

Army Family Action Plan
2003 Fort Gordon Conference
Issue Update

Issue 0301: Gyms 3, 4, 5 and 6 are in need of structural repairs.
Status: Active (open). Work orders have been placed for all identified repairs

Issue 0302: Customer Service training needed for employees of The Gordon Club.
Status: Completed (resolved). Customer Service is stressed during the initial employee interview and again after hiring. Continuous on-the-job training is provided through customer feedback and on-the-spot corrections.

Issue 0303: Special day for retiree pick-up in hospital pharmacy.
Status: Unattainable. It is not within the purview of the pharmacy to deny service to any segment of the military on any given day.

Issue 0304: Class for FCC providers on child car seat installation is needed.
Status: Active (open). Training is provided during the orientation of Family Child Care providers, and reviewed yearly thereafter. Parents are required to sign a waiver allowing their FCC provider to transport their child(ren). Transportation of children while in the care of an FCC provider is optional, not a requirement.

Issue 0305: Traffic signal needed at entrance to Maglin Terrace.
Status: Active (open). A traffic study was conducted several years ago. A complete realignment of the intersection would need to take place before a traffic light could be installed. The cost of the requested changes is approximately \$250,000.00.

Issue 0306: More mandatory training is needed to prevent soldier debt.
Status: Completed (resolved). Soldiers receive mandatory financial readiness training beginning in basic training. Additional training is conducted at their first permanent duty station.

Issue 0307: Holding sponsors responsible for the conduct of their children.

Status: Active (open). When infractions occur in the housing areas the Area Coordinator or military police should be called. The behavior of children will continue to be regarded as a parental responsibility anywhere on the installation. Failure of parents to control the actions of their children within the government housing areas could result in termination of quarters.

Issue 0308: Enforcing proper care of animals in quarters.

Status: Completed (resolved). The responsibilities of pet owners residing in government housing are outlined in the handbook provided by the installation Housing Office upon receipt of quarters. If pet owners are not following the established guidelines they are cited by housing inspectors. If anyone notices a pet being mistreated or without proper shelter and water they are encouraged to notify the military police. Stray animals should be reported to the game warden.

Issue 0309: Post activities are not family-oriented.

Status: Active (open). A Family Activity Survey was conducted by the 15th Signal Brigade. The results of the survey will be reviewed by the Director of Morale, Welfare and Recreation.

Issue 0310: Emergency phone number is needed while household goods are in transit.

Status: Completed (resolved). An emergency phone number (1-800-582-5552) is listed on soldier's orders.

Issue 0311: Keep Fort Gordon off of the BRAC list.

Status: Unattainable. It is not within the scope of the installation command to either make recommendations or prevent the installation from appearing on the Base Realignment and Closure list.

Issue 0312: Ball fields all require general clean up.

Status: Completed (resolved). Ball fields are cleaned more frequently with the start of the sports season.

Issue 0313: Additional orientations during the week at Auto Craft Shop.

Status: Completed (resolved). A new orientation class was added to the training schedule in April 2003. The class is offered on Wednesdays between 1800 and 1830.

Issue 0314: Review policies and maintenance for Ring Hall pool.

Status: Completed (resolved). Work orders have been completed in all identified areas of the Courtyard (formerly Ring Hall) pool. The increase in membership fees is a result of hiring civilian lifeguards as opposed to utilizing Borrowed Military Manpower.

Issue 0315: Ensure all AAFES employees are familiar with Right Price program.

Status: Completed (resolved). If an employee seems unfamiliar with the program, customers are encouraged to ask for a manager so that the problem may be dealt with and the employee educated on the spot.

Issue 0316: Extend commissary hours.

Status: Completed (resolved). Four additional hours were added to the commissary schedule with an effective date of 1 October 2003.

Issue 0317: Move all E5s and E6s out of the barracks.

Status: Unattainable. Current Army regulations state that all bonafied bachelor soldiers E6 and below be required to reside in the barracks. According to Army Regulation 210-50 the barracks utilization goal for all installations should be 95% occupancy. The combined rate at Fort Gordon is 83%.

Issue 0318: Standardize housing self-help class Army-wide.

Status: Unattainable. This issue was determined to have merit and Army-wide impact. As such, it was forwarded to the Training and Doctrine Command (TRADOC) for inclusion in their annual conference. The issue was returned to Fort Gordon on 8 August 2003 declaring the issue unattainable as housing units and replacement parts vary greatly from installation to installation.

Issue 0319: DDEAMC pharmacy should develop a drop-off and pick-up system.

Status: Active (open). Efforts to educate patients on other TRICARE pharmacy benefit options for filling their medications with modest co-pays are being conducted where appropriate. TRICARE offers mail order pharmacy registration materials to patients, particularly those who travel a

great distance to Fort Gordon, with chronic medications from outside providers.

Issue 0320: Relocation allowances should include boarding costs for pets.
Status: Unattainable. This issue was determined to have merit and Army-wide impact. As such, it was forwarded to the Training and Doctrine Command (TRADOC) for inclusion in their annual conference. The issue was returned to Fort Gordon on 8 August 2003 declaring the issue unattainable, as having pets is a choice not an Army mandate.

Issue 0321: Soldiers should be working in their MOS.
Status: Completed (resolved). All soldiers work outside of their Military Occupational Skill (MOS) at some point in their career. Diversity in assignments doesn't hurt a career. If evaluations are favorable, working outside of an MOS can enhance a soldier's career. Commanders are reminded to keep visibility on Borrowed Military Manpower and ensure they stay within Army guidelines. Soldiers feeling mis-utilized are encouraged to speak with their chain of command. The Inspector General (IG) may become involved if the chain has been involved first.

Issue 0322: Commercialize all government housing Army-wide.
Status: Active (open). Fort Gordon is scheduled to convert the government housing areas into contracted residential communities in FY2005.

Issue 0323: Stop reduction in SBP for widows on Social Security.
Status: Unattainable. This issue was determined to have merit and Army-wide impact. As such, it was forwarded to the Training and Doctrine Command (TRADOC) for inclusion in their annual conference. The issue was returned to Fort Gordon on 8 August 2003 declaring the issue unattainable, as the Survivor Benefit Plan was never intended to stand-alone. SBP is designed so that the Department of Defense pays a 55% annuity alone until Social Security entitlement opens to surviving spouse, at which time the two agencies' benefits will equal at least 55% of the amount of retired pay covered.

Issue 0324: Do not open commissary on federal holidays.
Status: Completed (resolved). The commissary was open on President's Day in 2002, due to guidance from regional headquarters. The Fort Gordon

commissary officer publicized the opening. Shortly after, the region changed their directive to reflect different guidance from Defense Commissary Agency. Keeping customer satisfaction in mind, the commissary officer chose to open the store as advertised.

Issue 0325: Shorten the wait at DDEAMC pharmacy.

Status: Active (open). Prescription fills have increased 15% in the last year to 3,300 per day. During the same period pharmacy personnel has declined by 25%. New hiring actions have been implemented, and in most cases, completed. The waiting time has decreased significantly over the last few months.

Issue 0326: Revamp DDEAMC call-in appointment system.

Status: Active (open). This issue was combined with two similar issues, 0342 and 0344. Additional phone lines are being added; new positions being recruited for; and ability to schedule appointments on-line are all in the immediate future.

Issue 0327: Limit information to the media.

Status: Completed (resolved). This issue entered the AFAP system during the time that military operations in the Middle East were evolving. There was concern that national news media was providing too much information to the general public which could pose a threat to our soldiers. The Fort Gordon Public Affairs Office enforces limited media access to the greatest degree practicable and allowable. The overall guidance within the Department of Defense is maximum disclosure, minimum delay, with balancing expectations for security and operational purposes.

Issue 0328: More training needed for ER technicians drawing blood.

Status: Completed (resolved). The importance of patient comfort and stress while undergoing phlebotomy procedures will continue to be emphasized during training. Difficult phlebotomy cases will be brought to the attention of more experienced staff.

Issue 0329: Gate security has gotten lax.

Status: Active (open). Procedures at the gates vary depending on the current force protection or threatcon level. This may pose cause for concern for those unfamiliar with security practices in effect on a particular

day. Security is everyone's responsibility. If anything out of the ordinary is observed, you are requested to report it immediately. All installation personnel should be familiar with the proper procedures for reporting inconsistencies.

Issue 0330: Computerize in-processing procedures and offer one-stop service.

Status: Active (open). A program like this exists in Europe. The program is called UCAS (USAREUR Community Automation System) and is used for in and out processing of servicemembers. This program is not available in the Continental United States (CONUS). A process action team is being developed to determine the feasibility/do-ability, and cost to Fort Gordon.

Issues 0331/0332/0333: Uniform disparity for employees of Stinson Guest House; lobby to remain open; change the check-in and check-out rules.

Status: Completed (resolved). Stinson Guest House became Stinson Hall a few years ago. As a part of installation billeting, the rules now being followed differ from those of a traditional guesthouse. The lobby on the second floor of Stinson Hall remains open when the lobby on the first floor is closed. Check-in procedures are the same as all lodging on the installation. New uniforms have been ordered for the employees to match the rest of lodging.

Issue 0334: Do something about the parking problem at Darling Hall.

Status: Completed (resolved). As of 1 August 2003, employees working in Darling Hall have been requested to park across the street from the building leaving the parking spaces adjacent to the building open. The intent of the request is to provide better customer service to the community.

Issue 0335: Make needed changes at Darling Hall Welcome Center.

Status: Active (open). Signs are being made that will identify the large desk in the Darling Hall lobby area as a welcome/information point. Directories are located on the walls near the elevators on all three floors. The welcome desk is staffed Monday-Friday from 0630 until 1500. Soldiers man the desk in the evenings and on the weekends.

Issue 0336: Advertise all changes in hours of operation.

Status: Active (open). Continuing efforts to meet this recommendation is ongoing. Our greatest challenge is the limited number of outlets that can be effectively monitored by current staff. It is hoped that the reorganization of the Public Affairs Office will result in a marked improvement in the immediate future.

Issue 0337: Provide scheduled video teleconferences for relatives of deployed soldiers.

Status: Active (open). While video teleconferences (VTC) seem to be the ideal way for families to communicate with deployed soldiers, the entire process is subject to the availability of the servicemember on a given date, time and location. This can be difficult to determine, weeks in advance, during heightened troop movement and mission changes. Army Community Service centers in some major command areas received money to purchase equipment for use by family readiness group members. During normal deployments, these have proven to be beneficial for both families and servicemembers.

Issue 0338: Change the hours of operation at Vehicle Registration.

Status: Completed (resolved). On 1 March 2003 the new hours of operation for the Vehicle Registration office went into effect. The new hours are Monday, Wednesday and Friday they are open from 0700 until 1545. On Tuesdays and Thursdays they are open from 0700 until 1700.

Issue 0339: Hire more employees in the I.D. card section.

Status: Completed (resolved). Much of the wait in the I.D. Card Section was caused by systemic problems that were beyond the control of the personnel working there. The problems have decreased; an additional employee has been hired; changes in the hours of operation were made. The new hours every Thursday are 0730 until 1730. The hours of operation on all other days are 0730-1515.

Issue 0340: Mis-communication among employees in Vehicle Registration.

Status: Completed (resolved). This issue originated with a customer who received incorrect information from a new employee. All employees are now familiar with the policies. To register a vehicle the registration has to be in your name (or covered by a Power of Attorney stating you have authority to do same) and valid insurance. Valid insurance is verified through an

insurance card from the insurance company with the registrant's name, or a letter stating same if someone else is paying for the insurance.

Issue 0342 and 0344: Appointment lines always busy at DDEAMC.

Status: Active (open). Additional phone lines are being added; new positions being recruited for; and ability to schedule appointment on-line are all in the immediate future.

Issue 0343: DoD middle school constructed on post.

Status: Unattainable. The Department of Defense constructs schools on installations when the adjoining civilian community is unable to meet their needs. This is not the case with any of the communities surrounding Fort Gordon.

Issue 0345: Food service for shift-workers.

Status: Active (open). Shift-workers are authorized to utilize Dining Facility #6 during the hours of 2245 and 0045. Pre-ordered meals can be requested in advance through the Installation Food Advisor.