

Fort Detrick Army Family Action Plan (AFAP) - Issue Status Update Nov 2014 (FY15)

Fort Detrick Two Top Conference Issues Sent to IMCOM for Resolution – November 2014 (FY 2015)

- 1. Family Subsistence Supplemental Allowance (FSSA)- Pending as of June 2015**
- 2. Retiree Eligibility for Child Care- Pending as of June 2015**

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Local Issues - Army Family Action Plan Steering Committee Issues

Army Family Action Plan Steering Committee Issue Updates - As of June 2015

Title	Scope	Recommendation(s)	Steering Committee Results (Disposition)
2014 Fort Detrick AFAP Issues	Scope	Recommendation(s)	Steering Committee Results (Disposition)
1. Family Subsistence Supplemental Allowance (FSSA)	FSSA was created to increase a SMs income instead of having to use food stamps. Currently, SMs qualify for (state/federal) food stamps but not FSSA. In order for the FSSA to be effective, there needs to be a better qualifying system in order to reach original objective.	1. Create requirements equal to the current food stamp program so a SM that would qualify for and use FSSA.	SME: Mary Nix & DOD instruction 1341.11 Issue Status: Forwarded to IMCOM December 2014
2. Retiree's Eligibility for Child Care.	As retirees only eligibility thru CYSS in Middle School/teen program, sports and skies, many are just starting Families and have young children. These young children do not have the eligibility for care on base. Our	1. Give retirees eligibility back for younger children, 5 th grade and below. Make their priority of care lower on the list.	SME: Charmayne McClarine/Tomoko Dangerfield-CYSS Dec/14 – Remain open until DA level change in policy occurs.

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	retirees have already served & put in their time and now still need care to start their new career paths.		Forwarded to IMCOM December 2014
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3. Child Care Services	SM has a child with Autism. Child has been turned away from the CDC and CYSS due to his special needs and lack of proper services. As an AD Soldier, dependents need to be provided proper resources on military facilities as other families.	1. Hire special educators in the CYSS program to assist with such things and toilet training and behavioral issues would alleviate the need to refuse services to special needs children.	<p>SME: Charmayne McClarine/Tomoko Dangerfield CYSS</p> <p>Issue Status: CDC regulations call for two caregivers in a classroom at all times and is therefore impossible to care for a child one-on-one.</p> <ul style="list-style-type: none"> • Budget cuts- cannot currently hire a Special Needs Educator. • Other resources available for special needs children off the installation.
4. National Guard and Reserve Resources on an Active Duty Installation	Many Families do not have access to SMEs that handle National Guard and Reserve resources/entitlements.	Have Reserve/Guard resources available, or info available for those Families who have questions	<p>SME: CSM Jessup</p> <p>Issue Status: See Family Support Groups for resources available.</p>

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	Families that live near installations do not have POCs to answer Reserve/ Guard questions. Not all service members readily share information with Families, and for those who are deployed as individual augmentees, Family members often “slip through the cracks”.		
5. Jobs on Base (GS/NAF) for Military Spouses	Jobs are not being listed for employment, People are being latterly moved who are not qualified and out of series positions. The jobs that are listed and the qualified military spouse that was selected (put on the list) but not chosen due to pre selection (in office).	Have a better tracking system through CPAC/CPOL to catch jobs that are being requested and filled. Have CPAC review to make sure people are qualified for the position they are in.	SME: Ms. Poni Seumanutafa-CPAC Issue Status: All DFMWR positions are listed on the USAJOBS.gov website. There were guidance from IMCOM G9, that all NF-04 and above position must be routed and approved at IMCOM G9 level.
6. TRICARE Rep No Longer Available on Fort Detrick	Issues requiring a higher level of assistance are often harder to resolve over the phone or on line. Secondary and tertiary	Consider having a “mobile team” that assists with issues on a monthly basis.	SME: Billie Keeny- TRICARE Rep Issue Status: Local resources available but need to be better advertised.

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	effects are not easily identified over the phone or on line.		<p>Dec/14 – TRICARE to educate community through online program. Not just a Fort Detrick issue</p> <ul style="list-style-type: none"> • TRICARE sets up a booth once a month in front of Commissary. • Are they able to pull someone from Carslile
7. WRITE OUT ISSUE Combined with issue #6			
8. Commissary Usage/Funding	There have been reports and concerns of the commissaries closing due to lack of use or funding. Only veterans who have 100% disability can use the commissary. Allowing civilian employees and veterans with less than 100% disability to use the commissary will increase revenue and allay possible closure.	<ol style="list-style-type: none"> 1. Open commissaries to civilian employees (CONUS) using a membership type system, such as COSCO or Sam's Club. 2. Modify commissary policy to allow vets rated as having 50% disability or more, to be able to use the commissary. 	<p>SME: Donna Pryor- Commissary</p> <p>Issue Status:</p> <ol style="list-style-type: none"> 1. The President's fiscal year 2016 defense budget proposal requests a \$1.2 billion commissary subsidy for the Defense Commissary Agency which is reflective of proposed budget savings. DeCA remains committed to providing a commissary benefit to military members, retirees and their families that is cost effective and operationally efficient. DeCA will continue to search for efficiencies to maximize the benefit to our patrons at whatever level of appropriations DeCA

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			<p>receives when the fiscal year 2016 budget is enacted.</p> <p>2. The Defense Commissary Agency has no authority to determine whether a person is authorized to shop in the commissary. Authorized commissary patrons are defined by Department of Defense Instruction 1330.17, Armed Services Commissary Operations, and they include active duty, Guard and Reserve members, military retirees, Medal of Honor recipients, 100 percent disabled veterans, and their authorized family members. Expanding the patron base will require changes to this instruction, which is beyond DeCA's purview.</p>
<p>9. NEC Tech Support Services</p>	<p>Used to be able to pick up the phone and get the local IT support located on post. They could either remote in or take a work order and quickly come over to assist with any IT issues during the work day. Now, have to call a central number in some isolated location in another state and wait on hold for a while. When they come on the line, instead of taking info to put in</p>	<p>Bring back the way it used to be, having only to directly contact the local installation NEC. Reinstate the previous IT NEC support system at each installation.</p>	<p>SME: Dwayne Oland</p> <p>Issue Status: Submitter did retry Enterprise system and found that they can now remote in and was only on hold for about one minute. Services through this organization seem to have improved.</p>

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	<p>a work order and forwarding to local installation, they attempt to walk you through it via phone instruction and can't even remote in. After 20 minutes of this, attempting to fix the computer problem, they finally and reluctantly write up a work order to submit to local NEC. This causes undue stress by delaying the obvious, of needing a tech SME to fix the problem immediately instead of hours or days later. This is anti customer service and creates precious down time for the employee to be able to work because their computer is down.</p>		
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10. Daycare building access	<p>Currently, anyone can enter the daycare and get back to the children if they so pleased.</p>	<p>Add a badge scanner to the front door and give bldg badges to the sole parent of the Family.</p>	<p>SME: Charmayne McClarine/Tomo Dangerfield-CYSS</p> <p>Issue Status: Verified with SME that access to the building is controlled. Individuals not authorized to pick up children are not allowed to proceed to the classrooms.</p>
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			<p>For YS, individuals must ring doorbell on outside of building to receive access.</p> <p>No badge scanner was placed.</p>
11. Combined with issue #10			
12. Undue Burden to Parents and Administrative staff for Teenage Services	<p>Children with diet restrictions which are not life threatening are currently required to submit special dietary paperwork to the admin staff at CYSS. This paperwork requires a Doctor's note and signature and sometimes a dietician's signature. Teens at the teen center may sign out, with parent's permission and walk to the PX or Food Court where they may purchase food of their choice. Teens are also allowed to bring food from home. Requiring special diet paperwork for Teens in this category places undue time and financial burden on the parents, who must find the time from work to get the paperwork to the doctor and or the specialist, which may or may not be covered by health insurance, as well as pay for the service. Not all patrons of the teen center have access to BAHC nor</p>	<p>For non-life threatening food considerations, as well as for those whose parents have identified to be mature enough to regulate their own diet, present whose children use the teen center who can leave the facility to purchase food should not be required to go through additional time and expense of filing out a special diet form and go through the Special Needs Accommodation Process. This will save time, reduce waste both in productivity and resources and be a "win-win" for both parents and an already over-burdened with paperwork, administrative staff.</p>	<p>SME: Michelle Hewitt- ACS</p> <p>Issue Status: 1) Per the Annex K to the CYSS Manual, the Army CYS Services Screening Tool is required to be completed by parents to screen all children for special needs at initial registration and annually thereafter.</p> <p>Upon identification of special need, supporting documentation must be submitted with the Screening Tool when it is forwarded to the APHN:</p> <ul style="list-style-type: none"> - Food intolerance requires a Special Diet Statement signed by physician.

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	<p>will BAHC providers review and fill out the required paperwork. Many times the addition of a dietician signature or plan comes from a Fort Meade provider who often is not on site and does not know the child or situation. The Army does not reimburse the fees involved with doing all these requirements. Time away from work, miles driven. Additionally, the time it takes to convene special boards to review this “non-issue” costs money, as well as the paperwork required to identify track and follow-up on each teen.</p>		<p>2) Per the AR 608-75, 22 Nov 2006, with a rapid action revision issue date 24 Feb 2011, Exceptional Family Member Program regulation-</p> <p>Conduct annual periodic review of the child and/or youth individual SNAP care plan and/or as requested by CYSS.</p> <p>(d) Parents are responsible for providing all requested and/or medical information to the APHN for review before the child placement is determined.</p> <p>Children will not be allowed to start in CYSS until the review has been completed.</p> <ul style="list-style-type: none"> • It is a requirement that if the child has a special need, then he must be screened.
<p>13. Federal Gov’t Funding Constraints/ Common Levels of Support (CLS)</p>	<p>Due to recent funding constraints and the CLS, (do the bare minimum with less assistance) it is</p>	<p>Either eliminate these demanding requirements, i.e. Military Spouse Appreciation Day, Gold Star Family, Spouse,</p>	<p>SME: CPT Banger-JAG Lisa Hamlin- FMWR</p>

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	<p>very difficult to meet the expectations of the recent OP-ORD (FY15-16). The OP-ORD lays out clearly that there are several events, primarily FMWR recreational events, that are designed to honor, appreciate our SMs and their FMs. Requiring employees of local FMWRs to provide exceptional events (recurring) that are mandatory but with no financial assistance or staff support is nearly impossible and sets up the staff for failure and contributes to low morale with SMs, Families and FMWR staff.</p>	<p>Wives Day or provide necessary funding to appropriately and successfully carry out these mandatory events</p>	<p>Issue Status: Submitter satisfied with outcome. Solution is to partner with NAF/FMWR for events for financial assistance and staff support.</p>
<p>14. NAF Inequality</p>	<p>NAF (employees) not treated as equals with other gov't employees. NAF not eligible for Priority Placement Program (PPP) beyond spouse preference. NAF portability (moving from location to location) is hard to find, i.e. transfer of benefits to an AF position. Have to start from "0" (Zero).</p>	<p>Recommendation: NAF to be treated as equals for job/search/movement and PPP.</p>	<p>SME: Ms. Poni Seumanutafa-CPAC</p> <p>Issue Status: NAF do not offer the Priority Placement Program for spouses, this is mainly for AP functionality. NAF offers portability when an employee moves from AP to NAF and NAF to AP. The employee will elect a onetime offer to port over either way, it must be done within 30 days of the employment.</p>

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<p>15. Marriage Counseling</p>	<p>With the high divorce rate in the military, there are several free options through the chapel, Military One Source, and FAP. There are no options through TRICARE to see a counselor.</p>	<p>Recommendation: Toll free number on Military One Source/Army One Source also available.</p>	<p>SME: Billie Keeny-TRICARE Rep</p> <p>Issue Status: There is a Military Family Life Consultant on post at no charge & no need for external referral.</p>
<p>16. Food Served at CYSS Programs</p>	<p>We have many kids who are picky or Obsessive Compulsive Disorder (OCD) about their food. When a child doesn't like the food being served they are not given substitutions or alternatives. That child goes hungry because they may not want the sauce on the noodles (which is prepared beforehand). We pay all this money for child care which is included in those fees. We as parents are not allowed to supply i.e. pack their lunch to prevent the child not eating.</p>	<p>Offer foods separately, if they want to mix the sauce let them. Offer an apple, cheese, bread or some crackers if they do not like that day's lunch. Don't let the child go hungry.</p>	<p>SME: Jodi Corbett- CYSS Dietician</p> <p>Issue Status: Per CDC policy, if parents provide a doctor's statement indicating that an alternative must be provided, then a substitution can be made. CDC is also currently separating food so that children can have the option of eating the foods that they enjoy.</p> <p>Under the Health SOP, to avoid cross-contamination for children with food allergies, bag lunches</p>

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			cannot be brought in the classroom.
17. Fun Recreational Outings	We used to have fun, Family Oriented recreational outings for events around town or trips to NYC, DC, etc. New military Families could go to these to get to know the area. It is a fun Family thing that offered no worries about parking or finding where things are.	Start day trips to DC & NYC. Have outings for the Family to local attractions without the worry of driving.	SME: Marilyn Flynn/Patrice Harper Recreation- FMWR Issue Status: Due to budget restrictions, recreational outings have been reduced. Way ahead for FY15: Re-energize the outdoor excursion program.

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<p>18. Military Spouse Executive Order restricts Spouse Seeking Employment Beyond a Two Year Period</p>	<p>Currently, the 5 code of Fed Regs of CFR 315.612 (4) (d) (1) states: "In accordance with the provisions of this section, spouses are eligible for a non competitive appt for a max of 2 yrs from the date of: the SMs PCS orders",,, The FY13 National Defense Authorization Act signed Jan 13 amends requirement and brings the reg in line with 5 US code (USC) subsection 3330d by removing two year time limit. OPM has 180 days from when the NDAA was signed to implement the change: however, the OSD is still waiting for the change to be published so the OSC & the service components can implement the change. The hiring policy of OPM is aware of the amended changes that were made to the FY2013 NDAA concerning the 2 yr eligibility time frame for certain military spouses. However, they are STILL working on proposed reg to reflect this change to the current regs at 5 CFR 315.612. Once complete, it will be published in the Federal Register. Not only does there appear to be zero accountability to explain why OPM has failed to meet the 180 (day) timeline but they have also failed to provide any sort of</p>	<p>Change the time restriction to authorize non competitive appt eligibility for Federal jobs once per PCS on the Military Spouse Executive order. 2. Allow an exception to policy within the next 6 months allowing installation to lift the 2 yr time restriction while OPM works on finalizing/publicizing an amendment.</p>	<p>SME: Ms. Poni Seumanutafa-CPAC</p> <p>Issue Status: Will follow up with OPM on status of regulation.</p>
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	<p>timeline as to when the amendment might be published. This 2 year limitation impedes Military Spouses from finding federal employment in today's employment market, especially on smaller installations where employment opportunities are already reduced.</p>		
<p>19. Single parents and child care.</p>	<p>As a Soldier, we are always told that the mission is more important than anything else. Which is true to an extent. However, when you are a single parent that can't always be the case. I find myself, a single mother, and other single parents constantly hung out to dry when it comes to opportunities or mission essential things because we can't just up and leave our children with just any random Joe Schmoe off the street. There is the possibility of placing your child in the CDC when they finally have openings, but can't possibly sit at a day care center all day long? Many Soldiers, like myself with no Family in the area except for other</p>	<p>Left blank.</p>	<p>SME: CSM Jessup</p> <p>Issue Status: Issue was addressed; CLOSED</p>

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	<p>Solders in our units are basically told that we have to figure it out and suck it up to get things done like 24 hr staff duty, making time for classes, or even finding our way out to the firing ranges. As a result, some Soldiers may start to feel like they have no one to stand behind them and stick up for them when the chips are down. All in all we single parent are requesting an understanding environment.</p>		
<p>20. Barber Shop Vacuum (Clippers)</p>	<p>If or when I get a haircut during the work day, I leave the PX with hair clippings down my shirt and on my clothes.</p>	<p>Install a vacuum to clippers so clippings are pulled away during cutting</p>	<p>SME: Jim Fuller- Barber Shop in PX</p> <p>Delegate: SME stated that the contractor is not contractually required to have vacuum clippers.</p> <p>Issue Status: SME stated the he has re-emphasized to his staff the importance of eliminating hair clippings from customer's shirts.</p>

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<p>21. Bicycles on Post</p>	<p>There needs to be more bikes around post for Soldiers and civilians to use. I work at Fort Detrick's research facility and parking is very limited at the moment. If I have an appt in the afternoon at BAHC, then I would rather ride a bike to the clinic then drive my car and miss out on my parking spot.</p>	<ol style="list-style-type: none"> 1. We would ask for donations from people around post. 2. Use the honor system to deter theft. 	<p>SME: Marilyn Flynn/Patrice Harper- FMWR</p> <p>Issue Status: Way ahead for FY15: Recreational program will be purchasing mountain bikes for rental.</p> <p>Will also look into bike share option.</p>
<p>22. Insufficient (number) of electric outlets in gym (locker room)</p>	<p>The female locker room does not have sufficient electrical outlets. This causes patrons to have to wait to dry their hair. . The outlets can be hazardous if an appliance is dropped.</p>	<p>Install more outlets in a dry area.</p>	<p>SME: Rob Rodgers/Lisa Hamlim- FMWR</p> <p>Issue Status: COMPLETED</p>

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<p>23. The Ft Detrick does not have a cart return in the Commissary parking lot</p>	<p>Currently, Ft Detrick does not have a place for customers to return the shopping carts. Unattended carts could possibly cause damage to vehicles.</p>	<p>Construct a designated cart return area in the parking lot for the carts that are left unattended.</p>	<p>SME: Donna Pryor-Commissary</p> <p>Issue Status: COMPLETED</p>
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