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**Welcome to the**

**West Point**

**Army Family Action Plan**

**Conference**

**18-19 November 2008**



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# 2008 WEST POINT ARMY FAMILY ACTION PLAN CONFERENCE

## CHILD, YOUTH AND EDUCATION Work Group



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# 2008 WEST POINT ARMY FAMILY ACTION PLAN CONFERENCE

## CHILD, YOUTH AND EDUCATION MOST VALUABLE SERVICES

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



## WP AFAP ISSUE 0801

### School Age Services (SAS) for Children who Attend Off-Post Schools

**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.)



# WP AFAP ISSUE 0801

## School Age Services (SAS) for Children who Attend Off-Post Schools

**Response:**



## WP AFAP ISSUE 0802

### Availability of Information and Limited Variety of Educational Programs Offered by West Point Middle School

**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.



## WP AFAP ISSUE 0802

### Availability of Information and Limited Variety of Educational Programs Offered by West Point Middle School

Response:



## WP AFAP ISSUE 0803

### Childcare for Substitute Teachers at West Point Schools (WPS)

**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.



# WP AFAP ISSUE 0803

## Childcare for Substitute Teachers at West Point Schools (WPS)

**Response:**



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# 2008 WEST POINT ARMY FAMILY ACTION PLAN CONFERENCE

## CONSUMER & FAMILY SUPPORT Work Group



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# 2008 WEST POINT ARMY FAMILY ACTION PLAN CONFERENCE

## CONSUMER & FAMILY SUPPORT MOST VALUABLE SERVICES

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



## WP AFAP ISSUE 0804

### Lack of Thrift Shop at West Point

**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.



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# WP AFAP ISSUE 0804

## Lack of Thrift Shop at West Point

**Response:**



## WP AFAP ISSUE 0805

### Qualified Tennis Instructor/Program Manager for Adult Tennis Programs at West Point

**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.



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## WP AFAP ISSUE 0805

### Qualified Tennis Instructor/Program Manager for Adult Tennis Programs at West Point

**Response:**



## WP AFAP ISSUE 0806

### Community Recreational Pool

**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, Family members, and the Warrior Transition Unit and their Families.

#### **Recommendation:**

1. Build an indoor/outdoor pool facility that will accommodate Warrior in 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.



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# WP AFAP ISSUE 0806

## Community Recreational Pool

**Response:**



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# 2008 WEST POINT ARMY FAMILY ACTION PLAN CONFERENCE

## HOUSING, RELOCATION AND PUBLIC WORKS Work Group



# 2008 WEST POINT ARMY FAMILY ACTION PLAN CONFERENCE

## HOUSING, RELOCATION AND PUBLIC WORKS MOST VALUABLE SERVICES

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



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## WP AFAP ISSUE 0807

### Lack of Awareness and Enforcement of Temporary Lodging Policies

**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.



## WP AFAP ISSUE 0807

### Lack of Awareness and Enforcement of Temporary Lodging Policies

**Response:**



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## WP AFAP ISSUE 0808

### Partial Reimbursement of Basic Allowance Housing (BAH) for Residents of Substandard Housing

**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.



## WP AFAP ISSUE 0808

### Partial Reimbursement of Basic Allowance Housing (BAH) for Residents of Substandard Housing

**Response:**



## WP AFAP ISSUE 0809

### Allocation of Military Housing to Civilians

**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.



# WP AFAP ISSUE 0809

## Allocation of Military Housing to Civilians

### 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. Publish this information in the post paper and have it posted on the Balfour Beatty website.
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.



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# WP AFAP ISSUE 0809

## Allocation of Military Housing to Civilians

**Response:**



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# 2008 WEST POINT ARMY FAMILY ACTION PLAN CONFERENCE

## MEDICAL & DENTAL/ CONSUMER II Work Group



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# 2008 WEST POINT ARMY FAMILY ACTION PLAN CONFERENCE

## MEDICAL & DENTAL/CONSUMER II MOST VALUABLE SERVICES

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



## WP AFAP ISSUE 0810

### Therapeutic Horseback Riding at Morgan Farm

**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.



## WP AFAP ISSUE 0810

### Therapeutic Horseback Riding 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.



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# WP AFAP ISSUE 0810

## Therapeutic Horseback Riding at Morgan Farm

**Response:**



## WP AFAP ISSUE 0811

### Restroom Accessibility for the Disabled in the New Cadet Chapel

**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.



## WP AFAP ISSUE 0811

### Restroom Accessibility for the Disabled in the New Cadet Chapel

#### 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.



# WP AFAP ISSUE 0811

## Restroom Accessibility for the Disabled in the New Cadet Chapel

### Response:



## WP AFAP ISSUE 0812

### Dog Park

**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.



# WP AFAP ISSUE 0812

## Dog Park

**Response:**



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# 2008 WEST POINT ARMY FAMILY ACTION PLAN CONFERENCE

## MILITARY & CIVILIAN FORCE SUPPORT Work Group



# 2008 WEST POINT ARMY FAMILY ACTION PLAN CONFERENCE

## MILITARY & CIVILIAN FORCE SUPPORT MOST VALUABLE SERVICES

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



## WP AFAP ISSUE 0813

### Driver's License and Vehicle Registration Renewal Process for Military Personnel and Dependents

**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.



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## WP AFAP ISSUE 0813

### Driver's License and Vehicle Registration Renewal Process for Military Personnel and Dependents

**Response:**



## WP AFAP ISSUE 0814

### Hazardous Intersection at the Entrances of the Post Exchange (PX) and Child Development Center (CDC)

**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.



## WP AFAP ISSUE 0814

### Hazardous Intersection at the Entrances of the Post Exchange (PX) and Child Development Center (CDC)

**Response:**



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# 2008 WEST POINT ARMY FAMILY ACTION PLAN CONFERENCE

## TEEN Work Group



# 2008 WEST POINT ARMY FAMILY ACTION PLAN CONFERENCE

## TEEN MOST VALUABLE SERVICES

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



## WP AFAP ISSUE 0815

### Teen Activity Awareness for High School Students

**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."



# WP AFAP ISSUE 0815

## Teen Activity Awareness for High School Students

**Response:**



## WP AFAP ISSUE 0816

### Use of Cadet Library and Arvin Physical Development Center by Military Families

**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.



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# WP AFAP ISSUE 0816

## Use of Cadet Library and Arvin Gym by Military Families

**Response:**