

# West Point Army Family Action Plan Issue Update Book, 2 June 2009

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<u>ANNUAL TIME LINE</u>	
<b>June</b>	Formation of West Point AFAP Symposium Planning Committee
<b>August</b>	Recruitment begins for Facilitators, Recorders, and Issue Support people Existing active issues (if applicable) submitted to CFSC for upcoming DA AFAP Conference New AFAP issues requested from the West Point community
<b>September</b>	Commander's AFAP Steering Committee Meeting (Local) AFAP issues continue to be collected
<b>October</b>	Delegate recruitment AFAP issues continue to be collected
<b>November</b>	Department of the Army (DA) AFAP Conference General Officer Steering Committee (GOSC) Meeting (DA) West Point Army Family Action Plan Symposium (Local) West Point Army Family Action Plan Teen Symposium (Local)
<b>January</b>	Issues reviewed by Commander and staffed through proponent agencies
<b>February</b>	Commander's AFAP Steering Committee Meeting (Local)
<b>May</b>	Publication of West Point Army Family Action Plan General Officer Steering Committee (GOSC) Meeting (DA) Commander's AFAP Steering Committee Meeting (Local)

## Executive Summary

The Army Family Action Plan (AFAP) is a grassroots-level process that identifies issues of concern to the global Army Family. AFAP is a program that gives everyone in the Army the opportunity to influence his/her own quality of life and standard of living. The AFAP process is designed to ensure maximum participation of America's Army Family at all levels of the chain of command. This includes all ranks, sponsored and un-sponsored, male and female, civilian and military, adults and youth.

Forums are held annually at Army installations and communities throughout the world. The AFAP process begins at the unit level. Installation AFAP Coordinators direct the AFAP process. Each Army installation conducts an annual AFAP conference. Members from units on the installation represent America's Army Family to identify, develop, and prioritize unit/community/installation quality of life issues. Most issues introduced at a conference are specific to that installation. Research shows that 90% of issues raised at these forums can be worked toward resolution at the local installation level. Lead agencies are assigned to research and, if applicable, implement solutions to the issues raised at the AFAP Symposium. The Commander's AFAP Steering Committee monitors progress on these issues.

At the United States Military Academy, the Commander conducts an AFAP Steering Committee meeting semi-annually to monitor the Lead Agency's progress in resolving West Point's Quality of Life concerns. The results of this meeting are forwarded to the USMA Superintendent for final approval. Issues beyond the scope of the Superintendent, requiring a higher level authority, are forwarded to HQDA to be reviewed at the DA AFAP Symposium. The community is provided feedback on the status of AFAP issues via updates to the USMA AFAP Booklet.

AFAP issues requiring DA, Department of Defense (DoD) or congressional action are forwarded to the U.S. Army Community and Family Support Center (CFSC). They are then presented at the DA AFAP Symposium. The DA AFAP Symposium is held every year. Delegates who attend the DA AFAP conference include representation from all components of America's Army Family: active duty (including single Soldiers), Reserves, National Guard, retirees, DA civilians and Family members (including youth). West Point typically sends at least one delegate from the community.

Similar to installation AFAP delegates, DA AFAP delegates are assigned to work groups to discuss and prioritize issues. They examine issues that have been forwarded from the field and determine which issues they consider to be most important to the welfare of the Total Army Family. Each work group must prioritize its issues for recommendation in the AFAP. All issues recommended for the plan are briefed to the Vice Chief of Staff of the Army (VCSA) on the final day of the conference and are submitted to the Chief of Staff of the Army for approval. Once adopted, the issues are assigned to the appropriate Army staff office to be worked toward resolution. The number of issues entering the plan each year is limited in order to allow the lead agency offices sufficient time to work the issues toward resolution.

An AFAP GOSC, chaired by the Vice Chief of Staff of the Army, is the final approving authority for all AFAP issues. The GOSC is composed of general officer level representation from the Department of Defense and Army secretariats, Army staff agencies, and the MACOMs. Typically, the Garrison Commander and the USMA Command Sergeant Major represent USMA. The GOSC meets semiannually, in the spring and fall, to receive briefings on the progress of approximately 25 AFAP

active issues. The VCSA, in the role of GOSC Chairperson, provides direction on the active issues and identifies the final issue status as active, completed or unattainable.

## **Managing the Plan**

The West Point Army Family Action Plan has been consolidated into one booklet for the community to review the progress on all AFAP issues selected as top concerns at West Point AFAP symposiums. This publication indicates status for 1998-2008 issues selected at past West Point AFAP Symposiums as of the last update book in September 2008. It includes status on issues being worked locally and those being worked at the HQDA level. The plan will be updated at least annually.

The Army Family Action Plan (AFAP) program provides the West Point Command Team and the U.S. Army with a process to monitor well being concerns within the Total Army Family. The West Point Commander's AFAP Steering Committee monitors the assigned Lead Agency's response to those issues raised during West Point AFAP Symposiums. The Public Affairs Office may also report any significant progress on an issue in the *Pointer View*.

The AFAP Process Is A Commander's  
Best, Low-Cost Tool To Communicate With,  
And Get Feedback From, America's Army Family

## INDEX OF WEST POINT AFAP ISSUE STATUS AS OF MAY 2009

Lead Agency	USMA Issue #	Issue Title	Work Group	Entered	Status	DA Issue # and Status
FMWR-CYSS	0801	School Age Services (SAS) for children who attend off-post schools	Child, Youth & Ed	2008 FY 09	Active	NA
WPMS	0802	Availability of Information and Limited Variety of Educational Programs offered by West Point Middle School	Child, Youth & Ed	2008 FY 09	Active	NA
WPS (with assistance from CYSS)	0803	Child care for Substitute Teachers at West Point Schools (WPS)	Child, Youth & Ed	2008 FY 09	Close/Completed	NA
FMWR-Private Clubs	0804	Lack of Thrift Shop at West Point	Consumer & Family Support	2008 FY 09	Close/Completed	NA
FMWR-Rec (with assistance from ODIA)	0805	Qualified Tennis Instructor/Program Manager for Adult Tennis Programs at West Point	Consumer & Family Support	2008 FY 09	Active	NA
FMWR Rec (with assistance by RCI)	0806	Community Recreational Pool	Consumer & Family Support	2008 FY 09	Active	NA
FMWR-Five Star Inn	0807	Lack of Awareness and Enforcement of Temporary Lodging Policies	Housing, Relocation & Public Works	2008 FY 09	Completed	NA
Finance (with assistance by RCI/ Balfour Beatty)	0808	Partial reimbursement of Basic Allowance Housing for residents of standard housing	Housing, Relocation & Public Works	2008 FY 09	Close/ Unattainable	NA
RCI)	0809	Allocation of Military Housing to Civilians	Housing, Relocation & Public Works	2008 FY 09	Active	NA
FMWR-Rec (with assistance by ACS-EFMP and SFAC)	0810	Therapeutic Horseback Riding at Morgan Farm	Medical & Dental/Consumer II	2008 FY 09	Active	NA
EEO/ADA (with assistance by DPW, Chaplain Office)	0811	Restroom Accessibility for the Disabled in the New Cadet Chapel	Medical & Dental/Consumer II	2008 FY 09	Active	NA
FMWR-Rec	0812	Dog Park	Medical & Dental/Consumer II	2008 FY 09	Active	NA
PMO (assistance by SJA)	0813	Driver's License and Vehicle Registration Renewal Process for Military Personnel and Dependents	Military & Civilian Force Support	2008 FY 09	Close/ Unattainable	NA
DES (with assistance by Safety and DPW)	0814	Hazardous Intersection at the Entrances of the Post Exchange (PX) and Child Development Center (CDC)	Military & Civilian Force Support	2008 FY 09	Active	NA
FMWR-CYSS	0815	Teen Activity Awareness for High School Students	Teen	2008 FY 09	Active	NA
DEAN & DPE (with assistance by FMWR)	0816	Use of Cadet Library and Arvin Physical Development Center by Military Families	Teen	2008 FY 09	Active	NA
ACS/CPAC	0716	Employment Information Services	Military/Civilian Workforce	2007 FY 08	Completed	NA
DES	0717	Safety/Emergency Stations	Military/Civilian Workforce	2007 FY 08	Closed/ Unattainable	NA
DFMWR	0601	Child Development Center Not Growing With Community Needs	Child, Youth & Ed	2006 FY07	Active	NA
WPS/DFMWR	0602	Varying High School Graduation Requirements for DOD Students	Child, Youth & Ed	2006 FY07	Completed/ Unattainable	NA
DFMWR	0603	Birth to 5 years Evening Activities	Child, Youth & Ed	2006	Completed/	NA

				FY07	Unattainable	
MEDDAC	0604	Keller Army Community Hospital Emergency Room (ER) Lack of Efficiency and Responsiveness From Providers	Consumer/Family Support and Medical/Dental	2006 FY07	Completed	NA
DECA/DOL	0605	Lack of Availability and Quality of Products at the Commissary	Consumer/Family Support and Medical/Dental	2006 FY07	Completed	NA
MEDDAC	0606	Provide Laser Eye Surgery for all TRICARE Beneficiaries	Consumer/Family Support and Medical/Dental	2006 FY07	Closed/Unattainable	Sent to DA-NP at DA* Dec 07
DPW	0607	Policy for Cleaning Quarters	Housing, Relocation & Public Works	2006 FY07	Completed	NA
DPW	0608	Pet Owners' Responsibilities	Housing, Relocation & Public Works	2006 FY07	Completed/Unattainable	NA
DPW	0609	Equal Housing Opportunity for the United States Military Academy Soldiers	Housing, Relocation & Public Works	2006 FY07	Unattainable	NA
AG/SJA	0610	Social Security Numbers Displayed on ID Cards	Military and Civilian Force Support	2006 FY07	Closed/Unattainable	Sent to DA-NP at DA* Dec 07
DFMWR	0611	Priority of In/Out PCS Reservations for 5-Star Inn	Military and Civilian Force Support	2006 FY07	Completed	NA
SAFETY	0612	Post-Wide Pedestrian Safety	Military and Civilian Force Support	2006 FY07	Completed/Unattainable	NA
DFMWR	0613	Community Unity Carnival	Teens	2006 FY07	Closed/Unattainable	NA
DFMWR	0614	Extreme Sports Complex	Teens	2006 FY07	Closed/Unattainable	NA
AAFES/DFMWR	0615	Coffee, Internet & International Calling Café	Teens	2006 FY07	Unattainable/Completed	NA
DPW	0507	Single Soldier Living Conditions in Barracks	Housing, Relocation & Public Works	FY 05	Completed	NA
DENTAC	0512	Retiree Dental Benefits	Medical and Dental	FY 05	Closed/Unattainable	DA #509 Unattainable
WPS/DOL	0516	Transportation Concerns	Army Teens	FY 05	Unattainable	NA
AAFES/DECA	0517	Insufficient Support for the Soldiers and Families of West Point	Army Teens	FY 05	Unattainable/Completed	NA
DFMWR	0403	Child Care Options for Dual & Single Military	Child, Youth & Ed	FY 04	Completed	NA
AAFES	0405	Lack of Lower Post Convenience Store	Consumer/Family Support	FY 04	Unattainable	NA
DPW	0407	Safety for Children & Others in Pedestrian Areas (Combine with 0413, Pedestrian Safety)	Housing, Relocation & Public Works	FY 04	Completed/Unattainable	NA
MEDDAC	0410	Availability of Over the Counter (OTC) Drugs at KACH	Medical & Dental	FY 04	Unattainable	NA
DFMWR	0416	Bldg 500 Dedicated for Teen Use	Teens	FY 04	Completed	NA
DFMWR	0417	Opportunity for WP Youth to Participate in Paintball	Teens	FY 04	Active	NA
CPAC	0207	Civilian Benefit Advisor	Force Support	FY 02	Completed/Unattainable	Sent to DA-NP at DA* Jan 06
DFMWR	0012	Insufficient Basketball Facilities for Lower Post (Combine with 0013, Vertical Ramp)	Teens	FY 00	Recom. #1-Unattainable, Recom. #2 and #3-Transfer to 0614	NA
DFMWR	9913	In-State College Tuition for Military Families	Teens	FY 99	Active	DA #521 (Active)
DPW	9809	Community Master Plan	Hsg & Public Works	FY 98	Completed	NA

\*NP at DA means that the delegates at the Department of Army AFAP Conference did not prioritize this issue as one that will enter the

DA AFAP. More specific reasons why this issue was not selected by the delegates (called issue disposition) can be obtained by contacting the West Point AFAP Coordinator.

# 2008 West Point Army Family Action Plan (AFAP) Symposium Issues

## CHILD, YOUTH AND EDUCATION

### ISSUE 0801: School Age Services (SAS) for children who attend off-post schools

**STATUS:** Active (revisit 3<sup>rd</sup> quarter, FY10)

**SCOPE:** Child, Youth, and School Services (CYSS) does not provide adequate care for children that are on a different academic schedule than the West Point Schools. This will become an increasing problem as more Families are forced to live off- post. Lack of SAS care affects the military and civilian workforce, causing financial hardship, loss of work days, and emotional stress on Families.

#### **RECOMMENDATION:**

1. Expand the SAS program to offer full-time and hourly care to meet the needs of children who attend off-post schools.
2. Provide SAS care for:
  - Last two weeks of August
  - February Winter Break
  - Spring Break
  - Other vacation days (religious, federal, etc.)

#### **RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the November 2008 AFAP Conference.
2. School Age Services will be extending Summer Camp for dependents of the civilian work force and military members who live off post and attend non West Point schools until 28 August. This two-week program extension will include use of the SAS building in the mornings and Round Pond in the afternoons. Upon completion of the new Child Development Center (CDC) building in 2010, the program extension will be based on CYSS facilities.
3. SAS can provide limited support for civilian work force children on non West Point School days off. CYSS is mandated to follow building and staff/child ratios. Participation will be limited due to the SAS Before and After School program which is in session on civilian school days off. Upon completion of the new CDC facility, this service will be expanded.
4. This issue was last briefed at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue remains active and reported on during 3<sup>rd</sup> quarter FY10. Final approval for this issue to remain active was obtained from the USMA Superintendent.

**LEAD AGENCY:** FMWR-CYSS

**Point of Contact:** Don Hulst, CYS Director

**ORIGINATED:** 11/2008

**LAST UPDATE:** 03/2009

**ISSUE 0802: Availability of Information and Limited Variety of Educational Programs Offered by West Point Middle School (WPMS)**

**STATUS:** Active (revisit 3<sup>rd</sup> quarter, FY09)

**SCOPE:** West Point Middle School (WPMS) students are at a disadvantage due to the limited variety in language and science courses. Additionally, parents and students are not aware of all the educational programs available to them. Information about course selection is limited because guidance personnel are unavailable during summer months and online registration is not available.

**RECOMMENDATION:**

1. Provide accurate information to parents and students on all academic language and science courses offered, and increase the number of language and science courses offered through online courses and/or teaming with local school districts.
2. Develop an online registration and course selection program for WPMS that mirrors the web-based program used by the Department of Defense Schools in Europe.
3. Require the Guidance Counselor to be available for scheduling two weeks prior to the start of school.

**RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the November 2008 AFAP Conference.
2. Accurate information is available/provided to all parents and students regarding the academic language and science courses offered. Course overviews are posted on the school website during the first two weeks of the school year. Overviews include major topics of study, grading system, and the behavior management plan. Also available on the school website: links to DoDEA curriculum standards, PTO, School Board, calendar, newsletter, homework, online access to student grades (Gradespeed), and registration information.
3. Department of Defense Dependents Schools - Europe (DoDDS-E) has an online pre-registration website that collects a portion of the necessary demographic information from the sponsor on the DoDEA Form 600. The sponsor must still come to the school with information such as birth records, custody documents, address information, phone numbers, and emergency contact information. This online pre-registration also does not allow for transcript analysis, nor does it collect any course selection information.
4. Incoming sponsors may submit registration documents by email to the principal. Registration documents will be posted on the school web site by the end of this school year. Students are not enrolled in any DoDEA school until eligibility is verified by the aforementioned documentation.
5. The Principal creates the master schedule and schedules all students. He is on-site for most of the summer and is available to speak with parents regarding scheduling. The Principal remains available to parents and community members to respond to individual questions and concerns regarding all aspects of West Point Middle School.
6. This issue was last briefed at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue remains active and reported on during 3<sup>rd</sup> quarter FY09. Final approval for this issue to remain active was obtained from the USMA Superintendent.

**LEAD AGENCY:** DoDEA/DDESS-West Point Middle School

**Point of Contact:** David Rudy, West Point Middle School Principal

**ORIGINATED:** 11/2008  
**LAST UPDATE:** 03/2009

**ISSUE 0803: Child care for Substitute Teachers at West Point Schools (WPS)**

**STATUS:** Closed/Completed

**SCOPE:** Many substitute teachers are unable to work due to lack of available last-minute childcare providers. The school contacts substitute teachers with little notice; however, the Child Development Center (CDC) recommends 30 days notice for hourly care. Lack of childcare for substitute teachers causes a disruption in the education of West Point children.

**RECOMMENDATION:**

1. Develop a Child, Youth, and School Services (CYSS) program to support substitute teachers in need of last-minute childcare by dedicating resources for that need.
2. Publish a memo informing substitute teachers of their childcare options and include it with the WPS Substitute application packet.

**RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the November 2008 AFAP Conference.
2. A letter was sent out in early January by the WPS to 10 substitute teachers (4 at the elementary school and 6 at the middle school) requesting they contact Jodi Cabrera, CYSS School Liaison Officer, if they require assistance in obtaining childcare on days they substitute teach. CYSS will work on setting up childcare in Family Child Care homes or the Child Development Center, as needed, to help meet their needs. No substitute teachers have requested this support. Additional substitute teachers will be provided a copy of the letter when they are hired.
3. Due to the lack of response, this issue has been an isolated concern. However, a procedure is in place to help provide childcare for substitute teachers, if the need arises in the future.
4. This issue was last briefed at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** FMWR-CYSS (assisted by WPS)

**Point of Contact:** Don Hulst, CYS Director

**ORIGINATED:** 11/2008  
**LAST UPDATE:** 03/2009

## CONSUMER AND FAMILY SUPPORT

### ISSUE 0804: Lack of Thrift Shop at West Point

**STATUS:** Closed/completed

**SCOPE:** Lack of a thrift/consignment shop results in unnecessary and costly waste, greater government moving expenses, and loss of potential revenue. Approximately 1/3 of West Point personnel rotate each year, and usable household goods are discarded curbside. West Point residents have limited ability and no incentive to reuse, recycle or consign unless they use off-post agencies. A West Point thrift shop will positively impact the community by generating revenue, avoiding costs, and decreasing waste.

**RECOMMENDATION:**

1. Establish a thrift shop program and designate a space. Potential locations may include the future community center or space within West Point Craft Shop.
2. Identify an appropriate management agency or private organization to oversee staff.
3. Provide the option for residents to either donate or consign items.

**RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the November 2008 AFAP Conference.
2. FMWR canvassed potential volunteer organizations such as the West Point Women's Club and the chapels. The overall response received was that although this is an excellent idea for the community, it is too large of an undertaking.
3. Recommend that the West Point community utilize the two off-post thrift shops located in Highland Falls. One is located at Holy Innocence and the other at Sacred Heart Church. FMWR will publicize this information in the Pointer View and on Channel 23.
4. Additionally, space is very constrained on West Point and finding space for this project is an obstacle.
5. ACS agreed to take the lead on educating the community on the availability of the local thrift shops through the Information and Referral Program.
6. This issue was last briefed at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** DFMWR

**Point of Contact:** Tara McCormick

**ORIGINATED:** 11/2008

**LAST UPDATE:** 03/2009

**ISSUE 0805: Qualified Tennis Instructor/Program Manager for Adult Tennis Programs at West Point**

**STATUS:** Active (revisit 3<sup>rd</sup> quarter, FY09)

**SCOPE:** Interest and popularity in tennis in the West Point community is growing. The Directorate of Intercollegiate Athletics (DIA) cannot currently accommodate both their intercollegiate athletic requirements and community needs. There are no funds currently available to hire an assistant coach. An additional part-time coach would benefit both the NCAA programs and the community.

**RECOMMENDATION:**

1. Identify the legal means to run the adult tennis program. Ensure the funds can be used for facilities maintenance and upkeep, coach's salary, and administration.
2. Ensure that selection process identifies qualified applicants that can act as assistant coach, FMWR tennis instructor, and program manager.
3. Extend the current hours of the Lichtenburg Tennis Center to meet the demand.

**RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the November 2008 AFAP Conference.
2. ODIA's head coaches have hired an assistant coach for the West Point Men's Tennis team who is offering private and group lessons at the Lichtenberg Tennis Center to the West Point community. Call Coach Jamie Malakoff at (212) 203-9260 to inquire about lessons.
3. Mr. Paul Peck, ODIA, hopes to have an assistant coach who will undertake the tennis instruction/lessons by the spring 09.
4. Mr. Peck prefers having his assistant manage an instructional program as a Club with ODIA managing the funds. If not, FMWR will seek an instructor via a personal services contract and then use the ODIA indoor tennis facility.
5. Mr. Brown requested an update on tracking the use of this service and report on this during 3<sup>rd</sup> quarter, FY09.
6. This issue was last briefed at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue remains active. Final approval for this issue to remain active was obtained from the USMA Superintendent.

**LEAD AGENCY:** DFMWR-Recreation (assisted by ODIA)

**Point of Contact:** Thane Kelley

**ORIGINATED:** 11/2008

**LAST UPDATE:** 03/2009

**ISSUE 0806: Community Recreational Pool**

**STATUS:** Active

**SCOPE:** The lack of a community recreational pool negatively impacts the West Point population, which is rapidly growing. The West Point Swim Club relocated off-post due to limited pool availability. The current Arvin Gym pools, as well as the Family and Morale, Welfare and Recreation facilities, do not meet the community needs due to conflicting Cadet training and intercollegiate athletic requirements. This deficiency affects the quality of life, physical fitness, morale, and welfare for all. Another aquatic recreational venue will increase the interaction among Cadets, Soldiers, Warrior in Transition and their Families.

**RECOMMENDATION:**

1. Build an indoor/outdoor pool facility that will accommodate Warrior Transition Unit rehab support, Family members' recreation, morale support for Soldiers, and enhanced FMWR revenue.
2. Create a Memorandum of Agreement between Balfour Beatty and Family and Morale, Welfare and Recreation to share the cost of development and management.

**RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the November 2008 AFAP Conference.
2. Balfour Beatty incorporated the construction of a pool for the West Point community in the Community Development and Management Plan pending availability of funds.
3. FMWR has a community swimming pool programmed into the Strategic Plan for FY13 and will be submitting a Feasibility Study in FY12.
4. Effective in the spring 2009, Crandall Pool will offer community lap swim open to civilians, military and Family members.
5. Mr. Brown suggested that the committee revisit this issue every quarter to receive updates on the programs.
6. This issue was last briefed at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue remains active. Final approval for this issue to remain active was obtained from the USMA Superintendent.

**LEAD AGENCY:** DFMWR-Recreation (assisted by RCI)

**Point of Contact:** Thane Kelley

**ORIGINATED:** 11/2008

**LAST UPDATE:** 03/2009

## HOUSING, RELOCATION AND PUBLIC WORKS

### **ISSUE 0807: Lack of Awareness and Enforcement of Temporary Lodging Policies**

**STATUS:** Close/Completed

**SCOPE:** The West Point Community and the lodging staff are not aware of West Point Army/Five Star Inn lodging reservation policies and procedures. Permanent Change of Station (PCS) personnel have been denied temporary lodging or evicted erroneously. Lodging employees may have made mistakes and Soldiers did not know what procedures of redress were available.

#### **RECOMMENDATION:**

1. Ensure all current policies and procedures are accurately reflected in the Standing Operating Procedure.
2. Post reservation policies and procedures at the front desk, provide a copy to each guest, and post on the Family and Morale, Welfare and Recreation lodging website. Include a 24-hour point of contact with telephone number for patrons if they encounter issues.
3. Complete recommendations within a timely manner.

#### **RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the November 2008 AFAP Conference.
2. All current policies and procedures are accurately reflected in the Standing Operating Procedure (SOP). Complete copies of the Reservations SOP are available at the Front Desk and offered to incoming guests. In February 2009, the SOP was published on the FMWR/Lodging website.
3. Issues can be addressed to the Front Desk 24 hours a day, seven days a week. If the issue needs to be elevated, guests are welcome to contact the manager directly at (845) 446-5943, Extension 1101.
4. This issue was last briefed at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** DFMWR-Five Star Inn

**Point of Contact:** Mark O'Leary

**ORIGINATED:** 11/2008

**LAST UPDATE:** 03/2009

**ISSUE 0808: Partial Reimbursement of Basic Allowance Housing (BAH) for Residents of Substandard Housing**

**STATUS:** Close/Unattainable

**SCOPE:** Soldiers and Families at West Point are residing in quarters with significant deficiencies (mold, rodent infestation, leaks, unworkable plumbing, etc.) and still charged full BAH. There are currently no policies in effect at West Point to address this issue. The burden placed on family members impacts morale, finances and health.

**RECOMMENDATION:**

1. Create a team of independent inspectors to evaluate living conditions of individual residences in West Point housing. If families are determined to be living in substandard conditions, RCI should reimburse a portion of BAH until identified problems are reconciled or families are relocated at RCI expense.

2. Create a table of fair compensation for substandard housing problems.

**RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the November 2008 AFAP Conference.

2. No housing at West Point was classified as substandard as of 31 July 2008 when the housing was transferred from the Department of the Army to West Point Housing, LLC for operations and maintenance. There appears to be a misconception within the community as to what qualifies as substandard.

3. The purpose of RCI program is to improve the quality of housing for Soldiers and their Families. The program uses the funds received for rent payments to repair, renovate, or replace existing housing.

4. The determination of livability is based on the situation. The problem is called in by the resident. An assessment is made by Balfour Beatty along with other appropriate agencies depending on the issue: Fire Department, DPW, MEDDAC, Garrison HQ, DFMWR, etc. If Balfour Beatty determines after appropriate consultation that a move is required, the Family is relocated to another set of quarters. The Family will be relocated to another house on West Point at Balfour Beatty expense. If temporary lodging is required, Balfour Beatty will pay for it.

5. This issue was last briefed at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** RCI

**Point of Contact:** Mike Colacicco

**ORIGINATED:** 11/2008

**LAST UPDATE:** 03/2009

## **ISSUE 0809: Allocation of Military Housing to Civilians**

**STATUS:** Active (revisit 3<sup>rd</sup> quarter, FY09)

**SCOPE:** Active duty military members and their families are being forced to live off post, while civilians are still able to reside in Residential Communities Initiative (RCI)/military housing. Housing destruction and reconstruction has worsened the housing shortage on West Point. According to housing officials, at least 18 civilians currently reside in RCI/military housing on West Point. Ensuring that information about how and why certain civilians live on post reaches the West Point community is essential to eliminating confusion about housing allocations. All active-duty military members and their Families should receive priority in obtaining on-post housing, even if that results in the removal (and/or denial) of civilians from RCI/military housing.

### **RECOMMENDATION:**

1. Educate the community on the existence of Office of the Directorate of Intercollegiate Activities housing, and why it is not a part of the current pool of RCI/military housing. Published this information in the 26 Feb issue of the Pointer View and have it posted on the Balfour Beatty website in Feb 09.

2. Publish a clear and precise breakdown of the number of RCI/ military housing that are not occupied by active duty military. Include the complete process and job descriptions for determining who is “key and essential” should be explained and posted in the post paper and on the Balfour Beatty website.

3. Give active-duty military members and their Families priority in RCI/military housing at West Point in all circumstances. Establish a timeline to relocate all civilians from on-post housing (even if this involves renegotiating contractual obligations) within 12 months, to allow active-duty Families to occupy these homes.

### **RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the November 2008 AFAP Conference.

2. The RCI office prepared an article which was published in the February 26, 2009 issue of the Pointer View. The article addresses each of the recommendations.

3. West Point has three categories of housing:

- RCI (formerly AFH) – 963 units
- ODIA – 31
- DFMWR – 2

4. By the end of summer, 15 civilians occupying Key & Essential positions will be living in RCI housing. The remaining Families will be military.

5. Key & Essential positions are designated by the Garrison Commander in coordination with the Senior Mission Commander. The Key and Essential position list is posted on the RCI website, [www.usma.edu/dhpw/Housing/housing2.htm](http://www.usma.edu/dhpw/Housing/housing2.htm).

6. Due to the number of housing available on post, all active duty personnel cannot be accommodated.

7. The Ground Lease establishes the priorities for the assignment of housing at West Point. The priorities were approved by the West Point leadership prior to being included in the Ground Lease. The priority list has 13 categories. Key & Essential personnel, military and civilians are #1. Priority #2

is active duty military. Civilians who are not filling key and essential positions were grandfathered at transition to private operations for one year. They will be required to move off-post by summer 2009.

8. This issue was last briefed at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue remains active. Final approval for this issue to remain active was obtained from the USMA Superintendent.

**LEAD AGENCY:** RCI

**Point of Contact:** Michael Colacicco

**ORIGINATED:** 11/2008

**LAST UPDATE:** 03/2009

## MEDICAL AND DENTAL/CONSUMER II

### ISSUE 0810: Therapeutic Horseback Riding at Morgan Farm

**STATUS:** Active

**SCOPE:** Therapeutic horseback riding provides great benefits to individuals with disabilities and special needs. This Equine Assisted Activity, also known as "Adaptive Riding", aids individuals with a wide-range of physical, emotional, cognitive, and social disabilities. It is proven that individuals with disabilities such as Autism, emotional disabilities, brain injuries (e.g. traumatic brain injury; TBI), spinal cord injuries, amputees, learning disabilities, and Attention Deficit Disorder benefit from this therapy. Members of the West Point Community utilizing this therapy are currently required to travel to Warwick and New Paltz. Programs which offer the equine environment to people with disabilities aid them in learning companionship, responsibility, leadership, and vocational and educational skills, as well as offering competition venues in the different horse disciplines. Warriors in Transition, Exceptional Family Members, and other community members with special needs could benefit even more if this therapy was offered at Morgan Farm.

#### **RECOMMENDATION:**

1. Make therapeutic horseback riding available to the West Point Community by partnering with or creating an extension of existing local therapy programs, i.e. programs offered within Orange and Rockland Counties.
2. Establish the program as a coordinated effort with other stakeholders and existing resources, including, but not limited to: the Warrior Transition Unit (WTU), the Wounded Warrior Project, the USMA Equestrian Team and Club, Air Warrior, USMA Faculty in pursuit of scholarship requirements, and the Army Exceptional Family Member Program, as well as the various organizations providing support to those entities.
3. Provide training so that volunteers can staff and enhance the program, e.g. cadets involved with the Equestrian Club, WTU volunteers, Scouts, O'Neill High School student activities, and the Wounded Warrior Project.

#### **RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the November 2008 AFAP Conference.
2. Therapeutic horseback riding is currently being offered free of charge to Soldiers assigned to the WTU. It is paid for by the American Legion and offered by the Winslow Therapeutic Riding Center in Warwick, NY. The WTU provides transportation to the sessions.
3. FMWR Recreation is sending two staff members to the Inclusive Recreation Program course taught by FMWRC in order to benefit wounded Soldiers and disabled persons.
4. FMWR will look at the potential to develop a Therapeutic riding program at Morgan Farms.
5. Morgan Farm does not have an indoor riding facility, so a therapeutic riding program would only be able to be offered on a seasonal basis. Morgan Farm will continue to pursue and strengthen the current partnership to provide these services to wounded warriors, exceptional Family members, and disabled persons through the Winslow Therapeutic Riding Center in Warwick, NY.
6. FMWR will pursue funding and scholarship resources, and train staff and volunteers to offer less formal in-house opportunities for therapeutic riding.
7. Pending gift facility funding, an indoor riding facility could be constructed at Morgan Farms which would allow for these services to be offered locally year round.

8. This issue was last briefed at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue remains active. Final approval for this issue to remain active was obtained from the USMA Superintendent.

**LEAD AGENCY:** DFMWR-Recreation (assisted by SFAC)

**Point of Contact:** Thane Kelley

**ORIGINATED:** 11/2008

**LAST UPDATE:** 03/2009

## **ISSUE 0811: Restroom Accessibility for the Disabled in the New Cadet Chapel**

**STATUS:** Active (revisit 3<sup>rd</sup> quarter, FY09)

**SCOPE:** The downstairs area of the new Cadet Chapel (Building 699), which houses the Chapel's restroom, is not accessible to those with physical disabilities. While there is designated "handicapped" parking at the Cadet Chapel, there is no signage to indicate the lack of ramp or elevator access to the downstairs level, the location of the restroom, or the location of the nearest handicapped-accessible restroom. Visitors have the reasonable expectation that the Cadet Chapel is accessible to those with physical disabilities because of the handicapped designated parking, yet the only indoor access to the downstairs area is provided by a spiral staircase or an exterior entryway that does not accommodate a wheelchair. Furthermore, the Cadet Chapel website does not indicate these accessibility limitations and concert/event advertisements fail to alert attendees about the lack of a handicapped-accessible restroom.

### **RECOMMENDATION:**

1. Provide a handicap accessible public restroom in or near the Cadet Chapel.
2. Post appropriate signage and public notification regarding the lack of restroom accessibility if the accommodations listed cannot possibly be provided, and/or during the interim. Signage and notification of the nearest handicap accessible restroom should also be provided.

### **RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the November 2008 AFAP Conference.
2. DPW has looked at the ADA restroom issue. Due to the layout and historic nature of the Chapel, the location and procedure for installing an accessible bathroom with full access is extremely limited. The best location was the outside option from the side entrance. This location is in close proximity to the ramp and would have the least impact on the Chapel and the surrounding area. Recommendation is to match the appearance of the Chapel.
3. A 10 percent concept drawing is complete; however, funding is not available to complete the project. It was determined the cost exceeded \$750,000 for new work limit for construction.
4. In the meantime, since the chapel was constructed before the law mandating ADA restrooms was passed, and the government has not spent money to upgrade this building since that law, we are not in violation of the law to provide an ADA restroom at the Cadet Chapel.
5. The Chapel website has been modified to indicate that there are currently no handicapped-accessible restroom facilities. Additionally, that same information will be included on all mailings and announcements concerning special events held at the Cadet Chapel.
6. The Chapel has requested SJA provide a legal opinion on the need to post signage at the Cadet Chapel indicating that the facility does not have an ADA restroom. DPW will be asked to manufacture the signage.
7. This issue was last briefed at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue remains active. Final approval for this issue to remain active was obtained from the USMA Superintendent.

**LEAD AGENCY:** Chaplain (Assisted by DPW/DOL/EEO)

**Point of Contact:** Chaplain Cook

**ORIGINATED:** 11/2008  
**LAST UPDATE:** 03/2009

**ISSUE 0812: Dog Park**

**STATUS:** Active (revisit 4<sup>th</sup> quarter FY09)

**SCOPE:** There is no place for dogs to run unleashed or play with other dogs. Other installations utilize dog parks, e.g. Fort Riley. Given the limited area in housing, a dog park would provide a safe and controlled environment for dogs to be exercised and socialized.

**RECOMMENDATION:**

1. Convert unused space into a dog park.
2. Install appropriate signage.
3. Establish rules of usage.

**RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the November 2008 AFAP Conference.
2. In February 2009, FMWR will work with DPW, RCI and Balfour Beatty to identify an area on post that may suffice as an adequate dog park.
3. FMWR will research off-post land area possibilities such as Craigston Landfill at Morgan Farm Stables and Kennel.
4. FMWR will request Real Property Planning Board (RPPB) approval for site and concept and identify and solicit funding sources.
5. Upon securing RPPB approval, FMWR will develop a FY10 NAF budget line item and then in FY10 upon budget approval submit a contract request for construction.
6. This issue was last briefed at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue remains active. Final approval for this issue to remain active was obtained from the USMA Superintendent.

**LEAD AGENCY:** DFMWR-Recreation

**Point of Contact:** Thane Kelley

**ORIGINATED:** 11/2008  
**LAST UPDATE:** 03/2009

## **MILITARY AND CIVILIAN FORCE SUPPORT**

### **ISSUE 0813: Driver's License and Vehicle Registration Renewal Process for Military Personnel and Dependents**

**STATUS:** Close/unattainable

**SCOPE:** Military members and dependents incur a costly and time-consuming burden when changing driver's license and vehicle registration. This is a result of varying state DMV requirements. Due to frequent relocation, this process creates a hardship which detracts from morale and mission requirements.

#### **RECOMMENDATION:**

1. Create fee-based decal and registration system for military members and dependents accepted by all states.
2. Implement a remote renewal process for state driver's licenses.

#### **RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the November 2008 AFAP Conference.
2. According to Army Regulation 190-5: Commanders will recognize the interests of the States in matters of POV administration and driver's licensing. Any change in policy that would affect Army Regulations, Department of Defense guidance or regulations, or orders that currently govern driver's license renewal or state vehicle registration would have to be directed at those levels. Installation commanders do not have the authority to change them. This issue would have to be resolved at the DA level.
3. SJA does not recommend and could not justify forwarding this issue to the DA level. Approximately 22 states have an automatic extension of driver's licenses for Soldiers. Most of the states that do not grant an automatic extension have a system that allows for online or mail in renewals.
4. This issue was last briefed at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** PMO (assisted by SJA)

**Point of Contact:** LTC Hawes

**ORIGINATED:** 11/2008

**LAST UPDATE:** 03/2009

**ISSUE 0814: Hazardous Intersection at the Entrances of the Post Exchange (PX) and Child Development Center (CDC)**

**STATUS:** Active (revisit 3<sup>rd</sup> quarter, FY09)

**SCOPE:** During peak times, traffic flow between Stony Lonesome Rd, the PX enclave, and the CDC is causing unsafe conditions. This hazard poses a threat to both motorists and pedestrians utilizing the intersection. This is a safety issue for the entire West Point community.

**RECOMMENDATION:**

1. Execute a traffic survey during peak hours and assess this intersection for potential risk.
2. Redesign the intersection to make it safer.
3. Create an alternative exit/entrance road to access the CDC and/or PX enclave.

**RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the November 2008 AFAP Conference.
2. DES has been executing several traffic surveys at three locations during off-peak hours from February through 15 March. They will use the same locations to conduct surveys during peak hours from 15 March through April.
3. Data from the traffic survey will be presented to the Safety Office and traffic engineer for analysis.
4. Based on the results of the study, the intersection will be redesigned and rebuilt if required, pending funding.
5. This issue was last briefed at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue remains active. Final approval for this issue to remain active was obtained from the USMA Superintendent.

**LEAD AGENCY:** DPW (assisted by Safety)

**Point of Contact:** Martha Hinote

**ORIGINATED:** 11/2008

**LAST UPDATE:** 03/2009

## TEEN

### **ISSUE 0815: Teen Activity Awareness for High School Students**

**STATUS:** Active (revisit 4<sup>th</sup> quarter, FY09)

**SCOPE:** Youth Services is lacking in appeal to students in grades 9-12. The majority of people who use Youth Services are Middle School age. Due to a lack of advertising and awareness teens aren't informed about available programs and that Youth Services is a place to socialize.

#### **RECOMMENDATION:**

1. Start a teen focus group for high school students that would meet with Youth Services staff once a month to discuss programs that would promote interest for high school students.
2. Create teen webpage link from Youth Services website. The teen site would include a blog run by the teen focus group and a calendar of events exclusively for high school students.
3. Advertise the website with flyers to the high school, PX shuttle bus stops and in the "community area."

#### **RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the November 2008 AFAP Conference.
2. A teen focus group has been formed and has met five times since the November AFAP. The focus group is directly involved in planning activities on teen nights at the Youth Center.
3. The focus group has not expressed interest in establishing a separate website or a teen blog. Support will be provided in this area if there is a renewal of demand for this service. CYSS has expanded the teen information area on the CYSS website.
4. The teen focus group directly assists the Youth Center on publicity, including notification at O'Neill High School.
5. This issue was last briefed at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue remains active. Final approval for this issue to remain active was obtained from the USMA Superintendent.

**LEAD AGENCY:** FMWR-CYSS

**Point of Contact:** Don Hulst

**ORIGINATED:** 11/2008

**LAST UPDATE:** 03/2009

## **ISSUE 0816: Use of Cadet Library and Arvin by Military Families**

**STATUS:** Active (revisit 3<sup>rd</sup> quarter, FY09)

**SCOPE:** Military Families have limited or no use of the Cadet Library and Arvin Physical Development Center. This puts us at a disadvantage because there are no local facilities comparable to what the Academy has to offer.

### **RECOMMENDATION:**

1. Develop a system that would enable Military Families to check out books from the Cadet Library.
2. Permit Military Families to use Arvin Physical Development Center facilities when they are not being used by Cadets.
3. Open Arvin Physical Development Center once per week to anyone who has a Military I.D.

### **RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the November 2008 AFAP Conference.
2. The Cadet Library staff is in the process of developing a system that would enable Military Families to check out books from the Cadet Library.
3. The Cadet Library submitted a copy of this policy to the Superintendent and is awaiting a decision on the access policy for Families and the general public.
4. The Arvin CPDC is a cadet centered facility. Cadet classes and activities have first priority of use for all Arvin CPDC venues.
5. With the exception of "cadet only" hours, military Family members are permitted to use the Arvin CPDC. They must show ID card and have a towel.
6. Cadet only hours are 1500-1800, Monday through Friday. Only cadets are permitted to use the facility during this time period.
7. Children 13 and under are NOT allowed in "Class of 62" Rooms/3rd Fl. Weight Room. Children 13-16 years of age must be under direct supervision of a parent/legal guardian.
8. The FMWR Fitness Center is available for teen use without direct supervision of a guardian with appropriate certification and class completion.
9. This issue was last briefed at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that recommendation one remain active and be reported on at the third quarter FY09 meeting, while recommendations two and three (the Arvin portion) be closed. Final approval for recommendations two and three be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** DPE

**Point of Contact:** Artie Coughlin

**ORIGINATED:** 11/2008

**LAST UPDATE:** 03/2009

# 2007 West Point Army Family Action Plan (AFAP) Symposium Issues

## HOUSING, RELOCATION & PUBLIC WORKS/FAMILY SUPPORT

### ISSUE 0701: Pedestrian Safety on Delafield Road

**STATUS:** Completed Phase One/Phase Two Unattainable

**SCOPE:** Patrons of the facilities in the area of Delafield Road are walking in vehicle lanes. Delafield Road is winding, narrow, and does not have existing sidewalks. Families and visitors frequent the Pond and surrounding facilities. It is a highly traveled connector road. It also experiences heavy congestion during West Point events. This is a safety issue.

#### **RECOMMENDATION:**

1. Construct a sidewalk that extends from Stony Lonesome Road to Merritt Road.
2. Create foot paths that connect parking areas to the sidewalks and Merritt Road.
3. Provide lighting.

#### **RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the October 2007 AFAP Symposium.
2. A sidewalk already exists on Delafield Road from Merritt Road to Delafield Pond.
3. The Directorate of Public Works (DPW) submitted a work order to address this AFAP issue and the project was reviewed for feasibility.
4. DPW was tasked to develop a cost estimate for funding this project and the Safety Office was tasked to perform a risk assessment.
5. The Safety Office stated that safety was a concern in this area during the summer months (due to the swim program at Delafield Pond) and during the Army football season.
6. DPW reported that they had trimmed trees to improve visibility and ensure lights are not blocked.
7. Phase 1 of the project- which involves constructing sidewalks from Delafield Pond to the Tennis Center- was projected to cost \$221,540. The funding was available for Phase 1 and work was scheduled to begin in June 2008.
8. DPW reported that Phase 1 of the sidewalk construction project was completed. Phase 2, which includes the remaining section (1/10<sup>th</sup> of a mile), is estimated to cost \$186, 287. Funding is not available to complete this portion of the project.
9. This issue was last briefed at the 9 September 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** DPW

**Point of Contact:** Ms. Martha Hinote, 938-4407

**ORIGINATED:** 10/2007

**LAST UPDATE:** 09/2008

**ISSUE 0702: Housing Preventive Maintenance Waivers**

**STATUS:** Completed/Unattainable

**SCOPE:** Currently, residents are allowed to “waive” preventive maintenance. This policy causes inconsistent routine maintenance resulting in deterioration of the quarters. The impact is poor energy conservation, higher utility bills, and substandard conditions of housing.

**RECOMMENDATION:**

1. Require preventive maintenance prior to move in of new residents. Do not allow occupants to “waive” any scheduled maintenance.
2. Document the inspection, cleaning, and maintenance records to ensure proper care of quarters.
3. Develop and enforce a strict maintenance plan.

**RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the October 2007 AFAP Symposium.
2. The Directorate of Public Works (DPW) has stated that Government Managed Housing (GMH) will not move Families into housing until the residences are ready and maintenance has been completed.
3. GMH (renamed Balfour Beatty) was scheduled to take over housing in July 2008 and actually began housing management for West Point on 1 August 2008.
4. DPW has stated that GMH can quickly turn a house around. Once it’s vacated, they can make it available to the new resident in a timely manner.
5. DPW recommended that this issue be closed.
6. This issue was last briefed at the 5 February 2008 Commander’s AFAP Steering Committee Meeting. The recommendation proposed by the Commander’s AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** DPW

**Point of Contact:** Ms. Martha Hinote, 938-4407

**ORIGINATED:** 10/2007

**LAST UPDATE:** 02/2008

## **ISSUE 0703: Army Family Stability for Short-Term Permanent Change of Station (PCS)**

**STATUS:** Unattainable/Completed

**SCOPE:** PCS moves 12 months or less (Resident ILE, Captains Career Course, Sergeants Major Academy, MOS Re-class, War College etc.) create instability, uncertainty, and financial burdens for Army Families. Times of high Operational TEMPO and repetitive deployments exacerbate the challenges associated with short-term PCSs. These include multiple schools for Family members, lack of consistent spousal employment, and additional moving expenses. These cause undue stress for Soldiers and Families adversely affecting retention, readiness, and morale.

### **RECOMMENDATION:**

1. Human Resources Command (HRC) provides the option to know follow-on assignment prior to short-term PCS.
2. Allow Families the additional options to:
  - Remain in current quarters, with priority based on availability, throughout duration of the course.
  - Move to follow-on duty station and establish Family stability.

### **RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the October 2007 AFAP Symposium.
2. At the 5 February 2008 Commander's AFAP Steering Committee Meeting, the West Point Adjutant General reported that assignments for Soldiers are determined approximately six months before the report date to the new assignment. However, in most cases the system does not allow for assignment managers to work follow-on assignments for a 12-month school. The AG recommended that the issue remain active locally.
3. The Garrison Commander suggested that GMH to review the rules and clarify what their practices are and who will approve the exceptions to policy at West Point.
4. The Adjutant General suggested that West Point could submit Recommendation #1 to DA as it could not be obtained locally. However, he was not sure at this point in time with the assignments situation if the could be attainable even at the DA level.
5. At the 20 May 2008 Commander's AFAP Steering Committee, the AG provided an update on this issue. The Army has partially addressed this issue and initiated a waiver program allowing a Soldier to receive the higher BAH if the Family is separated due to a short-term PCS, medical condition, unit deploying, or a spouse's employment. Service members can request the waiver through the AG office.
6. Under RCI, Soldiers can request an exception to policy to remain in West Point housing when the Soldier will PCS to an unaccompanied assignment. The requests will be reviewed by the Garrison Commander and decisions will be determined after reviewing the housing needs for Soldiers currently assigned to West Point.
7. This issue was last briefed at the 20 May 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Although earlier approval was obtained from the Superintendent to send Recommendation #1 to DA for submission to the DA AFAP Conference, in the end this was not done.

The issue was recommended to be closed out in its entirety prior to the DA submission deadline. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** AG/RCI

**Point of Contact:** LTC Jonathan Liba, 938-3402/Mr. Mike Colacicco, 938-5948

**ORIGINATED:** 10/2007

**LAST UPDATE:** 05/2008

**ISSUE 0704: Retention of Field Grade Officers and Senior Grade Non-Commissioned Officers**

**STATUS:** Closed/Unattainable

**SCOPE:** Challenges due to Global War on Terror (GWOT) may decrease retention among Field Grade Officers (O4) and Senior Grade NCOs (E6 and E7). All retention models assume high rates of retention for these groups, but this may no longer be valid due to high Operational TEMPO, repetitive deployments, and multiple Permanent Changes of Station. A loss of these Key Personnel could produce a ripple effect resulting in a lack of experienced leadership at those and subsequent ranks.

**RECOMMENDATION:** Continue to closely monitor the retention rates and be prepared to immediately implement the pre-formulated retention incentives including:

- Create a program to provide financial incentives such as: Bonuses, Matching TSP contributions, etc.
- Provide increased Family stability through the option of longer tour lengths and predictability of follow-on assignments.

**RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the October 2007 AFAP Symposium.

2. The West Point Adjutant General has reported that the Army has reviewed officer incentives and is willing to adjust incentives if necessary to manage retention.

3. The AG suggested that there is no requirement at the local level to work on this issue.

4. This issue was last briefed at the 5 February 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** AG

**Point of Contact:** LTC Jonathan Liba, 938-3402

**ORIGINATED:** 10/2007

**LAST UPDATE:** 02/2008

**ISSUE 0705: Feeling of Inequality Between Military Families and ODIA Coaches and Title 10 Civilians**

**STATUS:** Unattainable/Completed

**SCOPE:** In the mid-1990s, there was a significant increase in non-military personnel in ODIA and in USMA faculty. In conjunction with this transition there was a desire to preserve the sense of community among those that contribute directly to the USMA mission. Unfortunately, the ability for ODIA Coaches and Title 10 Civilians to live on post and have equal access to services (Commissary, CYS, DoDEA, etc.) has lowered community morale because at other posts, these benefits are for military members and their Families only.

**RECOMMENDATION:**

1. Expand communication to all members of the community about current policies regarding non-military residents on post.
2. Survey the community to determine whether military members and their Families should receive first priority in all military programs and/or services.
3. Create more post-wide activities that bring non-military and military residents together to build relationships and cohesion.

**RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the October 2007 AFAP Symposium.
2. According to the Directorate of Family Morale Welfare and Recreation (DFMWR), military Families do have priority over non-military in FMWR services/programs.
3. FMWR has created several new community-wide events to bring together the West Point Community.
4. Active-duty members still have priority at the Child Development Center and for Housing.
5. The USMA leadership prefers coaches to live on post and be a part of the team. However, they do not want to disadvantage the active-duty personnel.
6. There are certain housing units where coaches reside that were constructed and paid for by donors and are specifically for the purpose of providing homes for coaches to live in.
7. This issue was last briefed at the 5 February 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** DFMWR/SJA/DPW/ODIA

**Point of Contact:** Mr. Anthony Brown, 938-2103/COL Robin Swope, 938-3205/Ms. Martha Hinote, 938-4407/COL Jonathan Smidt, 938-8086

**ORIGINATED:** 10/2007

**LAST UPDATE:** 02/2008

## TEENS

### **ISSUE 0706: West Point Middle School Children's Health**

**STATUS:** Completed

**SCOPE:** In the last year (2005/2006) Physical Education and Health have become electives. These classes should be required. Not being required to take Physical Education/Health makes students less healthy and physically fit. Without Health class students are not aware of the negative effects that poor health choices have on the body.

#### **RECOMMENDATION:**

1. Make Physical Education/Health Class a requirement in West Point Middle School for every grade.
2. Implement the DARE (Drug Abuse Resistance Education) program in West Point Middle School for all grades as part of seminar or as a part of Health class.
3. Schedule Physical Education one day and Health the next day. For example, Gold Day, Physical Education, Black Day, Health.

#### **RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the October 2007 AFAP Symposium.
2. At the 5 February 2008 Commander's AFAP Steering Committee Meeting, the West Point Middle School Principal confirmed that the Physical Education (PE) and Health have become electives. Students taking Band, Chorus, and Foreign Language must make a choice between these electives or PE. Unfortunately, PE cannot currently be added to these students' schedules. He stated that the West Point Middle School was studying the feasibility of adding PE and Health into the core curriculum by reviewing enrollment numbers, scheduling, and staffing changes.
3. The teens had requested implementation of the Drug Abuse Resistance Education (DARE) program. The DARE program will take place as a pilot program during the second academic semester from March-June 2008 with anticipated full implementation during the next school year (2008-2009).
4. Further updates were provided at the 20 May 2008 and 9 September 2008 Commander's AFAP Steering Committee Meetings. The West Point Middle School Principal stated that for the 2008-2009 school year, 9 weeks of Health class and 18 weeks of Physical Education (PE) will be available to every student. Schedules will default to Health and PE as electives. Parents will have to request in writing to waive Health and PE for other elective classes. Alternating days for Health and PE is unattainable due to block and wellness wheel configuration scheduling.
5. The DARE program is now fully implemented for 5<sup>th</sup> and 7<sup>th</sup> Grade.
6. The Commander's AFAP Steering Committee members did discuss concerns that Health and PE are not mandatory in the DODEA curriculum. The WPMS Principal reported that there is not enough time in the school day and not enough staff available to accommodate this request.
7. FMWR recommended channeling the request for DODEA to make Health and PE mandatory through the Education Council for consideration.
8. This issue was last briefed at the 9 September 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this

issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** WPS

**Point of Contact:** Mr. David Rudy, 938-2923

**ORIGINATED:** 10/2007

**LAST UPDATE:** 09/2008

**ISSUE 0707: Limited Modified Sports at West Point Middle School**

**STATUS:** Completed

**SCOPE:** West Point 7th and 8th grade students want to compete against other schools in the local area. Because of the limited amount of modified sports at West Point Middle School, the students are unable to have fun, enjoy playing sports, and being active.

**RECOMMENDATION:** Make more modified sports in the West Point Middle School so that we can compete with other schools in sports such as lacrosse, football, volleyball, baseball, softball, and soccer.

**RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the October 2007 AFAP Symposium.

2. At the 5 February 2008 Commander's AFAP Steering Committee Meeting, the West Point Middle School Principal informed the committee that WPMS can never offer more than one modified sport per season. This is due to the availability of coaches.

3. In the fall, Cross Country is offered and in the spring Track and Field is available.

4. This past school year, Child and Youth Services (CYS) and the WPMS created a partnership designed to offer modified sports. Both are sharing the cost, administration, and oversight for basketball this season. WPMS reviewed after action reviews (AARs) from the first season of basketball to determine the feasibility of expanding this concept into other sports programs for all three seasons. A Memorandum of Understanding (MOU) is awaiting final approval from the Domestic Dependent Elementary and Secondary Schools (DDESS) legal department.

5. FMWR has indicated that modified sports offer the opportunity for West Point youth and local talent to be exposed to outside coaches and would assist in the placement of West Point children in collegiate athletic programs.

6. Currently, the pool of WPMS 7<sup>th</sup> and 8<sup>th</sup> grade students available to participate in athletics is 130.

7. The WPMS Principal reported that WPMS will offer one modified sport per season- Cross Country in the fall, Basketball in the winter, and Track and Field in the spring.

8. WPMS will periodically survey the students to ensure that sports being offered match their preferences. Based on the student requests and demands, WPMS could consider replacing a modified sport with soccer in the future.

9. This issue was last briefed at the 9 September 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this

issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** WPS/DFMWR

**Point of Contact:** Mr. David Rudy, 938-2923/Mr. Anthony Brown, 938-2103

**ORIGINATED:** 10/2007

**LAST UPDATE:** 09/2008

**ISSUE 0708: Lack of Advertisement and Opportunity for Teen Employment**

**STATUS:** Completed

**SCOPE:** Lack of advertisement reduces the opportunity for teens to find employment and obtain job experience. West Point youth need job experience to have a better chance to get a job. Having a job helps to pay for college, shows responsibility, and keeps you occupied and out of trouble.

**RECOMMENDATION:**

1. Put an advertisement link for teen employment on the Directorate of Morale, Welfare and Recreation (DFMWR) website under Child and Youth Services (CYS); Channel 23; flyers/posters at school; own section in Pointer View.

2. Provide Army Community Services (ACS) employment workshop to help train for resumes, interviewing, etc. once a month at the Youth Center.

**RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the October 2007 AFAP Symposium.

2. Teen Workshops designed to inform youth about resumes, interviewing skills, and job searches began being held at the Youth Center in February 2008.

3. The Civilian Personnel Advisory Center (CPAC) has agreed to increase promotion of the summer hire opportunities and to develop a pamphlet on student employment programs.

4. A link for the CPAC website has now been included on the FMWR website under the Child and Youth Service (CYS) School Liaison link.

5. A Teen Employment Board has also been established at the Youth Center.

6. Army Community Service (ACS) and CYS are both working closely with local schools to provide information on job opportunities.

7. This issue was last briefed at the 5 February 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** ACS/DFMWR/CPAC

**Point of Contact:** Ms. Jill O'Brien, 938-5651/Ms. Elizabeth Harrington, 938-8186/Ms. Carol McQuinn, 938-2703

**ORIGINATED:** 10/2007

**LAST UPDATE:** 02/2008

## MEDICAL/DENTAL

### **ISSUE 0709: Appointment Availability at Keller Army Community Hospital (KACH)**

**STATUS:** Completed

**SCOPE:** Routine, acute (same day), and wellness appointments are not available in sufficient numbers to support the patient population. Same day appointments are often filled by 0630, routine appointments are frequently not available for several weeks, and wellness appointments are repeatedly not available at all. As a result, Families and service members are routinely using emergency room services as an alternative for care which impacts real emergencies.

#### **RECOMMENDATION:**

1. Track number of unfilled requests for appointments to validate a need more medical support on Post.
2. Use scheduling templates/technology to improve and expand scheduling of wellness appointments (i.e. newborn vaccination template, physical exam template).

#### **RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the October 2007 AFAP Symposium.
2. The number of unfilled requests for appointments are tracked and reported on a monthly basis.
3. Due to manning restrictions, KACH was unable to support all requests in the past. However, as of the 20 May 2008 Commander's AFAP Steering Committee Meeting, KACH was fully staffed.
4. Warrior Transition Unit (WTU) patients should have priority for the available appointments.
5. For the period January-April 2008, the number of unbooked appointments averaged 8 per day. Unbooked appointments automatically turn into routine appointments and then roll down to same day appointments.
6. KACH has added appointments to accommodate the current demand for school physicals. Additionally, when appointments were not available last summer due to staff shortages (which is currently not a problem); authorizations were permitted for patients to go to the outside network of providers.
7. KACH will provide information in the Pointer View to communicate the availability of appointments to the community. This should alleviate the perception that appointments are not available.
8. This issue was last briefed at the 20 May 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** MEDDAC

**Point of Contact:** LTC Thomas Bell, 938-3405

**ORIGINATED:** 10/2007

**LAST UPDATE:** 05/2008

**ISSUE 0710: Mental Health Issues and Support for Family Members of Active Duty Soldiers**

**STATUS:** Completed

**SCOPE:** A mental health system that can be complex exists at West Point. Currently, West Point has no psychiatrist or psychologist. The list of mental health providers in the TRICARE network is not always current. Individuals facing mental health challenges are unable to navigate through the system.

**RECOMMENDATION:**

1. Assign a dedicated mental health assistant at Keller Army Community Hospital to help the patient navigate through the system.
2. Verify updates to the TRICARE provider network monthly.

**RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the October 2007 AFAP Symposium.
2. The Mental Health facility is located in Building 606.
3. Recently additional staff has been hired. KACH has two psychologists and one military psychiatrist. They are in the process (as of February 2008) of hiring another psychiatrist and a social worker has been hired to work specifically with the Warrior Transition Unit (WTU) Soldiers and Families.
4. Health Benefits Advisors are available to advise people on the TRICARE network and a toll-free number providing information 24/7 is available through the Military One Source Hotline at 1-800-342-9647.
5. This issue was last briefed at the 5 February 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** MEDDAC/ACS

**Point of Contact:** LTC Thomas Bell, 938-3405/Ms. Jill O'Brien, 938-5651

**ORIGINATED:** 10/2007

**LAST UPDATE:** 02/2008

## **ISSUE 0711: Waiting Family Stress**

**STATUS:** Completed

**SCOPE:** Waiting Families experience stress and anxiety due to Family separation. Not everyone is aware of the psychological impact associated with this stress. There are initiatives in place, but not everyone involved with the Family member(s) is educated and knowledgeable. Therefore, those close to a Military Family may not know how to handle waiting Family stress and Family members go untreated.

### **RECOMMENDATION:**

1. Increase awareness of waiting Family stress through Keller Army Community Hospital (KACH), Army Community Service, Soldier Readiness Processing, private organizations, etc.
2. Increase awareness of other agencies/entities outside of West Point (schools, churches, coaches, etc) by having KACH conduct a class geared towards identifying waiting Family stress.
3. Make treatment available once the condition is identified.

### **RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the October 2007 AFAP Symposium.
2. Information on waiting Family stress is currently available through Army Community Service (ACS) and the Family Readiness Groups (FRGs). MEDDAC created and provided briefing materials on their website.
3. KACH recommended that ACS staff educate and empower the community with resources available to assist waiting Families. Through the Pointer View and outreach, ACS has educated the community regarding local and external resources available to assist waiting Families.
4. Once needs have been identified, KACH would make treatment available.
5. DPW releases information to neighbors on the name and quarters number of Warrior Transition Unit (WTU) and deployed Families (based on the approval of the individuals first).
6. The West Point Middle School agreed to allow sensitivity training for the school's faculty and staff. ACS conducted this sensitivity training at the West Point Schools and the Child Development Center.
7. At the 5 February 2005 Commander's AFAP Steering Committee Meeting, the Commander's AFAP Steering Committee proposed that the Lead Agency be changed to ACS and the USMA Superintendent approved this change.
8. This issue was last briefed at the 20 May 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** ACS

**Point of Contact:** Ms. Jill O'Brien, 938-5651

**ORIGINATED:** 10/2007

**LAST UPDATE:** 05/2008

## CONSUMER/CHILD, YOUTH & EDUCATION

### **ISSUE 0712: WIC (Women, Infant & Children) Items at the Commissary**

**STATUS:** Completed

**SCOPE:** Some of the standard WIC items are not in the commissary's CARTS register system. This problem is resulting from frequent updates to the WIC-approved list, register updates, and UPC changes. This situation may, at the least, cause delays and longer lines at the commissary. At worst, patrons cannot get needed items or are forced to shop at other locations.

**RECOMMENDATION:**

1. Require that all WIC items carried by the commissary be programmed into CARTS within one week of the conference.
2. Ensure periodic changes to the WIC list are in CARTS within 24 hours.
3. Require cashiers and staff to be properly trained to deal with WIC items and customers.

**RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the October 2007 AFAP Symposium.
2. The Commissary staff, including the cashiers, receives on-going training.
3. All staff members are properly trained on the WIC program and informed of WIC items carried by the Commissary.
4. This does not represent a systematic problem according to the Commissary.
5. This issue was last briefed at the 5 February 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** DECA

**Point of Contact:** Ms. Janet Berry, 938-2512 x226

**ORIGINATED:** 10/2007

**LAST UPDATE:** 02/2008

## **ISSUE 0713: Playground for WTU (Warrior Transition Unit) and Disabled Children**

**STATUS:** Active

**SCOPE:** Currently, there is only one boundless playground available at SAS (School Age Services). This playground has limited access for WTU and special needs Families at West Point. This situation restricts the current special needs and WTU Families' ability to freely participate in recreational activities as part of the West Point Community.

### **RECOMMENDATION:**

1. Build a new boundless playground with unlimited access.
2. Update at least one existing playground per housing area to accommodate WTU and special needs Families.
3. Advertise the boundless playground currently available at SAS.

### **RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the October 2007 AFAP Symposium.
2. Child and Youth Services (CYS) will build a multi-use playground (that will include a boundless playground) as part of the multi-use Child Development Center (CDC). This facility will include a boundless playground that will be designed for children ages 1-5 years old.
3. Disabled playgrounds are expensive and cannot be opened to the general public. This is to prevent damage from occurring.
4. School Aged Services (SAS) has a disabled playground currently available for special needs children ages 6-10 years old. This playground is locked and individual Families need to contact SAS to request access and to sign the key out.
5. The Directorate of Public Works has submitted a work order to develop a handicapped-accessible playground in Housing that will meet public ADA standards. However, there is no funding currently available in the housing budget to accommodate this project.
6. Balfour Beatty has plans to build one playground for individuals with disabilities in the Housing Area.
7. The Exceptional Family Member Program (EFMP) Manager at ACS has publicized the availability of the SAS playground through the Occupational Therapy program at the West Point School and to EFMP Families.
8. The Soldier and Family Assistance Center (SFAC) will also include a children's play area. The SFAC will be 100% handicap-accessible.
9. At the 9 September 2008 Commander's AFAP Steering Committee Meeting, the RCI Program Manager reported that Balfour Beatty had awarded a contract to upgrade all playgrounds in the housing areas beginning in September 2008. This contract includes a boundless playground near the Post Chapel. The estimated cost for this project is \$1.4 million. The RCI Program Manager stated that upgrading at least one existing playground per housing area to accommodate special needs Families was unattainable.
10. Balfour Beatty will report on progress of the playground project at the next Commander's AFAP Steering Committee Meeting.
11. This issue was last briefed at the 9 September 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that Recommendation #2 be closed. Final approval to close Recommendation #2 was obtained from the USMA Superintendent.

12. At the 17 March 2009 Commander's AFAP Steering Committee Meeting, RCI reported the Boundless Playground is under construction near Building 126, the planned Community Center, off of Biddle Loop. Work had to stop because of the cold weather. The temperature is below the acceptable limit for placing and curing the surface of the playground. The temperature must be above 45 degrees Fahrenheit for more than 24 hours. Work will resume in the spring when the weather is warmer.

13. Some concerns about the type of equipment being installed have been raised. Balfour Beatty will meet with representatives of EFMP Families to discuss their concerns and identify possible solutions.

14. Recommendation #1 and Recommendation #3 remain active. Further information on this issue will be reported at the third quarter meeting in FY09.

**LEAD AGENCY:** RCI/DPW

**Point of Contact:** Mr. Mike Colacicco 938-5948/Ms. Martha Hinote, 938-4407

**ORIGINATED:** 10/2007

**LAST UPDATE:** 03/2009

### **ISSUE 0714: Unsupervised Minors on West Point**

**STATUS:** Unattainable/Completed

**SCOPE:** Some parents are not adhering to the current West Point Policy of Minor Child Supervision USMA 39-06. This policy is not well publicized or enforced. As a result, lack of minor supervision is creating an unsafe environment and increased potential for loss/damage of government property.

#### **RECOMMENDATION:**

1. Amend current USMA Policy 39-06 (Supervision of Minor Children at West Point), to include a curfew. Disseminate the policy to all residents annually.
2. Create and post child supervision guidelines on signs at all playgrounds.
3. Enforce penalties of USMA Policy 39-06 post wide.

#### **RESPONSE:**

1. This issue was entered into the West Point Army Family Action Plan following the October 2007 AFAP Symposium.

2. Data from the Military Police and Family Advocacy Program (FAP) does not indicate any emerging problem or trends with unsupervised minors. However, signage could be posted on the playgrounds that includes the West Point child supervision guidelines.

3. ACS stated that the community must police themselves and report any incidents and violations of this policy.

4. The Garrison Commander requested this topic be addressed at the next Community Advisory Council (CAC) meeting. He also tasked ACS to research other similar installations (i.e. Fort Leavenworth, Carlisle Barracks, and the Air Force Academy) in respect to resolving this problem. ACS contacted five installations (Defense Language Institute, Fort Bragg, Fort Irwin, Fort Drum, and Carlisle Barracks) to find out what type of supervision/curfew or procedures and policies were in place there. Data from the five installations was provided at the 20 May 2008 Commander's AFAP Steering Committee Meeting. Only Fort Bragg has a curfew policy.

5. This topic was addressed at the Community Action Council Meeting.

6. The West Point Child Supervision Policy was sent by email to the West Point Community in spring 2008. Additionally, the supervision policy is provided at newcomer's briefings and in newcomer's welcome packets.

7. The Garrison Commander has approved the implementation of MPs checking IDs after hours in random areas of housing to see if there are any trends, neighborhoods or activities of concern.

8. ACS recommended that signage be placed on playgrounds that posts the West Point child supervision policy. The RCI Program Manager stated that he will work with ACS to ensure this task is completed.

9. This issue was last briefed at the 20 May 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval to close this issue was obtained from the USMA Superintendent.

**LEAD AGENCY:** ACS/PMO

**Point of Contact:** Ms. Shelley Ariosto, 938-3369/CPT Alan Pearson, 938-7543

**ORIGINATED:** 10/2007

**LAST UPDATE:** 05/2008

## MILITARY/CIVILIAN WORKFORCE

### **ISSUE 0715: Individuals Returning from Deployment**

**STATUS:** Active (revisit 3<sup>rd</sup> quarter FY09)

**SCOPE:** Some individuals (Soldiers & Civilians) are not officially recognized by their community when returning from deployment. Morale of the community may be adversely affected when recognition is not provided.

**RECOMMENDATION:** Provide General Officer recognition for returning individuals and their Families in a timely manner.

#### **RESPONSE:**

1. This issue was entered into the USMA Army Family Action Plan following the October 2007 AFAP Symposium.

2. Keller Army Community Hospital formally recognizes individuals returning home from a deployment.

3. In 2007, 31 military members returned to West Point from deployment.

4. Rather than conducting an annual or biannual ceremony, the Garrison Commander and the USMA Chief of Staff recommended providing an opportunity for recognition at the appropriate level by decentralizing to the Dean, Commandant, Superintendent, and Garrison Commander.

5. The Commander's AFAP Steering Committee suggested that DHR develop a working group the G-3. A working group was formed by DHR to address this AFAP issue. The working group has made progress since February 2008 but more work needs to be done to develop a plan that covers all the activities on the installation that do not have a plan currently in place.

6. The Garrison Commander requested an update of the process prior to May 2008.

7. DHR reported that the Office of the Dean will conduct monthly recognition ceremonies, as necessary, with the Dean present. Keller Army Community Hospital already formally recognizes individuals returning from deployment. The established KACH annual recognition will continue as is. USCC will conduct in-house recognition ceremonies on an as needed basis. The Chief of Staff and US Army Garrison will conduct quarterly recognition ceremonies with the Superintendent for individuals returning from deployment.

8. The US Army Garrison conducts awards ceremonies three times a year. DHR recommended adding a segment (to any of these over which the Superintendent presides) to recognize individuals returning from deployment at the end of the ceremony. DHR also recommended making this forum available to other activities and support units to participate in.

9. There is a challenge with tracking the deployments of those Soldiers assigned to Military Transition Teams. Many of these Families remain on Post.

10. The USMA Chief of Staff tasked the Commander's AFAP Steering Committee to review scope of the issue and determine the minimum acceptable level of recognition that would meet the community's expectations.

11. The USMA Chief of Staff stated that US Army Garrison and KACH are successfully tracking their deployments. He suggested keeping this issue active from an evaluation standpoint.

12. The USMA Chief of Staff directed DHR to provide anecdotal evidence that the Dean and are providing recognition ceremonies.

13. This issue remains active.

14. ACS and DHR met with the Garrison Commander to review this issue. The GC assigned policy responsibility to ACS with assistance from DHR to create a sponsorship program for deployed Families.

15. A policy memorandum signed by the Superintendent will be staffed by the GC.

16. This policy proposes to designate an XO (or equivalent) from each department/organization with the collateral duty of fully tracking their Soldiers' deployments (to include recognition upon return from deployment) and acting as the primary POC for their Families.

17. This issue was last briefed at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue remains active. Final approval for this issue to remain active was obtained from the USMA Superintendent.

**LEAD AGENCY:** DHR/ACS

**Point of Contact:** Mr. Mike Bilello, 938-3402/Ms. Galatea Badger, 938-5654

**ORIGINATED:** 10/2007

**LAST UPDATE:** 03/2009

**ISSUE 07160: Employment Information Services**

**STATUS:** Completed

**SCOPE:** Employment information services are not adequately communicated throughout the Department of Defense. Government employees and Family members are adversely affected when quality of life (financial security) is compromised.

**RECOMMENDATION:**

1. Raise awareness of employment information services.
2. Enhance communication between employment agencies.
3. Create employment focus groups to determine community needs.

**RESPONSE:**

1. This issue was entered into the USMA Army Family Action Plan following the October 2007 Symposium.
2. ACS provides numerous workshops and services to assist Family members with employment opportunities in the local community. These services are published in the local media and organization newsletters. ACS will ensure the job opportunities are publicized on their website as well.
3. ACS has suggested hosting a career fair in conjunction with the Executive Transition classes designed to inform the public on where to find Federal and civilian employment.
4. ACS will also utilize the Newcomers' Orientation to inform the community about employment opportunities. CPAC briefings are also included in the Newcomer's Orientation.
5. ACS reported that spouses represent the smallest number of ACS clients for the Employment Readiness Program. The majority of clients have been transitioning Soldiers.
6. CPAC developed and distributed a Family Member Employment Handbook and developed a Student Education Employment Program (STEP) Informational Pamphlet.
7. CPAC will work with ACS to make information available on-line through CPAC and ACS websites.
8. This issue was last briefed at the 20 May 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval to close this issue was obtained from the USMA Superintendent.

**LEAD AGENCY:** ACS/CPAC

**Point of Contact:** Ms. Jill O'Brien, 938-5651/Ms. Carol McQuinn, 938-2703

**ORIGINATED:** 10/2007

**LAST UPDATE:** 05/2008

**ISSUE 0717: Safety/Emergency Stations**

**STATUS:** Closed/Unattainable

**SCOPE:** Lack of access to emergency stations (emergency phones/ Blue Light Stations) affects the community's safety and security. Rapid response is necessary in emergencies such as security and sexual assault situations.

**RECOMMENDATION:** Authorize installation of emergency phones/blue light stations post-wide, including recreational areas.

**RESPONSE:**

1. This issue was entered into the USMA Army Family Action Plan following the October 2007 AFAP Symposium.
2. West Point is a controlled-access installation. These systems are utilized on traditional college campuses and at hospitals.
3. The majority of the crimes reported on West Point are traffic incidents. The West Point Community has very few assault type crimes.
4. DES reported that locally the response time is between 3 to 5 minutes. There is a 911 system on post which works very effectively.
5. DES felt that there is no need for this system at West Point due to quick containment and rapid response. DES stated this issue is unattainable and recommended closure.
6. This issue was briefed at the 5 February 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval to close this issue was obtained from the USMA Superintendent.

**LEAD AGENCY:** DES

**Point of Contact:** COL Robert Brown, 938-8131

**ORIGINATED:** 10/2007

**LAST UPDATE:** 02/2008

# 2006 West Point Army Family Action Plan (AFAP) Symposium Issues

## CHILD, YOUTH & EDUCATION

### ISSUE 0601: Child Development Center Not Growing With Community Needs

**STATUS:** Active (revisit 3<sup>rd</sup> quarter FY10)

**SCOPE:** There is not enough physical space at the Child Development Center (CDC) to offer enough slots to accommodate hourly care needs. There are also long wait lists for full time care. These lists include dependents of military members. The addition of Bldg. 693 in January 2007 will still have a significant gap in the availability of CDC Service.

#### **RECOMMENDATION:**

1. CDC facility should be expanded to provide space to accommodate more of the current and projected needs for childcare services. This can be done through identifying underutilized facilities, construction of existing building, or addition of modular structure(s) at the current location.
2. Develop a process to reassign childcare slots to dependents of Soldiers if those slots are held by children from a lower priority group so that CDC support of military members remains at 100%.
3. A process should be developed DOD-wide to better empower installations to respond quickly and effectively to changing childcare needs of our Soldiers and Families.

#### **RESPONSE:**

1. The Child Development Center (CDC) full-day enrollment has increased from 103 full-day slots in 2004 to the current all-time high of 148 children. Over 225 children are provided care daily in the CDC through full-day, hourly, pre-school, and kindergarten programs. With the departure of the School Age Services (SAS) program from the CDC in January 2007, sufficient space is available in the CDC to accommodate 36 additional full-day spaces and to increase hourly capacity by 50%. Work orders to make these rooms age-appropriate have been submitted. This work will be done in-house and \$18,000 worth of materials has been ordered. The two additional rooms are expected to be operational by April 2008.
2. As of February 2008 there were 22 children on the waiting list for full-time childcare and 17 military children on the projected demand list for full-time childcare. There may be some waiting for hourly care needs.
3. The Child and Youth Services (CYS) Wait List policy changed on 31 March 2007 to allow the Garrison Commander flexibility to reassign childcare slots.
4. The Department of the Army does not fund CYS programs to meet the total childcare needs of installations. Currently, the Army funds 65% of Army childcare requirements and the goal is to obtain funding to meet 80% of childcare needs by 2010. Without additional funding, CYS leadership has limited flexibility to provide additional resources.
5. Plans are underway to build a new multi-purpose center beginning in FY08 to accommodate the SKIES (Schools of Knowledge, Inspiration, Exploration, and Skills) program. CYS explained that the AFAP process was very important in helping acquire the funding for the Multi-Use CDC building. A site visit was scheduled for 17 June 2008 with construction to be beginning in September 2009. The facility, allowing for necessary expansion of childcare services, is expected to be operational in June 2010.

6. Four rooms have been renovated at the CDC. In 2008, the CDC increased their slots for full-time childcare from 94 to 180. Now (as of September 2008) there are no military children on the waiting list for full-time childcare. FCC homes have increased from 6 to 9 in 2008. 34 hourly care slots are also now available at the CDC.

7. With the addition of the Multi-Use CDC, West Point will comply with the DA requirement to meet 80 percent of the childcare needs.

8. Recommendation #2 and Recommendation #3 of this issue were last briefed at the 5 February 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that Recommendation #2 and Recommendation #3 of this issue be closed. Final approval to close these recommendations was obtained from the USMA Superintendent.

9. Recommendation #1 of this issue remains active.

10. Once room in the CDC has been renovated and converted to support additional hourly care needs. Use of this space has increased hourly care capacity by 33 percent.

11. DOD has focused attention increasing CYSS programs throughout the Army to better meet Army children's needs. Sixty new facilities are being constructed to meet Army childcare needs. West Point has been selected to receive a multi-use CDC facility with groundbreaking scheduled for September 2009, and operational usage starting in summer 2010.

12. This issue was last briefed at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue remains active. Final approval for this issue to remain active was obtained from the USMA Superintendent.

**LEAD AGENCY:** DFMWR

**Point of Contact:** Mr. Anthony Brown, 938-2103

**ORIGINATED:** 11/2006

**LAST UPDATE:** 03/2009

## **ISSUE 0602: Varying High School Graduation Requirements for DOD Students**

**STATUS:** Completed/Unattainable

**SCOPE:** Once a student relocates, he/she should only be held accountable for the graduation requirements incurred from the date of the enrollment in the new school through high school graduation.

### **RECOMMENDATION:**

1. Create a dedicated, full-time School Liaison position at each installation to work with guidance counselors to ensure that students do not incur any state-specific graduation requirements retroactively.
2. Task Army Community Service (ACS) to develop and offer a course for parents on ways to advocate for their students' educational needs.
3. Create a document to accompany each student's transcript which explains the unique challenges DOD students face, and have it signed by a DOD official.

### **RESPONSE:**

1. High school guidance counselors have no control over state graduation requirements. These are set by state education departments, such as NYSED in Albany in the case of New York. Changing these requirements for certain student populations would require New York state legislation. Guidance counselors are very familiar with the unique challenges faced by military dependents and the recommendations of the Secondary Education Transition Study (SETS). They work with students individually to ensure successful completion of New York state requirements when they arrive.
2. West Point has a full-time School Liaison Officer (SLO), Ms. Jodi Cabrera. There is also a Community Relations Council that addresses issues related to transition.
3. Army Community Service offers Army Family Team Building Course Level I, Module 1.8 which is entitled, "Supporting Your Child's Education". The West Point School Liaison Officer (SLO) is involved in instructing this module when this course is offered.
4. The Secondary Education Transition Study (SETS) Memorandum of Agreement spells out the unique challenges which military dependents face and outlines actions that signatories should undertake to help these students achieve success. O'Neill High School is a signatory to the agreement and follows its guidelines.
5. There is a challenge with the 8-9<sup>th</sup> grade Science curriculum, but that is unique to West Point.
6. This issue was briefed at the 22 February 2007 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval to close this issue was obtained from the USMA Superintendent.

**LEAD AGENCY:** DFMWR/O'Neill High School Liaison

**Point of Contact:** Mr. Anthony Brown, 938-2103/COL Tom Kastner, 938-7459

**ORIGINATED:** 11/2006

**LAST UPDATE:** 02/2007

**ISSUE 0603: Birth to 5 years Evening Activities**

**STATUS:** Completed/Unattainable

**SCOPE:** Activities are offered in the morning and afternoon for children ages birth to 5 years. These activities are unavailable to children of working parents.

**RECOMMENDATION:**

1. Solicit feedback and gauge interest in evening activities by way of a town meeting and an E-mail POC.
2. Implement a waiver process to allow younger children into age 5 and up activities on a case by case basis.

**RESPONSE:**

1. By Army regulation, Child and Youth Services' structured programs start at five years of age through age 18. CYS is not resourced for 5 years and under.
2. However, there are programs for children under five years of age that are administered in the mornings, afternoons, after-duty hours, and on weekends. Data shows that in excess of 300 children under the age of five have participated during after-duty hours and weekends over the past 12 months. Programs offered during these times include Dance, Ice Skating, Tennis, Just 4 You Soccer, Atoms Hockey, and Smart Start Basketball. This data verifies that programs for this age group are available and used by children of working parents.
3. There are also some programs that may accept younger children as space permits, such as Kinder Gym and Dance Awareness.
4. The Child Development Center is accredited by the National Association for the Education of Young Children. Curriculums offered at the CDC during the day focus on social skills, learning new skills, and fitness programs (which will be enhanced through the Smart Start program). These opportunities, provided to children of working parents in day-care, are similar to those offered to children of non-working parents through separate instructional programs.
5. Additional programs for this age group will be offered by CYS based upon program content and space availability. Other post agencies also offer opportunities for this age group and are welcome to expand their programming. CYS does not have proponentcy for children less than five years of age except for childcare.
6. This issue was briefed at the 22 February 2007 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval to close this issue was obtained from the USMA Superintendent.

**LEAD AGENCY:** DFMWR  
**Point of Contact:** Mr. Anthony Brown, 938-2103

**ORIGINATED:** 11/2006  
**LAST UPDATE:** 02/2007

## CONSUMER & FAMILY SUPPORT AND MEDICAL/DENTAL

### **ISSUE 0604: Keller Army Community Hospital Emergency Room (ER) Lack of Efficiency and Responsiveness From Providers**

**STATUS:** Completed

**SCOPE:** A large majority of patients utilizing the ER facility at KACH are subjected to poor bedside manner and a lack of clarity when communicating with patients on their diagnosis/procedures for follow up. There is a distinguishable difference in competency with ER providers from excellent to extremely poor.

#### **RECOMMENDATION:**

1. Provide in-service training on bedside manner and patient communication on a quarterly basis.
2. Set a standard follow-up and communicate this clearly to the patient.
3. Establish a plan to identify and correct deficiencies in competency with regard to bedside manner and patient communication.

#### **RESPONSE:**

1. There are wide variances in communication styles, cultural backgrounds, and bed-side manner.
2. Keller Army Community Hospital (KACH) has contracted for customer service training and ER staff personnel have been participating in this training. The focus of the training is meeting patient expectations and effective communication of care plans.
3. The Chief of the ER has initiated customer service discussions in her weekly meeting with ER staff personnel.
4. The ER has changed discharge procedures. The staff Registered Nurse (RN) is completing education and providing handouts to ensure proper understanding of patient responsibilities and requirements.
5. KACH leadership is using the Provider-level Patient Satisfaction Survey results to improve each provider's performance. KACH leadership encourages patients to answer their surveys or fill out customer comment cards, both good and bad.
6. The ER scores increased from 79 to 93 percent on the recent satisfaction surveys.
7. KACH received the highest score for patient satisfaction at a medium-sized facility and received an award from the Department of Defense (DOD).
8. This issue was briefed at the 5 February 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval to close this issue was obtained from the USMA Superintendent.

**LEAD AGENCY:** MEDDAC

**Point of Contact:** LTC Thomas Bell, 938-3405

**ORIGINATED:** 11/2006

**LAST UPDATE:** 02/2008

## **ISSUE 0605: Lack of Availability and Quality of Products at the Commissary**

**STATUS:** Completed

**SCOPE:** West Point Commissary patrons are constrained to accept various substandard products, compelling beneficiaries to shop elsewhere for variety, availability, and quality goods. Restrictive contracts within the commissary system prevent management from having the flexibility to discontinue substandard service.

### **RECOMMENDATION:**

1. Empower local commissary managers with the right of refusal of substandard products, as well as a chain of local backup providers.
2. Conduct comprehensive patron survey to determine needs and desires of local beneficiaries.
3. Develop a local beneficiaries' forum that will provide direct feedback/suggestions to the commissary manager.

### **RESPONSE:**

1. Commissary products are inspected by VETCOM personnel. Any department in the commissary can refuse to accept substandard or damaged goods.
2. The contracts with distributors are at the DOD-level, not the store level. DeCA HQ contracts with distributors to provide service to all commissaries. By law, contracts cannot be managed at the store level. The commissary manager has stated that federal law requires that contracts be awarded to the lowest bidder.
3. The CSSS survey is taken in the store every year. It is provided by DeCA HQ and follow-up is required if substandard feedback is received. On the latest survey, West Point Commissary scored 4.95 out of a possible five.
4. There are also patron communication forms at the store entrance. The commissary is required to respond to patron surveys within five days. "Your Action Line (YAL)" forms are available at the store exit and online at [www.commissaries.com](http://www.commissaries.com). Patrons may also make comments at the Interactive Customer Evaluation (ICE) website.
5. The Commissary has coordinated with the local AAFES General Manager on creating AAFES/Commissary focus groups. The Commissary and PX are now conducting quarterly focus group meetings to obtain feedback from local customers.
6. The commissary has significantly decreased the number of non-stock items from 350 to 150 per day (the commissary carries approximately 17,000 total items).
7. A new produce company was contracted in June 2007. This company is willing to work with the Commissary and improvements have occurred. However, more improvements are needed.
8. The Commissary is working closely to correct problems.
9. This issue was last briefed at the 5 February 2008 Commander's AFAP Steering Committee. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval to close this issue was obtained from the USMA Superintendent.

**LEAD AGENCY:** DeCA/DOL

**Point of Contact:** Ms. Janet Berry, 938-2512 x226/Mr. John Mandia, 938-2161

**ORIGINATED:** 11/2006

**LAST UPDATE:** 02/2008

**ISSUE 0606: Provide Laser Eye Surgery for all TRICARE Beneficiaries**

**STATUS:** Closed/Unattainable

**SCOPE:** Dependent, TRICARE, and eye surgical staff would benefit from providing greater access to this procedure. This would enhance well-being and quality of life for vision-impaired beneficiaries.

**RECOMMENDATION:**

1. Allow all beneficiaries to receive laser eye surgery on a “Space A” basis.
2. Begin in phases starting with Active Duty dependents and progressing to retirees and their dependents.

**RESPONSE:**

1. Laser Refractive Surgery is currently not a covered benefit for all TRICARE beneficiaries. It would take DOD action to expand this benefit to Family members.
2. U.S. Army MEDDAC- West Point is only authorized to treat Soldiers/cadets for Laser Refractive Surgery under the guidelines of the Warfighter Refractive Eye Surgery Program. The emphasis is on the warfighter and the priority is as follows: cadets, then active-duty service members, and then mobilized reservists. There is currently a waiting list for active-duty Soldiers requesting this procedure so it is unrealistic to offer this procedure to dependents.
3. This issue is not one that can be resolved at the local level.
4. This issue was forwarded to the Department of Army (Community and Family Support Center) for inclusion in the December 2007 DA AFAP Conference.
5. This issue was not prioritized as a DA AFAP issue at the December 2007 DA AFAP Conference.
6. This issue was last briefed at the 5 February 2008 Commander’s AFAP Steering Committee Meeting. The recommendation proposed by the Commander’s AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** MEDDAC

**Point of Contact:** LTC Thomas Bell, 938-3405

**ORIGINATED:** 11/2006

**LAST UPDATE:** 02/2008

## **HOUSING, RELOCATION & PUBLIC WORKS**

### **ISSUE 0607: Policy for Cleaning Quarters**

**STATUS:** Completed

**SCOPE:** West Point occupants are concerned that there are two standards for cleaning and inspecting quarters. There is an issue of possible unfairness.

#### **RECOMMENDATION:**

1. Major responsibility and accountability should be placed on the housing inspector for quality control. Cleaning contracts need revision to include monetary penalty if their performance is unsatisfactory.
2. Verbally inform incoming personnel at their housing brief that if they have issues about dirty quarters that they can complain to the housing office; additionally, they will be given a handout explaining that option.
3. The FY08 Residential Community Initiative (RCI) will solve the problems of cleaning quarters in the future because a portion of your BHA will put towards the cost of cleaning quarters when it becomes time to move.

#### **RESPONSE:**

1. The scope of this issue is representative of a standard misconception on the part of the West Point Community that remains despite repeated presentations on the subject. The standards that are required of departing residents who choose to hire a contractor and those standards required of departing residents who chose to self-clean their quarters are equal. While it may appear that the self-clean is a higher standard, in reality there is no difference in the final cleaning standard.
2. Quality Assurance for the cleaning contracts is the responsibility of the Contracting Officer's Representative (COR). The Housing Inspectors act as Quality Assurance Evaluators and report back any discrepancies to the COR. If the contract cleaner fails the inspection, the contract MUST correct all noted deficiencies or the contractor DOES NOT get paid.
3. Incoming residents are informed at the assignment inspection to report anything they find wrong with the quarters to the Housing Division within 15 days. These deficiencies get noted on the move-in inspection report and are signed by both the resident and the inspector. Residents should notify the Housing Division of any concerns with the cleanliness of their quarters at that time. If it was cleaned by a contractor, the contractor will be required to correct the deficiencies.
4. DPW has received very few complaints regarding quarters not being cleaned appropriately.
5. While it is anticipated that RCI will take over housing operations at USMA in July 2008, it is not yet known what the exact cleaning standards for departing residents will be. Those details are discussed and accepted as a part of the Community Development and Management Program (CDMP).
6. The Garrison Commander has stated that he would like the RCI partner to be responsible for cleaning and that this be included in the CDMP.
7. This issue was briefed at the 22 February 2007 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval to close this issue was obtained from the USMA Superintendent.

**LEAD AGENCY:** DPW

**Point of Contact:** Mr. James Kennedy, 938-2318

**ORIGINATED:** 11/2006

**LAST UPDATE:** 02/2007

## **ISSUE 0608: Pet Owners' Responsibilities**

**STATUS:** Completed/Unattainable

**SCOPE:** The whole community is being affected by pets not being properly restrained or curbed. These problems bring up issues of safety, security, and cleanliness.

### **RECOMMENDATION:**

1. Send flyer explaining pet owner responsibilities to all residents as a general mailing. Also, give it to all incoming personnel during in-processing and at newcomer's brief.
2. The Housing Handbook should be re-written to include the updated USMA Regulation to be changed from USMA Regulation 40.1 to 210.30.
3. Recommend the following penalties:
  - Have MPs give written warning to pet owners who do not curb their animals.
  - Have Unit Commanders impose a \$100.00 fine for subsequent offenses.

### **RESPONSE:**

1. DPW does not believe it is necessary to spend the postage and production costs to send a flyer explaining pet owner responsibilities. The responsibilities are published multiple times throughout the year using all available media and distribution through the area coordinators/mayors. Additionally, information is provided to all incoming residents in the New Resident Handbook. This handbook is given to and signed for by all residents when accepting quarters.
2. Additionally, the Conditions of Occupancy (which all incoming residents sign) state that "the resident will comply with all health, noise, pet, and safety regulations imposed by the Department of the Army and USMA local command".
3. The New Resident Handbook has already been changed to include the information in the updated USMA Regulation 210-30.
4. The Military Police are issuing military tickets to pet owners in violation of USMA Regulation 210-30. While they are not monetary tickets, the military ticket information is forwarded to the Soldier's commander for appropriate action.
5. Signature requirements for notification of pet owner responsibilities have been included in DA Form 5123-1, In-processing Personnel Record and to DA Form 137-7, Unit Clearance Record for Soldiers to obtain clearance from the Veterinary Treatment Facility. This new requirement will provide another method to insure community pet owners are aware of their responsibilities for maintaining pets on post. The Garrison Commander has indicated that this will be a mandatory stop for in and out processing, but only for those residents with pets.
6. This issue was briefed at the 22 February 2007 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval to close this issue was obtained from the USMA Superintendent.

**LEAD AGENCY:** DPW

**Point of Contact:** Mr. James Kennedy, 938-2318

**ORIGINATED:** 11/2006

**LAST UPDATE:** 02/2007

**ISSUE 0609: Equal Housing Opportunity for United States Military Academy Soldiers**

**STATUS:** Unattainable

**SCOPE:** Currently, there are no provisions in place to authorize enlisted Soldiers and officers below the rank of O-5 to occupy quarters larger than a 5-bedroom. This creates hardship for Soldiers with larger Families, as they then need to make other accommodations.

**RECOMMENDATION:** United States Military Academy Housing Supplement 1 to AR 210-50 (Army Housing Management) to read six or more bedrooms be authorized to all enlisted and officer personnel in need, regardless of rank.

**RESPONSE:**

1. It is impossible to reallocate LTC Oversized Units to other grades at this time as the nine 6-bedroom LTC Oversized Units are currently undergoing renovation. This reduces availability. Renovations will continue until the units are turned over to the RCI partner. There are currently LTCs on the waiting list for these units.

2. The issue of how to meet 6+ bedroom requirements from existing assets has been discussed as part of the RCI Community Development and Management Plan with the understanding that RCI does not include the construction of new quarters with more than four bedrooms. Personnel may be required to live in the local community if their bedroom needs cannot be accommodated. The government RCI Program Manager at West Point will contact other installations to see how they are accommodating large Families since their transition to RCI.

3. The RCI partner, Balfour Beatty, now manages housing (since 1 August 2008). According to the Directorate of Public Works, the USMA Policy on housing will not apply under RCI.

4. There will be 5-bedroom quarters available to all grades at the end of the initial development period.

5. At present (Feb 2008), all 6-bedroom quarters are designated for field grade or higher grade officers.

6. DPW recommended that this issue be closed as it was felt that it would be addressed and completed under RCI.

7. This issue was last briefed at the 5 February 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** DPW

**Point of Contact:** Ms. Martha Hinote, 938-4407

**ORIGINATED:** 11/2006

**LAST UPDATE:** 02/2008

## **MILITARY & CIVILIAN FORCE SUPPORT**

### **ISSUE 0610: Social Security Numbers Displayed on ID Cards**

**STATUS:** Completed/Unattainable

**SCOPE:** As a result of increased criminal knowledge and advances in technology, identity theft is a global threat. In the event of a lost or stolen ID card, the full Social Security number becomes compromised, exposing valuable information. All categories of ID card holders are affected.

**RECOMMENDATION:** Amend Title 10 USC Chapter 55, Section 10995(k) (2) and current ID producing software (RAPID 7.0) to provide options:

- Social Security number on file.
- Last 4 of Social Security number to be displayed on all categories of ID cards to reduce the risk of identity theft.

### **RESPONSE:**

1. Family members have the option of withholding their SSNs on their ID cards.
2. The sponsor's SSN will remain on both the sponsor and Family member ID cards. The service member must have a unique, identifying number on their ID cards under the terms of the Geneva Convention.
3. AG will relay USMA's concern to the Department of Army ID Card proponent for further coordination with the Joint DEERS/RAPIDS Personnel Advisory Committee.
4. This issue is not one that can be resolved at the local level.
5. This issue was forwarded to the Department of Army (Community and Family Support Center) for inclusion in the December 2007 DA AFAP Conference.
6. This issue was not prioritized as a DA AFAP issue at the December 2007 DA AFAP Conference.
7. This issue was last briefed at the 5 February 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** AG/SJA

**Point of Contact:** LTC Jonathan Liba, 938-3402/COL Robin Swope, 938-3205

**ORIGINATED:** 11/2006

**LAST UPDATE:** 02/2008

**ISSUE 0611: Priority of In/Out PCS Reservations for 5-Star Inn**

**STATUS:** Completed

**SCOPE:** Soldiers on In/Outbound PCS orders are required to vacate the 5-Star Inn temporarily due to non-priority (space available) reservations. Unavailability of Army Lodging causes hardship for Soldiers and Families due to lack of hotels and excessive rates in the immediate area.

**RECOMMENDATION:**

1. Amend the 5-Star Inn Standard Operating Procedure (SOP) for West Point Army Lodging policies and procedures to state “the lodging manager will hold at least 3 rooms per day year-round in reserve for use by in/outbound PCS personnel”.

2. Amend the current 15-day reservation policy to extend from 1 April-1 December.

**RESPONSE:**

1. The Standard Operating Procedure for the 5-Star Inn was revised to reflect that Army Lodging will hold 3 rooms per day year round for use by PCS personnel. If not claimed by PCS personnel 48 hours prior to the hold date, the rooms may then be sold to “Space A” guests. These rooms are needed back in order to reach the Army-mandated 80% occupancy rate.

2. It is anticipated that the turn-around time for availability of quarters on post will be faster once the RCI partner takes over housing management. This is because it is more cost-effective for RCI and the RCI partner to have the quarters filled as soon as possible. It may be as fast as 3-7 days. This should minimize the temporary lodging issue for personnel who are PCSing to/from West Point.

3. The 15-day advance reservation policy from 1 April to 30 September was changed from 30 days out to 15 days out as of September 2006.

4. DFMWR has agreed to revise the advance reservation policy by extending it for 2 more months until 1 December.

5. This issue was last briefed at the 5 February 2008 Commander’s AFAP Steering Committee Meeting. The recommendation proposed by the Commander’s AFAP Steering Committee was that this issue be closed as it had been attained. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** DFMWR

**Point of Contact:** Mr. Anthony Brown, 938-2103

**ORIGINATED:** 11/2006

**LAST UPDATE:** 02/2008

## **ISSUE 0612: Post-Wide Pedestrian Safety**

**STATUS:** Completed/Unattainable

**SCOPE:** Motorists and pedestrians disregard road safety. Motorists don't stop for pedestrians nor do pedestrians pay attention to oncoming traffic. Negligence by motorists as well as pedestrians toward road safety may result in death or serious injury.

### **RECOMMENDATION:**

1. Increase awareness concerning pedestrian safety on West Point.
2. Target West Point Community and visitors.
3. Utilize installation Safety Office to increase pedestrian safety information through:
  - Weekly Command Staff Meeting
  - Quarterly Town Hall Meetings
  - Daily Command Channel, Weekly Pointer View
  - Daily Contract Security Guard Safety Reminders

### **RESPONSE:**

1. Vehicle safety days are mandated and the Safety Office continually raises awareness through various mediums like the Pointer View and the Command Channel. DES continually enforces safe driving practices and parking restrictions. Since January 2007, 1200 tickets have been issued for various infractions such as speeding, seatbelt non-usage, and parking. Safety signage (cell-phone restriction) has been placed in various spots and additional signage may be erected. Any complaints received about cadets are forwarded to USCC.

2. Having the gate guards give safety reminders to drivers as they enter the installation would significantly increase the wait time and lines to enter West Point.

3. The Safety Office and the Directorate of Emergency Services (DES) will continue to raise awareness through the Pointer View, Command Channel features, staff meeting reminders, and vehicle safety awareness days.

4. DES will continue enforcement efforts to eliminate unsafe driving and illegal parking.

5. This issue was briefed at the 22 February 2007 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval to close this issue was obtained from the USMA Superintendent.

**LEAD AGENCY:** USMA Safety Office

**Point of Contact:** Mr. Keith Katz, 938-3730

**ORIGINATED:** 11/2006

**LAST UPDATE:** 02/2007

## TEENS

### **ISSUE 0613: Community Unity Carnival**

**STATUS:** Unattainable

**SCOPE:** We need to have an event that can bring all ages and interest groups of the community together to build a stronger community bond.

#### **RECOMMENDATION:**

1. We propose to hold an annual fair at Buffalo Soldier Field to raise awareness of what is currently happening in the community. Different organizations, such as the Fire Department and Youth Services, will have booths to raise money for their organizations. Fifteen percent of all profits from each booth will go to a charitable organization.

2. The fair will be a multi-day event while the Cadets are present on campus consisting of rides for all ages. The last night would include a battle of the bands and fireworks.

#### **RESPONSE:**

1. FMWR reported that Buffalo Soldier Field is no longer available for events/vehicular traffic. Buffalo Soldier Field does not have a power source and is for cadet use. There are plans to have it re-graded. However, the Garrison Commander has said that Buffalo Soldier Field can be used for special events if needed.

2. A similar area with adequate parking is not available in mid to late summer.

3. Highland Falls has a summer carnival and USMA may be able to partner with the town.

4. FMWR will continue to explore other possibilities to meet the intent of this issue and focus on bringing the community together through existing activities on the installation and/or in the local communities. MWR has been doing more events (like the Hog Wild Fest in the summer) and looking into expanding others to incorporate the desires of the teens.

5. The Director of MWR requested at the September 2007 Commander's AFAP Steering Committee Meeting that the MWR Recreation Delivery System (RDS) Committee meet with the teens and get them more involved.

6. MWR has reported that they have conducted several successful community events and that these events reach out to more community members than a single event such as a carnival. The FMWR Recreation Delivery System (RDS) Committee will continue to develop and conduct more diverse types of community activities.

7. The AFAP Steering Committee requested that FMWR address the current fund-raising opportunities for youth and other outside agencies at these special events and report this information back to the community. DFWMR stated that the fundraising issue will be researched and addressed by FMWR.

8. This issue was last briefed at the 5 February 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval to close this issue was obtained from the USMA Superintendent.

**LEAD AGENCY:** DFMWR

**Point of Contact:** Mr. Anthony Brown, 938-2103

**ORIGINATED:** 11/2006

**LAST UPDATE:** 02/2008

## **ISSUE 0614: Extreme Sports Complex**

**STATUS:** Closed/unattainable

**SCOPE:** Currently there is no safe and supervised area to practice extreme sports.

### **RECOMMENDATION:**

1. DFMWR and the community would build an indoor (or outdoor) skateboarding, in-line skating, and BMX-ing Skate Park that would be supervised to include: half-pipe, quarter-pipe, the box, a vertical ramp, grinding rails, and a bowl.
2. The surrounding areas would include All-Terrain Vehicle (ATV) and mountain bike trails and tracks. There would also be a go-cart track.
3. Provide a garage to store and repair extreme sports equipment.
4. Construct a vertical ramp that will provide a designated safe place for intense skating, biking, and rollerblading in the lower post area next to/with the proposed outdoor basketball court.\*
5. The proposed vertical ramp will help prevent defacement of USMA property, reduce injuries, and minimize interference with public activities.\*

***(\*Transferred from Issue 0012/0013: Insufficient Basketball Facilities for Lower Post/Vertical Ramp- September 2007 Commander's AFAP Steering Committee Meeting)***

### **RESPONSE:**

1. Originally, a planned amenity for the proposed Community Activity Center (CAC) was a skateboard park. The CAC was originally going to be located in the area of the Fitness Center (old PX building).
2. FMWR submitted a recommendation to the government Residential Community Initiative (RCI) Program Manager to convert a single tennis court in three existing tennis court facilities into a skateboard park including ramps, jumps, rails and half pipes. The government RCI Program Manager stated that RCI will not do it because of insurance/liability concerns.
3. Another option is a NAF minor construction project. However, some other installations that have built skateboard parks eventually closed them due to liability issues. There is a danger factor associated with ramps, jumps, etc. There are no supervised skate park operations run by MWR on Army installations. The Garrison Commander requested that a marketing survey to parents be done to see if the community really wants this. MWR will work with the Public Affairs Office and DFMWR Marketing on a survey to send out to the community. The results were to be reported to the Commander's AFAP Steering Committee in May 2008.
4. The results of the skate park survey were presented at the 20 May 2008 Commander's AFAP Steering Committee Meeting. The majority of the West Point residents responding to this survey approved this concept. However, Balfour Beatty (consistent with other posts) will not assume liability for the skateboard park. The liability issue with Balfour Beatty cannot be overcome.
5. The Garrison Commander and the USMA Chief of Staff requested information on skateboard parks from other Army installations. FMWR was tasked to provide a feasibility study on FMWR developing the skateboard facility. The risk management program would allow for this project in support of recreation. FMWR reported that other Army posts have built skateboard parks and assumed the liability.
6. FMWR has not budgeted for a skateboard park in 2009. The FMWR Recreation Division will continue to work this issue and will brief out on progress at the Spring 2009 Commander's AFAP Steering Committee Meeting.

7. The paintball issue is being worked (see AFAP Issue 0417) and is hopefully attainable over the next several years.

8. Mountain bike rentals are offered at Round Pond. DFMWR contacted the Black Rock Forest Commission requesting access to designated trails from Round Pond through Black Rock Forest for mountain bike enthusiasts. The Black Rock Forest Commission will not consider a blanket request for a year/season. Each event or entry needs to be requested individually. MWR has also considered offering Extreme Mountain Biking down the ski slope during the off-season.

9. The Commander's AFAP Steering Committee suggested looking at Round Pond acreage for the bike trails and coordinating availability with cadet summer training. In May 2008, FMWR reported that range control areas are not an option for bike trails due to security, safety, police controls, and environmental concerns.

10. A market analysis would need to be conducted to validate the need for a go-cart operation.

11. Recommendation #2 and Recommendation #3 were last briefed at the 20 May 2008 Commander's AFAP Steering Committee Meeting. The decision proposed by the Commander's AFAP Steering Committee was that these two recommendations be closed as unattainable. Final approval for these recommendations to be closed was obtained from the USMA Superintendent.

12. Recommendation #1, Recommendation #4, and Recommendation #5 of this issue remain active. Recommendation #1 was last briefed at the 9 September 2008 Commander's AFAP Steering Committee Meeting. The decision proposed by the Commander's AFAP Steering Committee was that these recommendations involving the skate park remain active. Final approval for this was obtained from the USMA Superintendent.

13. FMWR currently has no facility or area that can be converted inexpensively enough to satisfy the needs for this issue. A facility would have to be constructed from the ground up.

14. FMWR submitted a recommendation to the Residential Community Initiative (RCI) Program Manager to convert a single tennis court from the three existing tennis court facilities into a skate board park, including ramps, jumps, rails and half pipes. Balfour Beatty will not relinquish any of the tennis courts for conversion, as all are being renovated during the summer of 2009 for tennis and basketball.

15. This issue was last briefed at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** DFMWR

**Point of Contact:** Mr. Anthony Brown, 938-2103

**ORIGINATED:** 11/2006

**LAST UPDATE:** 03/2009

## **ISSUE 0615: Coffee, Internet & International Calling Café**

**STATUS:** Unattainable/Completed

**SCOPE:** There are insufficient establishments to communicate with friends and Family worldwide.

### **RECOMMENDATION:**

1. Build an internet café that offers telephone and internet access.
2. Provide computers with internet access for the customers. Also, have a wireless network available so people can bring in their own laptops.
3. Have phones available for reasonably priced national and international calls.

### **RESPONSE:**

1. It is fairly inexpensive to obtain Wi-Fi capabilities. The Five Star Inn lobby has Wi-Fi capability and the Youth Center Technology Lab has full internet access. The Ski Lodge and Round Pond are now fully equipped with Wi-Fi access.

2. FMWR submitted a recommendation to the government Residential Community Initiative (RCI) Program Manager to construct residential club houses that could include café and internet capabilities. WiFi capability was also brought up outside the AFAP process in an RCI working group.

3. The Army and Air Force Exchange Service (AAFES) reported in February 2008 that a preliminary site review was conducted by Resilian Communications. They determined that AAFES could not get DSL to the PX Building.

4. An expanded site review was completed in the spring of 2008 and the wireless project was approved by AAFES and their communications contractor. Testing on this project was scheduled to begin in May 2008. Wi-Fi will be set up in both the PX Main Exchange and the Subway Shop located on lower post.

5. In September 2008, AAFES reported that Wi-Fi access is now available in the PX Main Exchange food court and the Subway restaurant. Through the Army Recreation Machine Program (ARMP), four service plans are available for purchase by customers: hourly, daily, weekly, and monthly. ARMP profits are returned to military service members and their Families through FMWR. ARMP service plans may be utilized at other military installations.

6. Pay phones are not needed.

7. The Lead Agency was changed to reflect AAFES alone (removing FMWR) at the 5 February 2008 Commander's AFAP Steering Committee Meeting. The Superintendent approved this change.

8. Recommendation #1 and Recommendation #3 were last briefed at the 20 May 2008 Commander's AFAP Steering Committee Meeting. The decision proposed by the Commander's AFAP Steering Committee was that these two recommendations be closed as unattainable. Final approval for these recommendations to be closed was obtained from the USMA Superintendent.

9. Recommendation #2 of this issue was last briefed at the 9 September 2008 Commander's AFAP Steering Committee Meeting. The decision proposed by the Commander's AFAP Steering Committee was that Recommendation #2 (and hence the entire AFAP issue) be closed. Final approval to close Recommendation #2 and the issue was obtained from the USMA Superintendent.

**LEAD AGENCY:** AAFES

**Point of Contact:** Ms. Sheila Hall, 446-5406

**ORIGINATED:** 11/2006

**LAST UPDATE:** 09/2008

# 2005 West Point Army Family Action Plan (AFAP) Symposium Issues

## HOUSING, RELOCATION & PUBLIC WORKS

### **ISSUE 0507: Single Soldier living conditions in Barracks**

**STATUS:** Completed

**SCOPE:** Inadequate living space in barracks rooms (approx. 7 X 7). The current kitchen area lacks functional stove/oven combination with proper ventilation.

#### **RECOMMENDATION:**

1. Prioritize funding to meet current DA standards for single Soldiers' barracks rooms.
2. Install stove/oven in common kitchen area with proper ventilation.

#### **RESPONSE:**

1. The barracks building was configured in the 1990s to meet the Department of Army standards that existed at that time. The DA standards subsequently changed.
2. Some rooms do meet the square-footage requirements, but the rooms in the front of the building have limited space. The trade-off is that the more square footage per Soldier there is, the less capacity there is in the barracks.
3. DPW performed a great deal of work to improve troop barracks (Buildings 620 and 624) from 2005-2008. Due to these renovations, the space is now considered adequate.
4. DPW reported completing 60 service orders for Building 620 and 45 service orders for Building 624. This resulted in a total expenditure of \$93,893.
5. During the the 5 February 2008 Commander's AFAP Steering Committee Meeting, the West Point Garrison CSM expressed satisfaction with the outcome and progress made on this issue
6. This issue was last briefed at the 5 February 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** DPW

**Point of Contact:** Ms. Martha Hinote, 938-4407

**ORIGINATED:** 02/2005

**LAST UPDATE:** 02/2008

## MEDICAL & DENTAL

### **ISSUE 0512: Retiree Dental Benefits**

**STATUS:** Closed/Unattainable

**SCOPE:** Retiree Dental Benefit Plan appears to be cost prohibitive. This causes retirees to seek civilian dental plans or forgo dental care completely.

**RECOMMENDATION:**

1. Negotiate a more competitive contract for Retiree dental care.
2. Allocate additional government funding to make this a true retirement benefit.

**RESPONSE:**

1. This issue cannot be addressed by West Point or the Army alone. Costs are set by region and West Point is located in a high-cost region.
2. TRICARE and DOD conducted a survey to address the cost/benefit ratio for dental services and most people indicated they were willing to pay a higher premium for increased benefits.
3. The Code of Federal Regulations (CFR) prohibits the Army from subsidizing dental plans for retirees.
4. This AFAP issue was active at the DA level as Issue #0509. The DA AFAP recommendations were considered during the TRICARE Dental Program (TDP) re-compete in 2005 but they were not incorporated into the new contract won by United Concordia. The TRICARE Retiree Dental Program (TRDP) was re-competed in 2007, but according to the documentation provided by DA, there was not an expectation that AFAP recommendations would change the TRDP. The cost analysis for the TRDP could not be released publicly as it was considered proprietary information due to the pending re-compete.
5. Any changes to the TRDP would need to be made at the DOD-level. According to documents from DA, the other services do not support these changes.
6. DA Issue 509 was declared unattainable by the AFAP General Officer Steering Committee (GOSC) in June 2008. Reduction of co-pays was not supported by the TRICARE Management Activity (TMA). Reducing the cost share per person will increase the premiums for everyone and retirees would be the most severely impacted as their premium is not subsidized with federal dollars. Additionally, less than 1 percent of the beneficiaries actually reach the annual maximum dental cap.
7. The consensus was to close this issue.
8. This issue was last briefed at the 9 September 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** DENTAC  
**Point of Contact:** COL Barry Bishop, 938-4212

**ORIGINATED:** 02/2005  
**LAST UPDATE:** 09/2008

## ARMY TEENS

### **ISSUE 0516: Transportation Concerns**

**STATUS:** Completed/Unattainable

**SCOPE:** Facilitating ease of transportation in West Point/Highland Falls area.

#### **RECOMMENDATION:**

1. Create a new shuttle bus schedule to include expanded weekend routes and increased punctuality.
2. Revise high school late bus schedule for West Point students to accommodate expanded day program and after school activities (athletics) with departure times of 2:45 and 5:00.
3. Expand high school parking lots to accommodate the student population.

#### **RESPONSE:**

1. IAW DOD 4500.36R and AR 58-1, shuttle bus service shall be established solely to meet local DOD/Army official requirements. Regulations state: "When space is available on existing, scheduled shuttle buses, transportation may be provided to the passenger categories listed below. Shuttle bus service will not be established to accommodate the passenger categories below nor serve as justification to acquire additional buses.
  - (1) Off-duty military or DOD civilian employees
  - (2) Reserve and National Guard members
  - (3) Dependents of active duty personnel
  - (4) Retirees
  - (5) Visitors to the installation (inter-installation only)
2. Based on regulatory guidance, shuttle bus service cannot be expanded to support space-available requests. Once a bus is full, DOL cannot add another bus to accommodate "Space A" riders. Appropriated funds cannot be used for non-official, non-mission purposes.
3. Adjustments to the bus schedule have been made over time based on community needs.
4. Only one late bus run per day is allowed per regulation and a survey of the community indicated a 2:30 p.m. bus would serve a greater number of students. Currently, two buses leave at 2:30 p.m., but obtaining a third bus is not possible. The Highland Falls School District has approved West Point students taking the 3:30pm Highland Falls bus and getting off at a special stop at Thayer Gate. This scenario serves the most students with what is available.
5. 68 of 135 O'Neill High School senior have requested and have been issued parking passes. As many as 20 more could be accommodated in the lower teacher lot. The only option for more space is on the upper practice field behind the goal post, however damage would be likely and there is the possibility of sinkholes in that area. USMA land adjacent to the high school was explored, but it was unavailable for use as a parking lot.
6. This issue was briefed at the 5 October 2006 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that Recommendation 1 remain active and Recommendation 2 and Recommendation 3 be closed. Final approval to close Recommendation 2 and Recommendation 3 was obtained from the USMA Superintendent. Final approval for Recommendation 1 to remain active at that time was obtained from the USMA Superintendent.
7. Recommendation 1 of this issue (only remaining recommendation) was briefed again at the 21 September 2007 Commander's AFAP Steering Committee Meeting. The related issues and

regulations were discussed again. The recommendation proposed by the Commander's AFAP Steering Committee was that Recommendation 1 (and hence the entire issue) be closed and that the community be educated about why this is unattainable through the Pointer View and AFAP updates. Final approval to close Recommendation 1 (and hence close out this AFAP issue) was obtained from the USMA Superintendent.

**LEAD AGENCY:** DFMWR/DOL

**Point of Contact:** Mr. Anthony Brown, 938-2103/Mr. Carmine Rizzo, 938-2808

**ORIGINATED:** 02/2005

**LAST UPDATE:** 9/2007

## **ISSUE 0517: Insufficient Support for the Soldiers and Families Of West Point**

**STATUS:** Unattainable/Completed

**SCOPE:** Additional emphasis on Soldiers and dependents to improve the quality of life on West Point.

### **RECOMMENDATION:**

1. Expand current food court located in the PX complex.
2. Construct a theater complex to be run by AAFES.
3. Improve the quality of produce by increasing freshness and variety.

### **RESPONSE:**

1. A new Subway has been opened on lower post.
2. Five different contracts were requested with food franchises for the PX Food Court. All declined to come out of high-traffic areas. AAFES is now pursuing agreements with local food vendors like West Point Pizza and Sushi King to bring in some variety.
3. Expectations need to be managed and the community needs to understand that franchises are refusing to come to the PX.
4. AAFES continues to solicit for concession food vendors in order to offer variety for customers.
5. The Directorate of Cadet Activities (DCA) has increased its product line in an effort to satisfy customer needs. They have added Mexican food at Grant Hall.
6. AAFES only operates movie theaters; they do not build them. Usually Army theaters are built as mission training facilities but used as theaters.
7. The theater in Mahan Hall has been making money since reopening.
8. The Commissary produce manager is open to suggestions for improvement.
9. The Garrison Commander requested that produce sales be tracked and a survey about produce be conducted.
10. DECA is doing away with the Defense Supply Center Philadelphia (DSCP) as their produce buyer. The new produce contract for this region has started. The new produce company allows rejection of substandard products.
11. A project for replacing refrigeration units at the Commissary was set for January 2008.
12. Recommendation 2 was recommended for closure at the March 2006 Commander's AFAP Steering Committee Meeting. Final approval to close Recommendation 2 was obtained from the USMA Superintendent. Recommendation 1 and Recommendation 3 were recommended for closure at the 5 February 2008 Commander's AFAP Steering Committee Meeting. Final approval to close Recommendation 1 and Recommendation 3 (and hence close the AFAP issue out) was obtained from the USMA Superintendent.

**LEAD AGENCY:** AAFES/DECA

**Point of Contact:** Ms. Sheila Hall, 446-5406/ Ms. Janet Berry, 938-2512 x226

**ORIGINATED:** 02/2005

**LAST UPDATE:** 02/2008

# 2004 West Point Army Family Action Plan (AFAP) Symposium Issues

## CHILD, YOUTH & EDUCATION

### ISSUE 0403: Child Care Options for Dual and Single Military

**STATUS:** Completed

**SCOPE:** Dual and single military who work outside normal duty hours are limited to full-time care during normal CDC operating hours Monday through Friday. Soldiers are required to pay full time fee regardless of hours used during normal duty hours. Inflexibility of daycare options (i.e., combined use of FCC and CDC programs, part-time care, after-hours care) results in additional costs on top of regular full-time costs.

#### **RECOMMENDATION:**

1. Establish a flexible day care plan within the CDC and FCC programs to allow Soldiers to use their full time care plan to fit their schedules.
2. Disseminate information about alternate options for childcare such as FCC providers and teenage babysitters.

#### **RESPONSE:**

1. Family Child Care (FCC) and the Child Development Center (CDC) function with separate financial and childcare staff support. The FCC program is operated via private contractors. Salaries are not paid from CDC funds. Fees paid to CDC are completely utilized to cover expenses at CDC. Previously, it was determined that merging the two systems was not attainable.
2. Based upon community surveys and Garrison Town Hall feedback, the Child Development Center extended operating hours to 1800 from 1730 in May 2006.
3. Hourly care spaces have increased, especially with the opening of the renovated SAS building.
4. MWR will provide childcare for special events if requested in advance.
5. There is at least one FCC provider available for evening and weekend hours. More FCC homes can accommodate additional needs if the community requires it. Currently, there is no FCC waiting list.
6. FCC offers more options, but it appears that people are choosing the CDC over FCC.
7. A publicity campaign was conducted to encourage neighborhood co-ops (but not involving more than 10 hours a week). Care is permitted in neighborhood homes up to 10 hours per week.
8. Information on care other than at the CDC (FCC and private babysitters) is available on the MWR website or at the CDC. Currently, there are several Red Cross-certified babysitters.
9. This issue appears to primarily impact military police and MEDDAC Soldiers, especially single Soldiers and junior enlisted. The current Garrison Commander and the previous Garrison Commander have asked for data concerning the number of Soldiers and a documented impact on Soldiers in the community.
10. It is possible that DA might be able to take on this issue because it might be an Army-wide problem and not just a West Point problem.
11. Based on the Army Family Covenant, DA Child and Youth Services (CYS) has readdressed this issue. DA CYS has concurred that single or dual military Soldiers paying full-time childcare rates that are required to work shifts that involve weekend or evening care can be reimbursed for additional childcare expenses.

12. Soldier's fees can be covered by CYS directly reimbursing a FCC provider or a CYS Babysitter. If care is not available through these channels, reimbursement can be provided directly to the Soldier.

13. In order to meet eligibility requirements, the Soldier will have to be on-duty supporting mission requirements.

14. CYS sent a letter on 15 April 2008 to 34 dual military/single Soldiers (with children enrolled in the full-time day care program) letting them know of the change in policy and the reimbursement procedures.

15. CYS established an SOP to address eligibility, procedures, and accountability for reimbursement of these childcare costs.

16. Also, additional FCC homes have been opened that can support weekend and evening childcare requirements.

17. This issue was last briefed at the 20 May 2008 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** DFMWR

**Point of Contact:** Mr. Anthony Brown, 938-2103

**ORIGINATED:** 02/2004

**LAST UPDATE:** 05/2008

## CONSUMER & FAMILY SUPPORT

### **ISSUE 0405: Lack of Lower Post Convenience Store**

**STATUS:** Closed/Unattainable

**SCOPE:** Closure of retail facilities near the old PX created a void for convenient shopping on lower post. Inclement weather and special events heighten the need.

**RECOMMENDATION:** Create a convenience store located on lower post. Recommendation does not include gas or Class 6 items.

**RESPONSE:**

1. Personnel, expenses, and depreciation are minimally adjustable. If sales did not meet expectations, the store would quickly be a loss operation.

2. The nature of the items sold at the Shoppette is mostly low Gross-Profit, which would make it difficult for the store to break even.

3. The size of the proposed space limits the amount of product that could be stocked.

4. The AAFES Master Planners did not recommend that a Shoppette be built on the lower post. The proposal was researched for Return on Investment data. It was determined that this would be an unsuccessful venture.

5. The Garrison Commander had suggested a possible partnership under the Residential Community Initiative (RCI). The government RCI Program Manager has stated that RCI would only provide the facility not run it. It would still be an AAFES problem. The fear would be of operating in the red.

6. This issue was briefed at the 21 September 2007 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** AAFES

**Point of Contact:** Ms. Sheila Hall, 446-5406

**ORIGINATED:** 02/2004

**LAST UPDATE:** 09/2007

## **HOUSING, RELOCATION & PUBLIC WORKS**

### **ISSUE 0407/0413: Safety for Children and Others in Pedestrian Areas/Pedestrian Safety**

**STATUS:** Completed/Unattainable

**SCOPE:** There are insufficient signs and safe walking routes to and from WP schools and Youth Services. These conditions create high risk factors for the safety of children and other pedestrians. Lack of sidewalks endanger staff and faculty in the area of East Clinton Field, school children in the areas of Biddle Loop and Merritt Road and forces pedestrians and vehicles to share the same roadways in winter and during major events.

#### **RECOMMENDATION:**

1. Add sidewalks to Biddle and Bailey within walking distance of West Point Schools and Youth Services.
2. Post speed limit signs where all “child at play” signs are located.
3. Change yield signs to stop signs at intersections of Lee and Washington Road, Winans and East Moore and Biddle Loop and Post Chapel.
4. Add crosswalk at intersection on Merritt Road and when sidewalks end.
5. Install continuous sidewalks on both sides of roads in all residential and high volume pedestrian traffic areas, especially Biddle Loop.
6. Install continuous sidewalks along East Clinton parking lot, Merritt, and Washington Roads.
7. Study traffic patterns at all intersections and high pedestrian areas for possible installation of crosswalks.

#### **RESPONSE:**

1. In the Lee Housing area, DPW has adjusted the road to the West Point Schools (that slopes) to allow for improved drainage and less ice on the road in the winter. In the Old Brick Housing Area and Biddle Loop, adding sidewalks would require the removal of trees, placing sidewalks over gas lines, and making a narrow road even narrower. DPW has recommended against installing sidewalks because of these ramifications.
2. The Provost Marshal’s Office (PMO) previously reduced the speed limit to keep the speed down in housing areas. Speed bumps are used on an alternating basis in all areas to help control speeding. PMO and DPW have also addressed better crosswalks and crossing guards.
3. There are already sidewalks on Merritt Road and Washington Road. The sidewalks may not be continuous, but due to stone walls and other geographical features, it is not possible to provide continuous sidewalks in these areas.
4. The Garrison Commander brought up an additional safety concern regarding inadequate lighting at intersections in the housing areas during the October 2004 AFAP Steering Committee Meeting. Additional lighting throughout occurs during repaving cycles when light circuits are renovated and improved. In the Housing areas, there must be a balance between extra lighting for safety and disruption to residents of high intensity light shining in windows during the night hours. A representative of the Electric Shop surveys all lighting on post on a monthly basis to check for street lights that are not functioning and for possible locations where additional lighting might be needed.
5. There have been very few pedestrian accidents at West Point over the last several years.
6. This issue was briefed at the 21 September 2007 Commander’s AFAP Steering Committee Meeting. The recommendation proposed by the Commander’s AFAP Steering Committee was that this be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** DPW

**Point of Contact:** Ms. Martha Hinote, 938-4407

**ORIGINATED:** 02/2004

**LAST UPDATE:** 09/2007

## MEDICAL & DENTAL

### **ISSUE 0410: Availability of Over the Counter (OTC) Drugs at KACH**

**STATUS:** Closed/Unattainable

**SCOPE:** Medication for common illnesses is not available without a prescription. Currently, an appointment or an ER Visit is required for diagnosis and issue of OTC meds necessary for treatment of common illnesses.

#### **RECOMMENDATION:**

1. Develop a program to dispense common OTC meds (Tylenol, cough syrups, etc.) at KACH.
2. Establish an education process to utilize the program effectively.
3. Designate one pharmacy window for OTC drugs (similar to those programs at other installations, i.e., Ft Meade, Ft. Drum, Ft. Leonard Wood).

#### **RESPONSE:**

1. Some installations have had success with the OTC program, while others have not had success. Implementing an OTC medication-dispensing program at Keller Army Community Hospital is currently not supportable for several reasons.

2. The KACH Pharmacy utilizes the Department of Defense Basic Core Formulary as its primary source for medication stockage. OTC medications are not an authorized TRICARE benefit.

3. Safe and effective OTC medication-dispensing programs require health promotion/wellness programs, which require additional resources outside the pharmacy. KACH would have to require patients to take a class to satisfy the educational element of this program.

4. OTC medication-dispensing programs increase patient traffic at the pharmacy window by 6-12% and increase prescription volume by 7-10%. This additional traffic will place additional demands on hospital parking and pharmacy wait times.

5. Additional Pharmacy and Hospital staffing would be needed to support this self-care program.

6. The annual cost of medications in an OTC program with 6000 potential patients is estimated to exceed \$90,000 per year (equates to \$15 per participant annually).

7. Twelve other installations had been looked at in regards to OTC medication-dispensing programs. 1/3 don't have an OTC program, 1/3 are in training, and 1/3 have an established OTC program.

8. KACH is just not resourced for this kind of program.

9. This issue was briefed at the 21 September 2007 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** MEDDAC

**Point of Contact:** LTC William Dowdy, 938-3405

**ORIGINATED:** 02/2004

**LAST UPDATE:** 09/2007

## ARMY TEENS

### **ISSUE 0416: Building 500 Dedicated for Teen Use**

**STATUS:** Completed

**SCOPE:** Present demography of Youth Center building does not lend itself to teen activities. The presence of SAS children limits teens from being themselves and discourages them from participating in YS activities such as computer lab and gym.

#### **RECOMMENDATION:**

1. More teen events.
2. Accelerate plans to refurbish Building 693 and turn current SAS room into high school lounge.
3. Designate Youth Center hours of 5:30 pm to closing time for high school students only.

#### **RESPONSE:**

1. Teens have a Friday as their designated night in the Youth Center. In addition, they have the opportunity to plan and attend trips at least once a month on Saturdays. Teen program activities have expanded due to their input.

2. Building 693 reopened in early 2007. This will increase the amount of space available for teen usage. In addition, the Youth Center (Building 500) will no longer be occupied by School Age Services children, turning back the focus to middle school and high school children. Teens (the Key Stone Club) are currently reviewing options as to how they would like to arrange the additional space in Building 500 and what events they would like to see.

3. The Youth Center cannot be a "teen only" facility, but the move of the School Age Services program to Building 693 will increase "teen only use" dramatically.

4. This issue was briefed at the 21 September 2007 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue be closed. Final approval for this issue to be closed was obtained from the USMA Superintendent.

**LEAD AGENCY:** DFMWR

**Point of Contact:** Mr. Anthony Brown, 938-2103

**ORIGINATED:** 02/2004

**LAST UPDATE:** 09/2007

## **ISSUE 0417: Opportunity for West Point Youths to Participate in Paintball**

**STATUS:** Active (revisit 4<sup>th</sup> quarter FY09)

**SCOPE:** There are not many recreational activities that appeal to West Point teens. A designated paintball area would provide an opportunity for teens to interact with cadets.

### **RECOMMENDATION:**

1. Organize paintball teams through Youth Services.
2. Dedicate an area for specific paintball use.
3. Establish a place to buy and rent paintball supplies.
4. Organize a committee of interested teens to help establish the paintball program.

### **RESPONSE:**

1. The MWR Youth Services Division has the capability and resources to organize teen paintball teams and establish a paintball program to include trips and competitions.
2. The DFMWR Recreation Division (vice Youth Services) proposed a paintball field/program at West Point that will support the cadets, youth, and local community with paintball activity.
3. The former Cragston Landfill (near Morgan Farm) was to be the site for playing paintball. The area would primarily be used by teen and cadets from the Close Combat Team and would get these groups into a safer area.
4. DFMWR had some delays in funding for this project.
5. The area was reseeded with new grass. There was a one year waiting period before utilizing reseeded landfills, but the grass is ready to go now.
6. It was originally reported that the paintball area was ready as long as funding for netting was secured and the netting was installed. DFMWR had priced out the project and knew what was needed.
7. The Garrison Commander and USMA Chief of Staff requested that a milestone plan be prepared. The plan was to delineate where the project was in terms of equipment, design, etc and include projected dates.
8. In 2008, the FMWR proposal to construct a paintball field on Cragston Landfill was disbanded for environmental reasons.
9. At the 5 February 2008 Commander's AFAP Steering Committee Meeting, the Recreation Division reported that the DCA Cadet Paintball Club was utilizing the top of the ski area for paintball activities. DPW has built a cadet paintball facility at that location.
10. FMWR will explore the possibility of partnering with DCA to help subsidize development of their facility, to include a resale operation, in return for usage time at the DCA facility.
11. The Garrison Commander suggested that rather than having a separate paintball facility at Cragston Landfill (Morgan Farm), FMWR should proceed with this partnership with DCA and create a Memorandum of Understanding (MOU) for using the cadet paintball facility.
12. Two areas at Round Pond have been identified as a site for one inflatable mega-ball structure and two wooded paintball areas (woods ball). The Northeast Region partnered with West Point to help fund this initiative. FMWR will partner with the DCA Cadet Paintball Club to develop both areas. The club will help design woods ball areas with attractive and challenging courses to encourage cadet use.
13. The projected grand opening for the inflatable mega-ball structures was late summer 2008. The arenas are projected to be open in the spring of 2009.
14. The portable mega-ball structures will be available to rent for parties.

15. This issue was recommended to remain active at the 9 September 2008 Commander's AFAP Steering Committee Meeting. The USMA Superintendent provided final approval on this issue remaining active at this time.

16. Youth Services has the capability and resources to organize teen paintball teams and establish a paintball program.

17. FMWR identified an area at Round Pond to establish a "Woodsball" arena in the forest and a "Megaball" arena (large portable inflatable structure). A Megaball arena package, including equipment and amenities for a rental operation, were ordered in October 2008. Mega Arena, rental equipment and supplies are scheduled for delivery in spring 2009. At this time, land area prep and installation of safety netting, signage and obstacles will be completed.

18. FMWR is working with the Cadet Paintball Club to design the Woodsball arenas to it is attractive and challenging enough to encourage cadet usage.

19. Both arenas are projected to open in the summer of 2009.

20. This issue was recommended to remain active at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The USMA Superintendent provided final approval on this issue remaining active at this time.

**LEAD AGENCY:** DFMWR

**Point of Contact:** Mr. Anthony Brown, 938-2103

**ORIGINATED:** 02/2004

**LAST UPDATE:** 03/2009

# 2002 West Point Army Family Action Plan (AFAP) Symposium Issues

## MILITARY & CIVILIAN FORCE SUPPORT

### **ISSUE 0207: Civilian Benefit Advisor**

**STATUS:** Completed/Unattainable

**SCOPE:** Civilians working at West Point would like personal contact with an expert trained in civilian benefits. Although information is available via the web or telephonically, employees need face-to-face contact while trying to understand and capitalize on benefits available.

#### **RECOMMENDATION:**

1. Reinstate civilian benefits officer at West Point CPAC with additional manpower allocation.
2. Conduct semi-annual retirement seminars which brief personnel on their appropriate retirement system (CSRS, FERS, NAF).

#### **RESPONSE:**

1. This local AFAP issue was sent to the 2005 Department of the Army AFAP Conference held in January 2006. It was not prioritized as a top issue by the DA delegates.
2. Individuals can still talk to a person when using the Army Benefits Center (ABC-C) phone system, which is based out of Fort Riley, Kansas. The Army Benefits Center provides benefits advice to civilian employees.
3. Two CPAC employees are trained in Office of Personnel Management and Army Benefits Center processes to assist civilian personnel.
4. The West Point CPAC now holds CSRS and FERS retirement seminars via VTC.
5. This issue was recommended to be closed locally at the 21 September 2007 Commander's AFAP Steering Committee Meeting. Final approval to close this issue was obtained from the USMA Superintendent.

**LEAD AGENCY:** CPAC

**Point of Contact:** Ms. Carol McQuinn, 938-2703

**ORIGINATED:** 2002

**LAST UPDATE:** 09/2007

# 2000 West Point Army Family Action Plan (AFAP) Symposium Issues

## ARMY TEENS

### **ISSUE 0012/0013: Insufficient Basketball Facilities for Lower Post/Vertical Ramp**

**STATUS:** Closed (Recommendation 1 Completed/Unattainable, Recommendation 2 and Recommendation 3 transferred to Issue 0614)

**SCOPE:** Youth at lower post do not have availability of an outdoor basketball facility. There is also a lack of availability of an indoor basketball facility due to cadet use of Arvin Gym and restricted availability of Youth Center courts due to scheduled programs. A safe place is needed to skateboard, rollerblade, or bike for extreme sports.

#### **RECOMMENDATION:**

1. Build a lighted, outdoor basketball court to support Grey Ghost, Old Brick, and New Brick Housing Areas.
2. Construct a vertical ramp that will provide a designated safe place for intense skating, biking, and rollerblading in the lower post area next to/with the proposed outdoor basketball court.\*
3. The proposed vertical ramp will help prevent defacement of USMA property, reduce injuries, and minimize interference with public activities.

*(\*Transferred to Issue 0614: Extreme Sports Complex- September 2007 Commander's AFAP Steering Committee Meeting)*

#### **RESPONSE:**

1. These facilities could be planned in as part of the new Community Activities Center (CAC) to be built near the MWR Fitness Center and Ed Center Building. This could include indoor and outdoor basketball courts and a skateboard area.
2. This could also be part of the Community Master Plan (CMP) under the upcoming Residential Community Initiative (RCI). The Army should work with the contractor in developing the CMP.
3. Arvin Gym is available after 1830 for community use (including basketball).
4. This issue is similar to some aspects of other active AFAP issues.
5. Recommendation 1 (lighted outdoor basketball court) was recommended for closure at the 21 September 2007 Commander's AFAP Steering Committee Meeting. Recommendation 2 and Recommendation 3 were recommended to be moved to AFAP Issue 0614, Extreme Sports Complex, at the 21 September 2007 Commander's AFAP Steering Committee Meeting. Final approval was obtained from the USMA Superintendent to close Recommendation 1 of this issue and for Recommendation 2 and Recommendation 3 to move to Issue 0614.

**LEAD AGENCY:** DFMWR

**Point of Contact:** Mr. Thane Kelly, 938-8249

**ORIGINATED:** 2000

**LAST UPDATE:** 09/2007

# 1999 West Point Army Family Action Plan (AFAP) Symposium Issues

## ARMY TEENS

### **ISSUE 9913: In-State College Tuition for Military Families (DA AFAP Issue 0521)**

**STATUS:** Active at DA level

**SCOPE:** High School graduates of military Families are forced to pay out-of-state tuition because Army Families frequently relocate. Without in-state tuition, students may not be able to afford the college of their choice.

**RECOMMENDATION:** Students of Military Families should be provided an exception to residency policy for college tuition.

#### **RESPONSE:**

1. Mobility of the military community results in the military Family member facing a variety of rules and procedures that may or may not result in designation as in-state residents for tuition. Some, but not all, states support residency exemption. This exempts military Families enrolled in state schools from paying out-of-state tuition when the sponsor is relocated.

2. New York charges in-state tuition rates to military personnel and their Family members as long as New York remains their domicile or place of duty for the service member. Upon reassignment of the service member, the in-state tuition rates for Family members may or may not continue, contingent upon the discretion of the institution. The Army would like to see the state of New York policy on in-state tuition changed to clearly allow continuity of in-state eligibility once established. Progress has been made but this is a state issue and the Army has to be careful about the appearance of lobbying.

3. The Military Child Educational Coalition (MCEC) is one of the champions of this issue.

4. More information concerning this issue can be found at the U.S. Army Education website at <https://www.armyeducation.army.mil> under the "In State Tuition" link.

5. The West Point School Liaison Officer will contact Senator Larkin's office for New York State status on this issue.

6. As this is also an issue in the DA AFAP (Issue 521), West Point will monitor for progress at the DA level.

7. Presently, 45 states have favorable policies for Soldiers and Family members. As a result of this initiative, nine states have changed in-state tuition policies for military personnel and their Family members (Georgia, Texas, New Jersey, Washington, Maryland, Kansas, North Carolina, Colorado, and Illinois).

8. Reporting and monitoring each state will continue until a definitive conclusion is reached in the state. Activity and response times vary depending on when each state's legislative/Higher Education Commission meets to determine these types of issues.

9. The old issue about In-State College Tuition for Military Families has no change as far as New York State is concerned, per counsel at SUNY central – bottom line is, if the active duty sponsor leaves New York, tuition for the dependent will be charged at the non-resident rate. The change is made at the discretion of the bursar at each institution (some may maintain the resident tuition charge). Alternatively, the student may establish domicile and maintain tuition at the resident rate.

10. Correspondence has been made between the command and local NY assembly personnel to facilitate this issue in New York State (Letter sent Jan 09).

11. This issue was last briefed at the 17 March 2009 Commander's AFAP Steering Committee Meeting. The recommendation proposed by the Commander's AFAP Steering Committee was that this issue remains active. Final approval for this issue to remain active was obtained from the USMA Superintendent. This issue remains active at the DA-level also.

**LEAD AGENCY:** Army Education Center

**Point of Contact:** Neil Sakumoto

**ORIGINATED:** 1999

**LAST UPDATE:** 03/2009

# 1998 West Point Army Family Action Plan (AFAP) Symposium Issues

## HOUSING AND PUBLIC WORKS

### ISSUE 9809: Community Master Plan

**STATUS:** Completed

**SCOPE:** There is inadequate parking at Youth Services, the Elementary and Middle Schools, most of the housing areas, and central post area. Public transportation and bus stops are inadequate especially in inclement weather. There is a need for extra storage facilities.

#### **RECOMMENDATION:**

1. Build another parking lot by Youth Center (**Completed-March 2000 Garrison Commander Steering Committee Meeting**)
2. Reduce restricted parking spots in all areas. Open spaces except for when law requires them (i.e. handicap). (**Transferred to Issue 9806: Parking Equity-March 2000 Garrison Commander Steering Committee Meeting**)
3. Identify and mark additional parking in streets or unmarked areas. (**Transferred to Issue 9806: Parking Equity-March 2000 Garrison Commander Steering Committee Meeting**)
4. Build enclosures for school bus stops. (**Completed-June 2000 Garrison Commander Steering Committee Meeting**).
5. Build enclosures for shuttle bus routes. (**Transferred to DOL as Lead Agency--March 2000 Garrison Commander Steering Committee Meeting**)
6. Institute an hourly shuttle during duty hours from Stony I and II to the central post area. (**Completed—March 2000 Garrison Commander Steering Committee Meeting**)
7. Build MWR-operated and funded storage facilities for seasonal items accessible year round. (**Completed—March 2000 Garrison Commander Steering Committee Meeting**)

#### **RESPONSE:**

1. The AFAP issue recommended that we place more bus shelters on the shuttle bus route.
2. GC directed a survey team study the issue to determine the best places to place the additional shelters.
3. A survey team of 6 delegates from the OGC, DOL, DHPW, PMO and Safety, unanimously recommended 5 additional shelters be placed at:
  - Post Laundry (Southbound side)
  - Washington and Buckner Road Intersection (Southbound side)
  - GC Building (Southbound side)
  - Thayer and Cullum Road Intersection (Southbound side)
  - Stony Lonesome Intersection and Stony Lonesome Road
4. The Installation Planning Board (IPB) was briefed and accepted the recommendation on 9 Jan 03.
5. Superintendent approved the locations, subject to availability of funds.
6. DPW had a valid work order for this project. DOL confirmed that the original locations (chosen several years ago) for the shelters are still valid based on the current shuttle bus schedule as the routes haven't changed.

7. Between \$12,000 and \$15,000 was needed to construct the bus shelters. A cultural resources specialist was needed to assess the project and required funding.

8. The recommendation of the March 2006 Commander's AFAP Steering Committee was that this issue be transferred to DPW as the Lead Agency. Final approval to change the lead agency to DPW was obtained from the USMA Superintendent.

9. A Job Order Contract (JOC) was awarded for this project in January 2008. Bus shelters were ordered and the contractor will be installing the concrete pads in the five designated locations. Materials for the shelters were ordered and delivery was scheduled for the end of June 2008.

10. The DPW Contractor began installing the five shuttle bus stop shelters in August 2008. The shelters should be installed by mid-September 2008 at the following locations:

- In front of the laundry plant
- In front of Quarters 334
- Across from Building 681
- In front of Quarters 5, Thayer Road
- At the entrance to the PX and Commissary

11. This issue was last briefed at the 9 September 2008 Commander's AFAP Steering Committee Meeting. The recommendation of the Commander's AFAP Steering Committee was that Recommendation #5 (the final recommendation of this issue remaining active) be closed. Final approval to close this issue was obtained from the USMA Superintendent.

**LEAD AGENCY:** DPW (Changed from DOL-March 2006)

**Point of Contact:** Ms. Martha Hinote, 938-4407

**ORIGINATED:** 1998

**LAST UPDATE:** 09/2008

# **MOST VALUABLE SERVICES CHOSEN BY DELEGATES AT THE 2008 WEST POINT ARMY FAMILY ACTION PLAN CONFERENCE**

## **HOUSING, RELOCATION AND PUBLIC WORKS**

1. On-post retail: Commissary, PX, Shoppette
2. On-post schools - DODDs
3. Health Care
4. Housing
5. FMWR Fitness Center

## **MILITARY AND CIVILIAN FORCE SUPPORT**

1. Commissary
2. Medical
3. Childcare
4. Youth Services
5. Housing

## **TEEN**

1. "Community Area" (Subway, Fitness Center, Bistro's)
2. Post Exchange
3. Shuttle Bus
4. Army Sports Program
5. Ski

## **MEDICAL & DENTAL/CONSUMER II**

1. Medical Support
2. Food Services/Commissary
3. Schools
4. FMWR
5. Housing

## **CHILD, YOUTH AND EDUCATION**

1. Medical/Dental Services
2. Child and Youth Services/CDC/SAS
3. FMWR Activities
4. Commissary/AAFES
5. Directorate of Cadet Activities

## **CONSUMER AND FAMILY SUPPORT**

1. Medical Benefits
2. FMWR Facilities
3. Commissary
4. CDC
5. CYSS