

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: CHILDCARE

AFAP Issue # GRAF11-001

Title: CYS Fee Structure by Rank/Status

Scope: Hourly rates are based upon the Soldier's rank & the household income. Other facilities on post (DECA, AAFES, Outdoor Rec, USO, etc) are not based upon income. My child does not receive 'better' care if I pay more; he/she receives the same standard. This is in the cases where child support enters the equation. In a blended Family, for instance - 2 kids are mine, from another marriage. My husband has 2 kids that his ex-wife has & he is paying child support already. But since both our incomes are in the equation, he's double-tapped - he pays child support & then his salary is considered for my children's childcare fees.

Recommendation: Create a fee structure that does not take the household income into consideration when special situations arise, such as child support being paid to other children.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: CHILDCARE

AFAP Issue # GRAF11-002

Title: CYS Hourly Childcare

Scope: Currently, hourly childcare can only be 25 hours a week or less. Hourly CYS can provide the care only 0800-1700. Dual working Families work 40 hours a week, not 25. Some children are enrolled in off post school/kindergarten. During holidays, spring break, summer break, etc. CYS is utilized on a space available basis. However, to get more than 25 hours requires an exception to policy. If space is available & the customer is willing to pay, why only limit it to this? And the hours of the CDC are 0600-1800. Why can't hourly care run the same times? Considering the recent push to support the Army Family Covenant, this is not supporting the Family at all. We should be punished because we choose to school our children off post. Some choose to do so because of the change in age requirement (5 by Sep 1 for DoD kindergarten). Others are more comfortable in an off post environment.

Recommendation: Change the existing policy to authorize hourly care for 40 hours or more per week; allowing Families to use hourly care during the same hours as all other enrolled children get (0600-1800). This can all be on a space-available basis, of course.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FORCE SUPPORT

AFAP Issue # GRAF11-004

Title: Units in Germany are not all being given the same amount of money for Appropriated Funds for FRGs.

Scope: USAREUR gives a certain dollar amount to all of its units that have an FRSA assigned to them, each fiscal year (\$5,000) for the FRG's Appropriated Funds (used for training, etc). Each year the units that fall under MEDCOM (but still geographically in USAREUR) do not receive any of this money. HMEDDAC, BMEDDAC & LRMC all have numerous Soldiers deployed, all three have a WTU & all the WTUs have an FRSA; to include the ERMIC, who also has an FRSA assigned. The three aforementioned sites are all brigade-sized elements & have an O-6 in command. USAREUR is creating a 'step-child' mentality by omitting MEDCOM units; we're all in the USAREUR footprint - just as USAREUR utilizes MEDCOMs in its footprint.

Recommendation: Each unit with an FRSA assigned and/or with deployed Soldiers should be given the \$5,000 each fiscal year by USAREUR, in the USAREUR footprint, regardless of unit type or affiliation.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FORCE SUPPORT

AFAP Issue # GRAF11-005

Title: Personal Safety on Military Installations

Scope: The tragedy at Fort Hood recently most likely couldn't be prevented. However, the response time could probably have been better. There are many agencies on post that are high-traffic & sometimes have the propensity for violence if a situation is heated or emotions are elevated. These places include, but are not limited to: the health clinics; AAFES/DECA; CMRs/post offices; ACS front desk; TriCare offices; CYS facilities.

Recommendation: In the areas above, install a 'panic button' at reception desks. Said button should be directly linked to MPs/Fire Station. It may not prevent something from happening, but the response time would be dramatically reduced.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FAMILY SUPPORT

AFAP Issue # GRAF11-006

Title: Military Family Life Consultants (MFLC) Can't Personally Relate to the Military or Military Life

Scope: MFLCs at Army installations are underutilized. The MFLCs haven't been in the military, haven't been deployed or haven't been part of a military Family. The MFLCs are generally greatly older than their target audience. As a result, Family members and/or Soldiers don't utilize them as the Army intended because they cannot relate to their situation.

Recommendation: Create a program, similar to Troops to Teachers, called Troops to Counselors. Consider a requirement that all MFLCs have a deployment under their belt (in the last 10 years).

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: CONSUMER SERVICES

AFAP Issue # GRAF11-008

Title: News tabloids at the PX checkout

Scope: News tabloids at the PX checkout line located at children's eye height at every checkout line. There are many "news" items that are inappropriate for our younger readers. Topics of child murder, kidnapping, child sexual assault, infidelity, "love" children, domestic violence, etc are commonplace. These headlines/topics are certainly within a first or second graders reading ability but not within their maturity to deal with.

Recommendation: Recommend that these tabloids be kept in the magazine section of the PX so that people bringing children into the PX are not captive at the checkout line. A compromise would be to have as many registers without the tabloids open so that parents can choose a line to wait on with their children. At the least, these magazine should be at the highest point on the display rack and not at children's eye height.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FORCE SUPPORT

AFAP Issue # GRAF11-009

Title: Threatening Violence Against Military Members &/or Their Families

Scope: Military members & their Families should be able to serve their country without the threat of harm to them or their Families. There are organizations whose only mission is to make life hell for those that serve. The military members & their Families should have an extra degree of protection when it comes to threatening violence. In South Carolina, Rep Chip Limehouse plans to introduce a bill that would make it a felony to threaten violence against a military member and/or their Family; up to 10 years in prison & a \$10,000 fine is attached to this felony.

Recommendation: Propose that the DoD enact legislature to create a similar bill that would make it a felony to threaten our military members and/or their Families.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FORCE SUPPORT

AFAP Issue # GRAF11-010

Title: Warrior Alpha Program

Scope: 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.

Recommendation: Enact regulation to have the Warrior Alpha recognized on a Soldier's ERB.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: EDUCATION

AFAP Issue # GRAF11-011

Title: Transitioning High School Students

Scope: High school students have a hard time transitioning out of the military lifestyle when they graduate into the 'civilian' life. Having lived in Europe (USAG Grafenwoehr) for the past 10 years and having had 3 children graduate from Vilseck High School, I (and other community members) have seen these students go to the States for work or college & struggle so much that a large number come back home because they couldn't handle the transition. I've heard comments like 'it's a whole other world' and 'I wish I had know what it was going to be like.' there is no program to help these students transition & be successful

Recommendation: DA , Garrison, someone create a program to help these students 'retire' from the military community. The program could 'ACAP' the student & even go one step further to include classes such as budgeting, checkbook maintenance, etc.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: ENTITLEMENTS

AFAP Issue # GRAF11-012

Title: OCONUS Travel for Child Dependents from Previous Marriages

Scope: 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.

Recommendation: That children dependents fully enrolled in the DEERs program, regardless of which marriage they derived from, previous or current, receive government paid travel for one visit annually while the parent/military sponsor is stationed OCONUS and the dependent is a student.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: ENTITLEMENTS

AFAP Issue # GRAF11-014

Title: Travel & Leave Allowance (TLA) not being paid out in a timely manner

Scope: 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 & from their place of duty & their hotels. Soldiers, especially junior, do not have the means to support a Family - having to eat out every day (German hotels typically do not have kitchens or microwaves) and in some cases, paying up front for hotel rooms.

Recommendation: TLA should be paid out the day (or within 24 hours) of Soldier's arrival to their new duty station. A week's worth of pay would hold them in good stead until their financial situation stabilizes.

USAG GRAFENWOEHR

FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: ENTITLEMENTS

AFAP Issue # GRAF11-015

Title: Survivor children of deceased active duty soldiers who have an active duty step-parent must choose between being issued an active duty dependent ID card or the survivor ID Card.

Scope The ID card of a Survivor of a deceased service member ID card authorizes benefits/entitlements such as: VA benefits (educational, DIC), commissary/px privileges, use of military treatment facility for healthcare. The active duty dependent ID card authorizes benefits/entitlements such as: inclusion of dependent on active duty sponsor orders, commissary/px privileges (with incurring customs fees/charges) and use of TriCare Prime and dental care. Survivor children risk losing authorized benefits and entitlements when forced to choose between the two ID cards.

Recommendation: Issuing both forms of ID cards will accurately reflect their status as survivors, as well as dependents of active duty soldiers and their associated benefits and entitlements. 1. Establish policy to reflect that Survivor children of deceased active duty Soldiers who have a step-parent that is active duty need to maintain both ID cards. 2. Provide clear guidance to ID card sections.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: MEDICAL

AFAP Issue # GRAF11-016

Title: EFMP Disenrollment

Scope: is the intent to make a quota for funding? I was enrolled in the program because I had mild asthma over 10 years ago. When I married my husband I was told to have command sponsorship and had to go through EFMP. The pediatrician looked through my medical records and did not say anything. A couple weeks later, I was enrolled in the EFMP without any other notice. To disagree was impossible as I was told the 'system' will have me in for at least 3-5 years. I was enrolled through the EFMP in Vicenza, Italy. I had a prescription issued to me five years ago, which expired and was thrown away because it was never used. Disenrollment has been a hassle and I have been trying to get out of the system for the past 6 months without any success.

Recommendation: Change the qualifications for EFMP. If the case is not serious, there is no need to have people go through the process because an office had to meet a quota for funding.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: MEDICAL

AFAP Issue # GRAF11-017

Title: EFMP Process, Adults vs. Children

Scope: For adults the EFMP process works the same as for children. We have to go through pediatricians which can be VERY embarrassing. In Vicenza & in Ft Benning both EFMP offices were located in the Pediatrics area & I felt very embarrassed as if I had a more serious problem, other than asthma from 10 years ago.

Recommendation: Have adult EFMP offices in a separate location, or change the overall aspect of EFMP. Not always EFMP members are children.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FORCE SUPPORT

AFAP Issue # GRAF11-018

Title: USAREUR Drivers License to personnel with no stateside license

Scope: There is a severe problem with spouses coming overseas without proper documents, such as valid US drivers license. These family members are often isolated and do not interact with the community because they have no means to drive from their homes to the installations. As they do not have a valid US drivers license, they are not able to get a Garrison license. Public transportation is different throughout Europe, and in Germany, unless one is stationed in a much larger installation, there is limited public transportation. On the Vilseck community it is not uncommon to see a Spouse with children walk down the streets with commissary carts (which are not returned to the store). Online blogs and social networks have Family members begging for rides to different facilities, often offering some money. this is a problem because the military can avoid social isolation and family issues by ensuring family members come overseas with a valid US license. If you are old enough to marry and join the military, you should be old enough to drive and be self sufficient.

Recommendation: the Army should ensure that to receive command sponsorship, ALL spouses should have a valid US drivers license. This can become a requirement in their packet. The spouse will not be on orders unless she has a valid US license.

USAG GRAFENWOEHR

FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: ENTITLEMENTS

AFAP Issue # GRAF11-019

Title: Payment of State-Dictated Child Support after non-paternal determination

Scope: During deployments, many spouses return to CONUS; usually back to the home of record. 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 the fact, and after continued child support payments, it is established through DNA tests, that said Soldier is not the father. Because this was not contested at the time of the divorce, the state mandates the 'father' continue payments, regardless of paternity. These instances occur quite often while the Soldier is deployed or while stationed overseas; both situations out of the Soldier's control.

Recommendation: 1. For Active Duty Soldiers (and Active Reserve & National Guard), after determining the soldier is not the paternal father, relieve the Soldier of any future payments of child support to non-paternal child; regardless of past payment history. 2. Provide exemption from State statutes regarding payment to non-paternal children. I would also recommend that states only deduct child support/alimony payments for pay and allowances that are constant such as basic pay. In my case, I pay \$2018 every month because I was deployed and receiving hostile fire pay while not paying any federal taxes. The court does not care about arguments regarding the loss of pay and allowances upon redeployment or as a result of the dissolution of marriage. It is not fair to the service member to pay for modification of a support order when it is almost common knowledge that most service members lose pay entitlements after divorce.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: HOUSING

AFAP Issue # GRAF11-020

Title: Single Parents living in the Barracks

Scope: Those that don't qualify for housing due to not having 6 months and 1 day custody on the custody paper. Really? If I had that on my custody papers, then the court would have awarded me child support. Soldier and Family members are affected, for those that can't visit due to their parent being in the barracks.

Recommendation: AR 210-50 needs to be updated

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: EMPLOYMENT

AFAP Issue # GRAF11-021

Title: Job vacancies

Scope: 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.

Recommendation: When you know someone is leaving, post the job and hire before they leave so the new employee has time to inprocess and learn the job from the person who is leaving. Especially when you know a DEAROS years ahead. It's called PLANNING - and smooth transitioning. Lots of time and money wasted with vacancies.

USAG GRAFENWOEHR

FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: MEDICAL

AFAP Issue # GRAF11-022

Title: Non-military access to medical clinics

Scope: 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 or military. What if you work for the Dept of Defense and are here on orders. Why don't you have the same rights. Why can't TriCare cover everyone/anyone who isn't military? 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 who won't pay the entire bill because it was too much after being converted into dollars - thereby effecting the employees financial stability.

Recommendation: Have TriCare available to all DoD employees or make a DoD insurance that will bill directly for you. Make a separate clinic for soldiers for their own needs and a clinic for family members. Hire more providers or make contracts with providers on the economy to accept insurance payments or payment from the government and have DoD employees pay them a reasonable rate. Why can't we be treated like the soldiers who get care on the German economy? Can't we follow the same policy & guidelines?

USAG GRAFENWOEHR

FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: ENTITLEMENTS

AFAP Issue # GRAF11-023

Title: Transfer/Travel pay for DoD employees on orders

Scope: When Department of Defense employees are transferred (changed orders) don't charge them for housing while they are searching for a permanent house. Sometimes people have to pay tens of thousands out of their pocket up front to live. The Department of Defense employees and their families are all affected. What if you transfer and have to live in a motel for 2 months. You are expected to pay for it and then be reimbursed after you pay. It costs thousands of dollars to move, eat out, rent cars, put deposits down, etc. and if someone doesn't have savings they can get into trouble financially. Why isn't the company that moved you taking care of you. It takes weeks to get reimbursed in the mean time.

Recommendation: Have the DoD arrange for paying the motel/hotel directly. Or give the employee a government credit card that can be used to sustain them until they have a house. Then DoD can pay the credit card bill.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: MEDICAL COMMAND

AFAP Issue # GRAF11-024

Title: EFMP/EDIS not offered to civilians

Scope: 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. Sometimes when you come over - you don't have these needs but then they appear - such as having a baby with issues or someone getting sick.

Recommendation: Allow programs for all civilians support the Americans! All of them not just military.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: ENTITLEMENTS

AFAP Issue # GRAF11-026

Title: Special pay for troops increase

Scope: 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. Additionally, Family separations along create hardships to the Army Family; this could be possibly minimized with an increase of the Family separation pay allowance. This has also been backed by US Congressman Jerry McNerney.

Recommendation: Raise the following special pays: Hostile fire: From \$225 to \$600 a month; imminent danger: from \$225 to \$350 a month; Family separation allowance: from \$250 to \$450 a months; hazardous duty pay: from \$150-\$450 to \$200-\$500 a month.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: MEDICAL COMMAND

AFAP Issue # GRAF11-027

Title: Lengthy Army Central Registry for Substantiated Abuse Cases Placement

Scope: 25 years being placed in the Army Central Registry for Substantiated Abuse Cases. Punishment does not fit the crime. Seems punitive, compared to the act which placed individual in the registry. Can affect career progression of the Soldier.

Recommendation: Have a graduated system per number of offenses - first offense, 5 years; 2nd offense, 7 years; 3rd offense, 10 years and possible discharge from Army.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FAMILY SUPPORT

AFAP Issue # GRAF11-028

Title: Special needs children affected during deployments

Scope: My husband is getting ready to deploy this year. During my research, I found that there are few if any resources that deal with the impact the deployment has on a special needs child. From experience, deployments affect special needs kids in a profoundly different way than their 'normal' counterparts. They complete disruption of the child's day to day life significantly alters how they function and behave. This can have lasting effects on the special needs child. The Army is doing a wonderful job getting the families ready for all stages of the deployment with the exception of special needs. It would be comforting to have opportunities and preparation for disruption through all cycles of the deployment.

Recommendation: I think that it would be beneficial for Soldiers of special needs children to attend training about what to expect. The spouse should be highly encouraged to attend. Programs and activities should be set up for the remaining spouse and child that augments the EFMP program. There all types of book sets for different ages of children, there should also be some for special needs. The rear-d should also be made aware of the fact that there is a special needs child in the rear.

USAG GRAFENWOEHR

FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FORCE SUPPORT

AFAP Issue # GRAF11-029

Title: Personable Identifiable Information on the Army Center for Substance Abuse (ACSAP) Employee Assistance Database

Scope: The ACSAP is requiring that Employee Assistance Program Coordinators (EAPC) obtain Personal Identifiable Information (SSN and birth date) to be put into a data base on all individuals before they can be seen. The guidance is that if the individual does not provide this information services are to be denied. This is a problem because;

1. Family members, retirees and civilian employees are afraid that once the information is put into the system they will have a permanent record for what maybe a question that needs to be answered or guidance related to dealing with one situation.
2. Family members are afraid to seek assistance from the EAPC because they must provide information that is a target for identity theft.
3. EAPC's have the same responsibility of duty to warn, short term counseling, developing a plan of action and referrals as the Military Family Life Consultants (MFLC) and they keep no records. The EAPC are DA civilians and remain in the community to assist with follow-up if necessary. The community does not feel comfortable in expressing those initial issues because of the added stipulation of divulging the PII.
4. The Employee Assistant Program is located with the Substance Abuse Program therefore the initial draw is to let individuals know that they do not have to have a problem with Alcohol or drugs to access this service but they will not access it if they think they are going to have to have a record in the Substance Abuse Program files.

Recommendation: Have the information put into the system with file record numbers- The program is already set up with a Base Area Code for the location. Let that be the record basic number and file number related to date and interview time.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FORCE SUPPORT

AFAP Issue # GRAF11-030

Title: Lost or Stolen Passports

Scope: There are many scenarios where this happens to soldiers and family members; especially during the EROD process. There is no agency to include the passport office that has the ability to retrieve passport information or maintains 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 during an already stressful situation.

Recommendation: Copy, or the passport information, of each person is entered into the data base for their ID card or DEERS file. The children's passport and birth certificate information should be entered into the DEERS file, which should be attached to the ID card.

USAG GRAFENWOEHR

FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FORCE SUPPORT

AFAP Issue # GRAF11-032

Title: PCSing solely to attend the SGM Academy creates a hardship on the Family

Scope: currently, the Sergeants Major Academy in Fort Bliss, Texas class schedules are for 9 months. The Army considers this a PCS, not a TDY. In the past, when a Soldier attends Leadership courses (Warrior Leader's, BNCOC, ANCOG), they attend for the respective times and the Family stays where they are; this is considered TDY. When a Soldier deploys (12, 14, 16 & even in some instances, 18 months) to OEF, OIF, Kosovo, etc, this is considered a deployment and the Family, again, stays where they are; children can stay in school; spouses (if applicable) would stay employed. By 'PCSing' to the SGM Academy, children are pulled out of school, houses are packed up, items boxed & shipped overseas to Texas; spouses must quit their jobs. Once in Fort Bliss, no one will hire someone knowing they will only be there 9 months; thereby the spouse will most likely take a job with not only a drastic reduction in pay, but a negative impact on their career path. Children must enroll in a new school, only to be pulled out again in a few months. 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.

Recommendation: Let the spouse have an option to retain their command sponsorship; stay in Army housing if applicable. Let the Family continue to conduct Army Family life where they are before the Soldier attended the school, until the Soldier completes the school. Following orders assignment, only then will the Family pack up & move to the follow-on assignment. Additionally, if the Soldier was assigned back to overseas, this would save the Army several thousand dollars in relocation costs. By doing this, the Soldier will be able to attend class without distractions and the Family will not have their lives disrupted; turning a potential negative impact into a positive one.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: YOUTH

AFAP Issue # GRAF11-033

Title: Jobs for high school students who are 16 and older; also Army dependents

Scope: 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.

Recommendation: Department of Defense funding a program that would employ the youth part time and at a decent wage.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: RELOCATION

AFAP Issue # GRAF11-034

Title: DEROS (Date Eligible to Return from Overseas), ETS (End Time in Service)

Scope: 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.

Recommendation: When a soldier is given a PCS date. He or she should be able to PCS within a window timeframe of 60 days prior or 60 days after.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: RELOCATION

AFAP Issue # GRAF11-036

Title: Shipping pets overseas

Scope: Currently the Army does not pay to ship pets overseas. This can result in abandonment of animals. The military should pay to ship 1 pet per family to and from an overseas location. If someone wants to return to the states with a wine collection, the military will pay them back to private shipping of the wine. Pets are either family members or a possession, either way, they should be shipped at military expense. Surely a dog is more important than a wine collection.

Recommendation: The military should pay to ship 1 pet per family to and from an overseas location.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: LEADERSHIP

AFAP Issue # GRAF11-037

Title: Getting Command Sponsorship

Scope: I think that the support given in today's Army for families is terrific but, I believe that we do not expect enough of our families in return. Especially overseas, 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. I believe that prior to receiving a dependent's ID card, spouses should be required to attend/complete AFTB Level 1 Training. If they are not near a post, they can complete it online. At the very least, a spouse should not be able to receive command sponsorship overseas without completing this requirement. I do not think it is too much to ask for Spouses to understand their side of the partnership with their Soldier and the Army.

Recommendation: Grant command sponsorship only if spouse completes AFTB Level 1 Training

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: HOUSING

AFAP Issue # GRAF11-038

Title: Authorization of TLA (temporary lodging allowance) for pet owners

Scope: The 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 cause a service member and his/her family undue financial hardship. Not allowing service members to wait for housing that allows their pets is a quality of life issue. This policy can force families without the financial means to pay for temporary lodging to give up their pets or possibly abandon them.

Recommendation: Change the policy to authorize TLA for families with pets until housing that allows pets becomes available.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: EDUCATION

AFAP Issue # GRAF11-039

Title: Special Needs Summer School, children aged 3-5

Scope: In order for a special needs child to be enrolled in this program, a sign of regression has to be observed and submitted by the child's teacher. We have been "lucky" in the last two years because my child showed signs of regression, and she was accepted. This year she did not show signs of regression, which is GREAT, but we are now left with an unstructured summer, which could cause regression.

Recommendation: Why don't all special needs kids qualify for the Summer School program? Special services are needed for special needs kids all year long! EARLY INTERVENTION IS THE KEY!! Every minute is precious, and three months without teaching or therapy is too long.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: EDUCATION

AFAP Issue # GRAF11-040

Title: Pre-School for Children with Disabilities (PSCD)

Scope: My daughter Ashlyn is enrolled in the PSCD program located at Vilseck Elementary. This is a great program and very beneficial to her. Here is the issue. 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. In my opinion that is not enough time for her to get the full benefit that these professionals can offer.

Recommendation: PSCD is a DoDEA program operated at DA level. Adjusting PSCD hours is not a local determination. The time allotted for this class should be MUCH longer; possibly, a full day program. These children in this program need EVERY minute of early intervention that can be offered.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: EDUCATION

AFAP Issue # GRAF11-041

Title: Sure Start

Scope: 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. I know that exceptions have been made, but no exception was made for my child. As a parent of a special needs child I tried to enroll her in this program. I was denied. This program runs for the whole school day. 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. Does DODS not understand that when a child has a speech problem they need to be in intensive programs that teach them how to socialize with other normal functioning children? Do they not understand in order for my child to be a functional adult, every minute is important?

Recommendation: I recommend to DODs that they come up with a better classroom plan to help special needs kids. The Sure Start program would have been ideal for my daughter, but we did not qualify.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: MEDICAL

AFAP Issue # GRAF11-042

Title: Payment to Medical Providers

Scope: 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. The issue has been coming from several sources and even discussed at the clinic commander level. Since we are relying upon our German partners to provide medical services under TRICARE, the sustainability of our reliance could become in jeopardy. I've heard the same issues from doctors and dentists. Leads to care providers demanding that Americans pay up front or not taking any more Americans.

Recommendation: Evaluate to higher authority and that a system be in place to insure care providers are properly reimbursed services they provided in a timely manner. Also to somehow figure out how to catch up on the losses incurred so we can retain their services for the future.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FORCE SUPPORT

AFAP Issue # GRAF11-043

Title: Medal Recognition on ID Cards

Scope: There should be some sort of medal recognition identifier on I.D. cards. Whether the I.D. card belongs to an active duty soldier or a retiree, there should be something indicating special achievements. For example: Many States offer benefits for service member who are the recipient of a Purple Heart. It would be great if the recipient had the proof right there in his/her pocket, right on their I.D. card instead of having to provide loads of supporting documentation. This would shorten the list of people in the 'Stolen Valor' world.

Recommendation: Add the medal icon to the I.D. card.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: CHILDCARE

AFAP Issue # GRAF11-044

Title: Child Development Centers should give priority to children with special needs

Scope: 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.

Recommendation: Designate a percentage of CDC capacity as special needs and use a priority system that recognizes the higher need for receiving care at CDC.

USAG GRAFENWOEHR

FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: EDUCATION

AFAP Issue # GRAF11-045

Title: DoDDS Preschool Services for Children with Disabilities (PSCD)

Scope: Preschool children with disabilities receive services at DoDDS PSCD programs at the elementary schools. The program lasts 2 hours and 15 minutes!! For children with disabilities this time is extremely too short to have any type of impact in their development. Programs stateside go much longer and are more effective. This problem affects Families who would rather turn to no care or pay care with the Child Development Center. DoDDS as an entitlement to Families overseas should provide a longer service to address this shortcoming. The DoDDS Surestart program lasts 5 hours and 30 minutes, and these are children without any special needs. The Individuals with Disabilities Education Act (IDEA) of 2004, list the purpose of the act to ensure that all children with disabilities have available to them a free appropriate public education that emphasizes special education and related services designed to meet their unique needs and prepare them for further education, employment, and independent living. 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 from 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.

Recommendation: Adjust program hours on the DoDDS PSCD programs to reflect same hours as children on the DoDDS Surestart Program. Or, have a voucher system where parents with special needs that qualify for the PSCD Program can use the voucher for CDC services which would shift the financial burden to DoDDS as the rightly agency charged with providing the free appropriate public education.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FORCE SUPPORT

AFAP Issue # GRAF11-046

Title: Obtaining a USAREUR driver's license while still CONUS

Scope: Currently, there are several Air Force installations that offer pre-testing for a USAREUR driver's license. It will only be available if Geilenkirchen, Spangdahlem, Ramstein or their supported GSUs are on their orders and they are within 60 days of their PCS. With a test result in hand, members arriving at USAFE bases can easily apply for, and instantly receive their USAREUR driving privileges. The new testing process is currently available at 16 bases across the Air Force with the capability slotted to expand to another 19 by March.

Recommendation: Replicate the current Air Force policy, making it Army policy as well. Offer pre-testing at Army CONUS installations.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: LEADERSHIP

AFAP Issue # GRAF11-047

Title: Combining authorized paternity leave with authorized R&R or block leave.

Scope: Currently, Soldiers are authorized paternity leave of ten (10) days. Stipulation being that when the Soldier is deployed, they must take the 10 days within 60 days of redeployment. Often times, this is not enough after a deployment and a solo childbirth. Any hardships regarding the birth will have already passed.

Recommendation: Authorize a Soldier to take the 10 days of paternity leave in conjunction with an R&R during deployment or block leave at redeployment.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: CHILDCARE

AFAP Issue # GRAF11-048

Title: Part Day Pre-School Fees

Scope: Currently part day pre-school (PDPS) is held from 0830 - 1130. For a category VI family on the CYS payscale, this is approximately \$250 a month for 3 hours a day, 5 days a week = 15 hours a week or 60 hours a month. According to the PDPS program, they follow the local school districts schedule (here in Europe that would be DODS.) Anytime there is no school, PDPS kids are not allowed to attend. CYS says that fees are based on this fact. However a child enrolled in full-time preschool can be dropped off as early as 0600 and picked up as late as 1800. Fees for a category VI family for full-time preschool is approximately \$567 a month for up to 12 hours a day, up to 60 hours a week = up to 240 hours a month. 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. Furthermore, if parents need childcare during these times, they must also pay for any hourly childcare fees incurred - so you are actually paying twice. A part day preschool child attends class a quarter of the time a full day child attends, however, the family pays half of the cost.

Recommendation: Adjust fees to reflect a more accurate account of the days missed due to school breaks, parent-teacher conferences and or any school holidays.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: DENTAL

AFAP Issue # GRAF11-049

Title: Dental Care for Children

Scope: Good dental health and tricare say we should get our teeth checked every 6 months for children with fast changing teeth, yet our clinic will only see family members once a year. When requested to be seen earlier we have been denied. This is a concern due to the fact that children need caps on new teeth, spots turn into cavities fast, etc.

Recommendation: Be able to schedule children appointments every 6 month or approve requests made for children of certain ages.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: RELOCATION

AFAP Issue # GRAF11-050

Title: Compassionate reassignment for families who can't get authorization for all children to leave the country

Scope: At this time my husband is stationed in Germany. 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. My ex husband will only do a notarized statement allowing our daughter to leave the country. He refuses to sign a temporary custody order. Our family has been separated over a year. Because my husband is on what is considered an accompanied tour, he's got 2 more years to go. In the past 18 months (WTC, AIT, and PCSing to Germany) we've seen him 8 weeks. He's already had one re-assignment request denied on the ground of "plane tickets (command sponsorship) haven't been denied". We never finished the sponsorship process because we were missing my daughter's required temporary sole custody.

Recommendation: That if a mixed family cannot get the documents to get sponsorship for ALL dependents, a compassionate reassignment be granted. OR That the requirements for command sponsorship for step children be posted where the soldier and spouse might see them (I STILL don't have a copy), and that they are reviewed and re-worked so that trying to get sponsorship for a step child doesn't end up being near impossible or crippling expensive and involve the civilian court system.

USAG GRAFENWOEHR

FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: ENTITLEMENTS

AFAP Issue # GRAF11-051

Title: Soldier-to-Soldier Leave Transfer

Scope: My wife and I are both active duty service members, and when we travel whether its for leisure, work related or emergency leave we usually travel together. However sometimes we both do not have the same amount of leave days making it difficult to take leave. Due to this we usually end up having to postpone or shorten leave due to the fact that one of us does not have a substantial amount of leave days. However if there was such a policy in place where we were able to transfer leave days from Soldier to Soldier I believe that would relieve a burden from so many families when it came to situations such as emergency leave, PCS leave, etc. There are also some situations, such as the Iceland volcanic ash incident, where service members are stuck on vacation or TDY.

Recommendation: When such an incident occurs sometime Soldiers are charged leave the entire time while they are stuck in their location. Once again if such a policy existed not just for married Army couples, but also for single Soldiers to transfer leave from one Soldier to another this would alleviate Soldiers from going into the hole on leave days as well as Soldiers having excess leave and loosing it. For example, a program could be set-up to where a Soldier who has excess leave can donate their leave into a pool where Soldiers who are close to if not already in debt on leave can receive leave from a Soldier willing to donate. Similar to the program civilian employees have in place to transfer leave time. Of course fraud, waste and abuse comes into play, however the ideas are there they just need to be implemented.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: ENTITLEMENTS

AFAP Issue # GRAF11-052

Title: Visitation for Non-Custodial Parents

Scope: The Army claims to put importance on the value of family, yet sometimes makes it extremely difficult for a soldier to be a good parent by putting obstacles in the way of visitation. We are currently stationed in Germany, thousands of miles away from Texas, where my husband's daughter lives. In order for us to have my stepdaughter visit in Germany, we have to pay for very expensive plane tickets. If we want to see her for two weeks in December, it will cost us \$1200 for her flight and that's only because she's now old enough to fly alone.

Recommendation: I understand that there is an allowance for college students to fly to their parents once a year, but don't understand why there isn't something similar for children who don't live with a parent year-round. I know that that would make a huge difference to our family life and imagine that there are others who would benefit equally throughout the army.

USAG GRAFENWOEHR

FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: ENTITLEMENTS

AFAP Issue # GRAF11-053

Title: Funding for Private Military Schools

Scope: We currently have a 13 year old son enrolled at a private Military school in the states. This is also a college preparatory school and he will attend through high school graduation. What we have run into so far is the fact that aren't scholarships for these programs they generally tend to be only for graduating seniors headed to college. We then thought ok college prep school why can't we utilize the MGI bill to offset cost. This is also not allowed. Then we were told about the funded student travel program and when we checked into that it was only for kids going to college. This has been very frustrating and upon speaking to other parents there are many who for various reasons have children going to school in the states with no relief in sight. This has been very taxing on our resources and has severely limited what we are able to do as a family due to all extra being saved to hopefully fly our son home for the holidays. This is even more stressful during a deployment as it is almost impossible to make sure and get them home for block leave. These school in many cases cost as much if not more per year than a regular community college.

Recommendation: Because of this I would like to see if it would be possible to either 1 utilize the MGI bill to help cover educational costs, 2 possibly do a voucher system where the money that would be used or the children to attend their local public or DOD school could instead be sent to the private school or college prep school they are attending, and 3 while it was nice to extend the age of student travel while we are stationed overseas can we extend that same policy for teen agers attending these state side schools as well. This would greatly relieve a huge financial burden and relieve the additional stress these situations can cause. In our case my husband has always planned on being able to use is GI bill for the kids to further their education many parents feel the same way. Being able to extend this to an early age will only increase their chance for a better education and foot in the door on their path to success.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: ENTITLEMENTS

AFAP Issue # GRAF11-054

Title: Soldier's Meal Card Deductions

Scope: 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.

Recommendation: Charge us as we go through the DFAC line for each individual meal just like civilians have to.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: MEDICAL

AFAP Issue # GRAF11-055

Title: TriCare Infertility Coverage

Scope: Being in Germany, medical is always hard. Since moving here, becoming pregnant has been difficult. There is not a lot of help or support for this in Germany. One of my only options is to fly stateside or wait to we PCS. When researching that though, I found out that tricare does not cover much fertility coverage. They only cover the diagnostic services to find out why you are not getting pregnant, and they cover medicines. If you need more extreme measures like IVF or an IUI, tricare will not cover that or the meds. Being in Europe plus having husbands deploying all the time does not help. If tricare services were extended, families would not have to spend thousands of dollars paying fertility clinics. Granted there are some MTF in the states that provide these services, but they have long waiting lists and you must also travel. If IUI's and IVF we covered, families could try getting pregnant still while soldiers are away.

Recommendation: Increase Coverage; oconus and conus.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: DENTAL

AFAP Issue # GRAF11-056

Title: Dental Coverage

Scope: It is the Vilseck dental clinic. They currently are seeing 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.

Recommendation: Why can't the dental clinic provide dental services to family members all the time and bill Tricare dental for those services to pay for the additional staff and supplies required?

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: MEDICAL

AFAP Issue # GRAF11-057

Title: TriCare Referral to Doctors

Scope: Vilseck Health Clinic has the worst system in referral. I went into the clinic for an appointment and saw the only Dr available, there are NO specialist available. He told me to see a Dr in 72 hours... two weeks have gone by. The referral itself took 4 days. I went to Tricare and they had the wrong provider listed at the wrong hospital. The referral had to be put back in. Another week goes by and my condition is not getting any better. I received a call from the provider that I have to call "ISOS" in the UNITED KINGDOM to have the provider changed. Why do family members have to go through this archaic system AND spend additional money to call to the United Kingdom? This is not a proper system to take care of families and causes more stress. No wonder why people tend to go directly to the ER in the German hospitals.

Recommendation: I recommend changing the system to better cater to the Army families. There is no purpose in having a call center in the United Kingdom and leaving it up to the families to call. Also, the referral system is outdated and should change to meet the services provided in 2010.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: LEADERSHIP

AFAP Issue # GRAF11-058

Title: Costly, poor wireless connections downrange (ex. Spin Boldak)

Scope: Our FRG fully recognizes the privilege of our soldiers in Afghanistan having access to wireless internet. Our situation is leagues better than that of women in all wars previous to the 21st Century. Nonetheless, we unfortunately found our wifi situation very frustrating. After paying \$130 to start up the wireless and then \$80 each month afterwards, the internet service proved to be TERRIBLE. First, this is a very high cost for enlisted families. Secondly, one can understand expensive internet OR poor internet. However, it seems like a scam to charge families in need \$80/month for a connection that can't even support a Skype call for more than two minutes. In addition, the \$130 start up fee seems excessive. Our soldiers were moved after four months, thus enjoyed this service for less than a year. This fee seems to be taking advantage of our situation.

Recommendation: Make sure that wireless systems are large enough to support a large number of people online. Pay for the internet for soldiers OR contract with someone who will either improve the service for everyone OR charge a fair rate.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FORCE SUPPORT

AFAP Issue # GRAF11-059

Title: Length of soldier work days when not deployed

Scope: Prior to the 2SCR deployment, numerous soldiers were kept working well past the 5PM end of work day

Recommendation: Create a garrison wide end of workday REQUIREMENT of 5PM, much like what was created at Fort Hood.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: CONSUMER SERVICES

AFAP Issue # GRAF11-060

Title: Prices and selection at Commissary and PX

Scope: Item selection is very limited at on post stores. In addition, PX prices are higher than US store equivalents like Walmart and Target

Recommendation: Order greater selection of items at the commissary. Open the PX contract to more businesses than just AAFES. Competition should create better pricing.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: LEADERSHIP

AFAP Issue # GRAF11-061

Title: Length of time it takes to receive command sponsorship

Scope: 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.

Recommendation: Streamline process; don't allow bureaucrats involved to sit on paperwork. Require people facilitating the process to complete it in a shorter amount of time

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: DENTAL

AFAP Issue # GRAF11-062

Title: Availability of dental care for families/spouses

Scope: Spouses in particular cannot receive dental care at the clinic on Rose Barracks except when 2SCR soldiers are deployed, and German dental care leaves MUCH to be desired. While German health care has received positive reviews, we have had only horror stories of German dental care. In addition, it can be quite difficult for young mothers with several kids to travel off-post to find local providers.

Recommendation: Provide more dentists and dental hygienists so that all family members can receive dental care on post at any time.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: RELOCATION

AFAP Issue # GRAF11-063

Title: Challenges reaching airports in Germany

Scope: Transportation from posts to airports is sometimes nonexistent to area airports. If it is existent, it is often inconvenient, particularly for families.

Recommendation: Create a reasonably priced shuttle service from the Garrison to Nurnberg, Frankfurt, or Munich. Make it fairly priced, and allow families to schedule service.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: EMPLOYMENT

AFAP Issue # GRAF11-064

Title: Lack of employment opportunities within the Garrison for spouses

Scope: See above

Recommendation: Give job preference to Americans when hiring, or at least do not preference Germans, particularly in posts unrelated to the German economy.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: EDUCATION

AFAP Issue # GRAF11-065

Title: Improved therapy services for kids in the Garrison

Scope: For example, we have a family whose daughter has a speech impediment. She is struggling mightily to get her speech therapy through the school.

Recommendation: Hire an adequate number of therapists to serve all kids. Make therapy available to ALL students regardless of pay grade.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: CHILDCARE

AFAP Issue # GRAF11-066

Title: Availability and standard of care through the CDC

Scope: is VERY difficult to get into hourly care. Not enough slots exist. Also, workers need to be better trained to handle allergies and diseases.

Recommendation: Hire an adequate number of care providers. Increase their pay if necessary to make the job more marketable. Provide training on common allergies (including food allergies) and childhood diseases. Ensure that training is followed.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FAMILY SUPPORT

AFAP Issue # GRAF11-067

Title: MFLC program should be revised.

Scope: Statistically, they have very low numbers and soldiers who are going or returning downrange seem not to relate to them.. as most MFLCs have no downrange experience, nor military experience... or military life in general.

Recommendation: Provide an opportunity for WTUs and Soldiers who have downrange experience to receive education in psychology/sociology to become new MFLCs. They can relate to soldiers and families. Once they receive qualifications, they can be sent to installations which represents their branch: for example a military MFLC who was previous infantry, can go on an infantry base. A military MFLC who was transportation, can provide assistance to those who are in a transportation unit.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FORCE SUPPORT

AFAP Issue # GRAF11-068

Title: SSGs in the barracks, ie career Soldiers who have a three year tour, and have to live in the barracks, while PVTs get command sponsorship and get housing.

Scope: 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.

Recommendation: Open stairwell housing to SSGs, provide them with BAQ/OSHA to free up barracks space. Offer SSGs Command Sponsorship, we are on a three year tour anyways, why not treat us like the assets you expect us to be?

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: MEDICAL

AFAP Issue # GRAF11-069

Title: Challenges scheduling medical appointments with certain doctors/specialists at Rose Barracks

Scope: It is very difficult to schedule appointments with pediatricians and female physicians due to a perceived shortage of these doctors. As an example, one woman wanted a visit with a female doctor for a pap smear. It required SIX WEEKS to just schedule the appointment because of the one available doctor's full schedule. In addition, the caller was told repeatedly 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. The woman told me that she would have gladly waited two months to meet with the doctor, but she could not schedule more than a month in advance, forcing her to make numerous calls to get into the clinic. Finally, an ICE comment succeeded in getting her an appointment, but this did not solve the overall concern.

Recommendation: Hire more pediatricians and female doctors. Create a schedule that can take appointments more than a month in advance

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FORCE SUPPORT

AFAP Issue # GRAF11-070

Title: Noise from artillery training

Scope: Extremely loud explosions not only create noise pollution but they literally shake homes on Rose Barracks, often late at night.

Recommendation: Create a cut off time for loud firing from the training area.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: EDUCATION

AFAP Issue # GRAF11-071

Title: Transition issues from pre-K stateside to kindergarten on post in Germany

Scope: Gaps/differences in qualifications between Army pre-K programs compared to kindergarten requirements in DODS Vilseck create problems for families

Recommendation: 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

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: EMPLOYMENT

AFAP Issue # GRAF11-072

Title: Representation for Department of the Army Civilians

Scope: 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.

Recommendation: It would be nice to have a union or a separate entity that could assist civilians in a time of need with a work place problem.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: EDUCATION

AFAP Issue # GRAF11-073

Title: School aged children being taught deployment coping skills

Scope: Someone needs to create a program to teach school aged children deployment coping skills. Offering MFCLs and sports is great but the kids need someone to teach them how to COPE with deployment. They see mom or dad melting down, friends struggling, etc. 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. They, like Spouses build resentment, get tired of stepping up when the Soldier is gone, and really need tools to help them before they turn to drugs or alcohol to cope. This issue affects everyone because we are either dealing with them now and can prevent issues from becoming overwhelming or we can deal with them when they choose to go down the wrong path.

Recommendation: Create a program that hires people to go into the schools and teaches elementary through high school students' deployment coping skills. With the OP TEMPO now days, this easily could be a full time position for two or more people, especially in this Garrison.

USAG GRAFENWOEHR

FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: MEDICAL

AFAP Issue # GRAF11-074

Title: Quality Control of Health Care in Germany

Scope: 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. I was suggested to go back to the provider who would then put in a referral to see a Dr off post. I would then wait additional 3 days to determine if Tricare put the referral in. This system is outdated and not convenient for anyone. I kept my appointment for the end of the month as my situation worsens each day. Health care needs to be reviewed in all USAGs in Germany. USAG Vicenza has opened up a fully operational Hospital with all amenities available, with a variety of Dr's available, and they are a small installation. USAG Grafenwoehr is a large installation and can very well improve their medical system. We are the largest Army installation in Europe with the worse bureaucratic system. Just to change an appointment, I have to be inconvenienced to the max. This is not only about inconvenience, but also a hazard to the life of a Soldier and or Family Member. The system is so difficult to navigate through that situations worsen and when someone is suggested to see a specialist immediately, they have to wait an entire month. Is this right? Even for a simple referral to see an off post doctor?

Recommendation: We begin hiring more medical staff (which is lacking overall in Bavaria), and change the TriCare referral system to a better and more convenient system for all. The more specialist available where there is a demand should be hired. There should be a couple specialist throughout the Bavarian region as to not overload the system (have two more in critical areas that connect the other installations). By hiring more personnel, you avoid health situations to worsen and you make the system a little easier...which key into Army retention.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: CONSUMER SERVICES

AFAP Issue # GRAF11-075

Title: AAFES items made from a country that supports terrorism

Scope: Several products being sold by AAFES are made in Pakistan. The media portrays Pakistan as a country that supports Al-Qaida specifically and terrorism generally. There are several training camps in Pakistan that support the Al-Qaida. In turn, our Soldiers are in Afghanistan fighting against Al-Qaida & many of the members in Afghanistan were trained in Pakistan. As Americans, we are pumping money back into a country that is obviously corrupt; it seems counter-productive to support a country that's been guilty of supporting terrorism. It's almost as if we're helping to train the enemy to kill our Service members.

Recommendation: AAFES - ALL of AAFES - needs to pull everything off the shelves made in Pakistan & not display such obvious support for such a corrupt country.

USAG GRAFENWOEHR

FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FAMILY SUPPORT

AFAP Issue # GRAF11-076

Title: Availability of knowledge dissemination regarding marriage legal information in the Army

Scope: 1. 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. Additionally, the first ID card issued to a foreign born spouse is valid for 90 days. In theory, this 90 day time frame allows the sponsor to apply for a SSN or ITIN on behalf of their spouse. This 90 day time frame is important as DEERS will automatically suspend medical benefits after 90 days due to a failure to provide a SSN or ITIN. An exception to this situation arises when the sponsor receives written notification from the Social Security Administration that their spouse is not entitled to a SSN or ITIN. In this instance, the ID card office will issue the spouse a foreign national identification number (FIN); DEERS will then reestablish medical eligibility. Additionally, if the sponsor is not present to make changes in DEERS, the family member must have a power of attorney to effect the change. Although briefed by the ID card section staff, a majority of soldiers in this situation fail to act and acquire the necessary documentation to take care of their family members. While the base JA office does offer information on foreign marriages, it is limited to country specific requirements and does not address the complexity of DEERS. To the best of my knowledge, there are no formal nor mandatory classes/briefings required of the soldier and his/her future spouse to prepare them for this big step in life.

Recommendation: Propose to the Army Family Action Plan the establishment of a formal pre marriage class for soldiers and their future spouses to address the above issues. In keeping with the Army Family Covenant, this program will provide these future families a program to provide a better quality of life. In the end, "Strength of Soldiers comes from their families; Strength of Families is supported by the strength of the community."

USAG GRAFENWOEHR

FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FAMILY SUPPORT

AFAP Issue # GRAF11-077

Title: Family Members, who need extensive social services, receive command sponsorship to our garrison.

Scope: 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.

Limited resources include: Chaplains food vouchers 25.00; AER food voucher \$6.00 a day, per person for 3 days (available twice a year) and possible AER grants under extreme depredation. The family does have the option to file a case for support with the local German Government.

Recommendation: When applying for Command Sponsorship the SM should be required to provided a criminal background check and state registry (from state Child and Family Services(CFS)) from home of records and last duty station for his Family Member. This state registry check would include a memo from the state local CFS that states what if any involvement with their agency has been needed. Military ALTA records can be submitted as well but not a replacement for state records. This process would allow for a smoother transition for the family and ensure their needs are met in the receiving community. Answer:

1. Establish a memo of record that requires the Service Member to designate a "reasonable" amount of monetary support he/she will agree to provide their family in case of marital separation to be submitted as a portion of the Command Sponsorship Packet. This support will be required until the spouse is removed from Sponsorship.
2. And /Or- Provide a position of Legal Liaison, similar to the current Patient Liaison who is able to accompany Family Members to medical services, who would accompany the Family Member to the German Court System to translate and assist with the process. This person would also assist the legal office with the translation of legal documents as they are processed through the military system.
3. Establish a policy that requires the Service Member to relinquish the Cost of Living Allowance that he/she receives for the dependents to the spouse during the time of separation.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: RELOCATION

AFAP Issue # GRAF11-078

Title: Shipment of 2nd POV OCONUS to CONUS

Scope: Soldiers have to pay out of pocket for a 2nd vehicle.

Recommendation: Authorize full shipping or at least shipping at a discount, for the 2nd POV

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: MEDICAL COMMAND

AFAP Issue # GRAF11-079

Title: Lack of common levels of support for small installations in the area of Mental Health/Behavioral Health Services

Scope: It is uncommon today to find a Soldier or Family not touched by ongoing conflicts. The stressors of the current fiscal crisis and the many transformations in the way the Army does business make these services not only invaluable in supporting our Soldiers but CRITICAL to their health and well being. However, there are still installations that do not have sustained, full-time, on-site Mental Health/Behavioral Health services. This degrades the quality of life for Soldiers and Families and creates undue hardships on units to find and implement alternative support solutions to those who may be experiencing PTSD, depression, marital and/or family discord. Soldiers and Families in need of these support services or those who maybe experiencing a crisis should not have the additional stress of having to commute great distances to obtain needed counseling nor settling for infrequent care because of lack of availability where they are stationed. The Military Family Life Consultant program, although helpful, is restrictive in that it cannot provide the array and level of services that can be offered by a Department of Army health care provider. This situation places our Soldiers and Families at a great, and unnecessary, risk for suicide, domestic violence, substance abuse, etc.

Recommendation: Department of the Army policy require/mandate and fund EACH installation, regardless of size/location where Soldiers serve and Families reside to have a minimum of one full-time, credentialed mental health provider stationed on site to permanently provide these critical services.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: LEADERSHIP

AFAP Issue # GRAF11-080

Title: Logo Changes in Department of the Army

Scope: Each year the Army spends exorbitant amounts of money designing and changing logos. In this time of fiscal crisis, these funds are desperately needed elsewhere to support our Soldiers and their Families. With each design change comes additional expenses of changing all printed/electronic media to incorporate the new graphic/slogan etc. Bottom line is that this is unnecessary and wasteful.

Recommendation: Department of the Army make a policy prohibiting changes to logos for a period of 5 years.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FORCE SUPPORT

AFAP Issue # GRAF11-081

Title: DA to have all administrative printers print 'duplex'

Scope: Department of the Army should follow example set by our Sister Service 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 initiative would greatly reduce money spent on paper and make a significant impact on our environment. Money saved can then be used for more important health and safety programs for Soldiers and their Families.

Recommendation: Department of the Army make and implement a policy to require/mandate that all printers be set to duplexing with user restrictions in place preventing alteration of these settings.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FAMILY SUPPORT

AFAP Issue # GRAF11-082

Title: Army Family support programs need to become more cognizant of the fact that more and more spouses are male and have never been associated with the military themselves.

Scope: It affects Soldiers and Family members. Male Family members tend to feel left out of a lot of support programs because they are designed to support the young wife.

Recommendation: Add classes at ACS that focus on a male spouse's role in the FRG and other programs. ODR can have trips or functions that are geared towards things that interest males. It would be easy since the BOSS program is already designed that way, it can be used as a model for the male spouses.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FAMILY SUPPORT

AFAP Issue # GRAF11-083

Title: FRG Training is geared to only one stage of a member's life (entry level) instead of encompassing all stages of a member's life.

Scope: It affects everyone. FRGs can be more effective if they take into account the stages of career and life that Family Members are in.

Recommendation: Incorporate classes that teach FRG volunteers how to reach out to different people no matter where they are at in life and use the skills they bring with them. For example, most likely a platoon sergeant's spouse will be more independent when it comes to PCSing to a new duty station and will not need as much support with the adjusting because he/she has been around for awhile and comes with a wealth of experience. A private's spouse will need to be welcomed more thoroughly due to the fact that they don't know as much and have not attained the seasoning of the older counterpart. If FRG leaders learn how to adjust their programs to where the Family Member is at that time in their lives there would probably be more participation in the FRG.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: MEDICAL

AFAP Issue # GRAF11-084

Title: Lack of Pediatricians leads to 4+ hour drives to Landstuhl

Scope: There is only ONE developmental Pediatrician for the entire Army community in Germany and that specialist is in Landstuhl. Previously the developmental pediatrician came to Vilseck once a month, but now she won't be here until Sep 2011. Not every family has the means to get up to Landstuhl to get their children assessed and diagnosed in order to get much needed services to help their child's quality of life. Transportation to Landstuhl for a mother with a deployed Soldier and a child that needs an assessment or services for a child with special needs is an extreme task to endure for 4 hours driving to Landstuhl. This is affecting any family that is trying to better their Special Needs child's quality of life. Yes, parents can get reimbursed for their travel costs, but a family has to have the money to take the trip in the first place. Some families do not have access to a car that is reliable or do not have access to a car at all. If a child is low functioning, the long trip also poses a problem. How does a parent tend to their child's needs while they are driving 4 hours to an appointment?

Recommendation: I would fix this problem in two ways. First, is to find a local Developmental Pediatrician that can see our children within the German community. Second is if a local provider cannot be found, the community needs to somehow provide these families with an alternative transportation choice. Perhaps a bus that takes 4 families to Landstuhl at a time for daily appointments. Or how about if the local clinics worked out some type of arrangement to book appointments for our Soldiers and Families on a specific week and during that week the community provides transportation to Landstuhl to take care of these Soldiers and Families.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: MEDICAL

AFAP Issue # GRAF11-085

Title: Continuous problems getting referrals approved through ISOS (the new TriCare referral system)

Scope: Many families in the Graf/Vilseck area having continuous problems getting referrals approved through ISOS. For our Special Needs kids this poses a HUGE problem. Early intervention is the key, and without that intervention, regression is inevitable. This is not only affecting our kids but also other referrals for spouses and family members. This is affecting everyone who has Tricare. A lot of our Special Needs Families visit Ergotherapiepraxis. This practice is instrumental in many Special Needs children's lives.

My child also sees this provider and I attribute it to her amazing progress. Early intervention is the key for our young delayed children.

ISOS is continuing to reject and "hold on to" these referrals for many months. In turn this is causing regression in a lot of the kids that need these therapies.

This is also affecting MANY other care options for all of our population across our community. These services were available before Tricare's contract was taken over by ISOS.

Recommendation: Referrals should only take 3 days to a week to approve. We all feel helpless and at the mercy of this new company. I think that this issue goes beyond what I can do or what our post can do, it is the insurance company itself that needs to fix this. So how can I fix this? I can write to every Senator in Congress.

USAG GRAFENWOEHR

FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: MEDICAL

AFAP Issue # GRAF11-086

Title: Tri-Care Overseas 72 hour referral turn around time is too long

Scope: The new Overseas Tricare program now requires at least 72 hours to process a referral. Under the new system, if you are sick and there are no same day or next day appointments 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, as well as clog up the emergency rooms for minor needs which could affect acute care. For those assigned to posts in Germany, you can expect to be admitted to the hospital especially if the patient is a child. Once admitted, the patient could be in the hospital for several days while tests are being done to try and determine what MIGHT be wrong. Not only does this cost the tax payers more money, but the health of soldiers and family members are also at risk. Many will not go to the emergency room because they do not want to waste the hours spent waiting to be seen nor do they want to risk being admitted into a hospital so that test can be run to hopefully find with is the issue. While it is understandable that some issues do need to be hospitalized, however if you go to the ER because your child is running a fever, you can expect to be admitted. The previous system allowed the discharge nurse at the Health Clinic to send you to TriCare at that moment to get approval to go to an off-post provider. This system was effective both with time and cost.

Recommendation: Go back to the old system of letting the discharge nurse send you to TriCare for an off post provider. This will save tax payers money.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: LEADERSHIP

AFAP Issue # GRAF11-087

Title: FRSA GS level is not sufficient for working directly for a battalion/squadron commander.

Scope: This affects everyone associated with FRG. Right now FRSAs are ineffective due to the fact that their employment level is a GS 06. The command and subordinate units also don't take the position seriously due to this inequity. This also causes issues because the command thinks that FRSAs are their personal secretaries or that they work for their spouses. This results in the FRSA being treated poorly by the command if the FRSA doesn't do exactly what the spouse wants. It also causes a conflict because the commander will back up their spouse if there is an issue between spouse and FRSA.

Recommendation: I would increase the FRSAs pay grade to GS 09. I would also make sure that in any duties assigned to the FRSA, they come from the command instead of the spouse. I would also make sure that the commander understands completely what the role of the FRSA is and takes an active interest in what their employee does and doesn't delegate all authority to someone else.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: CONSUMER SERVICES

AFAP Issue # GRAF11-088

Title: Lack of nutritional food in the Commissary, schools & CDCs

Scope: There is a lack of nutrition in #5 meal, the Nilla Wafer snack that "equals" a grain food.

Our population is increasingly becoming more aware of the need for better choices, but is having a difficult time getting it: I have many have allergies. I know the allergy issue was bridged through AFAP, and I would like to see more "whole" foods, less processed "items" on the shelves, in the DFAC, on the kids' plates at schools and the CDC's.

Recommendation: Get better meals/products at our facilities

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: CONSUMER SERVICES

AFAP Issue # GRAF11-089

Title: Shopping carts left scattered all around the parking lots in the PX and Commissary

Scope: It affects the entire community; especially when we receive large snowfall and makes it more difficult to get around and into parking spots.

Recommendation: I've been seeing that the PX is now locking up the shopping carts and requires a quarter to use (and returned back when locked in w/ other carts). I think this should be applied to all shopping carts in the shopping area. I have seen lots of people (civilians and soldiers) parked in the closest spot near the commissary, yet still leave their shopping carts in empty parked spots. I think if we set up our shopping carts the way all German stores do, we can solve the issue of having shopping carts scattered all around the parking lots. I've even seen some around the barracks this past Winter.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: EDUCATION

AFAP Issue # GRAF11-090

Title: 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.

Scope: It is affecting any child on the Autism spectrum as well as children with developmental delays and their families. If a special Needs child is not attended to at the time of need, the child will develop increased anxiety, which will contribute to overall regression over time. Not only mentally and physically but also academically. It is affecting all support staff involved with the child. With the lack of qualified support personnel the provision of an appropriate instructional program for students on the Autism spectrum cannot be warranted. In addition by keeping those necessary principals from our children, regression on their overall level of functioning is warranted.

Recommendation: Being part of the largest EFMP population within the European footprint, the support for this proposal to the AFAP is highly anticipated. Provide and monitor mandatory bi-annual / quarterly training for Special Education staff on ABA! Have at least one full-time ABA trained and qualified support staff available in each district, but at least at "Level 3" schools. Make sure DODEA's "Best practice guide" for Autism is being followed regarding ABA principals. Provide more detailed description on which specific services in what school is offered for children on the spectrum and how those services are implemented! (Detailed summary of services would be beneficial and easier to follow for parents).

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: HOUSING

AFAP Issue # GRAF11-091

Title: Fair treatment of Soldiers in off post housing

Scope: I think that in SOME (not all) cases landlords in the area take advantage of Army & inflate the prices of rent. I have heard of many cases where soldiers living in housing units where non-US live and their rent is double or almost triple that of the non-US.

Recommendation: A FAIR Market price can be set and/or established that will take into account size, feature and location of the unit in addition to comparable rents and set.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: HOUSING

AFAP Issue # GRAF11-092

Title: Fences in Housing on Rose Barracks

Scope: Rose Barracks looks like a garage sale among their fences; there's metal & wood; different heights; some falling down; some with no gate. There's no consistency (Netzaberg for example) amongst the fences.

Recommendation: Provide fences for housing on Rose Barracks; if all can't be provided, maybe provide it for a cost. So the difference would be fence or no fence instead of 30 different varieties of fence.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FAMILY SUPPORT

AFAP Issue # GRAF11-093

Title: Occurrence of AFAP Conferences

Scope: In many instances, AFAP issues are gathered at the last minute; just to get volume. Perhaps make the onus on the Garrison Commander to hold an AFAP conference bi-annually instead of every year. Most issues can be vetted through ICE or community events; let the community have 2 years to grasp the concept of AFAP and really put together some more meaty issues that impact DoD instead of just the local commissary.

Recommendation: Hold AFAP conferences bi-annually instead of annually.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: CONSUMER SERVICES

AFAP Issue # GRAF11-094

Title: Sanitation & Cleanliness of AAFES Concessions & on post facilities

Scope: Witnessed yesterday a small child coming out of the Burger King play area with a big piece of hard poop in his hand. Apparently some kid pooped in the play area & no one noticed. As a matter of fact, nothing still has been done. That area is filthy. Nothing's been sanitized or bleached. That's how rotovirus (and God knows what else) can be transmitted. There are several public places where nothing is done in regards to sanitation - those places include the waiting areas in TriCare and Health/Dental clinics; the CMR and Post Office; candy machines in the px malls; especially eating facilities.

Recommendation: Money is always an issue. But more kids sick from rotovirus in the ER is probably more expensive. Have public areas wiped down with anti-bacterial wipes/substances at the end of every duty day and whenever an accident occurs, etc. There's enough anti-bacterial stuff out there now - there's no excuse. Why wash your hands when you're touching a big pile of excrement each time you pull a chair out or open a door?

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: DENTAL

AFAP Issue # GRAF11-095

Title: Dental Issue for Reserve Soldiers and Family Members

Scope: Current laws and regulations state that only soldiers on orders for 30 days are authorized dental care. This is a readiness issue for our soldiers and a morale issue for family members. Our soldiers cannot even get examinations done. This has a negative impact on readiness and delays mobilization and deployment. 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 care as active duty soldiers if they are expected to perform at the same level.

Recommendation: Change the law and regulation to allow any soldier in a duty station to receive dental care when in any duty status. Since soldiers are our greatest weapons system, exams and minor care to include preventive care and maintenance should be the minimum service provided when in a duty status of less than 30 days active duty. This would have a positive impact on soldier readiness.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: EMPLOYMENT

AFAP Issue # GRAF11-096

Title: 5 Year Rule for Civilian Federal Workers Overseas creates hardship and is unnecessary.

Scope: The 5 year rule causes hardship, separation, undue stress, and fear for employees as well as their families. It has become a misused tool for management instead of an opportunity to create positions and rotate employees. 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 exacerbated by it. Employees would also be able to provide more stability and to become more expert in their positions.

Recommendation: Recommend modifying the rule to give employees a choice. That after 5 years employees could stay in their overseas jobs but would have to give up their Government Housing and Utility benefits/payments. I believe by offering people this choice that this would satisfy the need to have opportunities available for military spouses and others who wanted to come and work overseas as not all would want to relinquish their Government housing payments to live on the economy. This would create opportunities for those who wanted to come here and also for those who wanted to remain.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: CONSUMER SERVICES

AFAP Issue # GRAF11-097

Title: Translation Services, Medical Liaison Office

Scope: Family members and soldiers cannot resolve many of the issues that come up living in a foreign country. Apartment leases, medical situations, bills and many other items cannot be read. Our family members and soldiers are challenged in trying to pay debts they cannot read, going to a hospital or a doctor where they cannot speak the language, and many other situations where a translator would be welcome and helpful.

Recommendation: A 24/7 translation service available to the community for bills, medical situations, leases and all other forms of issues dealing with a foreign area. A service that could provide people with a translator and liaison when needed.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: LEADERSHIP

AFAP Issue # GRAF11-098

Title: There are no programs directly for Reservists in the Community and no awareness with service resource providers of their presence or issues.

Scope: Reservist Family members and soldiers surmount incredible odds and are challenged incessantly by often unaware community service and resource providers. Just getting on post can be a huge issue. Shopping at a commissary and a PX where family members are questioned and challenged at the checkout counters, tax assistance withheld by misinformed providers; medical tours given at incompatible hours, WIC assistance denied because of families living on a different economy and many more challenging situations that refer to their ID cards, status and family member distance and logistics. Reservists work two jobs and live usually on the economy. They 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.

Recommendation: · Community Orientations for both Reservists and Customer Service and Resource providers. For Customer service and resource providers: Orientations that raise awareness and provide information and assistance with issues and situations commonly encountered by our Reservists. What to look for, how to help, solutions and more. i.e.; ID card types and family member resources and issues. · For Reservists: Orientations that provide information on what resources and programs are available to them in their Communities. What is needed, how to get there, what to do and who to ask for. · Programs and Resources offered and designed especially for Reservist Soldiers and Families. · Programs and Resources offered and accessible on BA weekends. · A Reservist guide listing all resources and services available to Reservists. · A website for Community Reservist programs and resources available to them. · Support and resources that work with their unique logistical situations. Representation at Community Huddles and other Community events.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FORCE SUPPORT

AFAP Issue # GRAF11-099

Title: Reservists are not covered by the USERRA (Uniformed Services Employment & Re-employment Rights Act) agreement in foreign countries.

Scope: A Reservist who holds employment in a foreign country is not protected when they are called to duty, deployed or are needed. They can lose their job and have no protection. It is a readiness issue as well as a MWR issue. It is a severe hardship on our families and the soldiers themselves.

Recommendation: Establish a foreign USERRA or agreement to protect Reservists living and working in a foreign country.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: HOUSING

AFAP Issue # GRAF11-100

Title: Storage facilities for Soldiers & Family Members

Scope: Because of several reasons (bad sponsor/no sponsor; different sizing of housing) several Families & Soldiers cannot use the items they brought with them from a CONUS assignment. Where to store these items is a problem. Rose Barracks housing only has a small area adjacent to the house. Unfortunately, we have to compare to Netzaberg - where they have storage galore.

Recommendation: Build a storage facility similar to stateside storage facilities that have locks. This would create jobs to build the facility & would generate revenue if the 'tenants' were charged a small fee each month to keep items there. In many instances, we give away or sell items that we have to buy again once we go CONUS.

USAG GRAFENWOEHR

FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FORCE SUPPORT

AFAP Issue # GRAF11-101

Title: Dual Military Assignments

Scope: My husband and I are dual military, and the "BIG Army" decided to station him a HOH and me at Rose Barracks. Which is the closes HRC said they could manage. This has caused numerous problems and unnecessary difficulties. 1. We now live "between" both posts he drives south for over 35 minutes (much more in the winter) and I drive about 30 minutes north. The amount of gas, money, and time we have to use is ridiculous just to go to and from work. 2. We have a child, he goes to CDC here on Rose Barracks. But, due to my husband being station over an hour south in Hohenfels I am basically a single parent. If and when there are issues or he is sick etc I am the only parent available. 3. Also due to our being station at to posts when I have to go on TDY we either need to coordinate with CYS to transfer our son and records down to HOHs or pay a private person to watch him. We do not get any additional vacation time and are required to pay even if he does not go in order to keep his slot.

Recommendation: HRC should provide more support through either the HRC lane for assignments (especially when children are concerned) and/or financially. If not, there should be some type of compensation to claim for the added costs of gas, vehicle maintenance, child care, etc.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: FAMILY SUPPORT

AFAP Issue # GRAF11-102

Title: Gold Spouses becoming MFLCs

Scope: MFLCs at Army installations cannot possibly relate to some of the Soldiers, their Families or their situations. This is obvious once you meet one & see the age & get their experience level. There should be MFLCs that can truly relate to the experience of the Total Army Family because they've been part of one, first hand. There are Gold Star spouses out there that (it's obvious from several ads & articles by them) want to help the Families in the Services. Perhaps help can be provided two ways - they can help other Families cope; and perhaps this helps them heal as well.

Recommendation: Similar to Troops to Teachers, create a program called Gold Star Spouses to MFLCs. Use funds within Congress to fund this; even create special scholarships for them.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: ENTITLEMENTS

AFAP Issue # GRAF11-103

Title: Spouses who travel & are notified of a casualty stateside are made to pay for their flight back to OCONUS

Scope: This affects the surviving spouses & children. Some may not have the financial capabilities to fly back OCONUS to clear from everything if they choose to do so.

Recommendation: Offer flights to & from CONUS to OCONUS for those spouses & dependents who endure casualties when traveling stateside. It is more expensive to fly a spouse OCONUS to CONUS & back to OCONUS then back to CONUS to complete the process.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: ENTITLEMENTS

AFAP Issue # GRAF11-104

Title: Soldiers changing DD93 forms downrange & not informing spouses of changes

Scope: Allowing Soldiers to change forms downrange without properly being advised in a combat area can cause hardships on spouses when a casualty occurs.

Recommendation: Counsel Soldiers on changing paperwork downrange and suggest notifying the spouse. Advise spouses of this process so they are aware it can happen. Counsel Soldiers on all the aspects of changing forms under duress.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: ENTITLEMENTS

AFAP Issue # GRAF11-105

Title: No sensitivity training geared towards casualties & injuries

Scope: Several times when completing the outprocessing in a civilian & military environment. Inappropriate comments were made such as, 'you're young, you can remarry'.

Recommendation: Provide sensitivity training in more depth in FRG classes & to NCOs & above. Offer focus groups to spotlight surviving spouses & Family members to speak about this issue.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: ENTITLEMENTS

AFAP Issue # GRAF11-106

Title: Classification of spouses who have lost their Soldiers & the status of their ID cards

Scope: Surviving spouses & Family members have no privacy or dignity on ID cards

Recommendation: Instead of using 'DB' on ID cards, utilize 'SS' for surviving spouses & 'SC' for surviving children. This ensures that spouses & Family members have some type of privacy & escape from the word 'death'.

USAG GRAFENWOEHR FY11 ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE

Category: ENTITLEMENTS

AFAP Issue # GRAF11-107

Title: Dependents & surviving spouses stationed abroad who travel stateside for any reason, especially during deployment, and lose their Soldier have issues being notified correctly by the Army.

Scope: When spouses & dependents travel stateside even with the proper forms provided to the unit & FRSA it is difficult, with proper notification, to happen. This occurs because of human error and numerous paper trails.

Recommendation: Notification should be followed up by the originating CAC to the CAC closest to the surviving spouse or dependent within 4 hours to ensure proper notification occurred. If it did not occur properly an AAR should be followed along with an adverse action report to reprimand all parties involved including the CAC.

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Category: ENTITLEMENTS

AFAP Issue # GRAF11-108

Title: No representation for Families & spouses when CAOs are shared.

Scope: It allocates misrepresentation & misinformation to both parties. Also it isn't known if both parties are amicable.

Recommendation: Automatically assign separate CAOs whether the Family members & surviving spouse have relations or not. This allows each party to grieve & deal with the process appropriately.

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Category: ENTITLEMENTS

AFAP Issue # GRAF11-109

Title: Casualty Assistance Officers stateside are not receiving adequate 40-hour casualty assistance training.

Scope: When a spouse or family member loses their Soldier, they rely on their CAO to be a pillar of strength & knowledge of the situation at hand. When they do not receive proper training they are a detriment to everyone involved.

Recommendation: Ensure every Soldier, E7 & above, receive mandatory CAO training of 40 hours. Also, provide internships or mentors at each CAC, Reserve and Active Duty. Mandate that each CAC be responsible for maintaining this regulation or procedure. Evaluate CAOs & CACs each year to ensure this.

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Category: ENTITLEMENTS

AFAP Issue # GRAF11-110

Title: Casualty Assistance Officers are mandated to do the position based on rank and not willingness to do the job.

Scope: This makes the process more difficult to accomplish when someone is unwilling to do their job, also making surviving spouses & Family to mistrust CAOs.

Recommendation: Mandate that casualty assistance is made to be an MOS rather than a training procedure. If this is not possible, then provide this position as a GS position available to spouses & offer spousal preference.