

	2008 AFAP ISSUES (**note issues written by submitters and text has not been changed)	WORK GROUP	Responsible Agency	Work Group Results	Agency Response
1	Issue: 60 day "grace" period of coverage for newborns for TRICARE Prime Remote beneficiaries is NOT a sufficient amount of time. Scope: After a newborn is born, s/he is covered for 60 days until the sponsor enrolls the child in DEERS and completes/submits the Tricare enrollment application. Under "normal" circumstances when the sponsor is stationed at a military installation, that is ample time to complete all the necessary requirements. However, when NOT near an installation (hence Tricare Prime REMOTE, TPR), 60 days is not sufficient time to enroll and full coverage can be compromised. Recommendation: Allow TPR beneficiaries 90 day coverage of newborns rather than the standard 60 days.	Medical and Dental	KACH	SME informed group that SSN is not required to register newborn in DEERS and a record of live birth from the hospital can be used in place of an actual birth certificate. Group did not prioritize, based on this.	The original grace period was 90 days when TRICARE was implemented in 1998. Over time, it became apparent that 60 days was enough time for sponsors to enroll their newborns in DEERS and TRICARE Prime and the time limit was lowered.
2	Issue: Mandatory lymes disease shots for all pets on West Point. Scope: The more animals that contract lymes, the more humans are at risk to the disease. We need to mandate shots for all pets on West Point to prevent the spread of disease. Recommendation: Most people who come here get tons of pamphlets on lymes- what it looks like, signs/symptoms, etc. but never even told your pets can be vaccinated as a protective measure. For our Families and our animals, this is easy and inexpensive and can be done on post at the Vets office.	Medical and Dental /Consumer II	KACH, preventive health	Felt that while vaccination may protect dogs from Lyme disease it does not prevent the ticks that carry the virus from still entering the home on the animal. Also the SME stated that there is no proof that the virus is passed from pet to owner. It is the owners responsibility to treat their pet with anti-tick medications. This issue was not prioritized.	Vaccination will protect the animal but it will not decrease the amount of ticks brought into the house. Ensuring pets are treated with appropriate tick control products will prevent Lyme in humans more than vaccinating the animal.
3	Issue: Keller's lack of consistent OB care Scope: Expecting mothers and their families. Recommendations: Hire long-term provider for hospital so that patients can be comfortable with provider who will deliver their child.	Medical and Dental /Consumer II	KACH, similar to 214	Issue has been addressed with contract, per SME similar to previous issue worked, suggestion is to fill contract. Not prioritized.	This situation occurred when one provider was deployed and back fill from another MTF was short-term, 2 months at a time. Once a contract was approved, a long-term provider was quickly hired and will be here for the remainder of the deployment. This will allow for consistent continuity of care.
4	Issue: Pharmacy closing without notice including recordings for refills. People have driven for long distances to pick up prescriptions that were called in for refills and/or to get new refills filled just to find out that the pharmacy is closed. Scope: There has been little notice about the pharmacy having days off. Citizens live off post come and get their prescriptions refilled and are not told the pharmacy is going to be closed. They spend the gas money to get their prescriptions and find out that its not open to serve them. Others have cut their vacations short to pick up their medications and been turned away. Recommendation: If the pharmacy knows it's not going to be open on a certain day, run that date through the refill line. Make it more public knowledge that the pharmacy will be closed one day, or leave one pharmacist tech or pharmacist to work on call for that day.	Medical and Dental /Consumer II	KACH (ICE)	Spoke with SME about changing recording to include closings, and to reflect closings in pick up times given. Group felt this was a quick fix and did not prioritize.	The Pharmacy automated phone-in refill system will have a message placed on the recording to alert patients about holiday closings. The message includes normal business hours. An announcement will be placed on the system appr. 4 wks prior to the holiday. Holiday schedules are also placed in Pointer View and installation cable channel..
5	Issue: Availability of "Self Plus One" for Health Insurance Coverage for civilians (FEHB) Scope: Single parents with one child (or married couples without children) pay the same amount for coverage as Families with 3 or more children. This is a large expense that many single parents simply cannot afford, forcing many to opt out of coverage. It would be cheaper to enroll in two self plans then it is to enroll child and parent in the family plan now offered. Recommendation: Establish an additional option for coverage, "self plus one", (pro-rating the fees to fall closer to the cost of two self policies) in addition to the "self" and "Family" options. This is currently available on the supplemental Vision and Dental Plans now offered to civilians.	Medical and Dental /Consumer II	CPAC- Army Benefits Center	Group felt that this was an issue but chose not to prioritize because they felt it was an issue with OPM not DA. The group does recommend pursuing this issue through other avenues.	CPAC responded by saying that this is an issue that they have no control over. Advised to be elevated to OPM (through DA and DOD) to change.
6	Issue: Dog Park - unleashed area for dogs Scope: Many dog owners on post would benefit from having a place for their dogs to play unleashed with other dogs. Recommendation: Convert an un-used space that is fenced in or could be fenced in into a dog park.	Medical and Dental/Consumer II	FMWR, DPW	Selected as 2008 AFAP Issue.	2008 AFAP issue

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7	Issue: Therapeutic Riding at Morgan Farm Scope: Therapeutic horse back riding offers great benefits for children with all kinds of special needs. Many children within the West Point and surrounding communities would benefit from a local program, currently families have to travel to New Paltz or Warwick for this service. Recommendation: Research Therapeutic riding programs, certification requirement, what programs offer, cost, etc. Hire (or train current staff member) to implement a program at Morgan Farm. You can also look into developing a partnership with a current program in Rockland or Orange County to come in twice monthly or so to come in and provide services at Morgan Farm. Have program linked with the Exceptional Family Member Program on post.	Medical and Dental/Consumer II	DFMWR-Morgan Farm	Selected as 2008 AFAP Issue titled: Therapeutic Horseback Riding at Morgan Farm.	2008 AFAP issue
8	Issue: Improve Animal Welfare Protection/Activities on Post Scope: It is shocking to see how many abandoned and neglected pets there are here at West Point, as well as the lack of enforcement of all pet policies (i.e., animal tethering, proper shelter, loose pets). This affects everyone since loose pets and pet waste not picked up by animal owners can be hazardous. The animals suffer because we have no real animal welfare authority here on post to investigate and address reports of abuse, neglect and abandonment. Recommendation: There need to be resources specifically dedicated to animals here on post. Soldiers who abandon their pets should be held responsible. There should be more outreach to prevent abandonment (i.e., safe haven at vet clinic to drop off unwanted pets). Animal policies need to be enforced.... the MPs often seem unwilling or untrained to handle these issues.	Medical and Dental/Consumer II	RCI/DES	Group felt that this issue was a priority but after working it felt it was too close to a prior issue and felt it would not be a strong issue if they made needed changes to not duplicate the prior issue. Group strongly feels that an Animal Control Officer is needed on post and should be addressed. Issue not prioritized.	DES will respond to any instance of a stray or nuisance animal that is reported. The animal control point of contact, Mr. Jim Beemer, from DPW is also on call to assist with any issues we may have. The Military Police can only respond to any reported issues. The VET clinic does not have the manpower or a heated kennel in which to care for stray pets. From RCI, CSM McNeirney is convening a working group to address this issue
9	Issue: MEDDAC employees do not have access to the electronic community bulletin board to sell/purchase items. Scope: 1) Lower ranking Soldiers and employees do not have access to the savings that can be had by purchasing used goods. 2) Morale - another way of isolating tenant activity from general community. Recommendations: Grant access in whatever way possible: 1) special link to bulletin board 2) login ID issued 3) link through AKO.	Medical and Dental/Consumer II	DOIM/KACH (ICE)	Not prioritized. Per SME access is denied due to MEDDAC/MEDCOM regulations.	No response required, unattainable
10	Issue: No handicap parking for Michie Stadium events other than Army Football. Scope: Handicap parking should be provided for Michie Stadium events such as Lacrosse and Sprint Football. Presently any handicap attendees must get dropped off or go a long distance if there isn't any parking in front of the stadium. Recommendation: Since events at Michie Stadium other than varsity football are open to the public, and there are no handicap buses, adequate parking should be reserved for those with handicap decals or plates.	Medical and Dental/Consumer II	ODIA	SME ODIA stated that limited parking is available between Michie Stadium Hollander Center. Suggestion is that they work to improve markings/postings and awareness(map on web site), to make some spaces available on opposite side of stadium and develop a SOP in regards to event parking to include non-football events at stadium.	The Athletic Department is currently exploring options to identify better marking of Handicapped accessible parking for these two sporting events. Preliminary plans are to create moveable signage that can be posted in appropriate areas based on expected attendance. POC: Ms Carol Bush

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11	<p>Issue: Wheelchair seating in Eisenhower Hall is unsafe and illegal and needs to be fixed. Scope: The aisle from the back doors to the front is too steep to meet federal accessibility standards. No adequate seating for a customer who must remain in their wheelchair to watch a production. Federal accessibility standards require that public facilities should have seating for disabled attendees that is as good as that offered to the general public. If we sit in the center row, the only flat place besides the front we block the view of others and are in the way of people trying to get by. We have grandparent, old grads, and many disabled guests attend events at Eisenhower Hall that suffer. Recommendation: I have contacted Eisenhower Hall and they tell me nothing can be done. Federal Law states that this must be fixed. Perhaps some seats can be made to be removeable in several locations throughout the theater to accommodate wheelchairs--like in movie theaters. Create a safe handicap entrance instead of the death slide on slippery carpets.</p>	Medical and Dental/Consumer II	DCA	Eisenhower Hall currently has plans for renovations in the works and this issue will be addressed as part of the renovation.	Renovations are scheduled to begin in FY'09. Handicap seating will be part of the last phase of this project.
12	<p>Issue: No handicap accessible rest room in the Cadet Chapel and no way to get to church receptions in the Fenton Room downstairs. Scope: A facility open to the public should have accessible wheelchair and handicap restrooms. When visitors and my wife attend services, weddings, funerals and concerts they have to leave and drive somewhere else on post to use a restroom. This violates Federal Accessibility standards and is unacceptable in this day in age. A building with a multimillion dollar organ should at least have accessible bathroom facilities. When receptions and events are held in the Fenton Room it conveys a lack of respect to those with disabilities who cannot negotiate the spiral staircases. This lack of accessible facilities is a disgrace to all the visitors who come to events and expect that they are accessible because there is accessible parking, it is West Point, and there is never any indication on concert advertisings that the restrooms are not accessible. Recommendation: An elevator should be constructed either in one of the wings or as an external shaft on the riverside. Private funding from AOG should be sought if the US Go</p>	Medical and Dental/Consumer II	DPW	Selected as 2008 AFAP issue titled: Restroom Accessibility for the Disable in the New Cadet Chapel.	2008 AFAP issue