



Fort Gordon, Georgia 2016 Issue Book

Updated September 2017

ISSUE #	ISSUE TITLE	STATUS	SUBJECT AREA	ENTERED AFAP	FINAL ACTION
1601	Modernize Department of Defense (DoD) Physical Fitness Evaluation Tracks	Active	Force Support	11/15	
1602	Improved support for Soldiers and Civilians Working Shifts	Active	Force Support	11/15	
1603	Poor Customer Service with Balfour Beatty	Completed	Family Support	11/15	06/17
1604	Revise Sick Call Procedures for Active Duty Personnel	Completed	Medical	11/15	09/17
1605	Lack of Reciprocity between State Licensing Board	Elevated	Consumer Support	11/15	06/17
1606	Improve Marketing Strategy for Child, Youth, and School Services (CYSS)	Completed	Child Care	11/15	03/17
1607	Restricted use of Armed Forces Recreation Center in Europe	Unattainable	Consumer Support	11/15	09/17
1608	Update Outdated EEO Regulation for DOD Army Civilians	Elevated	Family Support	02/16	06/16
1609	Animal Policy in Privatized Housing	Unattainable	Family Support	02/16	06/16
1610	Interactive Post Map for Darling Hall	Combined	Consumer Support	02/16	06/16
1611	Highchairs in Darling Hall Grille	Complete	Consumer Support	02/16	04/16
1612	Handicapped Accessible Computers in ACS Relo Office	Complete	Consumer Support	02/16	04/16
1613	Military Spouse Hiring Preference	Active	Family Support	02/16	
1614	Pay for Transportation of Pets for PCS's	Unattainable	Family Support	02/16	06/16
1615	MWR Slot Machines	Complete	Family Support	02/16	04/16
1616	Daycare Rates on Post	Complete	Family Support	02/16	04/16
1617	Lack of Reception at Darling Hall	Active	Consumer Support	02/16	
1618	Shortage of Availability of Medical Appointments at DDEAMC	Active	Force Support	03/16	
1619	Young adult dental insurance plan for eligible military dependents	Elevated	Family Support	05/16	06/17
1620	Limited access to the volunteer management information system (VMIS) for volunteers	Elevated	Family Support	05/16	06/16
1621	Toxic supervisors in the GS Civilian Sector	Active	Force Support	05/16	
1622	Tracking of Fort Gordon Education Center Clients within the Army Strength Installation Profile	Completed	Force Support	05/16	09/17
1623	CDC not being able to offer Hourly Care anymore.	Completed	Family Support	08/16	12/16
1624	Transportation To/From School On-Post	Completed	Family Support	08/16	03/17
1625	Programs at risk of being cut because they aren't being used or lack of funding.	Combined	Family Support	08/16	03/17
1626	AFAP Forum awareness	Active	Family Support	08/16	
1627	After Hours Mental Health/Behavior Health Care Availability at DDEAMC	completed	Force Support	08/16	09/17
1628	Not Enough Pediatricians at Dwight David Eisenhower Army Medical Center (DDEAMC)	Completed (duplicate issue)	Family Support	08/16	08/16
1629	I feel that there is currently not a good system in place for notification of family members in foreign countries. My wife is a Philippine National and was never notified of anything or reached out to through I provided contact info consistently in previous units.	Active	Family Support	08/16	
1630	Disjointed Information Process for Some Morale, Welfare, and Recreation (MWR) Services/Events	Completed	Family Support	08/16	03/17
1631	SKIES	Active	Family Support	08/16	

1632	Access to Fort Gordon Golf Course	Completed	Consumer Support	08/16	03/17
1633	Unequal treatment of ID Card holders	Combined		08/16	08/16
1634	Emergency situations	Combined		08/16	08/16
1635	Wait times at the gates are unpredictable	Active		08/16	
1636	Fuel	Active		08/16	
1637	Transportation	Complete		08/16	08/16
1638	Internet service is unreliable for Soldiers living in the barracks	Active		08/16	
1639	Food	Active		08/16	
1640	Shift Schedules are unpredictable	Active		08/16	
1641	Enhance the quality of life and living quarters for single Soldiers occupying the barracks	Active		08/16	
1642	Finance Entitlement Activation Procedures	Active		08/16	
1643	Education Center counselors are perceived as forcing Soldiers to look at only certain colleges	Completed		08/16	03/17
1644	Non-ATRRS course	Unattainable		08/16	03/17
1645	Physical Security Measures	Active		08/16	

Issue 1601: Modernize Department of Defense (DoD) Physical Fitness Evaluation Tracks

- a. **Status:** Active.
- b. **Entered:** November 2015.
- c. **Final action:**
- d. **Subject area:** Force Support.
- e. **Scope:** There is a lack of DoD regulatory guidance for a running surface that meets American Sports Builders Association (ASBA) or equivalent standards. The three existing options on Fort Gordon do not meet these standards. Quality of tracks vary across the DoD services based on local commanders authorization. Lack of modern running tracks has and will continue to cause sports related injuries and varying APFT results.
- f. **Recommendation:**
 1. Establish DoD guidance that mandates ASBA or equivalent standard for running surfaces.
 2. Command directed, rapid action revision of existing physical fitness tracks.
 3. Given heavy current usage and projected growth on Fort Gordon, renovate current physical fitness tracks no later than FY 17.
- g. **Progress:**
- Subject Matter Expert Response:**
Barton Field is not suitable for PT Test because it's less than 3% grade. The 1/2 and 1/4 track across from the Exchange is suitable for a PT Test. The resurfacing of Barton Field Track 1/4 will be awarded to begin resurfaced because it is an requirement for Navy and Air Force personnel to conduct a PT Test on an asphalt track. (Annual Work Plan). In FY 19, a 1/4 track will be completed in the AIT Complex (Near DDEAMC area).
- Steering Committee Meeting:**
- h. **Lead agency:** DPW.

Issue 1602: Improved Support for Soldiers and Civilians Working Shifts

- a. **Status:** Active.
- b. **Entered:** November 2015.
- c. **Final action:**
- d. **Subject area:** Force Support.

- e. **Scope:** Military and civilians working evening and early morning shifts face challenges when trying to access meals, quality child care, and routine medical appointments. Military and civilians staff working shifts at Whitelaw do not have access to a nearby dining facility which severely impacts the quality of life for those workers. Shift workers also need to have access to quality child care to support the hours that they work.
- f. **Recommendation:** A dining facility open in proximity to Whitelaw that supports midnight and late evening/early morning meals. Quality child care that can support shift workers. Evening sick call so emergency room doesn't have to deal with routine medical treatment.
- g. **Progress:**
- Subject Matter Expert Response:**
 1. There are no DFACs close to or in the proximity to Whitelaw, and we currently have one DFAC # 4 that is open from 2245-0100.
 2. CYSS hours of operation are currently 0515-1800. Soldiers that are in need of extended hours can use Family Child Care.
- Steering Committee Meeting:** Issue was discussed during the June 2017 ACS Committee Meeting/AFAP Steering Committee and was voted to be combined with issue 1408: Child, Youth and School Services (CYSS) Hours vs. Soldier Missions
- h. **Lead Agency:** CYSS/LRC.

Issue 1603: Poor Customer Service with Balfour Beatty

- a. **Status:** Active.
- b. **Entered:** November 2015.
- c. **Final action:**
- d. **Subject area:** Family Support.
- e. **Scope:** Balfour Beatty Community Housing does not respond in a timely manner to work orders and work order's validation are not being authenticated properly. Also, their partnership with Phoenix Landscaping Co. may need to be looked at because the quality of lawn care is lacking.
- f. **Recommendation:** A mechanism needs to be put in place that demonstrates average wait time for work orders to be closed out. An independent survey should be implemented in order to accurately record feedback from residents with regard to work orders closed out and closed out properly. Residents should be given the option to either opt out of their lease agreements with BBC, Inc. or pay a reduced monthly rate by month until BBC, Inc.

improves the responsiveness and quality of service. A reduced quality of life for residents should not translate to increased revenues for a provider. Obviously, this should be handled on a case-case basis. If over time, independent surveys show a negative trend with regard to quality of life, the DoD should look at partnering with another Housing Authority with a track record of better quality housing and service.

g. Progress:

Subject Matter Expert Response:

Work orders are handled and scheduled on the priority of the request (emergency, urgent and routine). Work orders are tracked through an automated system called Yardi that records response times and completion times of each work order. As an example...emergency work orders must be responded to within 1 hour, urgent work orders within 4 hours, and routine work orders within 26 hours. The resident is provided a comment card at each work order visit to provide immediate feedback. The feedback is also tracked at the corporate level as well. Residents are given the option to break their lease at any time, but must provide a 30 day notice and will be subject to a break lease fee equal to 1 month's rent as stipulated within the lease. Phoenix Landscaping has provided excellent service throughout the Project's footprint. Their work is evaluated on a daily basis in our various neighborhoods, and currently there have not been any discussion in altering or eliminating their contract. As with any situation or concern management would be glad to address any issue or concern personally with the resident to hopefully bring resolution.

Steering Committee Meeting

h. Lead Agency: BBC.

Issue 1604: Revise Sick Call Procedures for Active Duty Personnel

a. Status: Active.

b. Entered: November 2015.

c. Final action: September 2017

d. Subject area: Medical.

e. Scope: Existing sick call procedures create inefficiencies in addressing Service members' minor health care needs. Service members are forced to make telephonic requests for triage support which may or may not result in a same day appointment. As a result, Service members over use the ER for non-emergency issues. In addition, medical system resources (appointment scheduling) are not maximized.

f. Recommendation:

1. Establish walk in clinics for sick call from 0500-0700 to expedite triage and maximize effectiveness of centralized appointment system.

2. Sustain the current telephonic appointment system while expanding allotted time from 0500-0700.

g. Progress:

Subject Matter Expert Response:

1. Clinic schedules are continually monitored in order to ensure a proper balance is maintained between our Soldiers' acute needs and their future needs. There are times when the need is greater than the availability of appointments. In such cases, some individuals seek care in the Emergency Department (ED) for non-emergent conditions. This not only results in increased wait times for all ED patients, but it hampers the ability for the staff to respond to a genuine emergency.

2. Soldiers have multiple ways to access health care. Calling Central Appointments (currently opening at 0600) is a well-known way of making an appointment. An additional way to make an appointment is through Tricare Online. Any Service Member who is seeking professional health care advice about the severity of symptoms should contact the appropriate clinic nursing staff to discuss their concerns and receive formal guidance, or may use Relay Health to leave a secure message for the provider/team.

3. Adjusting clinic hours to allow for early morning in-person triage is an idea to consider. The benefits and cost will have to be weighed to determine if this is a viable addition to clinic operations. In the meanwhile, the Registered Nurses at TMC#4 will continue to triage patients who present in person to the clinic without appointments. They will continue make special arrangements for those who are deemed ill enough to be seen immediately.

4. Expanding the hours of operation for Central Appointments is unnecessary as all beneficiaries (including active duty) have the opportunity to schedule appointments 24 hours/day, 7 days/week online at tricareonline.com.

Steering Committee Meeting held 15 December 2015.

The following issue was determined to remain active and continue to be tracked for possible resolution.

Steering Committee Meeting held 14 September 2017.

SME spoke about how Soldiers on Fort Gordon can request appointments when sick. Steering committee agreed that current system of appointments was preferable and voted this issue as completed.

h. Lead agency: DDEAMC.

Issue 1605: Lack of Reciprocity Between State Licensing Boards

a. Status: Active.

b. Entered: November 2015.

c. Final action:

d. Subject area: Consumer Support.

e. Scope: Many are licensed as an Occupational Therapist in two states (Virginia and North Carolina), and certified by the National Board (NBCOT), but required to go through the whole licensing process again for the state of Georgia. It is a 14 page application which has cost over \$300 and taken over two months to complete. They require official transcriptions from my university, three reference letters (notarized) from therapists, verification letters from states where licenses were held, verification letter from NBCOT and proof of citizenship. Boards meets every three months.

f. Recommendation: Would like reciprocity between the states for military spouses. If one holds current certification with the national boards and licensed to work in two others states would like other states to honor those licenses and certification and streamline their application process accordingly.

g. Progress:

Subject Matter Expert Response:

1. Licensure reciprocity is a state matter requiring legislation or policy change in the state.

2. Here is an article from the white house regarding Military Spouse License Portability Measures in 23 states, not including Georgia. <https://www.whitehouse.gov/blog/2012/06/26/23-states-have-now-passed-pro-military-spouse-license-portability-measures>.

3. Here is article from the Department of Treasury discussing opportunities and best practices for states to enhance support for military spouses serving in professions with licensing requirements. <http://www.treasury.gov/connect/blog/Pages/Supporting-Our-Military-Families.aspx>

Steering Committee Meeting held 7 June 2017: Committee voted to elevate issue

h. Lead agency: SJA.

Issue 1606: Improve Marketing Strategy for Child, Youth, and School Services (CYSS)

a. Status: Completed.

b. Entered: November 2015.

c. Final action:

d. Subject area: Child Care.

e. Scope: The Fort Gordon Community is unaware of the existing CYSS organized activities available for children between 3-5 years old; during the time frame of 1000-1400 hours. According to Army Community Service (ACS) and CYSS Subject Matter Experts, multiple activities are available, however, the information is not adequately disseminated. Therefore, military Families are not utilizing available slots, provided through ACS and CYSS, for early life development.

f. Recommendations:

1. Maintain the CYSS existing marketing technique of booklets, word of mouth, and social media (i.e. Facebook) for service awareness.
2. Increase information disseminated by packing the entire list of available activities and placing the list on the DFMWR website.

g. Progress:

Subject Matter Expert Response: CYSS SKIES is in the process of opening daytime activities in February 2016 for children 2-5 years of age. POC is Reyna Adams, 706-791-6494.

Steering Committee Meeting

Updated SME Response 24 March 17: Due to the flooding at East-CDC June 2016, those children had to be relocated to West-CDC (hourly care/ SKIES facility). Because of this, our SKIES program came to halt. Once West-CDC has been renovated, we will be bringing our SKIES classes to the facility. We will get the message to our patrons via e-mail, social media, marketing, briefings, marquee, etc. We also have Smart Start sports for children ages 3-4.

h. Lead agency: CYSS.

Issue 1607: Restricted use of Armed Forces Recreation Center in Europe

a. Status: Active.

b. Entered: November 2015.

c. Final action:

d. Subject area: Consumer Support.

e. Scope: Most of Soldiers and retirees are no longer allowed to use Edelweiss Lodge and Resort in Garmisch, Germany. CONUS based active duty and retired personnel cannot stay at the Edelweiss Lodge and Resort in Germany unless they are in Germany 30 plus days and get permission from the German Customs office. This defeats the purpose of an Armed Forces Reservation Center being for the recreation of troops. Eligible members are already enjoying Germany because they live there. The intent is for rest and relaxation for troops from Iraq/Afghanistan other theater Africa not just those lucky enough to get an assignment to EUCOM. Edelweiss is already full of (barely) military affiliated folks and foreign civilians etc.

f. Recommendations:

1. Change Army Europe Regulation (AER) 600-700 to allow all Soldiers to enjoy this benefit like their website says (“there’s room for everyone”).
2. Active duty and retirees living and stationed outside of EUCOM should preferred beneficiaries, not retirees choosing to live in Germany foreign military or foreign nationals working for the Army in Europe.

g. Progress:

SME Response May 26 2017:

Due to Status of Forces Agreement (SOFA) between the US Government and the German Government, there are specific rules governing who is eligible to utilize the Edelweiss Lodge and Resort in Germany. The German government is merely enforcing restrictions that are contained within the SOFA agreement and not imposing new restrictions or enforcing an Army Regulation. If the US was to renegotiate the existing SOFA agreement, all aspects of

it would be open to negotiation. U.S. Service Members could risk losing tax exemptions, changing residency requirements, and more.

h. Lead agency: MWR.

Issue 1608: Update outdated EEO regulation for DoD Army Civilians

a. Status: Elevated.

b. Entered: February 2016.

c. Final action:

d. Subject area: Force Support.

e. Scope: Army Regulation 690-600, Civilian Personnel Equal Employment Opportunity Discrimination Complaints, has not been updated since 2004. The current regulation only covers discrimination based on an aging workforce, but it doesn’t include discrimination for the younger workforce. The regulation only recognizes age discrimination for those who are over 40. This creates a hostile work environment and disadvantage to the younger workforce.

f. Recommendations:

Update Army Regulation 690-600, Civilian Personnel Equal Employment Opportunity Discrimination Complaints, to encompass discrimination protection for all people.

g. Progress:

Steering Committee Meeting: Keep open and track

Subject Matter Experts: Sheila Jones, EEO Complaints Manager, 706-791-7656, sheila.a.james.civ@mail.mil

SME Response: Ms. Jones said she hopes this issue gets elevated as it is a complaint she has had dealings with often but is unable to find resolution within the framework of the AR 690-600. She gave an example of a person that came to her with complaints of age discrimination. The person had a PHD and specialized IT skill sets that enabled them to be extremely proficient but was still in their 20’s. The older IT workers could not perform some of the functions this individual could and there was critical signs of discrimination against this employee; but Ms. Jones could not file within the framework of EEO because age discrimination in the current AR only covers individuals over the age of 40.

Additional Information: Delegates argued that because the AR 690-600 states “a. It is the policy of the Department of the Army (DA) to provide equal opportunity in employment for all people, and to prohibit discrimination in employment because of race, color, religion, sex, national origin, age, disability, or reprisal.” age should not be limited to 40. The policy directly states ALL PEOPLE, yet doesn’t actually protect all people. The Age Discrimination in Employment Act of 1967 (ADEA) protects individuals who are 40 years of age or older from employment discrimination based on age. The ADEA’s protections apply to both employees and job applicants. Under the ADEA, it is unlawful to discriminate against a person because of his/her age with respect to any term, condition, or privilege of employment, including hiring, firing, promotion, layoff, compensation, benefits, job assignments, and training. The ADEA permits employers to favor older workers based on age even when doing so adversely affects a younger worker who is 40 or older.

Steering Committee Meeting 29 June 2016: The SME, Ms. Stallings from EEO stated the age of 40 for discrimination was established in 1967. The steering committee determined this issue is valid as today’s workforce has considerably changed since 1967 and now has 4 generations within the workforce. This will require resolution from a higher authority.

h. Lead agency: EEO

Issue 1609: Animal Policy in Privatized Housing

- a. **Status:** Unattainable
- b. **Entered:** March 2016.
- c. **Final action:**
- d. **Subject area:** Consumer Support.
- e. **Scope:** Inconsistency in policy from post to post (i.e. possibility of animals being displaced due to differences in policy from post to post)

f. Recommendations:

Make pet policy same consistent across the Army

g. Progress:

Steering Committee Meeting: Agreed that there is an inconsistency and chose to remain open to be tracked across the Army for possible resolution.

Steering Committee Meeting 29 June 2016: Mr. Bloomer from housing spoke as the SME on this subject. He stated that there are certain regulations that are Army wide such as aggressive breed restrictions, microchipping and number of pets allowed (2 pets per household and must be a cat or dog). However individual installation policies are geographic specific, and determined by size of yard and climate. An example is underground fencing. Some installations will allow it, others won't based on the type of ground, terrain and housing. The other issue is enforcement. Some installations will heavily enforce breed restrictions and number of pets and others are more lenient. Mr. Bloomer stated in his time as Housing Chief he has not witnessed or heard of any issues with the on post policy for pets. As such, the committee determined this issue is not obtainable based on the differences in post locations and because the main tenants of on-base pet ownership are already standardized Army wide.

- h. **Lead agency:** DOA.

Issue 1610: Interactive Post Map for Darling Hall

- a. **Status:** Complete
- b. **Entered:** March 2016.
- c. **Final action:**
- d. **Subject area:** Consumer Support.
- e. **Scope:** A "you are here" map of the installation is needed in the lobby of Darling Hall. Every day dozens of people enter Darling Hall looking for directions. An easy to read map (not a fold-out paper map with small print) would allow patrons to discover the installation on their own without having to enter one of the offices on the first floor and ask for assistance.

f. Recommendations:

Install an interactive map of Fort Gordon in Darling Hall.

Progress:

Steering Committee Meeting: Merged this issue with 1617

- h. **Lead agency:** Garrison.

Issue 1611: Highchairs in Darling Hall Grille

- a. **Status:** Active.
- b. **Entered:** March 2016.
- c. **Final action:**
- d. **Subject area:** Consumer Support.
- e. **Scope:** Everyday families consume food in the Darling Hall Grille and struggle to balance small children/toddlers/babies on their laps due to a lack of high chairs. Since there are diaper changing stations in both men and women's restrooms on each floor, the command has already acknowledged that small children are often in the building.

f. Recommendations:

Purchase two highchairs for placement in the Darling Hall Grill.

Progress:

Steering Committee Meeting: Closed issue as MWR has taken responsibility and will get highchairs.

- h. **Lead agency:** FMWR.

Issue 1612: Handicapped Accessible Computers in ACS Relo Office

- a. **Status:** Complete
- b. **Entered:** March 2016.
- c. **Final action:**
- d. **Subject area:** Consumer Support.
- e. **Scope:** The ACS relocation computers are only placed on tall tables, forcing patrons to stand while using them. While the majority of clientele may have no issue with standing, this does not accommodate those with physical limitations who may not be able to stand very long or not at all.

f. Recommendations:

Purchase new handicap accessible height tables so that no matter a person's physical status, the computer are accessible to all.

Progress:

Steering Committee Meeting: Closed this issue after SME Lanny Valentine, the Relocation Program Manager for ACS gave information on handicapped accessible work stations available if need be to customers in room 172, Darling Hall.

- h. **Lead agency:** ACS.

Issue 1613: Military Spouse Hiring Preference

- a. **Status:** Active
- b. **Entered:** March 2016.
- c. **Final action:**
- d. **Subject area:** Family Support.
- e. **Scope:** Military Spouses have arguably the worst of it when comes to finding employment within the framework of constant military relocations. They are no less worthy or educated than their civilian peers, but because they have little time to find a job before transferring duty stations, the Army's response is the Spousal Priority Placement Program (SPPP) hiring authority. While this is a great initiative to help assist placement of spouses, it often forces them into positions that are unsatisfactory or below their qualifications. When enrolled in the SPPP program a spouse has CPAC initiate their job search and hiring action. If CPAC finds a job for a civilian spouse that they are well qualified (often over qualified) for, then they offer that position to the Spouse. If it is a job she/he would not like and turn it down, they lose their hiring preference and are removed from the SPPP program. If they take the job and find it is not the right fit and want to on their own apply for another job, they are no longer eligible to apply for a different job with spousal hiring preference. It's a one shot opportunity that limits the options of spouses exponentially.

f. Recommendations:

A spouse should be able to use his/her spousal hiring preference up to 3 times per duty location. 3 times offers ample opportunity to find the right job without abusing the program by job hopping..

Progress:

Steering Committee Meeting: Suggested combining with 1514 which also is tracking the Spousal Preference Program. At this time chose to remain active to track for possible resolution.

- h. **Lead agency:** CPAC.

Issue 1614: Pay for Transportation of Pets for PCS's

- a. **Status:** Unattainable
- b. **Entered:** March 2016.
- c. **Final action:** June 2016

d. Subject area: Family Support.

e. Scope: It's a sad reality for military members PCS'ing across country and around the globe that their pets are not considered family members on their orders; yet to that Soldier/family, the pet is very much a member of their family. It is seen at every single duty station... pets are abandoned or hastily rehomed in the worse of circumstances because of the aggravated costs associated with transportation of an animal. It adds extreme financial stress to the service member trying to find a way to take their pet with them. The cost for one animal flying OCONUS can easily exceed \$1,000. The Army Family Covenant expresses that the family will be put first, but they are not recognizing the amazing contribution of our military pets that also have to go through the same stress of relocation and moving that the family does.

f. Recommendations:

The Army needs to authorize animals on military relocation orders and either pay for or at least reimburse the Service member for transportation of animals. This will facilitate less abandonments and help ease the stress of Soldiers and families during already difficult relocations.

Progress:

Steering Committee Meeting 29 June 2016: The committee determined this issue falls under the Joint Travel Regulation (JTR) and is not something that can be changed based on monetary fiscal reality.

h. Lead agency: CPAC.

Issue 1615: MWR Slot Machines

a. Status: Complete

b. Entered: March 2016.

c. Final action:

d. Subject area: Consumer Support.

e. Scope: This isn't necessarily a problem at Fort Gordon, but Army wide, especially overseas. Many bases/posts MWR programs offer "recreational gambling" in the form of slot machines. There are 3,000 slot machines for the Army, bringing in \$130 million in profit. If that is just the profit after pay-outs, how much more are Soldiers spending?!?! Part of the problem with on-post gambling is the machines are very often put in places that the Soldiers recreate such as clubs or Warrior Zones. Many young Soldiers don't have convenient means of transportation off post or are on call and can't go far. The Machines are almost always available and put in places close to barracks. Having done some research prior to submitting this issue, I discovered gambling is as mentally addicting as a chemical addiction to narcotics.

I know it would be near impossible to get MWR to remove the slot machines on base because they are the number one revenue generator with very little cost to maintain and staff, but the military can't discredit any longer the severe negative effects of gambling on service members and their families and the lack of responsibility for the problems their gambling program have/has created. Unlike a club where you have checks and balances (trained bar tender/bouncers to cut people off) the slots stand un-monitored, often in rooms with closed doors and no windows so a Soldier can spend till they are broke. Since the Army maintains order by controlling their Soldiers lives via many rules, regulations and chain of command monitoring, it surprises me that this one area they completely step back and say nothing. The Army will force a Soldier to take hours of training on every aspect of life, but gambling for some reason is very taboo and political. The Army won't touch it. There are arguments that the Army offers treatment options for addict gamblers, but in my personal research, there wasn't any true program in place to combat the gambling addiction. Soldiers are much more likely to become addicted to gambling because they are generally higher risk takers and looking for a surge of action. I don't understand if gambling is offered as a form

of recreation, where is the actual recreation? Gambling via slot machines on post directly goes against the Morale and Welfare of MWR. An alarmingly high percentage of service members have problems with gambling and often resort to compulsory behavior which can lead to severe financial troubles. The mental disorders directly associated with gambling often include side effects like depression, problems sleeping, feelings of helplessness or worthlessness, feelings of guilt, anger, and also something that should be very alarming to the military is the high rate of inclinations of suicide. The rates of suicide are much higher for people who gamble excessively and this is also true for family members of gamblers because of the incredible strain put on them. Finally, I would like to address the effect of gambling on the Service Member and the Military. Because of the high stress and financial devastation the Service Member is likely to be affected at work. As a Service Member, the Military will over the course of their career heavily invest in them as an asset through training and assignments. The gambling Soldier/Service Member is a huge liability to the Military. These gambling Service Members are at a great risk for reduction in force and are likely to miss work, have problems with peers at work and cause problems for those around them. Statistics point that only 20% of gamblers are able to maintain their job and their addiction. That's a hard truth. And if gambling so affects everyone and everything around that Service Member; the Military needs to address not just the Readiness of the Service Member, but the entire Unit and Families Readiness as well.

f. Recommendations:

I would recommend removing the slot machines all together and stop gambling on post. However, if that is just never going to pass because of politics, at the very least put restrictions in place. If these machines truly are to be used for recreation only, then remove most of the machines, limiting them to a small handful, placed in very public places. That way they become something everyone participates in, as a way of social control. A person will not usually sit at a machine for more than a few turns because of the stigma of being watched.

Progress:

Steering Committee Meeting: Complete. Believe this issue is not relevant to the Fort Gordon Community

h. Lead agency: MWR

Issue 1616: Day Care Rates on Post

a. Status: Complete.

b. Entered: March 2016.

c. Final action:

d. Subject area: Family Support.

e. Scope: Child Youth and School Services on post currently determines cost of childcare based on total family income and can cause financial strain on parents. Although the care provided may be the same as off post, the childcare on post can create a financial hardship. Additionally, the on-post rates are determined by pay entitlements and incentives.

f. Recommendation:

Change the standard cost fee structure to utilize base pay only to decrease financial hardship.

g. Progress:

Subject Matter Expert Response:

Connie Preston, CYSS Outreach Service Director, (706) 791-1305. connie.r.preston.naf@mail.mil

SME Response: Connie Preston came as a Subject Matter Expert to the AFAP Conference to provide information on childcare rates through CYSS on post. She explained that childcare rates are based off cost of living for the area and on 'total family income' not individual rank. Ms. Preston provided an information sheet on rates provided on-post per off post and also covered caregiver ratio

to child and services provided. BAH is included when determining total family income.

Issue 1617: Lack of Reception at Darling Hall

a. Status: Active.

b. Entered: March 2016.

c. Final action:

d. Subject area: Consumer Support.

e. Scope: Currently, there is no manpower at the existing information desk at Darling Hall. This is the first stop for all Soldiers and civilians coming to Fort Gordon. There is no customer service, which gives a negative impression. Having someone at the front desk will provide an advocate for newly arriving personnel and others seeking assistance.

f. Recommendation:

Complete hiring action for a full-time position at the Darling Hall information desk.

g. Progress:

Subject Matter Expert Response:

Lanny Valentine, Relocation Program Manager, (706) 791-4181. william.l.valentine4.civ@mail.mil

SME Response: One of the delegates pointed out that when she entered Darling hall it was difficult to find her way around and not know where to go. Would it not be beneficial to have someone at the reception desk or something/someone to direct patrons entering the building? Another delegate asked, couldn't the receptionist from Relocation Readiness not move out to the front reception? Mr. Valentine said she is his RELO assistant, not Darling Hall assistant. Garrison would need to staff the front desk.

Additional Information: In terms of having an interactive map... there is something in the works. The "guide on" app is in the works/talks. Contracted developer will create a smart phone app that will allow a person to get directions from A to B however it is practically useless on Fort Gordon because they can't be used with satellite mapping systems. Mobile In-processing guide is available online as a general website. Has information on Units and provides information on where a person needs to go to in-process. Currently there is no map displaying where offices are located or directing patrons to where they need to go in the building.

h. Lead Agency:

Issue 1618: Shortage of Availability of Medical Appointments at DDEAMC

a. Status: Combined with 1420 and 1520

b. Entered: March 2016.

c. Final action: April 2016

d. Subject area: Medical.

e. Scope: There are not enough medical appointments for Family Members and Service Members; primary and pediatric at DDEAMC. The lack of appointment availability has created the inability of Service Members and Family Members to receive timely and professional medical treatment (i.e. same day appointments). Service Members, Family Members and Parents of sick or injured children have difficulty getting same day appointments as the slots are already taken. The opportune time to call (0700-0730) the same day appointment line conflicts with first formation and school schedules. In response many patients are forced to go to urgent care or the ER, which detracts from DDEAMC's ability to provide care to true emergencies and creates lengthy wait times.

f. Recommendation:

1. Authorize dependents referrals and assignment to utilize TRICARE approved medical providers in the CSRA. Incorporate

medical partnerships with other medical providers to support Fort Gordon future growth.

2. Extend the Family Practice Clinic hours from 0600-2000 hours to better support medical appointments.

3. Establish a 24 hour appointment phone line.

4. Reassess prioritization to hire or re-allocate providers to clinics that have more appointment demands.

g. Progress:

Subject Matter Expert Response:

LTC William Meek can to the Steering Committee in April, 2016 and provided the following information. DDEAMC has been authorized an additional 6 new hires. MEDCOM established a new OPORD raising the 19 appointments a day to 21 appointments a day. Also Tricare has availability online to make appointments. There are new campaigns being established such as the nurse advice line that operates 24/7 and can help refer patients to the appropriate kind of appointment or medical care to seek. As of 1 June Tricare will allow 2 outside urgent care referrals per person per year.

h. Lead Agency:

Issue 1619: Young adult dental insurance plan for eligible military dependents

a. Status: Active.

b. Entered: May 2016.

c. Final action:

d. Subject area: Family Support.

e. Scope: Recent military dependent graduates of college have the option to purchase the Young Adult Insurance through TRICARE, but there is not the same option to purchase a Young Adult Dental Care Insurance Plan through the same channels. The lack of a dental care plan affects these military dependents, who may not have another option to purchase a dental care plan, by not being able to provide proper dental procedures or care.

f. Recommendation:

Create a Young Adult Dental Care Plan that eligible military dependents can purchase.

g. Progress:

Subject Matter Expert Response: Tricare SME Mrs. Reed:

Young adults are not eligible for Tricare Dental services even though they may be eligible for Tricare health benefits. When Congress approved Tricare health insurance for dependents up to age 26, they never included dental insurance in the plan.

Steering Committee Meeting Held 7 June 2017: Committee voted to elevate issue

h. Lead Agency:

Issue 1620: Limited access to the volunteer management information system (VMIS) for volunteers

a. Status: Elevated.

b. Entered: May 2016.

c. Final action:

d. Subject area: Family Support.

e. Scope: There is no user friendly access to VMIS. VMIS has not evolved with current technology. Volunteers are not logging their hours resulting in a loss of installation revenue.

f. Recommendation:

Modify VMIS to be accessible by mobile devices through the current website.

g. Progress: Steering Committee Meeting 29 June 2016: Ms. Harshman, the SME for Army Volunteers gave a little background about the VMIS System. Without debate, COL Turner agreed it is too difficult to track hours in the VMIS system and suggested we elevate which was quickly and unanimously seconded.

Subject Matter Expert Response:

Issue 1621: Toxic supervisors in the GS Civilian Sector

- a. **Status:** Active.
- b. **Entered:** May 2016.
- c. **Final action:**
- d. **Subject area:** Family Support.
- e. **Scope:** Once a year all GS employees are given a rating based on their yearly performance. They also “should” receive a midpoint evaluation so they have time for correction actions. These ratings are always based from the top down. In a work climate full of toxic managers due to lack of ability to get rid of terrible employees, they often can stay in the system and continue to create backlogs of piss poor service which leads to good employees seeking other job opportunities where they can grow. Many civilian sector jobs in large companies rate their managers/leaders based on their subordinates evaluations which holds that supervisor accountable. If a manager knew their own rating would be partially created by those they supervise I believe we will see an increase in good managers and decrease in toxic ones and better civilian productivity overall.
- f. **Recommendation:**
If a GS employee is a Supervisor, have an additional rating measure that is captured by having subordinates evaluate their supervisors performance.
- Progress:**
- Subject Matter Expert Response:**
- h. Lead Agency:**

Issue 1622: Tracking of Fort Gordon Education Center Clients within the Army Strength Installation Profile

- a. **Status:** Active.
- b. **Entered:** May 2016.
- c. **Final action:** September 2017
- d. **Subject area:** Force Support.
- e. **Scope:** An increase in the permanent party population of Fort Gordon to 73% has resulted in a greater need for education services since the realignment in 2007. At the current time only permanent party Army clients are being tracked even though sister services and AIT students and family members are receiving services. This has resulted in decreased access to services.
- f. **Recommendation:**
Increase the number of education counselors at the Fort Gordon Education Center. Add an additional location for education services. To better assess the needs of the installation, restructure the ASIP database to track every client that is served at the education center regardless of status. **Progress:**
- Subject Matter Expert Response:** SME Mr. Crawford (Supervisor at the ED Center)
ASIP (Army Strength Installation Profile). 3 counselors - implemented third counselor will arrive in October 2016. 3rd counselor is being reflected only on Army numbers, not all numbers. Only, Active Duty Service Member is counted in tracking of client services rendered. Mr. Crawford said the biggest thing they need to address is being able to capture all the people they see so it can help determine staffing. Wait time is in the green for the customer management tool (average wait is 15-20 minutes).

The Ed Center does have a call center through go-army ed (virtual education center) that can answer questions and is open 24/7. Ed center gives three in-processing briefings a week on their services. In 2007 they took a 50% decrement in staff and also had their GS 11 positions sold out by retiring old counselors to meet the new numbers. Beyond local control to elevate current GS 9 TDA to GS 11's. Who they are seeing, is not who they are getting credit for. Air Force and Navy have mandated testing for promotion (Army does not) so they are the ones that are primarily using the testing center. 2 levels of support Common level support and

direct level support. ~Common level in the green (this is the support that is perm party assigned to Fort Gordon) ~Direct level support in the red (all support rendered that includes data that can't be captured) Other Ed Centers at other Garrisons typically will have GS 11 counselor positions but here at Gordon they are 9s which creates higher turnover (an average of 1 – 1.5 year turnover rate)

Subject Matter Expert Response: SME Mr. Crawford (Supervisor at the ED Center) stated that they were currently operating at full staffing according to ASIP standards. Committee voted issue was completed based on current army standards.

h. Lead Agency: ACES

Issue 1623: CDC not being able to offer Hourly Care any more

- a. **Status:** Complete
- b. **Entered:** Aug 2016.
- c. **Final action:** September 2016
- d. **Subject area:** Family Support.
- e. **Scope:** CDC no longer offers hourly care and their alternate options are not ideal at all. We are hearing that Hourly Care may not open back up on post, causing more issues for parents who have appointments and alike.
- f. **Recommendation:**
Provide a better alternative if CDC West will not open back up for Hourly Care. Look at opening an additional CDC if the demand is that high for full time and hourly care. **Progress:**
- Subject Matter Expert Response:** SME Connie Preston – Outreach Coordinator for CYSS
Delegate asked question about CYSS and how it seemed like all things Childcare is out of the Garrison control. Ms. Preston explained that the order of preference is Wounded Warriors, Single Soldiers, Dual Military and then so on. The “Wait List” appears fuller than it actually is based on how it's tracked. Hourly care takes away care providers from full time and with a wait list they can't afford to have the caretakers moved. Longest wait list is for infant and toddlers. There is a Subsidy program for child care for children who have to be placed off post to other care providers.
- Steering Committee Meeting 26 Sept. 2016:** Child Development Center (CDC) not being able to offer Hourly Care Any More. CYSS is tasked by IMCOM to operate at an eighty-five percent utilization. They are currently at seventy-two percent. The CDC that has been closed due to water damage will be re-opening the first week of October which will take approximately forty kids off the waiting list raising the utilization numbers. There presently just aren't the resources or space to provide hourly care on top of full time care. CYSS has thirteen certified babysitters registered and still provides the annual Parents Day Out and Parents Night Out.
- h. Lead Agency:**

Issue 1624: Transportation To/From School On-Post

- a. **Status:** Completed.
- b. **Entered:** Aug 2016.
- c. **Final action:** March 2017
- d. **Subject area:** Family Support.
- e. **Scope:** Richmond County school transportation system servicing Fort Gordon currently over-burdened. Drivers are forced to take multiple routes and have overcrowded buses which results in significant delays up to 2 hours. This negatively impacts families by limiting time for homework completion, extracurricular activities and additional family obligations.
- f. **Recommendation:**
Establish volunteer walking escorts comprised of Service Members, Dependents and 8th grade and older students and coordinate volunteer carpools within the community. Work hand in hand with employment readiness and Richmond County to recruit for bus drivers. **Progress:**

Subject Matter Expert Response: SME Melissa Barrickman – School Liaison Officer, CYSS

The Fort Gordon School system falls under Richmond County and is a tier 3 county meaning school hours are 0900-1600. The number of bus drivers is allocated through the county. Part of the reason there is a little lag in busses is a bus driver broke their arm after 3 days of school starting and was unable to drive. The school district has limitations on what they will allow for children to walk to school based on age of children and routes. Children are not allowed to walk home if they are under the age of 5th grade without adult supervision causing many parents to have to pick up their children or come up with a supervisor to walk them home (if in walking distance). Richmond county has a constant open recruitment for bus drivers. Right now bus drivers are having to pick up kids and drop them off and then go back and get the next group, doubling their route. If Soldiers wanted to volunteer to drive children home, they would be subject to a background check. Soldiers would also need a CDL and they could not drive any of the buses because they belong to the county, not Fort Gordon. They would have to apply through the county and it might require legal involvement because the County might not allow volunteer drivers. However, one more option is a TMP bus, but the gas would be a cost issue and the Garrison would have to pick up the cost of fuel.

CSM Campbell came as an observer to listen in before the out brief. He was able to provide insight into this issue from the Garrison perspective. Said a TMP will NOT be authorized and neither would volunteer Soldiers. That doesn't mean it can't happen, but from a Garrison perspective it won't happen from the Army side. It's too big to be managed at a sustainable level with Soldier PCS's. However, he did say he has contact information for Soldiers transitioning who might want to be bus drivers after they get out of the Army. He said this is one of the top 5 Richmond County community problems, but not an Army problem per' say. Majority of military students go to Freedom Park school. CSM Campbell discussed that Richmond county is really raising their reputation and the Super Intendent has already made great strides with plans in place to continue to raise those standards. They are attempting to make everything better for the Military community because they know that Fort Gordon's population sets the tone for incoming families on how Richmond County Schools are viewed.

*Reference Garrison Commanders Policy Memorandum No. 15 – Supervision of Children.

Steering Committee Meeting 26 Sept. 2016: As there wasn't anyone from the Richmond County Board of Educators to provide further information, Mr. Curry requested that the CYSS School Liaison Officer draft a letter for the GC signature to the Richmond County, inquiring about the current bus routes and requesting resolutions to alleviate the backlog of students waiting for the bus.

SME Update March 27th, 2017: The issue has been resolved. Richmond County currently have three substitute bus drivers to fill in when the actual bus driver for the Fort Gordon route is out that day. Richmond County bus transportation did notify parents if the bus is full, they will not pick up the children who are waiting.

Once they have taken the students that are on the bus to their school, they will return to pick up the other children waiting. The bus drivers will not allow children on the bus to stand. Safety is their priority.

Issue 1625: Programs at risk of being cut because they aren't being used or lack of funding.

- a. **Status:** Completed/combined with 1630
- b. **Entered:** Aug 2016.
- c. **Final action:** March 2017
- d. **Subject area:** Family Support.
- e. **Scope:** There are programs on post that Soldiers and families can use but they are at risk of being cut due to them not being used

enough. The reality is that most people don't know that some of these programs are available for them to use here. These programs are not being marketed or advertised correctly.

f. Recommendation:

Market these programs that are on post better. Ensure they are included in newsletters, put them on the electronic screens on post so there is more of a possibility of them being seen. Also, have the programs linked from the Ft. Gordon website. For example, the ACS facebook page is not linked to the website and people don't know it exists unless they happen to search for it separately or if they are told there is a different page. The thrift shop is another one, also not linked to Fort Gordons web page, but has a facebook site. Marketing and advertising could be easily improved.

Progress: Combined with Issue 1630

Subject Matter Expert Response:

h. Lead Agency:

Issue 1626: AFAP Forum awareness

- a. **Status:** Active.
- b. **Entered:** Aug 2016.
- c. **Final action:**
- d. **Subject area:** Family Support.
- e. **Scope:** Soldiers and their families don't know enough about how the AFAP Forums work here and the information is not being disseminated well. Issues should be able to be turned in throughout the year, but Soldiers and spouses don't know that they can or where to do it. When units are selected they are not notified properly and are not informed on how the process works on Fort Gordon.

f. Recommendation:

Notify units earlier that they are the selected unit for the quarter and ensure they know the process for Fort Gordon. Setting up AFAP Forum "drop boxes" around post for Soldiers and spouses to submit their issues year round. Drop box locations could be at the px, commissary, CYSS and there could be some set up in unit areas.

Progress:

Subject Matter Expert Response:

h. Lead Agency:

Issue 1627: After Hours Mental Health/Behavior Health Care Availability at DDEAMC

- a. **Status:** Active.
- b. **Entered:** Aug 2016.
- c. **Final action:** September 2017
- d. **Subject area:** Force Support.
- e. **Scope:** Currently no option for after hours or weekend clinic care. All non-emergency mental health care limited to the hours during duty day (0800-1600) Monday – Friday. After hours' care allows greater availability/flexibility to mitigate any perceived stigma.

f. Recommendation:

Extend Behavioral health hours to Mon-Fri 0800-2000 and provide weekend clinic care. **Progress:**

Subject Matter Expert Response: SME LTC Meek, the Public Health Command, Outgoing Chief of Community Care Clinic, came in to provide information on Issue: 1627. He did provide a copy of the issue to both COL Seed, the Chief of Outpatient Services and COL Earls, the Chief of Behavioral Health to start addressing internally. He did mention in an effort to provide better care to the Fort Gordon Military community, the pediatric clinic will now be starting a trial program where every Tuesday and Thursday the clinic will open with extended hours until 7 p.m. with at least 2 care providers available. They are also, in an effort to increase care of the community, increasing the pay of new employees to try and match the salaries currently being offered off post. The package for these salary adjustments is currently with

regional for approval and signature. LTC Meek discussed the need for Soldiers to learn there is a new culture in the Army of accepting mental health needs and that Soldiers need to learn that when physically damaged they take a knee, but have to accept that sometimes mental health requires taking a knee as well.

Steering Committee Meeting 26 Sept. 2016: The SME CPT Nelson will follow up to see if the hospital could support extended hours. She did offer that for active duty Soldiers enrolled in the program, Behavioral Health will work on an individual basis to support after hours appointments.

Steering Committee Meeting 14 September 2017: The SME CPT Nelson stated that they have expanded hours for Behavioral Health and that any Soldier can see a Behavioral Health provider through the ER 24 hours per day. Committee voted that this issue was completed.

h. Lead Agency: DDEAMC

Issue 1628: Not Enough Pediatricians at Dwight David Eisenhower Army Medical Center (DDEAMC)

a. Status: Complete

b. Entered: Aug 2016.

c. Final action: Repeat of previous Issue

d. Subject area: Family Support.

e. Scope: Fort Gordon is no longer just a training installation with the majority of DDEAMC Soldiers not having dependents. Many more children are here now and this number will continue to grow. Some children are assigned to one of the few true pediatricians with years of experience and training in childhood development and illnesses. But many children and their parents have to settle for being assigned to a Primary Care Manager (PCM) that is not a pediatrician. They are generalist health care providers and are less likely to be intimately familiar with common childhood illnesses, rash identification, normal childhood development stages, etc. These doctors seem less likely to have a long term plan for your child's health care...it is almost like the treatment a child would receive at an urgent care. It seems to be "luck of the draw" if you are assigned to a true pediatrician and these pediatricians have waitlists if you try to switch to them. This results in a lesser standard of care for many Fort Gordon children.

f. Recommendation:

1) Hire more civilian/contract pediatricians and less military generalist doctors.

2) Approve requests for children to see a PCM off-post.

OR (considering the cost implications of Recommendations 1 and 2, 3) Offer parents of children who are already in the Fort Gordon community (and seeing a non-pediatric doctor) the first priority to switch to a pediatric doctor when other families PCS out and space is available with this pediatrician.. **Progress:**

Issue 1629: I feel that there is currently not a good system in place for notification of family members in foreign countries. My wife is a Philippine National and was never notified of anything or reached out to through I provided contact info consistently in previous units.

a. Status: Active.

b. Entered: Aug 2016.

c. Final action:

d. Subject area: Family Support.

e. Scope: This is a portion of the army community that is often overlooked

f. Recommendation:

Include a system to keep all family members in the loop with things pertinent to them. Also to give them a feeling of belonging.

Progress:

Subject Matter Expert Response:

h. Lead Agency:

Issue 1630: Disjointed Information Process for Some Morale, Welfare, and Recreation (MWR) Services/Events

a. Status: Completed

b. Entered: Aug 2016.

c. Final action: March 2017

d. Subject area: Family Support.

e. Scope: Appropriated Fund activities within MWR (Army Community Service, Child and Youth Services, Library, Gym, etc.) are not marketing their programs or using communication methods effectively. Many events, training classes, activities, and programs are not known about by many families in the community. The mostly Non-Appropriated Fund (NAF) Business Operations Division (Bowling, Horse Stables, 5K/Fun Runs, Pool, etc) gets it right- these programs are advertised extensively and events seem to be well-attended. ACS, CYSS, the Library and Gym should follow their model and engage the MWR Marketing and the Social Media Folks to help advertise programs on post more extensively. Currently, you have to "data-mine" across multiple websites, calendars, and Facebook pages to get information or you may come across a paper flyer at some remote building by chance. Other communications methods like the Electronic Marquee are not being utilized by these programs as well as they could be. The electronic sign frequently runs the same few ads/notifications over and over – it seems like there is plenty of time/space leftover. It doesn't cost more (not sure?) to run more ads for ACS/CYSS events. The sign runs all night long too so Soldiers on shift work/families coming and going will see them. The impact is significant because these activities, training classes, and programs may be needed but will face budget cuts due to lack of participation (which was really caused by a lack of awareness/poor information flow). Relying on a limited number of spouses to pass the word is not working. Information is not reaching many Soldiers/Family members.

f. Recommendation:

1) Ensure the main Fort Gordon Facebook page pulls informational posts from the ACS/CYSS/Youth Sports Facebook pages automatically and constantly. Most people are aware that Fort Gordon has a Facebook page, but not that ACS, CYSS, Youth Sports, NPSP all have their own with pertinent program information. Also, make sure these programs' traditional websites include an obvious link to their Facebook pages.

2) Increase the number of MWR "ads/notifications" running on the Information Marquee/Jumbotron. ACS/CYSS/Library/Gym events and messages should be up on there (for example FRG Connections meetings, AFAP Conferences, Employment workshops, library storytime, etc.) This should be done weeks in advance of the event.

3) Stop the process of making 100 paper flyers without a corresponding digital flyer. It is very difficult to get the word out when FRG leaders/commanders cannot easily bring paper flyers to Soldiers working the NSA mission (need to get special permission/fingerprints, escort, etc.). This also makes it harder to get the information to families/FRG members in the digital age.

Progress: Combined

Subject Matter Expert Response: SME Heather Addis – Chief Advertising and Marketing Division (FMWR)

Heather explained that they depend of the facility and program directors to give them the information they want marketed in advance so they can in a timely fashion get it out to the community. CYSS does not do a lot of marketing because of a funding issue. MWR website is FortGordon.com. They have a calendar that shows all events and activities coming up. Any MWR event/facility/or vendor can put in a request for a marquee advertisement. There is no cost associated with this marquee. There is a link on the PAO Garrison Run page to the MWR Calendar of events. Discussed the marketing office limitations and how they get their information out.

Updated SME Response 27 March 2017: DFMWR recognizes that we have a communication challenge, especially, with our category A and B activities (appropriated fund supported) The marketing staff are working diligently with our facility managers to make the fortgordon.com website the one stop for all matters pertaining to MWR. Many of the programs listed do have information on the calendar, but we are still working to make sure it is all encompassing. The events calendar has all known events listed and includes a digital flyer. Besides the website, our Facebook page also includes most events, while special events are listed on the marquees. FMWR Marketing also pushes the information to PAO for posting on the Fort Gordon Facebook.

h. Lead Agency:

Issue 1631: Skies

- a. Status:** Active.
- b. Entered:.** Aug 2016.
- c. Final action:**
- d. Subject area:** Family Support.
- e. Scope:** The process for instructors is very complicated and time consuming

f. Recommendation:

The process should be able to be completed within a month. Right now it takes about 6 months

Progress:

Subject Matter Expert Response:

SME Response 24 March 17: We are hiring more Program Associate Instructors to have ready once our SKIES Programs resumes. We currently have two (Martial Arts & Tumbling) on board. As with all of CYS hires, everyone must undergo a thorough background check because they will be interacting with children. CPAC is working extremely hard on getting new people on board with CYS quicker than it has been previously.

h. Lead Agency:

Issue 1632: Access to Fort Gordon Golf Course

- a. Status:** Completed.
- b. Entered:.** Aug 2016.
- c. Final action:** March 2017
- d. Subject area:** Family Support.
- e. Scope:** Non ID card holders have difficulty accessing post to use the golf course. Low revenue could cause the course to decline in quality or close.

f. Recommendation:

Fence off golf course and make accessible from off post only.

Progress:

Subject Matter Expert Response: The issue regarding the length of time needed for gate access has been solved. Current wait times for an access card are roughly 48 hours from when the application is submitted. Due to the easing of this problem we are experiencing a resurgence of non-ID card holder patronage at the golf course. In fact, the golf course is off of the IMCOM Performance Improvement Plan listing because of the financial improvements made since FY16. However, we have been exploring future initiatives to enhance golf operations. In fact, an initiative very similar to the AFAP suggestion is one of the solutions we are exploring for feasibility. We are trying to solve the issue of direct access from off- post, but without cutting off on-post access.

h. Lead Agency:

Issue 1633: Unequal treatment of ID Card holders

- a. Status:** Combined
- b. Entered:.** Aug 2016.
- c. Final action:**

d. Subject area:

e. Scope: Spouses made to show ID cards for every passenger in vehicles when SM's only have to show their ID card.

f. Recommendation:

Push standards for vehicle control out to family members. Use same procedures for family members as for Service Members.

Progress: Combined with Issue 1634 to become 1645

Subject Matter Expert Response:

h. Lead Agency:

Issue 1634: Emergency situations

a. Status: Completed

b. Entered:. Aug 2016.

c. Final action: June 2016

d. Subject area:

e. Scope: Spouse taking son to the emergency room and was pulled over for a vehicle inspection.

f. Recommendation:

Allow vehicle control personnel to make decision on bypassing inspection upon emergency situation, or create SOP for this situation.

Progress: Combined with 1633 to become 1645

Subject Matter Expert Response:

h. Lead Agency:

Issue 1635: Wait time to get on post

a. Status: Active.

b. Entered:. Aug 2016.

c. Final action:

d. Subject area:

e. Scope: The card scanner works but it is faster when vehicle control personnel look at the ID Card. Family members feel frustrated because of gate procedures and waiting times often make them late for appointments. Often the long line times are unpredictable, such as Saturdays.

f. Recommendation:

If vehicle control personnel are required to be there at the same time as scanner use, and the line backs up over xx cars, allow them to start visually scanning ID Cards instead of relying on the scanner. Publicize the installation plan to reconfigure gates and open another large gate with timeline.

Progress:

Subject Matter Expert Response:

h. Lead Agency:

Issue 1636: Fuel

a. Status: Active.

b. Entered:. Aug 2016.

c. Final action:

d. Subject area:

e. Scope: Diesel fuel unavailable on post.

f. Recommendation:

AAFES provide a Diesel Fuel pump on post.

Progress:

Subject Matter Expert Response: SME Stefan Marks responded via email with the following, "Unless the base pays for it-- I do not see it happening

Generally speaking, there is no return on investment to adding diesel to an existing location. Our diesel sales are generally below 5% of total sales at a facility and the cost to install a diesel tank and related equipment can exceed \$500,000. If a site has an existing tank that can be converted from gasoline to diesel, the cost is below \$100,000. However, most of the mid-grade tanks that existed have already been converted to unleaded or diesel storage.

Math:

Average Volume - 1,800,000 gallons per year

Diesel ? max sales (5%) = 90,000 gallons per year
Margin ? 10 cents per gallon or \$9,000 per year
9000/500000 = 1.8% Return on Investment (lower than the corporate floor of 7%)”

h. Lead Agency: Army & Air Force Exchange Service

Issue 1637: Transportation

a. Status: Complete.

b. Entered: Aug 2016.

c. Final action: Repeat Issue, completed

d. Subject area:

e. Scope: Taxis are expensive for commuting around post. Many taxis and ubers won't drive further than the main gate. It's a safety concern because personnel go off post and plan to take a taxi back to post, but they are not sure how they will get to their on-post lodging from the front gate.

f. Recommendation:

Post shuttle would help Soldiers without POVs to commute around post. Open additional transport options to personnel on post and publish the information. Publicize and inform Soldiers of policy for taxis and ubers to get on post.

Progress: ***Repeat Issue 1503***

Status - Complete

Steering Committee Meeting 29 June 2016: Several committee members who have historical knowledge expressed that multiple times a bus service has been established for a reasonable trial period and it was not utilized by the Soldier population. Because a bus service has been tried more than once and each time failed the committee determined that at this time, it is not an issue.

Subject Matter Expert Response:

h. Lead Agency:

Issue 1638: Internet service is unreliable for Soldiers living in the barracks

a. Status: Active.

b. Entered: Aug 2016.

c. Final action:

d. Subject area:

e. Scope: Soldier utilize the internet to participate in online education, shop, pay bills, communicate with family and friends and provide entertainment. WOW is the current internet service provider on post. This service is slow and unreliable according to the anecdotal evidence from Soldiers. A more expensive option is available (Boingo) as a wireless service on many Army installations as well, but an internet search indicates this service has significant issues as well. Unreliable internet with slow speeds negatively impacts the morale of Soldiers in the Barracks. **f. Recommendation:**

Initiate a survey for Soldiers in the barracks to pinpoint specific issues with this vital service. Use survey results to develop specific courses of action to address shortcomings. Conduct physical survey of barracks internet hardware to validate speeds and coverage. Address identified issues with internet service provider.

Progress:

Subject Matter Expert Response: SME from Contracting, Gale Well addressed ISSUE: Internet Service – One contract for the entire post through WOW internet service and only one speed. Soldiers may chose to purchase their own service providers but will have to be in the form of a mifi or wireless internet as the only cable option belongs to WOW.

h. Lead Agency:

Issue 1639: Food

a. Status: Active.

b. Entered: Aug 2016.

c. Final action:

d. Subject area:

e. Scope: Many Soldiers receive BAS but don't know where to go on post due to the disperse nature of facilities.

f. Recommendation:

Publish DFAC locations, times, and cost online and on all facilities utilized by single Soldiers.

Progress:

Subject Matter Expert Response:

h. Lead Agency:

Issue 1640: Shift Schedules are unpredictable

a. Status: Active.

b. Entered: Aug 2016.

c. Final action:

d. Subject area:

e. Scope: Soldiers are unable to plan events because they may be called in at any time. They understand it is unit dependent, but want to voice it as a Quality of Life issue.

f. Recommendation:

Readdress policies at highest necessary echelon on length Soldiers are on certain shifts and programs/situations that impact calling Soldiers in off shift hours.

Progress:

Subject Matter Expert Response:

h. Lead Agency:

Issue 1641: Enhance the quality of life and living quarters for single Soldiers occupying the barracks

a. Status: Active.

b. Entered: Aug 2016.

c. Final action:

d. Subject area:

e. Scope: Barracks are old and unhealthy. Mold and mildew located in poorly ventilated areas. Laundry rooms and kitchen areas inadequate for the number of Soldiers that use it, impacting the health, moral and retainability of Soldiers.

f. Recommendation:

Prioritize Soldier quality of life renovations and constructions. Improve time lines of DPW services for barracks room, keys, maintenance, etc.

Progress:

Subject Matter Expert Response: SME James Martin from DPW gave the following written response via email inquiry: I do not have any details on permanent party barracks renovations in the future, except for the stairwell repairs in 25400 and 28400 areas. 1. The FT Gordon U-DO-IT should not be out of inventory, it is managed very closely with reordering points. If there are specifics I will have my staff investigate.

2. The laundry room and kitchen numbers are based on Army mandates.

3. DPW cannot control or mandate how units police their buildings.

4. DPW has a response requirement for maintenance requests. Emergency=1 day, Urgent=2 day, routine=30 days. All response are supposed to be made within these time lines. Again if they are not please provide specifics and I will gladly have my staff investigate.

4A. Keys often take longer because the unit does not have current key custodian orders. We will not provide lock smith service to anyone that is not on the key custodian orders.

4B. Response is often slowed because POC provides a cell number but works in a SCIF. DPW maintenance will not enter a barracks room without escort.

5. Renovation project priorities are set by the commanders of FT Gordon, these priorities are voted on at the real property planning board. DPW just executes their priorities.

6. DPW has a program called In-between Occupancy Maintenance (IBOM), all 1SGs and above should know about this program. It is

designed to come into barracks spaces and complete any work that needs done before a new service member moves in.

6A. Damage must be fair, wear, and tear or someone else funds.

6B. DPW does not clean the room.

6C. Should be done every 3-6 years.

6D. DPW currently has NO requests for this service from any organization on FT Gordon.

6E. This program does not apply to student barracks.

h. Lead Agency:

Issue 1642: Finance Entitlement Activation Procedures

a. Status: Active.

b. Entered: Aug 2016.

c. Final action:

d. Subject area:

e. Scope: It is difficult to process deployment pay entitlements through finance if the Soldier does not receive temporary change of station (TCS) orders. In order to activate deployment entitlements through finance, official orders are required. Soldiers are not receiving entitlements due to units only issuing deployment memos, which affects unit moral and individual soldiers financial stability.

f. Recommendation:

Adjust and reform finance regulations to account for special circumstances/assignments. Implement training for leadership to ensure Garrison-wide understanding of policies and procedures.

Progress:

Subject Matter Expert Response:

h. Lead Agency:

Issue 1643: Education Center counselors are perceived as forcing personnel to look at only certain colleges.

a. Status: Completed.

b. Entered: Aug 2016.

c. Final action: March 2017

d. Subject area:

e. Scope: Soldiers go to the Education Center and have the impression that counselors are being biased. Education Centers have both counselors and college representatives that are physically separated but there are no designated signs posted. Counselors are there to provide guidance on tuition assistance and help select appropriate schools and education programs. Students could possibly enroll in a school or program that they did not want to attend; this a waste of financial resources.

f. Recommendation: Mandate that counselors are unaffiliated with schools and trained on bias decision making. Conduct quality control on information provided from counselors. Properly post signs in the Education Center that clearly identify counselors and college representatives.

Progress:

Subject Matter Expert Response: SME Mr. Alvin Crawford response via email "I have review you question and statement below and as stated the Soldiers or whomever are somewhat misinformed. With the release of the new VIA Tool it is virtually if not almost impossible for a Counselor to push a Soldier toward a particular College and/or Degree. The VIA Tool (see attached) remove the ability for Counselor to select or direct Soldiers to a particular institution. The VIA tool provide selections based on the Soldiers selected criteria when they complete the interest inventory in the Goarmyed Portal. This is mandatory through the Goarmyed Portal for TA usage.

On Thursday, 17 December 2015, VIA was re-released to Soldiers so that they can request TA access and or update their home school and degree plans. This is the only way that a Soldier can select a desired College and a desired degree program within that institution offering. VIA is a decision support tool that will help Soldiers identify degree programs offered by schools that are

related to a Soldier's career goal. All Soldiers requesting to use TA for the first time or requesting to change their current degree program or school in GoArmyEd will be required to use VIA after 12 December 2015. Please see attached slides that provide detail information concerning the VIA (the way ahead) tool which Soldiers used to identify desired colleges and programs.

The only reason that we as counselors get involved with a Soldiers decision on institutions selection are: 1.) If an institution has not signed the DOD MOU 1322-25 and is threatening probation due to academic dishonesty or funding cost that will put the Soldier in financial peril. If more information is needed please call me at 706-791-2000, ext 2121."

h. Lead Agency:

Issue 1644: Non-ATRRS course

a. Status: Unattainable.

b. Entered: Aug 2016.

c. Final action: March 2017

d. Subject area:

e. Scope: Soldiers have not found a course catalog for classes offered on the installation that are not ATRRS courses. Difficult to project training for CLS, SHARP, EO, etc . Post lacks certain courses such as field sanitation or master driver. Soldiers must go TDY to attend these courses which are mandatory additional duties.

f. Recommendation: Post can work with other installations for MTTs for all courses that are mandatory additional duties. Schedules should be locked in months in advance in order to project attendance. Course offerings can be consolidated and provided to units quarterly.

Progress:

Subject Matter Expert Response: those course are listed on the installation Master Calendar when they are scheduled and we're notified. We also send taskers to the units on most, for input and discuss at the IPRs. We also highlight those offerings during the calendar and MOI/Taskings review part of the weekly G3/S3 TCC. The development of an online course catalog with associated registration processes would require personnel assets to develop and maintain that we just don't have or are authorized.

March 2017 ACS Committee Meeting voted issue as unattainable

h. Lead Agency:

Issue 1645: Physical Security Measures

a. Status: Active.

b. Entered: Aug 2016.

c. Final action:

d. Subject area:

e. Scope: There is a lack of training for gate guard personnel. There is the appearance of unequal access procedures between service members and spouses. There is an elevated potential for threats and frustration of patrons due to insufficient training and the difficulty accessing policies.

f. Recommendation: Provide more extensive training for Service Members conducting gate guard duty. Send alerts to patrons when policies have changed.

Progress:

Subject Matter Expert Response: SME LTC Czar came to address issues with gate access. The first issue is the emergency situations/protocol at the gate. The question was raised, is there a protocol that will allow someone with an emergency to bypass vehicle inspection and head straight to the hospital. It seems to be that some of the issues are regarding the different levels/types of folks of people guarding the gate. He said often times if there is an issue the person should address a blue suite, meaning the contracted gate guards. He said at the end of the day, an emergency takes priority. Trusted traveler means that the person operating the vehicle with the ID is responsible for all patron's IDs.

Second question is about the Spouse and how she believes there was unequal treatment of patrons entering post, ie) civ versus someone wearing a uniform. Current Policy #84 addresses installation access.

Currently has 33 people at the gates.

Last official traffic study conducted by IMCOM was conducted between 2012 and 2014. An average person sees 200 vehicles an hour average.

Last question for the SME – gate construction. Gate 2. Check with DPW, Mr. Raimy. He understands that at a later date there will be new Access Control Point (ACP) construction. ACP 6 will be off 278, Parham Rd. 6 lanes in, 4 lanes out with a VCC.

SME Chief Brown, G.A. Guard also gave historical knowledge of ACP 2 development and different things they have looked at trying to help the traffic flow, such as adjusting the lights on and off post to allow more vehicles through, moving the guards further back (however that poses significant safety issues and inclement weather issues).

h. Lead Agency: DES