

## Grafenwoehr Military Community Issue Tracker

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Issue Number	Title	Description	Assigned To	Status	Category	Opened Date	Source	Resolution	Date Closed
11-A001	CYS Fee Structure by Rank/Status	Hourly rates are based upon the Soldier's rank and the household income. My husband has 2 kids from a previous marriage and he is paying child support. But both incomes, mine and his are in the hourly rate child care structure to pay for child care, he's double-tapped - he pays child support to his ex-wife and his salary is considered for my children's childcare fee. Can a new fee structure be made that does not take the household income into consideration when special situations arise, such as child support being paid to other children.	FMWR	Closed	Childcare-AFAP	01-Mar-11	AFAP	A system is in place for Families to request fee reductions under special circumstances	7/8/2011
11-A002	CYS Hourly Childcare	Hourly childcare can only be 25 hours a week or less; only available from 0800-1700 during the week. During holidays, spring break, summer break, etc. CYS is on a space available basis. If space is available & the customer is willing to pay, why only limit it to this?	FMWR	Closed	Childcare-AFAP	01-Mar-11	AFAP	A system is in place for Families to use hourly care more than 25 hours a week. Parent may reserve the hours by calling the CDC directly. Lead to the establishment of hourly care at Grafenwoehr CDC	6/2/2011
11-A004	Units in Germany are not all being given the same amount of money for Appropriated Funds for FRGs	USAREUR gives a certain dollar amount to all of its units. Each year the units that fall under MEDCOM (but still geographically in USAREUR) do not receive any of this money.	FMWR	Closed	Force Support-AFAP	02-Jun-11	AFAP	Unattainable	6/22/2011
11-A005	Personal Safety on Military Installations	There are many agencies on post that are high traffic and sometimes have the propensity for violence if a situation is heated or emotions are elevated. What is being done to protect these areas?	DES/DPW	Closed	Force Support-AFAP	02-Jun-11	AFAP	Under review by DES and DPW currently unattainable due to funding. Several activities and agencies have panic buttons. All effected areas have been identified by DES/ DPTMS / DPW and most customer service providers have been trained under OPEX (operation excellence) and active shooter.	
11-A006	Military Family Life Consultants (MFLC) Can't Personally Relate to the Military or Military Life	MFLCs at Army installations are underutilized because they haven't been in the military, deployed or part of a military Family. The MFLCs are generally much older than the target audience. Therefore, Family members/ Soldiers don't utilize them as the Army intended because they cannot relate to their situation	ACS	Closed	Family Support-AFAP	01-Mar-11	AFAP	Unattainable. Under current DOD and DA contract, does not specify that trainers are required to have a military background	6/22/2011
11-A008	News tabloids at the PX checkout	News tabloids at the PX checkout line located at children's eye height. There are many "news" items that are inappropriate for our younger readers. These headlines/topics are certainly within a first or second graders reading ability but not within their maturity to deal with.	AAFES	Closed	Consumer Services-AFAP	02-Jun-11	AFAP	Magazines are paid for space and that there are registers that do not have magazines.AAFES did supply each facility that sell magazines, new small signs that can be placed in front of a magazine when someone has a issue, but these are only temporary.	4/25/2010

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Issue Number	Title	Description	Assigned To	Status	Category	Opened Date	Source	Resolution	Date Closed
11-A009	Threatening Violence Against Military Members &/or Their Families	Military members & their Families should be able to serve their country without the threat of harm to them or their Families. The military members & their Families should have an extra degree of protection when it comes to threatening violence.		Closed	Force Support-AFAP	01-Mar-11	AFAP	Unattainable- Not a local issue State Dept issue under SOFA	6/22/2011
11-A010	Warrior Alpha Program	The Warrior Alpha program is not currently recognized as a DA mandated program. Soldiers go to this school for their 2-3 months, they get TDY, but the school is not reflected on their Enlisted Record Brief (ERB) as having a Warrior Alpha identifier	DHR	Closed	Force Support-AFAP	01-Mar-11	AFAP	Completed; It is not an authorized entry on the ERB	6/22/2011
11-A011	Transitioning High School Students	High school students have a hard time transitioning out of the military lifestyle when they graduate into the 'Civilian' life. Students go to the States for work or college & struggle. Many come back home because they couldn't handle the transition. There needs to be a program to help students transition to the Civilian culture.	DoDDS/SLO	Open	Education-AFAP	01-Mar-11	AFAP		
11-A012	OCONUS Travel for Child Dependents from Previous Marriages	While the Army has a policy that pays for dependent children travel for visits OCONUS, even as a college student, there is no such policy to pay for travel for visits OCONUS for children dependents from previous marriages	DHR	Closed	Entitlements-AFAP	01-Mar-11	AFAP	Unattainable; Are only for authorized command sponsored dependents	6/3/2011
11-A014	Travel & Living Allowance (TLA) not being paid out in a timely manner	Soldiers get reimbursed for their TLA almost 45 days after they come into country. As a result, Soldiers are paying out of pocket for food and transportation to and from their place of duty and their hotels especially for Junior Soldiers	DHR	Closed	Entitlements-AFAP	01-Mar-11	AFAP	Unattainable	6/3/2011
11-A015	ID card of Survivor children of deceased active duty soldiers who have an Active Duty step-parent	The ID card of a Survivor of a deceased service member ID card authorizes benefits/entitlements. The active duty dependent ID card authorizes benefits/entitlements. Survivor children risk losing authorized benefits and entitlements when forced to choose between the two ID cards.	DHR	Closed	Entitlements-AFAP	01-Mar-11	AFAP	DHR Elevated to Region	6/3/2011
11-A016	EFMP Disenrollment	When I married my husband I was told to have command sponsorship and had to go through EFMP. I was enrolled in the EFMP. Disenrollment has been a hassle and have been trying to get out of the system for the past 6 months without any success	BMEDDAC	Closed	Medical-AFAP	01-Mar-11	AFAP	Unattainable locally	6/22/2011

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11-A017	EFMP Process, Adults vs. Children	For adults the EFMP process works the same as for children. To go through pediatricians which can be VERY embarrassing. Have the EFMP offices located in a more neutral area to avoid embarrassment.	ACS	Closed	Medical-AFAP	01-Mar-11	AFAP	Completed	6/3/2011
11-A018	USAREUR Drivers License to personnel with no stateside license	Severe problem with spouses coming overseas without proper documents, such as valid US drivers license. As they do not have a valid US drivers license, they are not able to get a USAREUR license.	DES	Closed	Force Support-AFAP	01-Mar-11	AFAP	Unattainable locally - SOFA, German law and Army regulation requires a state side lic and take a test or go to a German driving school and take a test to obtain a license. Driving is a privilege in Europe	6/3/2011
11-A019	Payment of State-Dictated Child Support after non-paternal determination	It is assumed by the Soldier that when children are born, paternity is established as them being the father. If a divorce occurs, in many instances, the state of the record of divorce will mandate child support payments. After DNA tests, that said Soldier is declared not the father, not contested at the time of the divorce, state mandates 'father' continue payments. Instances occur often out of the Soldier's control.		Closed	Entitlements-AFAP	01-Mar-11	AFAP	Unattainable locally - SJA would review	
11-A020	Single Parents living in the Barracks	Those that don't qualify for housing due to not having 6 months and 1 day custody on the custody paper. Soldier and family members are affected, for those that can't visit due to their parent being in the barracks	DPW	Closed	Housing-AFAP	01-Mar-11	AFAP	Unattainable locally	6/22/2011
11-A021	Job vacancies	Whenever someone leaves a job by PCSing the job always sits vacant for months before someone is hired to fill the slot. Meanwhile those in that department are burdened to fill the void and can't do their own work. If someone is PCSing, people have plenty of time to fill the slot. This affects everyone in that department and their customers. When you know someone is leaving, post the job and hire before they leave so the new employee has time to in process and learn the job from the person who is leaving.	CPAC	Closed	Employment-AFAP	01-Mar-11	AFAP	Completed	6/22/2011
11-A022	Non-military access to medical clinics	The issue is not being able to be seen at the medical clinics, buy your American medications at the pharmacy or see a dentist without being a soldier. It is very costly to have to pay providers (German) up front for care in Euros (bad exchange rate) and then wait MONTHS to be reimbursed by insurance companies	BMEDDAC	Closed	Medical-AFAP	01-Mar-11	AFAP	Unattainable locally-	6/3/2011

Issue Number	Title	Description	Assigned To	Status	Category	Opened Date	Source	Resolution	Date Closed
11-A023	Transfer/Travel pay for DoD employees on orders	When Department of Defense employees are transferred (changed orders) don't charge them for housing while they are searching for a permanent house. You are expected to pay for it and then be reimbursed after you pay. It takes weeks to get reimbursed	DRM	Closed	Entitlements-AFAP	01-Mar-11	AFAP	Completed;	6/3/2011
11-A024	EFMP/EDIS not offered to Civilians	Why isn't EFMP or EDIS offered to Civilians (or a program like it)? They are still on orders. People that aren't military with special needs are affected.	BMEDDAC	Closed	Medical Command-AFAP	01-Mar-11	AFAP	Unattainable locally- Condition of employment	6/3/2011
11-A026	Special pay for troops increase	When US military members are deployed to combat areas, they receive several financial considerations. These considerations should be commensurate with the duties they perform, and should, therefore, be greater due to increased hazards/imminent danger.	DHR	Closed	Entitlements-AFAP	01-Mar-11	AFAP	Unattainable locally	
11-A027	Lenghty Army Central Registry for Abuse Cases Placement	Punishment does not seem to fit the crime. Seemes punitive, compared to the act which placed individual in the registry.	BMEDDAC	Closed	(1) Category	08-Jul-11	AFAP	Unattainable locally	7/8/2011
11-A028	Special needs children affected during deployments	The Army is doing a wonderful job getting the families ready for all stages of the deployment with the exception of special needs.	ACS	Open	Family Support-AFAP	01-Mar-11	AFAP		
11-A029	Personable Identifiable Information on the Army Center for Substance Abuse (ACSAP) Employee Assistance Database	The ACSAP is requiring that Employee Assistance Program Coordinators (EAPC) obtain Personal Identifiable Information (SSN and birth date) on all individuals before they can be seen. Individuals that do not provide this information are to be denied.	DHR	Closed	Force Support-AFAP	01-Mar-11	AFAP	Unattainable locally and elevated to IMCOM/USAREUR by DHR for response	
11-A030	Ability to retrieve lost or stolen passports	There is no agency to include the passport office that has the ability to retrieve passport information or maintain a copy of the passport. There are delays and situations which causes a large drain on the Unit's mission due to the complication of dealing the loss or refusal to provide this information.	DHR	Closed	Force Support-AFAP	01-Mar-11	AFAP	Completed;	6/22/2011
11-A032	PCSing solely to attend the SGM Academy creates a hardship on the Family	Currently, the Sergeants Major Academy in Fort Bliss, Texas class schedules are for 9 months. The Army considers this a PCS, not a TDY. Not only does this cause hardship on the Family; but it thereby puts hardship on that Soldier & costs the Army literally tens of thousands of dollars per PCS. The Army is rewarding the Soldier with the school, however it is penalizing the Army Family with this disruptive protocol.	DHR	Closed	Force Support-AFAP	01-Mar-11	AFAP	Unattainable locally	6/22/2011

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11-A033	Jobs for high school students who are 16 and older; also Army dependents	Dependent youth of soldiers are deprived of work skills and money which high schoolers usually have those opportunities in the states. This results in hardships on the Family because they have to fund clothing, pocket money, money for school needs, entertainment, travel, and etc		Closed	Youth-AFAP	01-Mar-11	AFAP	Completed Opportunities for HS dependents are same are available thru DECA, AAFES, FMWR, Summer Hire	6/22/2011
11-A034	DEROS (Date Eligible to Return from Overseas), ETS (End Time in Service)	A soldier should be able to ETS during a window time frame that is best suited for them. A soldier should not have to wait until August to ETS if their children get out of school in June. This holds the soldier and his or her family up from moving forward	DHR	Closed	Relocation-AFAP	01-Mar-11	AFAP	CompletedSoldeir has ability to request extensions or curtailments to their oversea assignment and the Army announces windows for ETSing soldiers	6/22/2011
11-A036	Shipping pets overseas	Currently the Army does not pay to ship pets overseas. This can result in abandonment of animals. Pets are family members, they should be shipped at military expense.	DOL	Closed	Relocation-AFAP	02-Jun-11	AFAP	Unattainable locally pets are a personal choice and cost	6/22/2011
11-A037	Getting Command Sponsorship	I have seen too many young spouses new to the Army who have no idea what to expect from Army life and what their responsibilities are to the Army and their Soldier. Prior to receiving a dependent's ID card, spouses should be required to attend/complete AFTB Level 1 Training. At the very least, a spouse should not be able to receive command sponsorship overseas without completing this requirement.	DHR	Closed	Leadership-AFAP	01-Mar-11	AFAP	Unattainable locally AFTB is provided locally and online	7/8/2011
11-A038	Authorization of TLA (temporary lodging allowance) for pet owners	Current regulation governing temporary lodging allowance(TLA), AER 37-4, states that service members are not eligible for TLA if "The SM refuses private rental housing because the landlord does not allow pets." This policy can force families without the financial means to pay for temporary lodging to give up their pets or possibly abandon them.	DPW	Closed	Housing-AFAP	02-Jun-11	AFAP	Unattainable locally Pets a a personal choice and cost	6/22/2011
11-A039	Enrollment for Special needs Summer School, children age 3-5	Special needs children, in order to be enrolled in the summer school program, a sign of regression has to be observed and submitted by the child's teacher. What programs are available for the child if they do not show regression?	DoDDS/SLO	Open	Education-AFAP	02-Jun-11	AFAP		

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11-A040	Pre-School for Children with Disabilities (PSCD)	My daughter Ashlyn is enrolled in the PSCD program located at Vilseck Elementary. This is a great program and very beneficial to her. This class is for special needs kids and it is only two hours and ten minutes long. In the course of that time Occupational Therapists, Speech Therapists and other professionals come to work with my child. She attends five days a week for a total of 10 hours and 50 minutes a week. That is not enough time for her to get the full benefit that these professionals can offer.	DoDDS	Open	Education-AFAP	01-Mar-11	AFAP		
11-A041	Sure Start	The Sure Start program only accepts E5 and below, with the additional criteria that the child was born to the mother in her teens. They also only accept one child with special needs according to the criteria that was shown to me. My child only gets 2 hours and 10 minutes in her PSCD classroom daily. I don't understand these criteria, or why my child is denied this program or the extra time.	DoDDS	Open	Education-AFAP	01-Mar-11	AFAP	Open	
11-A042	Upfront payment to Medical Providers in Germany	Local dental clinics cannot do anything about the non payment for civilians and Soldiers, once they depart. Local Doctors and Dentists are out thousands of Euros for services provided. This leads to care providers demanding that Americans pay up front or not taking any more American patients	BMEDDAC	Closed	Medical-AFAP	02-Jun-11	AFAP	Unattainable locally	6/22/2011
11-A043	Medal Recognition on ID Cards	Whether the I.D. card belongs to an active duty soldier or a retiree, there should be something indicating special achievements on the ID Card	DHR	Closed	Family Support-AFAP	02-Jun-11	AFAP	Unattainable locally - Elevated to IMCOM/USAREUR by DHR	6/22/2011
11-A044	Child Development Centers should give priority to children with special needs	Children with special needs do not have a priority to utilize the CDC centers. Current priorities are for dual military, single parents, etc. Special needs children should be prioritized to receive services ahead of peers without any disabilities. Special needs children need the peer-to-peer interaction to model behavior in a much higher need than children without special needs.	FMWR	Closed	Childcare-AFAP	01-Mar-11	AFAP	Completed	6/22/2011

Issue Number	Title	Description	Assigned To	Status	Category	Opened Date	Source	Resolution	Date Closed
11-A045	DoDDS Preschool Services for Children with Disabilities (PSCD)	The 2 hours and 15 minutes that children with disabilities receive at DoDDS PSCD programs may be appropriate for the schools, but not clearly for the children who need to receive the services as stated above in the excerpt form IDEA 2004. When parents elect to not use the service or pay for CDC services, it absolves responsibility for DoDDS to provide for free appropriate public education for which they are funded.	DoDDS	Open	Education-AFAP	01-Mar-11	AFAP		
11-A046	Obtaining a USAREUR driver's license while still CONUS	There are several Air Force installations that offer pre-testing for a USAREUR driver's license. Duplicate this process for the Army	DOL	Closed	Force Support-AFAP	01-Jun-11	AFAP	Unattainable locally	6/3/2011
11-A047	Combining authorized paternity leave with authorized R&R or block leave.	Soldiers are authorized paternity leave of ten (10) days. They must take the 10 days within 60 days of redeployment. This is not enough time after a deployment and childbirth	DHR	Closed	Leadership-AFAP	02-Jun-11	AFAP	Completed Units control Soldiers leave	6/22/2011
11-A048	Part Day Pre-School Fees	Part day pre-school (PDPS) is held from 0830 - 1130. Anytime there is no school, PDPS kids are not allowed to attend. However a child enrolled in full-time preschool can be dropped off as early as 0600 and picked up as late as 1800. These students also attend classes whether the school is in session or not. PDPS families must pay for the two week break at Christmas as well as the week of spring break (or use their CYS vacation time) but are not allowed to attend preschool. Adjust fees to reflect a more accurate account of the days missed due to school breaks, parent-teacher conferences and or any school holidays	FMWR	Closed	Childcare-AFAP	01-Mar-11	AFAP	Completed	6/22/2011
11-A049	Dental Care for Children	Good dental health and tricare say get teeth checked every 6 months for children THE clinic will only see family members once a year. Denied when a request is made to see dentist earlier.	BDENTAC	Closed	Dental Care-AFAP	01-Mar-11	AFAP	Completed	6/22/2011
11-A050	Compassionate reassignment for divorced families who can't get authorization for all children to leave the country	We have 3 children, but my eldest is his step-daughter. Command sponsorship demands a court document regarding custody for step children to even be considered; notarized statements aren't acceptable. Ex husband refuses to sign a temporary custody order. Our family has been separated over a year.	DHR	Closed	Relocation-AFAP	01-Jun-11	AFAP	Unattainable locally personal court issue Command sponsorship process requires proper documentation for approval process	6/3/2011

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11-A051	Soldier-to-Soldier Leave Transfer	When 2 married soldiers do not have the same amount of leave days makes it difficult to take leave. However if there was a policy in place to transfer leave days from Soldier to Soldier it could relieve the burden	DHR	Closed	Entitlements-AFAP	01-Jun-11	AFAP	Unattainable locally	6/3/2011
11-A052	Oversee cost of visitation for Non-Custodial Parents	In order to have stepdaughter visit in Germany, there is a large expense for plane tickets. Since there is an allowance for college children to visit parents, why cannot the program be expanded to assist divorced parents with visitation?	DHR	Closed	Entitlements-AFAP	01-Jun-11	AFAP	Unattainable locally only pertains to command sponsored dependents	6/3/2011
11-A053	Availability of scholarships for Private Military Schools	There appears to be no scholarships for private military schools, only college bound scholarships. This is very frustrating. These private schools in many cases cost as much if not more per year than a regular community college.	DHR	Closed	Entitlements-AFAP	01-Jun-11	AFAP	Unattainable locally School selection is personal choice There is the ability to apply for scholarships at military schools	
11-A054	Soldier's Meal Card Deductions	If we live in the barracks we more than likely have a meal card and receive meal deductions, currently at \$286.75. We also get rate 9 COLA because of it. Rate 9 COLA is the cheapest rate available to soldiers, currently at \$5.194/day. However, if we are not on a meal card, we would not get the meal deductions, plus we would receive a rate 0 COLA (currently at \$9.800/day), which is almost double the amount of rate 9. So in summary- people with a meal card are paying - \$286.75+138.18 (the difference of \$9.800-\$5.194 for an entire 30 day period) which equals a total amount of \$424.93 per month just for being on a meal card. I do not like paying more than \$200 just on food for myself per month. Anything above that is an outrageous amount and should be stopped being a mandatory charge against us. It affects most single or geographical soldiers who live in the barracks- E6 and below.	DHR	Closed	Entitlements-AFAP	01-Jun-11	AFAP	Completed	7/8/2011
11-A055	Lack of TriCare Infertility Coverage in Germany	Since moving to Germany, becoming pregnant has been difficult. There is not a lot of help or support. One options is to fly stateside or wait to PCS. Tricare does not cover much fertility coverage.	BMEDDAC	Closed	Medical-AFAP	01-Jun-11	AFAP	Unattainable locally	6/22/2011

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11-A056	Dental Coverage	The Vilseck dental clinic currently sees Family Members while the unit is deployed. They state that they understaffed and overworked both while the unit is in garrison and deployed. But the clinic does not bill Tricare dental/Concordia for those services even though dependents have dental insurance.	BDENTAC	Closed	Dental Care-AFAP	01-Mar-11	AFAP	Unattainable locally	6/22/2011
11-A057	Quality of the Tri-Care referral system	Vilseck Health Clinic has a terrible system in referral. There is not a proper system to take care of families and causes more stress. Because the system does not work, more people go to the ER / German hospitals.	BMEDDAC	Closed	Medical-AFAP	01-Jun-11	AFAP	Completed	6/22/2011
11-A058	Costly, poor wireless connections downrange (ex. Spin Boldak)	Wifi situation very frustrating. Pay \$130 to start up the wireless and then \$80 each month afterwards, internet service proved to be TERRIBLE and spotty. Soldiers were moved after four months, thus using this service for less than a year. Fee seem excessive and taking advantage of the situation	AAFES	Closed	Leadership-AFAP	01-Jun-11	AFAP	Unattainable locally Theater responsibility	
11-A059	Length of soldier work days when not deployed	Prior to the 2SCR deployment, numerous soldiers were kept working well past the 5PM end of work day	2 SCR	Closed	Force Support-AFAP	01-Jun-11	AFAP	Completed Unit Responsibility	6/3/2011
11-A060	Prices and selection at Commissary and PX	Item selection is very limited at on post stores. In addition, PX prices are higher than US store equivalents like Walmart and Target	AAFES	Closed	Consumer Services-AFAP	01-Mar-11	AFAP	Completed	6/2/2011
11-A061	Length of time it takes to receive command sponsorship	Being issued command sponsorship can often take up to three months. The process needs to be streamlined to make this easier for families to be welcomed and ready to use all of the facilities on Rose Barracks.	DHR	Closed	Leadership-AFAP	01-Jun-11	AFAP	Completed Have developed a process locally	6/22/2011
11-A062	Availability of dental care for families/spouses	Family Members, Spouses, in particular, cannot receive dental care at the clinic on Rose Barracks, Vilseck except when 2SCR soldiers are deployed, and German dental care to some is not an option. It can be quite difficult for young mothers with several kids to travel off-post to find acceptable local dental providers. Would like to have dental providers available to family members on post all the time	BDENTAC	Closed	Dental Care-AFAP	01-Mar-11	AFAP	Combined with AFAP issue 11-A056	7/8/2011

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11-A063	Challenges reaching airports in Germany	Transportation from posts to airports is sometimes nonexistent to area airports. If it is existent, it is often inconvenient, particularly for families.	FMWR	Closed	Relocation-AFAP	01-Jun-11	AFAP	Completed FMWR and SATO both offer shuttle services to the airports	6/22/2011
11-A064	Lack of employment opportunities within the Garrison for spouses	Give job preference to Americans when hiring, or at least do not preference Germans, particularly in posts unrelated to the German economy	CPAC	Closed	Employment-AFAP	01-Mar-11	AFAP	There are US positions routinely that allow spouse to apply under spouses preference, if they qualify for the position. Typically we must maintain a 70% German employee and 30% US within the Garrison	6/2/2011
11-A065	Improved therapy services for kids in the Garrison	We have a family whose daughter has a speech impediment. She is struggling mightily to get her speech therapy through the school. Make therapy available to ALL students regardless of pay grade	DoDDS	Closed	Education-AFAP	01-Mar-11	AFAP	Complete. All students that are accessed and qualify for special education services are given adequate therapy. The process for assessment can take up to 45 school days, but all students are provided with the services they require.	6/2/2011
11-A066	Availability and standard of care through the CDC	It is VERY difficult to get into hourly care. Not enough slots exist. Also, workers need to be better trained to handle allergies and diseases.	FMWR	Closed	Childcare-AFAP	01-Mar-11	AFAP	Completed. CYSS accommodates hourly care demand at our CDCs, SACs, FCC homes, Kids on Site locations and through referrals to CYS Sitters. Parents may reserve care up to 30 days in advance. A 40% no-show rate often makes it possible to reserve hourly care on the day care is needed. All CYSS employees complete annual training on communicable diseases and staff are trained to manage the special needs of individual children through the Special Needs Accommodation Team Process (SNAP). Monthly unannounced health, fire and safety inspections ensure that CYSS high standards are maintained.	6/22/2011
11-A067	MFLC program should be revised	They have very low numbers and soldiers who are going or returning downrange seem not to relate to them. Most MFLCs have no downrange experience, military experience or military life experience	ACS	Closed	Family Support-AFAP	01-Jun-11	AFAP	Unattainable This is a DoD contract and is unattainable at the local level	6/3/2011
11-A068	SSGs in the barracks, live in the barracks, while PVTs get command sponsorship and get housing.	This is affecting Soldiers living in overcrowded barracks (198% capacity). NCOs that are held to, and expected to perform at a higher standard, but are treated as privates or worse. Family members, for those that can't visit due to their parent being in the barracks.	DPW	Closed	Force Support-AFAP	01-Jun-11	AFAP	Unattainable; Army regulation requires single staff sergeants and below to reside in the Barracks OCONUS. The Garrison under FSBI is working towards increasing BEQs on both sides of the installation and also looking at providing separate barracks for NCOs.	

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11-A069	Challenges scheduling medical appointments with certain doctors/specialists at Rose Barracks	It is very difficult to schedule appointments with pediatricians and female physicians due to a perceived shortage of these doctors. For example, a pap smear required SIX WEEKS prior to schedule the appointment because of the one available doctor's full schedule. The process the caller was told was to "call back in a week" over and over. The problem is two-fold: 1) not enough doctors to handle the demand and 2) a schedule that cannot be created more than a month out.	BMEDDAC	Closed	Medical-AFAP	01-Mar-11	AFAP	Completed; The GMC Health Clinics are looking into increasing the number of appointments in order to increase availability/access to care.	7/8/2011
11-A070	Noise from artillery training	Extremely loud explosions not only create noise pollution but they literally shake homes on Rose Barracks, often late at night.	JMTC	Closed	Force Support-AFAP	01-Jun-11	AFAP	Completed; This is based on unit requirement and mission readiness.	7/8/2011
11-A071	Transition issues from pre-K stateside to kindergarten on post in Germany	Gaps/differences in qualifications between Army pre-K programs compared to kindergarten requirements in DODS Vilseck create problems for families. Investigate what Army/military pre-K programs are Stateside -- ages served, lessons offered, what children qualify (for example just E-5 and below) -- and make sure that these line up with pre-K and kindergarten in the Grafenwoehr Garrison schools	DoDDS	Closed	Education-AFAP	01-Mar-11	AFAP	Completed; All states have different educational requirements, to include pre-K programs, however, not all states have pre-K standards or requirements for programs. DoDEA pre-K Sure Start program is modeled after the stateside based Head Start program. In addition, Child, Youth & School Services offers a pre-K academic program called Strong Beginnings that provides students with some of the tools they need to be successful in Kindergarten.	6/2/2011
11-A072	Representation for Department of the Army Civilians	There should be some type of representation or assistance if there are issues with a worker's place of employment. The supervisor has representation from MER, JAG, and EEO that employees don't	CPAC	Closed	Employment-AFAP	01-Mar-11	AFAP	Completed; All US employees are afforded the same representation as Supervisors. SOFA does not allow the establishment of US Unions in Europe. Employees decide to serve overseas with the understanding that additional representation is not available.	6/2/2011
11-A073	School aged children being taught deployment coping skills	Create a program to teach school aged children deployment coping skills. What are we as an Army doing to teach them about stress management, the emotional cycle of deployment, the deployment cycle, R & R do's and don'ts, just to name a few? We have all these classes for Spouses and Soldiers, now let us take care of our children and offer them the same tools for coping with multiple deployments.	DoDDS	Open	Education-AFAP	01-Mar-11	AFAP	Elevated; Local SLO elevated to Regional SLO, awaiting response.	7/8/2011

Issue Number	Title	Description	Assigned To	Status	Category	Opened Date	Source	Resolution	Date Closed
11-A074	Quality Control of Health Care in Germany	I was referred to see a Dermatologist on January 25. The Dr who saw me really wanted me to see the Dermatologist that same day, but could not reach anyone in the Grafenwoehr Health Clinic. I made the appointment through Behavioral Health (as the telephone line rolled over to Behavioral Health). The next available appointment was February 25th. I called again and was told there is ONE Dermatologist for the entire Bavarian Region, that totals to 7 other clinics.	BMEDDAC	Closed	Medical-AFAP	01-Jun-11	AFAP	Completed; The GMC Health Clinics are looking into increasing the number of appointments in order to increase availability/access to care	6/22/2011
11-A075	AAFES items made from a country that supports terrorism	Several products being sold by AAFES are made in Pakistan. The media portrays Pakistan as a country that supports Al-Qaida specifically and terrorism. It's almost as if we're helping to train the enemy to kill our Service members.	AAFES	Closed	Consumer Services-AFAP	01-Jun-11	AFAP	Completed; PerAAFES: Although we truly understand the sensitivity toward products from Pakistan, AAFES cannot arbitrarily remove products if sales do not dictate it, unless the United States puts an embargo or trade control on the products. Our mission is to provide items of merchandise and services that our customers want, and customer acceptance (sales) determines whether we retain or delete an item from our stock assortment. Generally, we are able to do this without much controversy. While the military mission is unique, its members represent a cross section of society and they generally parallel those of their civilian counterparts. Our customers expect to be able to purchase the same products found in the US economy and our product assortment is reflective of what you would find in the US civilian stores.	6/21/2011
11-A076	Availability of knowledge dissemination regarding marriage legal information in the Army	There is a general lack of understanding, misinformation, and hearsay among soldiers regarding this issue. Many soldiers were married to foreign nationals shortly before the deployment and during R&R. IAW AR 600-8-14 foreign born spouses who do not possess a US social security number (SSN) or Individual Taxpayer Identification Number (ITIN) are issued a temporary identification number (TIN) solely for DEERS purposes.	DHR	Closed	Family Support-AFAP	01-Jun-11	AFAP	Completed; Services are provide to individuals upon request at ACS, DHR, and SJA, to assist these individual circumstances. Under current conditions, the Garsion cannot establish specific programs to cover all situations.	7/27/2011

Issue Number	Title	Description	Assigned To	Status	Category	Opened Date	Source	Resolution	Date Closed
11-A077	Family Members, who need extensive social services, receive command sponsorship to the Garrison	Once they arrive and they no longer are receiving the services from stateside agencies, incidents of domestic violence and child neglect erupt. The family requires multiple assessments and services. Our agencies are over committed and resources exhausted. The garrison has the expense of ERODing the family back to their home of record. The couple/Families likelihood for success has diminished. Lack of spousal support during time of separations due to marital discord. Army Regulation 608-00 states that the Service Member is not required to financially support a spouse who is living in government housing. When these separations occur the spouse and children must seek limited services for support until the Service Member agrees to provide for their needs	DHR	Closed	Family Support-AFAP	01-Jun-11	AFAP	Completed; The Army enlists Families. Family members that have legal or domestic issues are screened during the passport process, Family members that have special needs are screened during the EFMP process.	6/3/2011
11-A078	Shipment of 2nd POV OCONUS to CONUS	Soldiers have to pay out of pocket for a 2nd vehicle	DOL	Closed	Relocation-AFAP	01-Jun-11	AFAP	Unattainable; This has been presented several times to AFAP. Unfortunately it is not an Army requirement to ship two vehicles.	6/3/2011
11-A079	Lack of Mental Health/Behavioral Health Services in small installations	There are installations that do not have sustained, full-time, on-site Mental Health/Behavioral Health services. This creates hardships and quality of life issues for Soldiers and Families		Closed	Medical Command-AFAP	01-Jun-11	AFAP	Completed; We have at least one mental health provider located at all 7 iBMEDDAC supported installations and Garmisch which is a TRICARE remote site. In many communities we have many behavioral health specialists to include psychiatrists, social workers, psychologists and marriage counselors. BMEDDAC will continue to evaluate the available BH appointments, the high no-show rates and the overall communication strategy for ensuring access to these services.	6/22/2011
11-A080	Logo Changes in Department of the Army	Each year the Army spends exorbitant amounts of money designing and changing logos. With each design change comes expenses this is unnecessary and wasteful	DHR	Closed	Leadership-AFAP	01-Jun-11	AFAP	Unattainable; This request is unattainable as this issue is very vague. More information is needed on what specific logos are being changed to able to determine if changes were required and were properly approved. The Army has regulatory guidance in place that "controls" the development of Army insignias and the sale manufacture, sale, reproduction of them in AR 672-8. Additionally the Institute of Heraldry is the approving authority for changes and it has guidance on a wide range of heraldic services to include decorations, flags, streamers, agency seals, coats of arms, badges, and other forms of official emblems and insignia. See <a href="http://www.tioh.hqda.pentagon.mil/default.aspx">http://www.tioh.hqda.pentagon.mil/default.aspx</a>	6/3/2011

Issue Number	Title	Description	Assigned To	Status	Category	Opened Date	Source	Resolution	Date Closed
11-A081	Dept. of the Army should have all administrative printers print 'duplex'	Department of the Army should follow the US Coast Guard and implement a policy that requires all administrative printers be set to duplexing WITHOUT users being able to change this option. This would reduce money spent on paper and make an impact on the environment	IMO (S6)	Closed	Force Support-AFAP	01-Jun-11	AFAP	Completed; This is an issue where the ONCONUS is on the individual organization/garrison. They may opt to put this policy in their local Standard Operating Procedure. The exception is that some forms may not be printed two-sided.	6/22/2011
11-A082	Army Family support programs need to better accommodate male spouses	Male family members tend to feel left out of a lot of support programs because they are designed to support young females/wife rather than male spouses.	ACS	Closed	Family Support-AFAP	01-Jun-11	AFAP	Completed; Current classes offered by ACS for FRG training are for volunteer positions within the FRG. The FRG positions or the FRG trainings are not gender specific. The training is for the position whether the volunteer is male or female. FRGs are what Soldiers, spouses and units make of them. Spouses whether male or female should volunteer within the FRG, become an events coordinator or planner; suggest activities that both genders would like. Keeping in mind that FRGs must benefit the entire unit.	6/22/2011
11-A083	FRG Training needs to be adjusted to accommodate Family Member participation	FRG leaders need to learn or be trained on how to adjust programs to accommodate the family members needs. This could increase the participation in the FRG.	ACS	Closed	Family Support-AFAP	01-Jun-11	AFAP	Completed; ACS has created FRG F.U.N. (Facilitate, Unite, Network) Workshops. These workshops focus on different aspects of the FRG. Workshops include Portfolios, Team Building/Ice Breakers, Getting Organized, Marketing, Esprit de Corps/Volunteer Incentives, Deployment & Children. Designed to provide creative ideas to FRG leaders to entice participation at FRG meetings. New workshops could be added or current ones changed or deleted to meet the needs of the community. Workshop topics are always welcomed and considered.	7/8/2011
11-A084	Lack of local developmental Pediatricians leads to hardship	The is ONE developmental Pediatrician for the entire community. Use to travel to Vilseck once a month, discontinued till Sep 2011. Currently, families are experiencing hardship getting to Landstul to get their children assessed and diagnosed thus, affecting a special needs child's quality of life	BMEDDAC	Closed	Medical-AFAP	01-Jun-11	AFAP	Completed;	6/22/2011
11-A085	Problems getting referrals approved, ISOS, TriCare referral system	Many families area having continuous problems getting referrals approved through ISOS. For special needs kids this poses a HUGE problem. Early intervention is the key, without it, regression can occur.	BMEDDAC	Closed	Medical-AFAP	01-Jun-11	AFAP	Completed	6/22/2011
11-A086	Tri-Care Overseas 72 hour referral turn around time is too long	Under the new system, if you are sick you are advised to go to the emergency room. The 72 hour turn around is too long. This system will end up costing tax payers more money	BMEDDAC	Closed	Medical-AFAP	01-Jun-11	AFAP	Completed	6/22/2011

Issue Number	Title	Description	Assigned To	Status	Category	Opened Date	Source	Resolution	Date Closed
11-A087	Pay Grade of FRSA, needs to be moved from GS 06 to GS 09 level	FRSAs are ineffective because their employment level is a GS 06, which is not respected because they become personal secretaries to the commander and work for the commanders spouse. A higher pay grade like GS 09 would accommodate working for two individuals	DHR	Closed	Leadership-AFAP	01-Jun-11	AFAP	Completed; The Army has a standard FRSA support model of one (1) Department of the Army Civilian (DAC) to support the Army's active Operational Forces at deployable Battalion levels. The GS06 grade level of the FRSA is standard across the Army and was determined by an official classification system as reflected in the below: Recommend ACS address the issue on how to get Cdrs educated on the FRSA proper roles/responsibilities.	6/3/2011
11-A088	Lack of nutritional food in the Commissary, Schools and CDCs	Our population is increasingly becoming more aware of the need for better choices of foods, but is having a difficult time getting it: many have food allergies. There is a need to see more "whole" foods, less processed "items" on the shelves at the Schools , Commissary and DFAC.	SLO	Closed	Consumer Services-AFAP	01-Mar-11	AFAP	Completed; School Liaison Officer: The Youth Well-being working group has addressed with AAFES the need for nutritious school lunches. AAFES no longer fries any foods, they use whole grain products and there are several healthy options for students to choose from. CYSS: CYSS programs worldwide follow USDA guidelines for nutritional content/portion sizes and Army CDCs in Europe have standardized menus that do not include processed foods. Baked goods are prepared minimal sugar and fat. Children with special dietary needs (allergies and intolerances) are accommodated. AAFES: AAFES no longer fries any foods; they use whole grain products and there are several healthy options for students to choose from.	6/21/2011
11-A089	Shopping carts left scattered all around the parking lots, PX & Commissary	It affects the entire community; especially after large snowfalls. It makes it more difficult to get into parking spots	DECA	Closed	Consumer Services-AFAP	01-Mar-11	AFAP	Completed; Shopping carts in the parking lots belong primarily to the Commissary. AAFES has instituted the coin release carts as of early 2011 with the approval of the Garrison office, which has resulted in minimal lingering carts, decreased personnel, and more presentable entrances. The commissary has agreed to institute the same program to eliminate the shopping cart issue.	6/22/2011

Issue Number	Title	Description	Assigned To	Status	Category	Opened Date	Source	Resolution	Date Closed
11-A090	Lack of ABA (Applied Behavioral Analysis) qualified support personnel at DODEA schools	Only two Autism Specialists in 4 schools responsible for training school staff, providing support to parents and educational staff. Lack of full-time ABA trained staff available to provide and instruct staff in classroom.	DoDDS	Closed	Education-AFAP	01-Mar-11	AFAP	Unattainable; The educational services for students with disabilities are designed based upon individual student needs. While ABA is one source of intervention, there are several other means and methods available to provide services to students. DoDEA HQ is in the process of evaluating the service delivery models in support of students with ASD, to include the hiring of an ABA certified educator for the NC District this past SY. DoDEA continues to provide individualized support for students with ASD based upon the "local decisions" made by the SPED CSC. ABA is a task analysis process to collected data regarding a student's ability to make progress for a specific task. Our educators, while not formally trained in ABA, are using this process. SY 2011/12, DoDEA will procure education resources (most likely an online system) for educators in the support of students with ASD; to include ABA training component.	6/2/2011
11-A091	Fair rent practices of Soldiers in off- post housing	Perception that landlords in the area take advantage of the Army and inflating the prices of rent. Some soldiers living in housing units where non-US live and their rent is double than normal then that of the non-US citizens.	DPW	Open	Housing-AFAP	01-Jun-11	AFAP		6/22/2011
11-A092	Consistent fences in Housing, specifically Rose Barracks	Rose Barracks has multiple types of fences metal and wood with different heights. Some falling down and some with no gate. Need consistency like in Netzaberg for fences	DPW	Closed	Housing-AFAP	01-Jun-11	AFAP	Completed	6/22/2011
11-A093	Occurrence of AFAP Conferences	In many instances, AFAP issues are gathered at the last minute. Most issues can be vetted through ICE or community events; let the community have 2 years to put together strong AFAP issues	ACS	Closed	Family Support-AFAP	01-Jun-11	AFAP	Completed; IAW AR 608-47, Army Family Action Plan, installation conferences must be held annually.	6/3/2011

Issue Number	Title	Description	Assigned To	Status	Category	Opened Date	Source	Resolution	Date Closed
11-A094	Sanitation & Cleanliness of AAFES Concessions & on Post Facilities	Witnessed a small child coming out of the Burger King play area with a big piece of hard poop in his hand. The play area is filthy. Also, there are several public places where nothing is done in regards to sanitation - these places include the waiting areas in TriCare Health/Dental clinics; CMR / Post Office, candy machines in the px malls and area eating facilities	AAFES	Closed	Consumer Services-AFAP	01-Mar-11	AFAP	Completed; AAFES Concessions are under the same regulations as AAFES direct operations. In reference to BK play area, the weekly sanitation requirement is strictly monitored, in addition to daily checks, which may require a sanitation if needed due to noted accidents and mishaps by young children as described (ex. poop falling from diapers during play). In reference to food facilities, AAFES fast food is noted for some of the cleanest, most efficient restaurants in the NBFF (Name Brand Fast Food) industry. Their unannounced inspections by the relative corporations and scores are reflective of their success. Ex. Popeyes (Graf) was recently awarded the Gold Plate, which is the highest award given by the Popeyes Corporation for the best of every category, including cleanliness, efficiency, operations, etc, eliminating over 4,000 locations. AAFES conducts regular health and sanitation checks in all food locations. Concession food is subject to the same scrutiny. Local vets also conduct routine checks. Any violations with concessions result in contractual disciplinary action immediately upon discovery.	6/29/2011
11-A095	Dental Issue for Reserve Soldiers	Reserve Soldiers are no longer just a strategic asset and now perform a greater role as part of the operational force. They need and should receive the same level of dental care as active duty Soldiers if they are expected to perform at the same level. Change the law and regulation to allow any Soldier in a duty station to receive dental care when in any duty status. This would have a positive impact on Soldier readiness.	BDENTAC	Closed	Dental Care-AFAP	01-Mar-11	AFAP	Completed; Reserve Component Soldiers cannot be overstated in the current operating environment. Reserve Component Soldiers and their Family Members are seen in our clinics for emergency situations; otherwise, the expectation is that you present to your temporary duty station 'dentally fit'. CONUS-based reserve units deploying to Europe have full access to Tricare approved dental providers at home station. As a practical point, Reserve Component assets do get the same level of care as Active Component assets provided that they are on an active duty status for 30 days or more. We routinely provide annual examinations to Reserve COMPO Soldiers.	7/27/2011

Issue Number	Title	Description	Assigned To	Status	Category	Opened Date	Source	Resolution	Date Closed
11-A096	5 Year Rule for Civilian Federal Workers Overseas creates hardship and is unnecessary.	The 5 year rule causes hardship, separation, undue stress, and fear for employees as well as their families. Employees who are near retirement are asked to move their entire life and families back to a place where they know no one; families are broken up, costs are sometimes more than if the employee stayed in the position and many workplace issues are acerbated by it.	CPAC	Closed	Employment-AFAP	01-Mar-11	AFAP	Completed; Individual tour lengths and overseas extensions are Command decisions and reviewed on a case by case basis.	6/2/2011
11-A097	Translation Services, Medical Liaison Office	Soldiers and Family members cannot resolve many issues that come up living in a foreign country because they do not know the language. Apartment leases, medical situations, bills and many other items cannot be read causing a conflict in the ability to pay debts, going to the hospital, talking with a doctor when they cannot speak the language. A translator would be welcome and helpful.	BDENTAC	Closed	Consumer Services-AFAP	01-Mar-11	AFAP	Completed; A majority of service providers have German speaking employees on their staff(s), however, the USAG Grafenwoehr is not staffed to provide translation services. Translation services, however, are available through "Army One Source."There is a "Guide to Host Nation Health Care" located on the Garrison Grafenwoehr Health Clinic Home Page: ( <a href="http://ermc.amedd.army.mil/grafenwoehr/HNGuide/20100526GrafenwoehrHNGuide.pdf">http://ermc.amedd.army.mil/grafenwoehr/HNGuide/20100526GrafenwoehrHNGuide.pdf</a> ) , and the Health Clinics also have German-language capable "Patient Liaison" personnel on their staffs to assist patients, specifically when they are in-patients in a local hospital.The local office of the "Staff Judge Advocate" has German-speaking personnel on their staff that may provide legal assistance.The "Housing Referral Office" has German employees that are employed to assist Soldiers, civilian and family members with rental agreements.	6/22/2011
11-A098	Need programs directly for Reservists in the community	Reservists often cannot take advantage of resources that their active duty counterparts receive. Hours that conflict, distances, logistic support of family members and status issues prevent them from receiving assistance in almost all categories.	ACS	Closed	Leadership-AFAP	01-Jun-11	AFAP	Completed; As in the US, it is an Individual decision to serve as a Reservist. US based Reservist also do not get entitlements and privileges afforded to Active Duty Soldiers. It is also an individual, Famliy decision to reside in Germany and serve as a Reservist.	6/22/2011
11-A099	Reservists not covered by the USERRA (Uniformed Services Employment & Re-employment Rights Act) agreement	Reservist who hold employment in a foreign country is not protected when they are called to duty. They can lose their job and have no protection. It is a severe hardship on families and soldiers	SJA	Closed	Force Support-AFAP	01-Jun-11	AFAP	Completed; The foreign USERRAs are country to country. This is an EU/NATO issue.	6/22/2011
11-A100	Limited storage facilities available	Storage of items is a problem. Specifically, Rose Barracks housing has a small area adjacent to the house. There are no other areas currently available.	FMWR	Closed	Housing-AFAP	01-Jun-11	AFAP	Completed;	6/22/2011

Issue Number	Title	Description	Assigned To	Status	Category	Opened Date	Source	Resolution	Date Closed
11-A101	Dual Military Assignments	My husband and I have a child and are a dual military family. "BIG Army" stationed one family member to HOH and another at Rose Barracks. This has caused numerous problems and unnecessary difficulties which effects childcare, travel and the feeling of being a single parent. There is a hardships on gas, money, and time spent together. Some sort of compensation should be provided to accommodate this type of situation	DHR	Closed	Force Support-AFAP	01-Jun-11	AFAP	Completed; IAW AR 614-200, Section IV, Paragraphs 5-21 & 22, enrollment in the Married Army Couples Program only guarantees Joint Domicile (JD) consideration; however it does not guarantee that the couple will be assigned together at the same location and/or at the same time. The guideline for a JD is assignments close enough together for Soldiers to establish a common household (50-mile radius or one hour driving time of each other.)	6/3/2011
11-A102	Gold Spouses becoming Military Family Life Consultants (MFLC)	There are Gold Star spouses out there that want to help families. Perhaps help can be provided two ways - they can help other Families cope and perhaps this helps their healing process	ACS	Closed	Family Support-AFAP	01-Jun-11	AFAP	Unattainable; ACS is only the government POC for the consultants, DoD holds the contract and conducts hiring of MFLCs. MFLCs have experienced most things as other people have; moving, death, separations, divorce, and some have military to include combat experience	6/22/2011
11-A103	Spouses who travel and are notified of a casualty stateside pay for flight back to OCONUS	This affects the surviving spouses and children. Some may not have the financial capabilities to fly back OCONUS to clear from everything if they choose to do so.	DHR	Closed	Entitlements-AFAP	01-Jun-11	AFAP	Completed; Most personnel that travel from OCONUS to CONUS do so with a round trip ticket. If this is not the case there are other options possibly available to assist with funding a flight back to OCONUS. Although it is not standard procedure, on a case by case basis, the Casualty and Mortuary Affairs Operation Center (CMAOC) may approve travel for Family members in the case of an active duty death. Prior to making the flight, the Casualty Assistance Center (CAC) will coordinate with CMAOC to get approval to fund the flight. There are also AER loans/grants that are available as well as Space A flights to help to offset the associated costs.	6/3/2011
11-A104	Soldiers changing DD93 forms downrange and not informing spouses	Allowing Soldiers to change forms downrange without properly being advised in a combat area can cause hardships on spouses. Counsel Soldiers on changing paperwork downrange and suggest notifying the spouse.	DHR	Closed	Entitlements-AFAP	01-Jun-11	AFAP	Completed; This is a unit leadership matter. Soldiers are briefed by the leadership on the DD93. Soldiers are not required to tell their spouses of a change IAW the privacy act. The unit is not allowed to notify a spouse of specific changes but they are "required" to officially inform the spouse in writing that a "change" has been made and they are not sole beneficiary of the benefits. The letter is automatically generated through e-MILPO if the Soldier elects anyone other than the spouse	6/3/2011

Issue Number	Title	Description	Assigned To	Status	Category	Opened Date	Source	Resolution	Date Closed
11-A105	Sensitivity training needed towards casualties and injuries during out processing	Several times when completing the out processing in a civilian and military environment, inappropriate comments are made such as, 'you're young, you can remarry'	FMWR	Closed	Entitlements-AFAP	01-Jun-11	AFAP	Completed; As part of our commitment to customer service, we have several methods to ensure we are providing the best service possible. Our employees receive customer service training, there is the ICE comment system in place, and during the Casualty Notification Officer and Casualty Assistance Officer training, the Soldiers are briefed, shown videos and given examples of how to treat survivors. In addition to this, they are all personnel that are not new to the Army and meet a certain rank requirement. This is done on purpose to ensure that the Soldier assisting the Family is a seasoned Soldier that has knowledge and experience, and can empathize and be sympathetic to the Family. All service providers are currently obtaining OPEX customer service training.	6/22/2011
11-A106	Classification of spouses and children on ID cards when they lost the Soldier	Surviving Spouses and family members have no privacy on ID cards. Instead of using 'DB' on ID cards, utilize 'SS' for surviving spouses and 'SC' for surviving children. This ensures that spouses and family members have some type of privacy	DHR	Closed	Entitlements-AFAP	01-Jun-11	AFAP	Completed; DB doesn't mean Death Beneficiary, it means DOD Beneficiary. This code covers more than surviving spouses; it also covers other areas as an example for retirees. More education needs to be done when the card is issued to ensure the family member fully understands what it means. This can be handled locally when issuing cards. The system purposely doesn't identify surviving spouses and family members in order to protect their privacy.	6/22/2011
11-A107	Surviving spouses and dependents stationed abroad who travel stateside have notification issues by the Army	When spouses and dependents travel stateside it is difficult to receive proper notifications. This occurs because of human error and numerous paper trails	DHR	Closed	Entitlements-AFAP	01-Jun-11	AFAP	Completed; AARs, and the timeliness of all notifications are made, and made on time. Because there are strict timelines and procedures that must be met and followed, there is constant monitoring of this process between the Soldier, the CAC, and CMAOC. There are regulatory requirements that required Next of Kin notification within a 4 hour window. There are times when this doesn't occur due to extenuating circumstances i.e. NOK are on a cruise and unavailable. These cases are closely monitored to ensure notification is done as quickly as possible and all applicable resources are utilized. Spouses of Deployed Soldiers should provide location information to Rear-D.	6/22/2011

Issue Number	Title	Description	Assigned To	Status	Category	Opened Date	Source	Resolution	Date Closed
11-A108	No representation for Families & Spouses when CAOs are shared	It allocates misrepresentation and misinformation to both parties. Also it isn't known if both parties are amicable.	DHR	Closed	Entitlements-AFAP	01-Jun-11	AFAP	Completed; IAW regulatory guidance, Family Members are authorized a CAO. If all of the authorized Family Members reside in the same house they are provided the same CAO. Without knowing the details of this particular case or situation all we can comment on is what the standard is. The Army as a whole does automatically assign a separate CAO to each Family Member that is authorized one.	6/22/2011
11-A109	Casualty Assistance Officers stateside are not receiving adequate 40-hour casualty assistance training.	When a spouse or family member loses their Soldier, they rely on their CAO to be a pillar of strength and knowledge. When they do not receive proper training, they are a detriment to everyone	DHR	Closed	Entitlements-AFAP	01-Jun-11	AFAP	Completed; The DA, CMAOC, has set standards for properly training the CNO and CAO in order to perform their duties. As a requirement in order to perform the duties, all Soldiers, prior to performing the duty, will attend the mandatory 16 hour (2 day) training. This training was developed and approved by DA CMAOC. The Army has found the training to be more than sufficient in preparing the CNO/CAO for their duties. CAO's are required to re-certify on an annual basis. Every CAC has a certified trainer that is responsible for providing the training. The USAG Grafenwoehr Casualty Operations Center provide the training on a monthly basis. All trainers are certified and trained by the DA CMAOC trainer. This ensures standardization throughout the CAC's. All CAC's follow the strict procedures as outlined by AR 600-8-1 and the guidance by CMAOC.	6/22/2011
11-A110	Casualty Assistance Officers are mandated to do the position based on rank	This makes the process difficult to accomplish when someone is unwilling to do their job, causing surviving Spouses and Family to mistrust CAOs	DHR	Closed	Entitlements-AFAP	01-Jun-11	AFAP	Completed; The stress and time commitment that is required per case would not be feasible for this to be solely one person's responsibility nor a specific MOS. A case can go for weeks to months with some cases taking over a year to close. There is no way possible for one, two, or even five Soldiers or personnel to accomplish this mission of supporting the families during notification and assistance and conduct the other casualty related missions while performing unit/Soldier duties. Every Soldier that is trained and performing the duties within this command is willing to perform them and when assigned this is their priority duty. If there were ever any doubt about the quality or lack of professionalism by the Soldier, they will not perform the duty.	6/22/2011

Total

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