DA AFAP – Medical & Dental Group II – 2nd Issue:

TITLE: Extend Transitional Survivor Spouses' TRICARE Medical Coverage

SCOPE: Transitional Survivor Spouses maintain enrollment in the TRICARE Prime for only three years. This status change requires medical coverage at the retiree payment rate. In FY01, legislation changed the survivor spouse transition period from one to three years. In FY06, Congress extended the eligibility of survivor dependent children coverage. The transition period after a death is stressful and challenging for surviving Family Members. The extension of Transitional Survivor Spouses' TRICARE Prime will provide additional time for rebuilding after the death of the active duty Service Member.

RECOMMENDATION: Extend Transitional Survivor Spouses' TRICARE Prime medical coverage at the active duty Family Member status from three to five years.

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AFAP Issue # 09-011: Force Support Workgroup

Source: AFAP Email – July 2009

Title: Surviving Spouses on Active Duty

Scope: Surviving Spouses that are themselves on Active Duty need to have the option of getting out of the Army available. At this time there is no discharge chapter that applies to this population of Soldiers. The only way they can be chaptered is under an open chapter (Chapter 3 I believe) that has to go all the way to the Secretary of the Army for approval. Surviving spouses are penalized for their service by not being given an easier option for getting out of the Army after losing their spouse.

Recommendation: As the number of dual-military couples rises, so will the number of surviving spouses who are on active duty. The Army needs to put in place a chapter that will address the needs of these spouses, in the event that they would like to get out of the Army.

FORCE SUPPORT CONFERENCE ISSUE #1

New Title: Separation of Active Duty Surviving Spouses

Scope: AR 635-200 does not specifically provide for a Surviving Spouse without dependents to separate from the Army. If Soldiers want to separate from the Army due to the death of a spouse, they are discharged under an inappropriate chapter or are unable to separate.

Recommendations: Establish a clause specifically for a Surviving Spouse without dependents to separate due to the death of a spouse.

Proponent: JA

SME: CPT Megan McCarthy, 772-6371

Issue Status: Elevate to DA from FORSCOM – March 2010

2010 FORSCOM ISSUE #10-32 - #1 Prioritized Force Support Issue

Disposition: Based on the sensitivity of this issue it requires priority attention as there is nothing in place for separation of the surviving spouse of a fallen Soldier.

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AFAP Issue # 09-012: Family Support Workgroup

Source: Issue Box – July 2009

Title: Child MFLC Contracts

Scope: The MFLCs who specialize in children are only allowed by contract to see children enrolled at CYSS facilities. Many of the children who could benefit from MFLC services don't go to the CYSS facilities. This is a large population of kids who can't be seen by people who could help them.

Recommendation: Change the contract so the child specific MFLCs can meet with ALL children of military families.

Proponent Response: This issue will have to go forward. DA/FMWRC guidance is that only CYSS registered children/youth can be seen by Child/Youth Behaviorist MFLCs. DoD made the SOP generic enough so it applies to all Services-they defer to each Service to define the registration requirements and Army CYSS wants them to be registered to access the CYSS CBC's

Conference Disposition: Group thought kids could go to a brigade MFLC and/or the new MFLC's designated to school aged children. The group was concerned that MFLCs were not available for non-school aged children not registered with CYS.

The AFAP Steering Committee of 9 December 2009 also agreed that the new MFLCs designated to local schools will now be able to service those children not attending CYSS facilities.

Proponent: FMWR – CYS

SME: Karin Sikirica, Child, Youth and School Services Coordinator, 772-6715

Issue Status: Complete

AFAP Steering Committee – 9 Dec 09

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AFAP Issue # 09-013: Force Support Workgroup

Source: AFAP Email – July 2009

Title: FRSAs as FRG Leaders for Battalions

Scope: The FRSAs should be the FRG leader for the battalions. A lot of time, energy, money, and emotions are spent on solving issues for members of an FRG. This should be a paid position.

Recommendation: The FRSA should be the FRG leader for the battalion. They are in the facility with the command group everyday and should be able to track issues, money and phone rosters. Volunteer spouses can be used for key callers.

Proponent Response: The role of the Family Readiness Support Assistant (FRSA) is to provide administrative and logistical support to the Family Readiness Group (FRG). The FRSA has a different role than the FRG. The FRG is a Commander's program which is at the company level only. Companies have FRG Leaders; and battalions have FRG Advisors and Steering Committees. Attached is the DA standard FRSA position description.

Conference Disposition: not prioritized

Proponent: G1 – DA standard FRSA position description provided

SME: Patricia Abbott, FRSA Program Administrator, MSE G1 Office
772-9718

Issue Status: Unattainable
AFAP Steering Committee – 9 Dec 09

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AFAP Issue # 09-014: Force Support Workgroup

Source: AFAP Email – July 2009

Title: No Bus Transportation Available After Duty Hours

Scope: There are many Soldiers who do not have transportation and have a hard time getting to AAFES, MWR and Commissary facilities. There is a big push for Soldiers to stay active and out of the barracks and if they do not have transportation it makes it hard. Also is it \$8.00 round trip on main post and \$16.00 round trip from the airfield.

Transportation is important to Soldiers.

Recommendation: Contact Fort Hood and Fort Bragg to see how they operate their bus shuttle.

FORCE SUPPORT CONFERENCE ISSUE #2:

New Title: Shuttle Bus Service on Fort Drum

Scope: The shuttle bus does not operate after duty hours, weekends and has limited stops. The service currently ends at 1630, does not run on weekends and does not include stops at clothing sales and all MWR facilities. Soldiers have a need to get to these facilities after duty hours and on weekends.

Recommendations:

1. Extend bus transportation hours and include weekends.
2. Expand route and locations to include Clothing Sales and MWR facilities.
3. Emphasize services and usage through Chain of Command.

Proponent: DOL

SME: Karin Williams

Proponent Response: Shuttle stops have been continually adjusted to meet demand. Due to low utilization of shuttle bus service, this service will be discontinued as of 1 Jan 2010.

Issue Status: Local Issue – Passed to CMS
Complete
CMS IAC – 9 Dec 09

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AFAP Issue # 09-015: Teen Workgroup

Source: Teen Focus Group - July 2009

Title: Teen College Resources for High School Students

Scope: Many military kids do not know the local resources and military benefits available to them. Local high school guidance counselors do not always have the available resources for military children. Military children are not able to fully utilize the resources and opportunities available.

The teen focus group participants are looking for a new Army-wide program that would provide one-stop information and resources to high school students and their parents. This program would provide information that is military specific that local high school counselors would not know such as the GI Bill transfer, military children specific scholarships (OSC, ESC, SGM Association), installation testing opportunities and referral to schools with strong ROTC programs.

Recommendation: Create an on-post college guidance office for high school students.

Conference Disposition: not prioritized

Proponent: DHR/Education Center/MWR Library
FMWR/School Liaisons – information paper provided

SME: Terri L. Spencer, School Liaison Officer, 772-1311

Issue Status: Active

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AFAP Issue # 09-016: Teen Workgroup

Source: Teen Focus Group – July 2009

Title: Transportation for Off-post Teens to Installation Services.

Scope: Teens who live off-post do not have the opportunities to use installation services such as the YS or chapel programs due to lack of transportation.

Recommendation: Provide shuttle service.

AFAP Issue # 09-019

Source: Community FIRST 08-0261 – July 2009

Title: Transportation of Children Across Other School Districts

Scope: State Law prohibits schools from transporting children across other school districts to installation Youth Services. Parents of these children desire that their children actively participate in the installations youth programming. Parents are challenged by no school or installation transportation net to meet their needs and having to do so on the daily basis or use off-post services at a financial cost to the Family.

Recommendation: Alter state laws to allow children to be transported across district lines to installations.

TEEN CONFERENCE ISSUE #1

New Title: Military Shuttle Bus from Local Schools to the Youth Center

Scope: All schools not zoned within Fort Drum do not provide transportation for military students to the Youth Center (YC) after school. Military children not living on post cannot get to the YC for activities after school.

Recommendations:

1. Provide a military shuttle from local schools to the YC.
2. Contract a private bus company to provide transportation from local schools to the YC.

Proponent Response: FMWR will provide a shuttle service. School Liaison Officers (SLO) have been spreading the word through schools to students and at CLIF to start registering interested students. A minimum of 15 students is required to start service. As of 9 Dec 09, there has been no registrations.

Proponent: DOL
FMWR-CYS

SME: Harold Greer, Director, FMWR/772-5685

Issue Status: Local Issue – Pass to CMS
Active

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AFAP Issue # 09-017: Teen & Family Support Workgroups

Source: Teen Focus Group – July 2009

Title: Not Moving Kids During School Year

Scope: Military families PCS very often. It is especially disruptive if a child is moved sometimes two and three times during a school year.

Recommendation:

Conference Disposition: Group decided this was an unattainable issue. It's the 'nature of the beast' with being in the Army.

The 9 Dec 09 AFAP Steering Committee agreed that this issue was unattainable. Policies are already in place for stabilizing students in their senior year of high school.

Proponent: G-1

SME:

Issue Status: Unattainable
AFAP Steering Committee – 9 Dec 09

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-018: Benefits/Entitlements/Civilian Employment Workgroup

Source: Issue Box – July 2009

Title: Unfair BAH Rates

Scope: When families and Soldiers live on post, full BAH is taken from housing. It seems a little unfair that a Private pays a lower amount than an E6 for the same house. My BAH is \$1378 and my neighbor is an E3 and his is much lower and the houses are exactly the same.

Recommendation: Have one set cost for the houses.

BENEFITS/ENTITLEMENTS CONFERENCE ISSUE #3

New Title: Utilities Subsistence Allowance for Extreme Temperatures

Scope: There is no allowance to assist Soldiers in meeting their financial obligations caused by severe temperatures. Basic Allowance for Housing (BAH) does not provide for the increased cost of utilities during periods of extreme temperature. This has a significant effect on the overall financial health of military families.

Recommendations: Establish an Utilities Subsistence Allowance for installations with extreme temperatures.

Proponent: DPW

SME: James Corriveau, Public Works Director, 772-5371

Issue Status: Active

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-020: Benefits/Entitlements/Civilian Employment Workgroup

Source: Community FIRST 08-0243 – July 2009

Title: Contract Preference for GS Turnover Positions

Scope: As contract positions are replaced with GS/YB positions, contractors are losing their jobs because they cannot make the list due to not having any preference. This is due to the veterans and stoppers preference being high even though they may not have worked in the previous contractor area. Therefore, contractors are being displaced based on preference and not by their qualifications and past work.

Recommendation: Create a "Contractor Preference" for contractors applying for a GS position.

BENEFITS/ENTITLEMENTS CONFERENCE ISSUE #1

New Title: General Schedule (GS) Referral Policy

Scope: The current regulations restrict the GS hiring process to three (3) referrals per vacancy. The number of qualified applicants being considered for vacant positions is limited. This prevents the selecting official from hiring the best candidate to fill the position.

Recommendations: Amend the law to replace the “rule of three” which means top three resumes move forward with a “rule of seven” to provide a larger pool of highly qualified candidates for GS positions.

Proponent: CPAC

SME: Pattie Rook, Director, Human Resources Officer, 772-5393

Issue Status: Complete

2010 FORSCOM ISSUE #10-35: Ranked 10 of 19 in Family Support/Civilian Workgroup

Disposition: Category rating is available to agencies which allow them to look at an extended number of applicants.

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-021: Benefits/Entitlements/Civilian Employment Workgroup

Source: Community FIRST Issue 08-0200 – July 2009

Title: Aggressive Breed Policy in Housing Areas

Scope: The new aggressive breed policy has deemed several aggressive breeds not be allowed in housing if they presently are not living on the installation. This policy is based on large generalities of dogs behavior. This does not take into account the individual personality or demeanor of the animal. In addition, there are no exemptions or screening options available to make exceptions to the policy based on the individual dog.

Recommendation: Create a screening process to evaluate the individual dog allow residence on the installation.

Proponent Response: Mountain Community Homes is a pet-friendly community with neighborhoods connected by hiking and walking trails and a Bark Park which opened last fall. Doggie stations are strategically located throughout each community for easy disposal of pet waste and pet-inspired resident events are held each year for our "four-legged" residents. Across the Department of the Army, privatized military housing is seeking to maintain consistent rules and regulations when it comes to household pets and safety. As a collaborative effort between all privatization partners and the Army, a breed restriction was placed on dogs deemed aggressive or potentially aggressive to be enforced at all installations. Even with a preliminary screening, there is no way to ensure resident, employee and visitor safety around these statistically dangerous animals. This restriction coincides with the preexisting rules prohibiting any dog which demonstrates a propensity for dominance or aggressive behavior. Privatized housing companies, such as Mountain Community Homes, are allowed to evoke even stricter pet policies, but must enforce the minimum regulations set, including the breed restrictions.

Proponent: FDMCH – response provided

SME: Kirstin Rich, Assistant Director of Property Management, 955 6803

BENEFITS/ENTITLEMENTS CONFERENCE ISSUE #2

Title: Aggressive Dog Breed Policy in Housing Areas

Scope: The policy states certain dog breeds have been deemed aggressive and are not allowed in military housing. Every dog, regardless of breed, has its own personality and behavior. The policy does not take individual dogs into account and is based on a generalized opinion of these breeds said to be aggressive. Families with these breeds are being excluded from living in military housing.

Recommendations: Authorize an exception to policy of the aggressive dog breed policy for individual dogs who have passed temperament testing.

SME: James Corriveau, Public Works Director, 772-4948

Issue Status: Active – Local Pass to CMS

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-022: Force Support & Medical Dental Workgroup

Source: Community FIRST Issue 08-0089 – July 2009

Title: WTU Platoon SGT and Above Need to be MOS Trained Medics

Scope: There are few MOS trained Medics within the WTU. This poses a problem if WTU Soldiers are having a medical emergency. Having platoon SGT and above as MOS trained medics would allow for immediate medical care if necessary and would be beneficial in that they would already understanding the complexities and difficulties of Soldiers medical conditions.

Recommendation: Require platoon SGT and above to be MOS trained medics.

Proponent Response: Emergency care is always available for all Soldiers. Aside from the company level Chain of Command, every Soldier is assigned a Nurse Case Manager as well as a Primary Care Manager (Triad of Care) in order to assist them with their recovery. All Squad Leaders and Platoon Sergeants are certified in Basic Life Support (CPR). Each barracks building is manned with a 24-hour Charge of Quarters desk (CQ) as well as the Battalion Headquarters being manned with a 24-hour Staff Duty Desk. Each location has accessibility to a phone in order to contact emergency medical personnel (911, MP's, Fire Department). Due to a myriad of MOS backgrounds within our ranks, our Cadre is also composed of a mixture of MOS backgrounds. This allows for our Soldiers to better relate to their Cadre and vice-versa. Due to Combat Operations, as well as Contingency Operations, the Army is not able to support assigning a multitude of 68W's to support this mission. Our current Table of Distribution and Allowances (TDA) only authorizes us to have two 68W's within our companies (combined).

Proponent: MEDDAC - WTU – response provided

Conference Disposition: not prioritized

SME: CPT Roy Chiquitucto, S3, 3-85 Mountain Infantry, 772-7754
LTC Patrick Harvey, Commander, Warrior Transition Unit, 772-2808

Issue Status: Unattainable
AFAP Steering Committee – 9 Dec 09

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-023

Source: Community First Issue 08-0086 – July 2009

Title: WTU Pets as Therapeutic Aids in WTU Barracks

Scope: Pets are not allowed in WTU barracks. Studies allowing pets as therapeutic aids would create a positive healing environment. This would positively impact the quality of life for WTU Soldiers.

Recommendation: Allow WTU Soldiers to have pets as therapeutic aids in the barracks

Proponent Response: According to the Fort Drum Installation Policy Memorandum 07-07 (Single Enlisted Soldiers' Living Standards in the Barracks), paragraph 10, "All Pets are prohibited".

Proponent: MEDDAC - WTU – Policy Memorandum 07-07 provided

SME: CPT Roy Chiquitucto, S3, 3-85 Mountain Infantry, 772-7754
LTC Patrick Harvey, Commander, Warrior Transition Unit, 772-2808

Issue Status: Unattainable
AFAP Steering Committee – 21 Aug 09

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-024

Source: Community FIRST Issue 08-0084 – July 2009

Title: Return to Duty Platoon (RTD) for Personal Military Career Progression

Scope: Perishable Soldier and leadership skills are decreasing among Soldiers who are seeking to retain active duty military status after transition. Loss of Soldier skills impacts unit readiness and ability to deploy.

Recommendation: Identify Soldiers with temporary profiles and RTD status and construct a training schedule that will still allow for healing for RTD soldiers.

Proponent Response: The Warrior Transition Command is in the process of developing a training plan for all Soldiers within the WTU. Within this would be recommended guidance on all Return to Duty (RTD) Soldiers. While the Battalion is not manned to support cross level MOS specific training, we currently have a working relationship with the Installation and attempt to place these RTD Soldiers in a job that is similar to their future endeavors.

Proponent: MEDDAC - WTU

SME: CPT Roy Chiquitucto, S3, 3-85 Mountain Infantry, 772-7754
LTC Patrick Harvey, Commander, Warrior Transition Unit, 772-2808

Issue Status: Complete
AFAP Steering Committee – 21 Aug 09

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-025: Family Support Workgroup

Source: Community FIRST Issue 08-0044 – July 2009

Title: “New Parent Support” Program Name is Misleading

Scope: The program name "New Parent Support" does not accurately reflect the programs scope. Anyone with a child under the age of 3 (does not have to be the first child), or anyone who is pregnant qualifies for this program. They are the only program that can go into the house to make assessments and help a family with parenting education, resources and referrals. Many Family members do not use this service because the name is misleading.

Recommendation:

Proponet Response: The name New Parent Support Program was established by the Department of Department of Defense and is established for Department of the Army in Army Regulation 608-18, 30 October 2007, paragraph 3-2e(2). The person who submitted this issue does have a valid point, because the name is somewhat misleading.

Conference Disposition: Group all agreed this issue was not important enough to discuss. The group did recommend changing the name of the program for clarity.

The 9 Dec 09 AFAP Steering Committee suggests the New Parent Support program clarify program descriptions in flyers and local program schedules to family members to further explain program objectives.

Proponent: FMWR - ACS/FAP – DA regulation provided

SME: John Dietrich, Family Advocacy Program Manager, 772-6929

Issue Status: Complete
AFAP Steering Committee – 9 Dec 09

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-026: Family Support Workgroup

Source: Community FIRST Issue 08-0066 – July 2009

Title: Support for Spouse of PCSed Soldier

Scope: FRGs are available to disseminate information to spouses of Soldier within the battalion or brigade. However, there is not an Army-wide standard program that performs this service and resource to Families of Soldiers who are on heart ship tours, MITT Teams, or PCS from the installation leaving the Family in the original installation area.

Recommendation:

Proponent Response: The Fort Drum ACS Outreach program has incorporated an "Unaccompanied Spouses" support group this year to reach these spouses. The Fort Drum ACS Relocation program also has a "Hearts Apart" function monthly for deployed spouses. But there is no Army-wide standard program.

Proponent: FMWR - ACS

SME: Jolly Miller, Director, Army Community Service, 772-4979

Issue Status: Completed AFAP Issue 480: Family Sponsorship During Unaccompanied Tours
Entered: AFAP XVII; Nov 00
Final Action: AFAP XXIII; Jun 07

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-027

Source: Issue Box – July 2009

Title: Soldier Transportation from Airport

Scope: New soldiers arriving in Syracuse have no transportation to Fort Drum.

Recommendation: Provide a scheduled Fort Drum shuttle from the airport to the installation.

Proponent Response: A Fort Drum kiosk is available in all local airports with information and phone numbers for newly arriving Soldiers to the Fort Drum MPD/Welcome Center. New Soldiers are provided transportation from airports.

Proponent: MPD/Welcome Center

SME: SSG Bruce Hunter, 772-2564

Issue Status: Complete
AFAP Steering Committee – 21 Aug 09

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-028: Medical/Dental Workgroup

Source: Issue Box – July 2009

Title: Soldier Transportation to Medical Appointments

Scope: Soldiers have appointments in Watertown and have no ride/transportation.

Recommendation: Provide a medical shuttle to and from hospitals or provide a duty van or provide reimbursement for fuel when using POVs.

Conference Disposition: not prioritized

Proponent: MEDDAC
G-1

SME:

Issue Status: Active

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-029: Family Support Workgroup

Source: Family Member Focus Group – April 2009

Title: Name Changes to Websites and Commonly Used Terms

Scope: The Army has made several name changes (i.e. Rear D to MSE, myarmylifetoo to armyonesource, GWOT to COS) that has added to frustration and confusion among Families.

Recommendation:

1. Keep common names and terms without changing them every few years.

2. When name changes do occur, explain why there has been a change so that it is easier for Families and understand and remember that they have changed (i.e. when FSG changed to FRG).

Conference Disposition: not prioritized

Proponent: DOIM

SME:

Issue Status: Unattainable
AFAP Steering Committee – 9 Dec 09

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-030: Family Support Workgroup

Source: Family Member Focus Group – April 2009

Title: One Stop Information Portal

Scope: Family members are overburdened with too many new resources, programs, websites. This causes confusion, information overload and inconsistent information. Often, Family members are so overwhelmed, they do not use the resources available to them.

Recommendation: Create an Army-wide, all encompassing, one-stop information portal for Family members to access.

Conference Disposition: not prioritized

The 9 Dec 09 AFAP Steering Committee suggests the utilization of the local community resource guide available online at www.drum.army.mil for one-stop Fort Drum information.

Proponent: DHR
DOIM

SME:

Issue Status: Complete
AFAP Steering Committee – 9 Dec 09

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-031: Family Support Workgroup

Source: Family Member Focus Group – April 2009

Title: vFRG Accessibility and Training

Scope: vFRG sites are available for Family members, Soldiers and parents to access relevant information to a Soldiers company or brigade. However, vFRG are not user friendly , including slow downloads, difficult to navigate and often involve the administrator being supplied with insufficient training. These sites may discourage customers from using the sites and gaining relevant information due to the high frustration when trying to utilize this resource.

Recommendation: Create new vFRG site that can easily be utilized by administrators, Soldiers, Family member and extended Family members.

Conference Disposition: not prioritized

Proponent Response: We have approximately 2K sub sites within the vFRG System. The sub sites are the responsibility of the battalion/brigade commander. The sites are individually managed by Site Admins identified by the Commander. If the individual site is not organized well or hard to navigate, those recommendations should be addressed to the Site Admins and/or the Commander.

The sub sites are designed with the novice user to mind so we build tools and make enhancements to the overall system, not to individual sub sites. However, to train and provide assistance to Site Admins, we offer beginner, intermediate and advances courses every month. Additionally, we offer one-on-one assistance, if requested. Please use "Feedback" to ask for that type of assistance.

It is the responsibility of the battalion/brigade Commander, and at Fort Drum, it is the FRSA's job to update their own vFRG. So if the customer feels that the vFRG is difficult to navigate she should address the question to the Commander or to the FRSA.

Proponent: FMWR/ACS

SME: Jolly Miller, ACS Chief

Issue Status: Complete
AFAP Steering Committee – 9 Dec 09

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-032: Family Support Workgroup

Source: Surviving Spouses Fireside Chats 2009

Title: Standardized Surviving Spouse Services Card

Scope: There is not a standardized card across the Army that alerts service providers that the Family member is a Surviving spouse. This causes emotional strain and stress every time a survivor has to retell their story.

Recommendation: Fort Drum has created an installation level Survivor Spouse Card. Suggestions are to create a standardized Army-wide card.

FAMILY SUPPORT CONFERENCE ISSUE #3

New Title: Standardized Survivor ID Card

Scope: There is not a standardized card across the Department of Defense (DoD) that alerts service providers that the Family Member is a survivor. At the request of surviving spouses, installations such as Fort Drum, Fort Campbell, and Fort Bragg have already implemented a survivor card; Fort Drum has issued 12 survivors' cards within the first month of implementation. Issuing a survivor standard ID card would prevent surviving Family Members from recounting their personal tragedies.

Recommendations: Implement a standardized DoD-wide survivors' ID card.

Proponent: DHR

SME: Michelle Barbarito, 772-4993

Issue Status: Complete

2010 FORSCOM ISSUE #10-33: Ranked 10 of 13 in Benefits & Entitlements
Workgroup

Disposition: It is not understood how issuing a Survivor ID card will prevent a Survivor from recounting their personal tragedies.

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-033: Medical/Dental Workgroup

Source: Issue Box – August 2009

Title: Better Vision Benefits

Scope: Tricare only covers a routine eye exam. It doesn't help with the cost of corrective lenses.

Recommendation: Add lense coverage to current Tricare plan or create a separate vision insurance with premium (like dental plan)

Proponent: MEDDAC

Issue Status: Active AFAP Issue #572: Family Member Eyeglass Coverage
Entered AFAP XXI, Nov 04
Updated: 14 Sep 07
Active Issue Book – February 2008, pg 56-58

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-034: Benefits/Entitlements & Force Support Workgroups

Source: Issue Box – August 2009

Title: Registration of Personal Weapons

Scope: Always having to get new license or registration for personal weapons.

Recommendation: One instance is New York hand gun takes up to six months to get so I go that long without my personal protection.

Conference Disposition: not prioritized

The 9 Dec 09 AFAP Steering Committee is unable to change New York State Laws.

Proponent: DES

SME:

Issue Status: Unattainable
AFAP Steering Committee – 9 Dec 09

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-035: Force Support

Source: SOS Chats – 2009

Title: Casualty Assistance Officer (CAO) Reassignment

Scope: Some Survivors had their CAOs reassigned after their first CAO was deployed or PCS'd. Survivors would like CAO's to be available (no deployments or PCS scheduled for longer periods of time). Some Survivors felt the Air Force model (full time CAOs as soldier's MOS) would be a good idea; others felt that would be too taxing to a soldier.

Recommendation: Change current policy. Look into the Air Force model.

Conference Disposition: not prioritized

Proponent Response: Approximately one year ago the Army directed that in order to be assigned, a CAO must be available for at least six months. The CAO as an MOS has been discussed, but DA is not going to implement at this time.

There is a Benefits Coordinator, a civilian counterpart, who is available to assist Survivors on Fort Drum.

Proponent: FMWR/ACS

SME: Robert Boram, Survivor Outreach Services/772-6357

Issue Status: Complete

AFAP Steering Committee – 9 Dec 09

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-036: Force Support

Source: SOS Chats – 2009

Title: Casualty Assistance Officer (CAO) Training

Scope: Some Survivors felt their CAOs weren't trained to deal with all of the issues that arose for them. One Survivor, who is a CPT at Ft. Drum, recently served as a CAO himself and stated that he did not feel prepared by the training to be able to handle some situations that arose; however, the CAC was very good about helping him through the process. Survivors would like to see the CAOs have further training and more experience.

Recommendation:

Conference Disposition: not prioritized

Proponent Response: In 2005, the Army developed CAO online training. January 1, 2009, the Department of the Army mandated that all CAOs must attend two, eight hour classroom training sessions and need to be recertified each year either online or in the classroom. DA also hired dedicated trainers for each CAC region. Additional training is required for Self Inflicted or Possible Self Inflicted Instances. Feedback and After Action Reports are constantly reviewed and new CAO training will be implemented January 1, 2010.

Proponent: FMWR/ACS

SME: Robert Boram, Survivor Outreach Services/772-6357

Issue Status: Complete
AFAP Steering Committee – 9 Dec 09

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-037: Benefits/Entitlements & Medical Dental Workgroups

Source: Email – September 2009

Title: Mileage limitations for reimbursement of travel costs in support of medical treatments.

Scope: The Joint Federal Travel Regulation (JFTR) stipulates that family members may only receive reimbursement for travel expenses for specialty medical care when the distance between the Primary Care Manager and the specialist is more than 100 miles. Service members may be reimbursed by local travel voucher for travel less than 100 miles. This creates a disparity which cannot be resolved when the service member is unavailable (due to training, deployment, or TDY) to serve as non-medical attendant for a family member in need of specialty care. In essence, a deployed service member and his/her family see their benefits reduced during this absence of the service member.

My son requires frequent specialty care from a pediatric ophthalmologist in Syracuse. The distance between PCM and the specialist is approximately 75 miles. As a service member, I am able to file a local travel voucher to reimburse me for the use of my personal vehicle. My wife, however, is not eligible for this reimbursement due to the provision of the JFTR. When I am able to take time off from work, I serve as my son's non-medical attendant. But, if this care was required while I was deployed, there would be no option for reimbursement.

Recommendation: Change the mileage requirement in the JFTR to a lesser amount which would place Syracuse outside the minimal mileage required for reimbursement of travel expenses.

Proponent:

SME:

Issue Status: Active AFAP Issue 558: TRICARE Prime Travel Cost Reimbursement for Specialty Referrals

Entered: AFAP XX, Nov 03

Final action: No (Updated: 14 Sep 07)

Active Issue Book – February 2008, pg 56-58

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-038: Medical/Dental Workgroup

Source: Email – September 2009

Title: Lack of military pharmacy support on weekends

Scope: The Guthrie Clinic does not operate its pharmacy on weekends. If family members, enrolled in TRICARE Prime, are in the hospital and are released on the weekend with prescriptions that must be filled immediately, service members (or family members) are forced to fill these prescriptions on the economy. There is an insurance co-pay involved in filling family members' prescriptions on the economy. There is no standing program to reimburse service members for this out-of-pocket expense. I have addressed this concern through ICE and received a response from Guthrie, which I will be happy to provide separately. My son required emergency surgery in Syracuse over a weekend in July 2009. He was released on Sunday at noon and had several prescriptions for steroid eye drops and antibiotics which he needed to start immediately. Knowing that Fort Drum does not operate a pharmacy on the weekend, we stopped at the Kinney Drug on State Street in Watertown. (I believe there is a work-around the MEDDAC commander on Fort Drum has that allows for reimbursement of similar expenses, but only at pharmacies that have a contract with the Army. The commander may use his/her discretionary fund to reimburse service members for expenses such I have described.) Unfortunately, Kinney did not have the steroid drops and I filled the prescription at Walgreens. My co-pay was \$16. As a lieutenant colonel, this will not break my bank; but it is a significant amount for service members who make less than I do and may live from paycheck to paycheck. As I understand the work-around, it would have been extremely difficult for a service member or his family to be reimbursed for this out-of-pocket expense, specifically because of the pharmacy used. This work-around is cumbersome and not well-known, which means that family members and service members may not even know to ask about it. (I called Walter Reed pharmacy and found out that if my son had been treated as an in-patient and released on Sunday, he would have his prescriptions filled by the hospital before release.)

Recommendation: Establish a formal program within TRICARE that recognizes the need to fill family members' prescriptions during non-duty hours of military pharmacies. Ideally, this program would allow prescriptions to be filled without any insurance co-pay when the military pharmacy is unavailable. Minimally, this program would allow a simple process to recoup these expenses by service members and their families. Alternatively, extend pharmacy hours to the weekends, but I believe a cost-benefit analysis would show this not worth the additional funding required to keep the pharmacy manned and operational.

Conference Disposition: Ranked in the middle of 15 issues. Not prioritized.

Proponent: MEDDAC

SME:

Issue Status: Active

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-039: Benefits/Entitlements/Civilian Employment Workgroup

Source: Issue Submit – September 2009

Title: **Weight Allowance for Household Goods (HHG) movement.**

Scope: A soldier of any rank that is married is allowed the same weight of HHG as a soldier and children and spouse.

Recommendation: Allow a certain amount of weight per each child in addition to the allowable weight for each soldier that is married.

Proponent: DOL

SME:

Issue Status: Active AFAP Issue 457: Modification of Weight Allowance Table
Entered: AFAP XVI; Nov 99
Final Action: No (Updated; 21 Sep 07)

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-040: Family Support Workgroup

Source: Issue Box – September 2009

Title: Too Many FCC/CYS providers with founded or open child abuse cases

Scope: I know for a fact more and more childcare providers are being hired to work with children that have a history of child abuse. How can they be allowed to care for our kids?

Recommendation: Stricter background checks! Make it so all child abuse avenues are reviewed.

Conference Disposition: Nothing measurable. Sounds like an angry parent.

The 9 Dec 09 AFAP Steering Committee found no documented incidents reported through DES.

Proponent: FMWR - CYS

SME:

Issue Status: Complete
AFAP Steering Committee – 9 Dec 09

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-041& 09--042: Family Support Workgroup

Source: Issue Submit Form – September 2009

Title: Spouses of deployed soldiers are experiencing a high degree of parental stress and need more help.

Scope: The non-stop nature of parenting, together with the stress of deployment and potential behavioral problems in kids suggest a need for more programs to provide assistance to families. Increased child abuse while a parent is deployed highlights severe and isolated situations. However, I think they point to a potentially larger problem of compromised parenting.

Title: Children with a deployed parent are at greater risk for behavioral problems.

Scope: The at home parent needs more help with dealing with this. Please see attached articles detailing the psychological toll deployments are taking on our kids. I experienced this with our 2 year old during my husband's last deployment (aggressive, violence). In 14 months, I never figured out how to effectively address her behavior, despite consulting with multiple pediatricians and a child psychologist. Her behavior never improved (until Dad returned) and I never got any better at dealing with it.

FAMILY SUPPORT CONFERENCE ISSUE #2

New Title: Deployed Soldiers Dependent Assistance Program

Scope: There is not a centralized family support location that provides behavioral health treatment, counseling and education which creates confusion for dependents of deployed Soldiers. There has been a significant increase in the usage of behavioral health and Military Family Life Consultants (MFLC) but the geographical distance between resources hinders dependents from accessing services or assistance. The inconvenience of navigating between various behavioral health services keep Family Members from acquiring the assistance they need.

Recommendations: Establish a centralized location or point of service that provides full spectrum behavior health services for dependents of deployed Soldiers.

Proponent: MEDDAC

SME:

Issue Status: *Local Issue – Pass to CMS*

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-043& 09-047: Family Support Workgroup

Source: Issue Submit Form – September 2009

Title: There is a lack of emergency childcare/support for families of deployed Soldiers

Scope: I believe handling emergency situations (e.g. early labor, sudden/severe illness) is currently falling to FRGs if the spouse does not have an established support network at Fort Drum. This can sometimes be too much to ask of volunteers. While FRGs may pull together to successfully get someone through an emergency, it takes a severe toll on volunteers and their families.

Recommendation: Could we put together a formal group of volunteers who are not currently affected by deployment (e.g. spouses of Soldiers at Fort Drum, maybe other civilians outside of the post) who could assist with verified emergency situations. Depending on the size of the “emergency corps”, each volunteer could be “on call” a certain number of days a month. Should a legitimate emergency arise, the emergency corps volunteers on duty would be called to assist with childcare, rides, meals, etc. I think the FRG should still play a role in validating the emergency and determining the affected spouse’s needs.

Title: Volunteer Childcare

Scope: There is a lack of availability of childcare for volunteers after duty hours. Individuals that volunteer for Youth Services and other after duty programs are not afforded the same availability. This impacts volunteer participation and programs.

Recommendation:

FAMILY SUPPORT CONFERENCE ISSUE #1

New Title: Emergency Childcare for Families

Scope: Existing funded programs, Family Child Care (FCC) and Child and Youth School Services (CYSS) do not provide emergency short term care for non-registered CYSS children. Command groups and Family Readiness Group (FRG) volunteers are put in positions of responsibility for these children without proper resources and training. Without emergency childcare, military families are forced into Child Protective Services, county respite care and foster care.

Recommendations:

1. Establish a Department of Defense program to provide short term emergency childcare.

Proponent: FMWR - CYS

SME: Harold Greer, Director, FMWR, 772-5685

(continued – next page)

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-043& 09-047: Family Support Workgroup (continued)

2010 FORSCOM ISSUE #10-30: #2 Prioritized issue in CYSS Workgroup

Disposition: It is very important that Families not have to worry about emergency child care in addition to other stressors.

Issue Status: Elevate to DA from FORSCOM – March 2010

2010 DA AFAP – Family Support I Workgroup - #2 Prioritized Issue

TITLE: Availability of 24/7 Child Care within Child, Youth and School Services Delivery Systems

SCOPE: Many Garrisons' Child, Youth and School Services (CYSS) do not provide 24/7 child care, which do not account for non-traditional work schedules or additional responsibilities and duties. Although CYSS has some existing programs, they have not been implemented Army-wide and are not available for use by all CYSS patrons. Numerous caregiver arrangements financially burden Families, strain morale, and are not in the "best interest" of the child. Multiple Delivery Systems are need to account for all age groups during these non-traditional hours.

RECOMMENDATION: Require the availability of 24/7 child care for all age groups through CYSS Delivery Systems at all United States Army Garrisons.

LTG Lynch Notes – 19 May 2010:

Issue 647 – Availability of 24/7 Child Care – IMCOM will open eleven 24/7 Child Care facilities along with having DOD funded access to in home care facilities. This issue will be recommended closed.

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-044: Family Support Workgroup

Source: Email – September 2009

Title: Universal CYS registration

Scope: I am trying to plan our move to TX and I came across an idea. I know they are meeting soon and I was hoping to get this on the agenda. While we are moving, when we arrive at our new duty station, we will need childcare for our son so we can house hunt. What if there was a universal CYS registration? I won't know a soul at our new duty station, Mikey won't be registered at CYS there, and I have to drag a toddler all around town looking at 10+ houses a day.

Recommendation: If there was a universal system for CYS, I would be able to drop him off to play with other kids, while we do the dirty work house hunting.

Conference Disposition: SME stated that the electronic registration is for basic information but families still have to register at new installation to update information (ie, address, phone number, etc) and sign paperwork. The group feels this is not a completed issue but decided it wasn't as critical as others.

The 9 Dec 09 AFAP Steering Committee agreed that the updated CYS electronic registration has improved customer service. Important local emergency contact information is still required for the safety and accountability of the children as well as the centers.

Proponent: FMWR - CYS

SME: Karin Sikirica

Issue Status: Complete
AFAP Steering Committee – 9 Dec 09

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-045: Benefits/Entitlements/Civilian Employment Workgroup

Source: Issue Box – September 2009

Title: Ex-spouse Privileges

Scope: Ex-spouses who are currently the legal custodian of Service Member dependent(s) is not allowed to shop at the commissary, PX, and other services on post. In addition, many ex-spouses are actually supporting the Army mission as employed DoD, DoD contractors, or volunteers but cannot use these services

These are issues because we take care of the dependent(s) and we can not buy groceries at the commissary or buy a lollipop at the PX. The dependent has the ID card and the ID card is only for TRICARE purposes only. Other times, the Shopette asks for ID cards and most of the time does not. I saw many of the contractor's builders who actually shopped there and did not require ID. It depends on the cashier who work at the time.

Recommendation: I believe that ex-spouses, especially if they are employed by the Army, who care for Service Member dependent(s) legally can access post services at any time.

Conference Disposition: Group decided that the regulations were effective as written.

Proponent Response: The Uniformed Services Former Spouses Protection Act (USFSPA) was enacted by Public Laws 97-252 on 8 September 1982. The USFSPA permits former spouses to continue receiving commissary, exchange, and/or health care benefits after a divorce in certain cases. In category URFS 20/20/15, a former spouse must show that the service member served at least 20 years of creditable service, that the marriage lasted at least 20 years and that the period of the marriage overlapped the period of service by at least 15 years but less than 20. A former spouse who meets these requirements is entitled to health benefits only. The URFS must not be enrolled in an employer-sponsored health plan or entitled to Medicare Part A in some circumstances. Expiration dates vary depending on if the divorce was prior to or after 1 April 1985.

The USFSPA and subsequent amendments does authorize military benefits to certain former spouses when the specified criteria are met. More information pertaining to the USFSPA is available at www.drum.army.mil, Retirement Services link and then select Former Spouse Packet.

Proponent: DHR – information paper provided

SME: Michelle L. Barbarito/772-4993

Issue Status: Complete
AFAP Steering Committee – 9 Dec 09

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-046: Family Support

Source: Issue Box – September 2009

Title: Army Community Service Building P-4330

Scope: ACS Bldg P4330 is small for the amount of services located in the building. There is not an adequate space to conduct training. The existing classroom is a walk through area with constant interruptions. This diminishes the quality of training.

Recommendation: Build separate classrooms.

Conference Disposition: SME indicated funds have been approved for expansion to BLDG. P-4330. A training room is in the plans for the addition. Construction began in October 2009.

Proponent: FMWR - ACS

SME: Jolly Miller

Issue Status: Complete
AFAP Steering Committee – 9 Dec 09

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-048: Teen

Source: Conference Brainstormed Issue

TEEN CONFERENCE ISSUE #1

Title: Safety in Housing

Scope: Excessive speed, lack of curfew and loosely enforced regulations create an unsafe environment in housing areas. Houses and personal property are being vandalized and unsupervised minors are loitering after dark. Risk of injury increases with speeds over posted speed limits and law enforcement is unable to prevent certain criminal activity due to understaffing and no curfew policy.

Recommendations:

1. Enforce posted speed limits by using street radar, speed bumps, speed cameras and increasing the number of MP's in housing areas.
2. Enforce a curfew.

Proponent: DOL

SME: Mike McKinnon

Fort Drum Information & Town Hall Meeting – 19 Jan 10

CURFEW - Garrison has polled installation commanders regarding a curfew for teenagers on post. The results oppose the curfew. Commanders would like to see no curfews but for parents to be responsible for their own children.

Issue Status: *Local Issue – Pass to CMS – COMPLETE*

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-049: Teen

Source: Conference Brainstormed Issue

TEEN CONFERENCE ISSUE #3

Title: Intramural Co-ed Sports Teams for Grades 7-12 on Post

Scope: Youth Center only provides sports activities for grades 6 and under. Children in grades 7-12 do not have the opportunity to play sports on post. All children will be able to experience the benefits of sportsmanship and establish healthy habits. This unites military children as a community.

Recommendations:

1. Provide co-ed, intramural sports programs for grades 7-12.
2. Build community based indoor sports complex in housing areas.

Proponent: FMWR/CYS

SME: Jim Arthur

Issue Status: *Local Issue – Pass to CMS*

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-050: Force Support

Source: Conference Brainstormed Issue

FORCE SUPPORT CONFERENCE ISSUE #3

Title: Soldiers' Financial Readiness

Scope: Soldiers lack financial skills and knowledge to effectively navigate economic changes. In 2008, nearly \$2.5 million were dispersed through Army Community Service (ACS), more than double the amount from 2006. Without accessible and continuous counseling and education, financial difficulties will remain a mission distraction.

Recommendations:

1. Establish Command Financial Specialists as an additional duty at the battalion and brigade levels.
2. Implement mandatory financial readiness training.
3. Develop a marketing plan to promote financial readiness.

Proponent: FMWR/ACS

SME: Kent Thompson, Financial Readiness

Issue Status: Local Issue – Pass to CMS

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-051: Medical/Dental

Source: Conference Brainstormed Issue

MEDICAL/DENTAL CONFERENCE ISSUE #1

Title: TRICARE Prime Urgent Care Referral Policy

Scope: TRICARE Prime policy requires a referral from the Primary Care Manager (PCM) for a patient to receive urgent care when the PCM is not available. Beneficiaries with urgent medical issues are forced to seek emergency room assistance, delay important medical treatment or pay out of pocket. This increases patient risk and leads to misuse of emergency services.

Recommendations: Eliminate the TRICARE Prime referral requirement for urgent care when PCM is not available.

Proponent: MEDDAC

SME: Ms. Bedard, 772-4019

Issue Status: Elevate to FORSCOM – December 2009

2010 FORSCOM ISSUE #10-34: Ranked 7 of 13 in Medical/Dental Workgroup

Disposition: This issue is already being worked.

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-052: Medical/Dental

Source: Conference Brainstormed Issue

MEDICAL/DENTAL CONFERENCE ISSUE #2

Title: Access to Guthrie Acute Care Clinic for All TRICARE Prime Beneficiaries.

Scope: The Guthrie Acute Care Clinic (ACC) denies access to TRICARE Prime beneficiaries assigned a Primary Care Manager (PCM) off post. This denies 6,000 Fort Drum beneficiaries access to the Guthrie ACC resulting in a delay in medical care and additional medical expenses.

Recommendations: Authorize all TRICARE Prime beneficiaries access to the Guthrie ACC.

Proponent: MEDDAC

SME:

Issue Status: Local Issue – Pass to CMS

Issue Paper
Fort Drum Army Family Action Plan Conference
29 September – 1 October 2009

AFAP Issue # 09-053: Medical/Dental

Source: Conference Brainstormed Issue

MEDICAL/DENTAL CONFERENCE ISSUE #3

Title: Army-wide Individual Post Deployment Health Assessment and Re-Assessment

Scope: Implementation of the existing Post Deployment Health Assessment (PDHA) and Post Deployment Health Re-Assessment (PDHRA) is a Commanders program. Not all Soldiers receive the same individual attention required to properly diagnose and treat medical and psychological conditions. This affects the Army-wide community with increased substance abuse, divorce and suicide rates as well as illnesses and injuries.

Recommendations:

1. Mandate an Army-wide individual behavioral health consult as part of the PDHA and the PDHRA.
2. Mandate an Army-wide individualized post deployment physical exam with a certified medical professional as part of the PDHA and PDHRA.

Proponent: MEDDAC

SME: MAJ Bruley, 772-6981

Issue Status: Elevate to FORSCOM – December 2009

2010 FORSCOM ISSUE # 10-29: Ranked 6 of 13 in Medical/Dental Workgroup

Disposition: The Surgeon General is actively pursuing a standardized level of care for the Post Deployment Health Assessment (PDHA) process.