

## **Your local Army Family Action Plan (AFAP) at work: West Point success stories**

The Army celebrated the 25<sup>th</sup> Anniversary of the creation of the Army Family Action Plan this year. AFAP provides the entire Army Family a voice in shaping their standards of living and quality of life by identifying issues and concerns for senior leader resolution. To date, AFAP results Army wide have included 110 legislative changes, 155 Army policy changes, and 177 improvements and service funding for programs/services.

The 2009 West Point AFAP Conference has been scheduled on 17-18 November at the West Point Club. ACS is currently seeking delegates and facilitators to participate in this year's conference. If interested, see [www.westpointmwr.com/afap](http://www.westpointmwr.com/afap) for information or call (845) 938-4621.

In 2007-2008, 19 issues have been completed indicating a great success for the AFAP process at West Point.

The following success stories and results were reported by West Point agencies:

**West Point AFAP Issue # 0803, Childcare for Substitute Teachers at West Point Schools (WPS)** Child Youth, and School Services (CYSS) sent out letters to the West Point Schools in January 2009 to substitute teachers' requesting they contact the CYSS school liaison officer if they required assistance in obtaining childcare on days they are asked to teach. This procedure will remain in place and WPS will continue to let the teachers know the service is available.

**West Point AFAP Issue 0805, Qualified Tennis Instructor/Program Manager for Adult Tennis Programs at West Point** DFMWR Recreation Division reported that the new assistant coach for the West Point Men's Tennis team is now offering private and group lessons to members of the West Point Community at the Lichtenberg Tennis Center. DFMWR reported creating a partnership with ODIA to gain use of the tennis center for instructional time for an adult tennis program. FMWR will hire two qualified tennis instructors by September 2009 when the program should be up and running. Hours available will be based around the cadet usage. Registration for adult lessons (18 years and up) will take place in August through the Information, Tour, and Travel Office (ITR). Court time is currently available through ODIA at the Lichtenberg Tennis Center at a cost of \$5.00 per hour.

**West Point Issue 0806, Community Recreational Pool** Outdoor swimming is currently available during the summer. The drain grades will be replaced at the Crandall indoor pool at Arvin Cadet Physical Development Center. Once they are replaced, the pool will meet standards for the community to utilize the pool. Crandall Pool is a fitness pool for lap swimming and is not designed as a splash and play pool for children. FMWR plans to resume lap swimming hours in

September 2009. Swim passes allowing unlimited use for DOD civilians, Retirees, and Family members passing the swim test will be sold for \$30.00. Active Duty and Wounded Warriors will be able to access the pool at no cost. Balfour Beatty Communities (BBC) has incorporated this project into their Community Development Plan pending funding. Additionally, DFMWR has programmed it into their Strategic Plan for FY13 and will conduct a feasibility study in FY12.

**West Point AFAP Issue 0807, Lack of Awareness and Enforcement of Temporary Lodging Policies** DFMWR Five Star Inn reported the current Standing Operating Procedure (SOP) is available at the front desk and was posted on the DFMWR website in February 2009. The SOP was updated in August 2008 changing the space-available reservations from 30 days in advance to 15 days in advance during the summer months through the date of the last home football game. This extension should allow for those Families relocating to West Point to have priority over visitors making reservations. Additionally, the staff at the Five Star Inn has been trained to provide accurate information to guests. The front desk staff is available 24 hours a day, 7 days a week to answer questions. Alternatively, guests are welcome to contact the facility manager directly. The Five Star will continue educating and communicating this information to the West Point Community.

**West Point Issue 0814, Hazardous Intersection at the Entrances of the Post Exchange (PX) and Child Development Center (CDC)** The Directorate of Emergency Services (DES) conducted traffic surveys at three locations during peak and off-peak hours for a 30-day period in April and May 2009. Peak traffic was identified from 7am through 7pm during the weekdays. The problem is entering into Stony Lonesome Road from the PX/Commissary and from the CDC. DES stated that traffic control measures such as stop signs and lane signage could be used to eliminate the problem. Vehicles must be in the left hand lane from the entrance from the PX/Commissary and CDC in order to enter onto Stony Lonesome Road. DES stated the lanes are not clearly marked until you get to the stop sign. DES does not recommend adding traffic lights or a four way stop to the intersection as this would cause further problems and traffic delays. DES, Safety, and DPW are collaborating to provide a diagram to him with the proposed plan for signage.

**West Point Issue 0815, Teen Activity Awareness for High School Students** CYSS reported that a teen focus group has been formed with regularly scheduled meetings, five of which have been held this year. This group has been actively involved in planning activities, assisting with publicity of teen programs, and making suggestions for improvements. Based on their input, the computer lab has been redesigned and the center will offer new video games for teens. The new Youth Center Manager has been working closely with this focus group to resolve and address teens' concerns and recommendations. CYSS expanded the teen information area on their website and is exploring the Fort

Bragg model of using text messaging to inform teens of upcoming events and programs.

**West Point AFAP Issue #0701: Pedestrian Safety on Delafield Road.** DPW has trimmed the trees to improve visibility and ensure lights are not blocked on Delafield Road. Construction was completed on a sidewalk spanning from Delafield Pond to the Tennis Center.

**West Point AFAP Issue #0703: Army Family Stability for Short-Term Permanent Change of Station (PCS)** The Army has addressed the issue and initiated a waiver program allowing Soldier to receive the higher Basic Housing Allowance (BAH) if the Family is separated due to a short term PCS, medical condition, unit deploying, or spouse's employment. Service members can request the waiver through the Adjutant General (AG) office. Soldiers can request an exception to policy for short term requests to remain in West Point housing. 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.

**West Point AFAP Issue #0707, Limited Modified Sports at West Point.** This school year, Child and Youth Services (CYS) and the West Point Middle School (WPMS) created a partnership designed to offer modified sports. Both shared the cost, administration, and oversight for basketball this season. Due to the success of this partnership with the basketball program, WPMS is expanding the partnership and ask FMWR to support sports programs for all 3 seasons.

**West Point AFAP Issue #0708: Lack of Advertisement and Opportunity for Teen Employment:** The Teens reported the lack of advertisement reduces the opportunity for teens to find employment and obtain job experience. Teen workshops designed to inform youth about resumes, interviewing skills and job searches are now being held at the Youth Center as of February 2008. The Civilian Personnel Advisory Center (CPAC) increased the promotion of the summer hire opportunities and developed a pamphlet on student employment programs. Additionally, a link for the CPAC website has now been included on the Family and Morale, Welfare, and Recreation (FMWR) website under the Child and Youth Service School Liaison. CPAC has also created a Student Employment Program Informational Pamphlet. A Teen Employment Board has been established at the Youth Center. Both ACS and CYS are working closely with local schools to provide information on job opportunities for teens.

**West Point AFAP Issue #0709: Appointment Availability at Keller Army Community Hospital (KACH):** Unbooked appointments automatically turn into routine appointments and then roll down to same day appointments. Additionally, KACH has added appointments to accommodate the current demand for school physicals. When appointments were not available last

summer due to staff shortages, authorizations were permitted for patients to go to the outside network.

**West Point AFAP Issue #0710: Mental Health Issues and Support for Family Members of Active Duty Soldiers:** The Mental Health facility has hired additional staff. KACH has two psychologists and one military psychiatrist. Additionally, they hired another psychiatrist, and a social worker has been hired to work specifically with the WTU Soldiers and Families. Furthermore, Health Benefit Advisors are available to advise people on the TRICARE network and a toll free number providing information 24/7 is available through the Military OneSource Hotline: 1-800-342-9647.

**West Point AFAP Issue #0711: Waiting Family Stress:** Information on Waiting Family stress is currently available through Army Community Service (ACS) and the MEDDAC Family Readiness Group (FRG). Further, MEDDAC has created and provided briefing materials on their website. ACS has conducted staff sensitivity training at the West Point Schools and the Child Development Center (CDC).

**West Point AFAP Issue #0712: Women, Infant, & Children (WIC) Items at the Commissary:** All staff including cashiers receives ongoing training at the Commissary and are informed of WIC items carried at the Commissary.

**West Point AFAP Issue #0713 Playground for the Warrior Transition Unit (WTU) and Disabled Children** Balfour Beatty Corporation was awarded a contract to upgrade post playgrounds, to include a boundless playground near Building 126, the planned Community Center, off Biddle Loop. Game Time provided a donation consisting of \$30,000 worth of equipment to upgrade the facility to ensure compliance for usage by special needs Family members and Wounded Warriors. The boundless playground will be completed by the end of June. Once the playground is completed, FMWR will provide information to the community on its availability date and RCI will hold a ribbon cutting ceremony opening it to the community.

**West Point AFAP Issue #0714: Unsupervised Minors on West Point:** This topic was addressed at the Community Advisory Council meeting. The West Point Child Supervision Policy was sent by email to the West Point Community in the spring. Additionally, the supervision policy is provided at Newcomer's briefings and in Newcomer's welcome packets. 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. Balfour Beatty is working to place signage on playgrounds posting the West Point child supervision guidelines.

**West Point AFAP Issue #0715, Individuals Returning from Deployment** The Directorate of Human Resources reported that a sponsorship component for

deployed Families has been developed by ACS and staffed by FMWR and was sent out in March 2009. Concurrences were received from agencies and the policy has been sent to the Garrison Commander, Chief of Staff, and the Superintendent for final approval. The policy memorandum will designate an executive officer (or equivalent) from each department/organization with the collateral duty of fully tracking their deployed personnel and ensuring they are recognized upon return from deployment.

**West Point AFAP Issue #0716: Employment Information Services:**

The Civilian Personnel Advisory Center (CPAC) completed and distributed the Family Member Employment Handbook and developed a Student Education Employment Program (STEP) Informational Pamphlet. ACS continues to provide numerous employment workshops, bi annual career fairs, and services to assist Family members with employment opportunities in the local community. These services are published in the local media and organization newsletters. CPAC and ACS are working closely together to make this information available online through the CPAC and ACS websites.

**West Point AFAP Issue #0601: Child Development Center Not Growing with Community Needs:**

The Child and Youth Services (CYS) Wait List Policy changed to allow the Garrison Commander flexibility to reassign childcare slots. Plans are underway to build a new multi-purpose center in FY09 to accommodate the SKIES (Schools of Knowledge, Inspiration, Exploration and Skills) programs. As a result of this new facility, more hourly slots will become available at the SKIES Bldg and the CDC. The CDC has renovated four rooms. In 2008, the CDC has increased their slots for full time care from 94 to 173. Additionally, there are no military children on the waiting list for full time day care. FCC homes have increased from 6 to 10 in 2008.

**West Point AFAP Issue #0604: Keller Army Community Hospital (KACH) Emergency Room (ER) Lack of Efficiency and Responsiveness from Providers:**

KACH reported the ER scores increased from 79 to 94.2 percent on the recent satisfaction surveys. KACH ranked #1 in patient satisfaction by the North Atlantic Regional Medical Command for the 4<sup>th</sup> month in a row. Additionally, KACH received the highest score for patient satisfaction at a medium sized facility and received an award from the Department of Defense (DOD). Customer service has increased and patient satisfaction is among the highest in the DOD.

**West Point AFAP Issue #0611: Priority of In/Out PCS Reservations for the Five Star Inn:**

The Standard Operating Procedure was changed from 30 days to 15 days from the period of 1 April to 1 December. In addition, three rooms are reserved daily for PCS needs. Metrics have been provided by the Five Star Inn to report that this policy has lowered the number of Statements of Non-availability for PCSers during this time frame.

**West Point AFAP Issue #0615: Coffee, Internet & International Calling Café:** AAFES now offers wireless Internet (WIFI) connection at the Main Exchange and at the Subway Shop on lower post.

**West Point AFAP Issue #0507: Single Soldier Living Conditions in Barrack:** The Directorate of Public Works (DPW) has performed a great deal of work to improve troop barracks (Buildings 620 and 624) since this issue was submitted in 2005. Due to these renovations, the space is now considered adequate. DPW reported completing 60 service orders for Building 620, and 45 orders for Building 624 resulting in a total expenditure of \$93,893.

**West Point AFAP Issue #0517: Insufficient Support for the Soldiers and Families of West Point:** AAFES solicited for concession food vendors. The bid went out to five concessions which will offer a variety for customers. The Directorate of Cadet Activities (DCA) has increased its product line in an effort to satisfy customer needs by adding Mexican Food at Grant Hall. The Commissary reported the new produce company allows rejection of substandard products.

**West Point AFAP Issue #403: Child Care Options for Dual and Single Military:** This issue involves single and dual military Soldiers whose children are enrolled in full time care at the CDC. Due to mission related requirements outside of the CDC's normal operating hours, additional childcare needs are supplemented to retain space at the CDC; thus, relieving the financial burden from additional childcare costs. The issue recommended that Soldiers be reimbursed for these additional childcare costs instead of paying out of pocket. An SOP is now in place. On 15 Apr 08, a letter informing of the policy change and reimbursement procedures was sent out to 34 Dual Military/Single Soldiers with children enrolled in the full time day care program. Additional FCC homes have been opened that can support weekend and evening childcare requirements.

**West Point AFAP Issue #0417: Opportunity for WP Youth to Participate in Paintball:** Two areas at Round Pond have been identified as a site for one inflatable mega-ball structure for paintball programs and two woods ball arenas. The Northeast Region of the Installation Management Command partnered with FMWR to help fund this initiative. FMWR will have the inflatable mega ball structures and a grand opening is anticipated this summer 2009. FMWR will partner with the Directorate of Cadet Activities (DCA) Cadet Paintball Club to develop both areas.

**West Point AFAP Issue #9809: Community Master Plan:** Five bus shelters on the shuttle bus route were installed in July 2008.

**AFAP gets results.** Included is the current status of DA AFAP issues.



## Status of AFAP Issues

