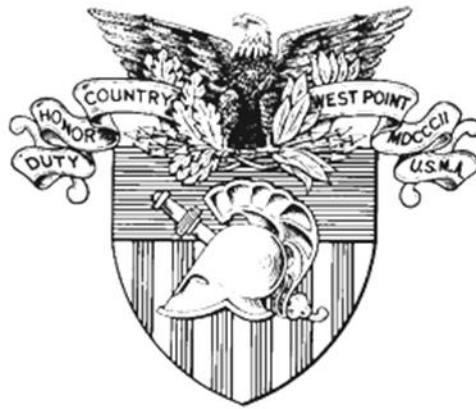


ARMY FAMILY
ACTION PLAN



SOLDIER
FAMILY
CIVILIAN



West Point

Army Family Action Plan

ISSUE UPDATE BOOK

**COMPLETED/UNATTAINABLE
ISSUES**

March 2016

This publication provides information about West Point AFAP issues prioritized at West Point AFAP Symposiums since 2004. These issues have been closed, after being deemed completed or as unattainable. It includes information about issues that were worked locally and those forwarded to the HQDA level.

This book was updated following the FY 2016 (FY16) AFAP Steering Committee meeting, which was held in March 2016.

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EXECUTIVE SUMMARY

The Army Family Action Plan (AFAP) is a grassroots-level process that identifies issues of concern to the global Army Family. It 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. Each Army installation conducts an annual AFAP conference. Members of the community represent America's Army Family to identify, develop, and prioritize unit/community/installation quality of life issues. Lead agencies are assigned to research and, if applicable, implement solutions to the issues raised at the AFAP Symposium. The AFAP Steering Committee monitors progress of these issues.

At West Point, the AFAP Steering Committee meets quarterly to monitor progress in resolving West Point's Quality of Life concerns. The results of this meeting are forwarded to the 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 annual HQDA AFAP Symposium. The community is provided feedback on the status of AFAP issues using a variety of mechanisms, including the community newspaper, websites, briefings, and the publication of this Issue Update book.

AFAP issues requiring DA, Department of Defense (DOD) or congressional action are forwarded to DA and are presented at the HQDA AFAP Symposium, typically held each January. 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 to participate.

Similar to installation AFAP delegates, HQDA 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 General Officer's Steering Committee (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 attend this meeting. 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.

West Point Army Family Action Plan
COMPLETED/UNATTAINABLE ISSUE INDEX
(Since 2005: 66 issues were completed; 34 issues are unattainable)

2015 Issues

ISSUE #	ISSUE TITLE	LEAD AGENCY (Assist Agency)	SUBJECT AREA	FINAL STATUS	LAST UPDATE	DA ISSUE # (Status)
15-01	Formalized Student Ambassador Program for transitioning students at West Point Middle School	WPMS	Education	Completed	Sept 2015	N/A
15-02	Introduction to Junior ROTC for West Point Middle School Students	WPMS	Youth	Completed	March 2016	N/A
15-03	Teen Community Resource	DFMWR/CYSS	Youth	Completed	March 2016	N/A
15-05	Full time Better Opportunity for Single Soldiers (BOSS) President	DFMWR/RM	Force Support	Unattainable	Feb 2015	N/A

2014 Issues

ISSUE #	ISSUE TITLE	LEAD AGENCY (Assist Agency)	SUBJECT AREA	FINAL STATUS	LAST UPDATE	DA ISSUE # (Status)
14-01	Internet Provider Alternative	Exchange/ DFMWR	Consumer	Unattainable	June 2015	N/A
14-03	West Point High School Aged Teen Center	DFMWR/CYS	Youth	Unattainable	Feb 2015	N/A
14-05	Indoor Recreation Area	DFMWR/ Recreation	Recreation	Unattainable	Feb 2015	N/A
14-06	Part-time Care Option at Child Development Center	DFMWR/CYS	Childcare	Unattainable	Dec 2014	N/A
14-07	West Point High School Annual Spectacular	DFMWR/CYS S	Youth	Completed	Sept 2015	N/A
14-08	West Point Teen Council	DFMWR- CYSS	Youth	Completed	Dec 2014	N/A

2012 Issues

ISSUE #	ISSUE TITLE	LEAD AGENCY (Assist Agency)	SUBJECT AREA	FINAL STATUS	LAST UPDATE	DA ISSUE # (Status)
12-01	Department of Defense Education Activity (DoDEA) Middle School Accelerated and Advanced Math Courses	DODEA	Education	Completed	Jun 2012	N/A
12-02	West Point Commissary Monday Closure	Commissary	Commissary	Unattainable	Jun 2012	N/A
12-03	Middle School Full-Time Gifted Teacher	DODEA	Education	Completed	Nov 2013	N/A
12-06	Military Spouse Preference (MSP) Program One-Time Use	CPAC	Employment	Unattainable	Jun 2012	N/A
12-07	Military Dependents to Receive In-State Tuition for All Land Grant Universities	DHR (Education Center)	Education	Unattainable	Jun 2012	N/A
12-08	West Point Middle School Geometry Courses	DODEA	Education	Unattainable	Jun 2012	N/A
12-09	Community High School Students Special Events	DFMWR (CYSS)	Youth	Completed	May 2013	N/A

2011 Issues

ISSUE #	ISSUE TITLE	LEAD AGENCY (Assist Agency)	SUBJECT AREA	FINAL STATUS	LAST UPDATE	DA ISSUE # (Status)
11-01	Non-Military Name Brand Casual Restaurant on Post	DFMWR	Consumer	Unattainable	May 2011	N/A
11-02	Explanation of Basic Allowance for Housing (BAH)	RCI	Housing	Unattainable	Jun 2012	N/A
11-03	Clarification of Home-Based Business Regulation	DFMWR	Installation	Completed	Nov 2011	N/A
11-04	West Point Community Instructional and Competitive Swim Program	DFMWR/CYSS	Family Support	Completed	May 2013	N/A
11-05	After Duty Hours and Weekend Childcare for DFMWR Fitness Center Program	DFMWR/CYSS	Childcare	Completed	May 2011	N/A
11-06	Adoption Reimbursement	DFMWR/ACS (SJA)	Family Support	Unattainable	Jun 2012	N/A
11-08	Accessible Patron Parking for Buildings 606, 705 and 900	DOL	Installation	Completed	Aug 2012	N/A
11-09	Skateboard Park on West Point	DFMWR/Rec (DPW)	Youth	Unattainable	Jun 2012	N/A

11-10	Used Video Game Retailer	AAFES	Consumer	Completed	Jun 2012	N/A
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2009 Issues

<i>ISSUE #</i>	<i>ISSUE TITLE</i>	<i>LEAD AGENCY (Assist Agency)</i>	<i>SUBJECT AREA</i>	<i>FINAL STATUS</i>	<i>LAST UPDATE</i>	<i>DA ISSUE # (Status)</i>
09-01	Army Air Force Exchanges Services (AAFES) "Limited Privileges" for Department of Defense Civilians at West Point	DHR (AAFES)	Entitlements	Unattainable	Feb 2010	N/A
09-02	Permanent Change of Station (PCS)/Temporary Duty (TDY) Option for Military School Attendance	G-1	Force Support	Unattainable	Feb 2010	N/A
09-03	Standardized On-going Financial Management Training	DFMWR/ACS	Force Support	Completed	Aug 2010	N/A
09-04	Religious Support Facility	CHAP	Family Support	Unattainable	Nov 2013	N/A
09-05	Short Notice Childcare Reservations	DFMWR/CYSS	Childcare	Completed	May 2010	N/A
09-06	Indoor Play Area at West Point	DFMWR/CYSS (BBC)	Family Support	Completed	Aug 2010	N/A
09-08	Balfour Beatty Communities (BBC) Clearing Policy	RCI (BBC)	Housing	Completed	May 2011	N/A
09-09	Quality Control of Maintenance Standards of Family Housing	RCI (BBC)	Housing	Completed	May 2011	N/A
09-10	Suicide Prevention Family Training	DFMWR	Family Support	Completed	May 2011	N/A
09-11	Exceptional Family Member Program and First Duty Assignment	DFMWR/ACS	Family Support	Completed	May 2011	N/A
09-12	Geographical Basic Allowance for Subsistence (BAS)	DOL (G-1)	Force Support	Completed	Nov 2011	N/A
09-13	Functional Academic Skills Testing Training (FAST) Class	DHR	Force Support	Completed	Nov 2010	N/A
09-14	Class B / ASU Uniform Issue	DOL	Force Support	Unattainable	May 2011	N/A
09-15	Music Store	AAFES	Consumer	Unattainable	May 2011	N/A
09-16	New Kids Sponsor Program	DFMWR/CYSS	Family	Completed	Aug	N/A

	(NKSP)		Support		2010	
09-17	Movie Theater Enhancement	DFMWR (AAFES, Dean, DPW)	Consumer	Completed	Nov 2011	N/A

2008 Issues

ISSUE #	ISSUE TITLE	LEAD AGENCY (Assist Agency)	SUBJECT AREA	FINAL STATUS	LAST UPDATE	DA ISSUE # (Status)
08-01	School Age Services (SAS) for children who attend off-post schools	DFMWR/CYSS	Youth	Completed	Feb 2010	N/A
08-02	Availability of Information and Limited Variety of Educational Programs offered by West Point Middle School	WPS	Education	Unattainable	Jun 2009	N/A
08-03	Childcare for Substitute Teachers at West Point Schools (WPS)	DFMWR/CYSS (WPS)	Education	Completed	Mar 2009	N/A
08-04	Lack of Thrift Shop at West Point	DFMWR	Consumer	Completed	Mar 2009	N/A
08-05	Qualified Tennis Instructor/Program Manager for Adult Tennis Programs at West Point.	DFMWR/Rec	Recreation	Completed	Feb 2010	N/A
08-06	Community Recreation Pool	DFMWR/ Recreation	Recreation	Unattainable	Nov 2013	N/A
08-07	Lack Of Awareness and Enforcement of Temporary Lodging Policies	DFMWR	Consumer (Lodging)	Completed	Mar 2009	N/A
08-08	Partial Reimbursement of Basic Allowance for Housing for Residents of Substandard Housing	RCI	Housing	Unattainable	Mar 2009	N/A
08-09	Allocation of Military Housing to Civilians	RCI	Housing	Completed	Jun 2009	N/A
08-10	Therapeutic Horseback Riding at Morgan Farm	DFMWR/Rec	Force Support	Completed	Aug 2010	N/A
08-11	Restroom Accessibility for the Disabled in the New Cadet Chapel	Chaplain (DPW)	Other (Handicap Accessibility)	Recommendation 1-Unattainable, Recommendation 2-Completed	Sep 2009	N/A
08-12	Dog Park	DFMWR /Recreation	Recreation	Completed	Nov 2013	N/A

08-13	Driver's License and Vehicle Registration Renewal Process for Military Personnel and Dependents	DES/PMO (SJA)	Family Support	Unattainable	Mar 2009	N/A
08-14	Hazardous Intersection at the Entrances of the Post Exchange (PX) and Child Development Center (CDC)	DPW (Safety/DES)	Public Works	Completed	Sep 2009	N/A
08-15	Teen Activity Awareness for High School Students	DFMWR/CYSS	Youth	Completed	Feb 2010	N/A
08-16	Use of Cadet Library and Arvin Physical Development Center by Military Families	Dean/DPE (DFMWR)	Consumer	Completed	Sep 2009	N/A

2007 Issues

ISSUE #	ISSUE TITLE	LEAD AGENCY (Assist Agency)	SUBJECT AREA	FINAL STATUS	LAST UPDATE	DA ISSUE # (Status)
07-01	Pedestrian Safety on Delafield	DPW	Public Works	Recommendation 1-Completed, Recommendation 2-Unattainable	Sep 2008	N/A
07-02	Housing Preventive Maintenance Waivers	DPW	Housing	Completed	Feb 2008	N/A
07-03	Army Family Stability for Short-Term PCS	AG (RCI)	Family Support	Completed	May 2008	N/A
07-04	Retention of Field-Grade Officers and Senior NCOs	AG	Force Support	Unattainable	Feb 2008	N/A
07-05	Feeling of Inequality Between Military Families, ODIA Coaches and Title 10 Civilians	DFMWR	Family Support	Unattainable	Feb 2008	N/A
07-06	West Point Middle School Children's Health	WPS (DFMWR)	Youth	Completed	Sep 2008	N/A
07-07	Limited Modified Sports At West Point Middle School	WPS/DFMWR	Education	Completed	Sep 2008	N/A
07-08	Lack of Advertisement and Opportunity for Teen Employment	DFMWR/ACS (CPAC)	Youth / Employment	Completed	Feb 2008	N/A
07-09	Appointment Availability at KACH	MEDDAC	Medical	Completed	May 2008	N/A
07-10	Mental Health Issues and Support for Family Members and Active Duty Soldiers	MEDDAC	Medical	Completed	Feb 2008	N/A
07-11	Waiting Family Stress	DFMWR/ACS	Family	Completed	May	N/A

			Support		2008	
07-12	WIC Items at the Commissary	DECA	Consumer (Commissary)	Completed	Feb 2008	N/A
07-13	Playground for WTU and Disabled Children	DFMWR/DPW /RCI	Family Support	Completed	Sep 2009	N/A
07-14	Unsupervised Minors on West Point	DFMWR/ACS (PMO)	Family Support	Completed	May 2008	N/A
07-15	Individuals Returning from Deployment	DFMWR/ACS	Force Support	Completed	Aug 2010	N/A
07-16	Employment Information Services	DFMWR/ACS (CPAC)	Employment	Completed	May 2008	N/A
07-17	Safety/Emergency Stations	DES	Family Support	Unattainable	Feb 2008	N/A

2006 Issues

ISSUE #	ISSUE TITLE	LEAD AGENCY (Assist Agency)	SUBJECT AREA	FINAL STATUS	LAST UPDATE	DA ISSUE # (Status)
06-01	Child Development Center Not Growing With Community Needs	DFMWR/CYSS	Childcare	Completed	Aug 2010	N/A
06-02	Varying High School Graduation Requirements for DOD Students	DFMWR	Education	Unattainable	Feb 2007	N/A
06-03	Birth to 5 years Evening Activities	DFMWR/CYSS	Family Support	Completed	Feb 2007	N/A
06-04	KACH Emergency Room Lack of Efficiency and Responsiveness from Providers	MEDDAC	Medical	Completed	Feb 2008	N/A
06-05	Lack of Availability and Quality of Products at the Commissary	DECA (DOL)	Consumer (Commissary)	Completed	Feb 2008	N/A
06-06	Provide Laser Eye Surgery for all TRICARE Beneficiaries	MEDDAC	Medical	Unattainable	Feb 2008	NP at DA, Dec 2007
06-07	Policy for Cleaning Quarters	DPW	Housing	Completed	Feb 2007	N/A
06-08	Pet Owners' Responsibilities	DPW	Housing	Unattainable	Feb 2007	N/A
06-09	Equal Housing Opportunity for USMA Soldiers	DPW	Housing	Completed	Feb 2008	N/A
06-10	Social Security Numbers Displayed on ID Cards	AG (SJA)	Family Support	Unattainable	Feb 2008	NP at DA, Dec 2007
06-11	Priority of in/out PCS Reservations for Five Star Inn	DFMWR	Consumer (Lodging)	Completed	Feb 2008	N/A

06-12	Post-wide Pedestrian Safety	Safety/DES	Other (Safety)	Unattainable	Feb 2007	N/A
06-13	Community Unity Carnival	DFMWR	Family Support	Unattainable	Feb 2008	N/A
06-14	Extreme Sports Complex	DFMWR	Family Support	Unattainable	Mar 2009	N/A
06-15	Coffee, Internet and International Calling Café	AAFES	Consumer	Recommendations 1/3 – Unattainable, Recommendation 2 - Completed	Sep 2008	N/A

2005 Issues

ISSUE #	ISSUE TITLE	LEAD AGENCY (Assist Agency)	SUBJECT AREA	FINAL STATUS	LAST UPDATE	DA ISSUE # (Status)
05-01	Inadequate Childcare	FMWR/CYSS	Childcare	Completed	Oct 2006	N/A
05-02	West Point School Eligibility	WPS	Education	Unattainable	Mar 2006	N/A
05-03	School Zone Safety Concerns	DES	Education	Completed	May 2005	N/A
05-04	CONUS COLA Implementation at West Point	DMPO	Entitlements	Unattainable	Mar 2006	N/A
05-05	Prioritization of Funding Timeline for Community Recreation Pool	DFMWR	Consumer (pool)	Completed	Mar 2006	N/A
05-06	Self-Serve Car Wash on Installation	AAFES	Consumer (car wash)	Unattainable	Mar 2006	N/A
05-07	Single Soldier Living Conditions in Barracks	DPW	Force Support	Completed	Feb 2008	N/A
05-08	Housing Maintenance Performance	DPW	Housing	Completed	Oct 2006	N/A
05-09	There is no Delineation of Junior and Senior Enlisted Housing Areas	DPW	Housing	Completed	Mar 2006	N/A
05-10	Health Benefits Awareness	MEDDAC	Medical	Completed	Oct 2006	N/A
05-11	Optometry Care for TRICARE Prime Beneficiaries	MEDDAC	Medical	Completed	Oct 2006	N/A
05-12	Retiree Dental Benefits	DENTAC	Dental Care	Unattainable	Sep 2008	509 / Unattainable
05-13	Support for Spouses of Deployed	DFMWR/ACS	Family	Completed	Oct	N/A

	Soldiers		Support		2006	
05-14	Child Visitation Accommodations	1/1 INF FN	Family Support	Completed	Sep 2005	N/A
05-15	DOD Civilians Authorized Use of AAFES and Commissary	AAFES/DECA/DFMWR	Consumer	Unattainable	Mar 2006	N/A
05-16	Transportation Concerns	DFMWR/DOL	Consumer	Unattainable	Sep 2007	N/A
05-17	Insufficient Support for the Soldiers and Families of West Point	AAFES / DECA	Consumer	Completed	Feb 2008	N/A
05-18	Improvement of West Point Middle School and O'Neill School	WPS / DFMWR	Education	Unattainable	Oct 2006	N/A

2004 Issues

<i>ISSUE #</i>	<i>ISSUE TITLE</i>	<i>LEAD AGENCY (Assist Agency)</i>	<i>SUBJECT AREA</i>	<i>FINAL STATUS</i>	<i>LAST UPDATE</i>	<i>DA ISSUE # (Status)</i>
04-17	Opportunity for WP Youth to Participate in Paintball	DFMWR/REC	Youth	Completed	Sept 2015	N/A

2015 West Point Army Family Action Plan (AFAP) Issues

ISSUE 15-01: Formalized Student Ambassador Program for transitioning students at West Point Middle School

FINAL STATUS: Completed

ORIGINATED: November 2014

SUBJECT AREA: Education

SCOPE: No formalized program exists to support transitioning students transferring to West Point Middle School. Currently, an informal program exists where the guidance counselor finds students to mentor and support inbound students. It would be beneficial for students to have another student assigned to provide insight, peer support, tours, introduce to teachers, and help integrate the new student into the school atmosphere. By offering this formalized program, it will create a smoother transition allowing students to thrive in their new environment and improve their quality of life.

RECOMMENDATION (S): Establish a formalized Ambassador program where students are assigned to sponsor a student prior to arriving at West Point and continue supporting during their initial transition into West Point Middle School.

PROGRESS:

At the September 2015 AFAP Steering Committee, Michi Carl, CYS Services SLO, stated the West Point Middle School started an Ambassador Club with the first meeting being held in August 2015. The Guidance Counselor and Spanish teacher are Co-advisors for the club. The role of the Ambassador Club is to community and focus on plans to collaborate and partner with the CYS Middle School and Teen (MST) Center for outings and activities, creating a cross over from the school into the community. Plans include hosting a windshield tour for new students conducted by the student ambassadors. As of August, 7 students have volunteered to service in the ambassador role and 35 new students utilized the program.

LEAD AGENCY: DFMWR/CYS

LAST UPDATE: September 2015

FINAL STATUS: Completed

Issue 15-02: Introduction to Junior ROTC for West Point Middle School Students

ORIGINATED: November 2014

SUBJECT AREA: Youth

SCOPE: Generally, students in the West Point Middle School are not aware of JROTC programs. Students are briefed on JROTC at the 8th grade parent night and in the classroom if questions are asked. By introducing JROTC as a club format, more students will have an understanding of JROTC as a building block for leadership, citizenship, and character development. By offering early exposure of the JROTC program, students will have a better understanding and have a stronger foundation for future participation in the program.

RECOMMENDATION: Establish an after school Introductory JROTC Program at West Point Middle School

PROGRESS: The J Corps started in January 2016. Participants are students from West Point and Highland Falls Middle School. Enrollment at the WPMS is limited to 20 students. The sponsor/POC is Dan Kelly. This issue is closed and completed.

LEAD AGENCY: West Point Middle School/DFMWR-SLO

LAST UPDATE: March 2016

FINAL STATUS: Completed

Issue 15-03: Teen Community Resources

ORIGINATED: November 2014

SUBJECT AREA: Youth

SCOPE: There is a lack of effective communication to the youth and a lack of knowledge of programs and resources available to the youth. Current methods are not reaching the target youth audience. Newspapers, flyers, and Facebook are not effective methods to reach the West Point youth population. The lack of participation in the youth activities is due to the lack of an overall awareness of teen programs and events. By marketing resources to the teens using creative mediums, teens will be more aware of activities and get more involved in community activities.

RECOMMENDATION: Target teen and youth programs through using effective mediums of communication.

PROGRESS: In March 2016, Aaron Behrman from CYS briefed the issue. Text messaging system is available through CYMS 10.3 and approximately 80% of teens enrolled at the Youth Center receive text messages (parents are included if they sign up)

In September 2015, Brian Szeli from the CYS Services program briefed this Teen AFAP issue. He stated a member of the West Point Girl Scout Troop is working on the "One Call" system as part of her Silver Award. This system is a possible medium for sending out calls and information to teens on upcoming events. Additionally, CYS Services is seeking Cadet involvement in researching new technologies that can be used to reach the youth. The CYS Services Youth Advisory Council has met and discussed better methods of getting information out to teens. Text messaging is now being used to notify teens about upcoming events. In addition, the new CYS Services Functional Control Specialist, once hired, will work with teens on new ways to get information to them through mediums they utilize. The Garrison Commander stated that CYS Services needs to have liaisons within the teen population at both the middle school and high school and utilize them to help get information out through their social media channels

LEAD AGENCY: DFMWR-Child Youth and School Services

LAST UPDATE: March 2016

FINAL STATUS: Completed

Issue 15-05: Full time Better Opportunities for Single Soldiers (BOSS) President

ORIGINATED: November 2014

SUBJECT AREA: Force Support

SCOPE: West Point does not have a full time BOSS President like most other Army installations. The President of BOSS supports the three pillars of the BOSS program: quality of life of Single Soldiers, recreation/leisure activities, and community service. A full time BOSS President at West Point would be capable of working more projects and developing and overseeing the annual budget. Community service projects, Soldier trips, and other activities have not been completed due to time constraints since the BOSS president is a volunteer position. A full time president could focus on proper representation, education and barracks repair issues and could educate the Cadets on how the BOSS program will benefit the Soldiers they will be leading in their future commands. Without a full time BOSS President, the BOSS program will result in fewer programs for Single Soldiers and a great

loss of community support projects as well as decrease in morale and quality of life of our Single Soldiers.

RECOMMENDATION: Appoint a full-time BOSS President to support the Single Soldiers stationed at West Point.

PROGRESS: Courtney Chidgey, the FMWR BOSS Advisor, provided an update on this Single Soldier issue from the main conference. She reported that the BOSS President is now working two days a week out of the BOSS Office located in FMWR Building 681 and managing to fulfill BOSS duties. Additionally, the BOSS Vice President position has been filled which relieves the President and serves as the backup to cover BOSS duties and functions. The current BOSS President leaves in May 2015 and the organization needs to search to back fill this position so there are no gaps and coverage can continue during the transition. Based on the recommendation of obtaining a Full Time BOSS President, this recommendation is unattainable; however, a local solution has been found to resolve the issue.

LEAD AGENCY: Garrison/DFMWR

LAST UPDATE: February 2015

FINAL STATUS: Completed

2014 West Point Army Family Action Plan (AFAP) Issues

ISSUE 14-01: Internet Provider Alternatives

ORIGINATED: October 2013

SUBJECT AREA: Consumer Services

SCOPE: There is no choice for internet/telephone providers on West Point. Time Warner Cable (TWC) is the only provider for internet/telephone service. Many West Point customers report that they experience poor quality service, including frequent service interruptions and faulty equipment. They also indicate the customer service they receive does not adequately address their issues and concerns. The lack of competition among internet/telephone service providers means that West Point customers have no choice but to pay for substandard service if they want any service at all.

RECOMMENDATION(S): Negotiate with alternative internet and telephone providers to create a competitive market for these services on West Point.

PROGRESS:

Angela DeRosa from the West Point Exchange provided an update on this local AFAP issue. Currently, the Exchange is in the process of renegotiating the contract with Time Warner Cable (TWC) but the contract has not been signed yet. TWC is the current Internet network provider and there is no other alternative for service. An information table was set up by TWC in February 2015 at the Exchange to gather information from customers on local issues.

Six customers had issues and five issues were able to be resolved that day. TWC has made some infrastructure improvements such as adding cables at West Point over the past year and many of the issues customers were concerned about have been resolved. The Exchange has been proactive in handling customer issues and the plan is that the Exchange will be assigned the franchise contract and will serve as the conduit when they take over the contract.

At the Dec 2014 AFAP Steering Committee meeting, Mr. John Jennings, from the Exchange, is negotiating with other internet providers to offer an alternative option for internet service at West Point. The contract for internet providers to offer an alternative option for internet service at West Point is under negotiation and Time Warner Cable (TWC) is leading in the negotiations. Pressure is being placed on TWC, the current provider to improve services before contracts will be awarded.

LEAD AGENCY: Exchange/DFMWR

LAST UPDATE: June 2015

FINAL STATUS: Unattainable

ISSUE 14-03: West Point School Aged Teen Center

ORIGINATED: October 2013

SUBJECT AREA: Youth

SCOPE: There is no exclusive facility or location for 9th-12th graders that provides a supportive and accepting atmosphere for physical, intellectual, creative, cultural, emotional, and social development. The Middle School Teen Center (MST) is open to 5th-12th graders and could offer these things, however, the 9th-12th graders do not typically go there, primarily because of the significant age and maturity differences between them and the youngest patrons. Having an exclusive facility/location for 9th-12th graders would not only prove beneficial for these youth and their development, but could result in reduction in problems that result from their not having an age-appropriate place to socialize.

RECOMMENDATION(S):

1. Designate a facility for 9th-12th graders on West Point, modeled after the MST,OR
2. Designate teen-only hours at the MST or another appropriate facility,

PROGRESS:

At the June 2015, AFAP Steering Committee meeting, . Brian Szeli provided an update on this Teen AFAP issue on behalf of CYS Services. Additional teen only nights have been identified at the MST Center. One night per month has been identified as a teen only night for grades 9-12. A sign up system will be implemented to ensure attendance is maximized for teen events. If minimum head counts are not reached the Wednesday before the event, the center will open it to all eligible patrons. The MST Center will continue to offer teen only events and monitor attendance.

At the Dec 2014 AFAP Steering Committee meeting, Brian Szeli from CYSS, reported the CYSS is holding teen only events quarterly; however, the attendance to these events has been low. In October, a Teen Only Night event was held and due to the lack of attendance from teens ages 9th-12th grade, the event was opened to middle school students. The CYSS is going to work closely with the Teen Councils and a designated Teen Liaison to increase awareness about events and seek input from the high school age teens on why they are not attending events and what activities they would attend.

LEAD AGENCY: CYSS

LAST UPDATE: June 2015

FINAL STATUS: Completed

ISSUE 14-05: Indoor Recreation Area

ORIGINATED: October 2013

SUBJECT AREA: Recreation

SCOPE: During winter and inclement weather, West Point Families have very limited options for recreation/indoor play. There is no facility that is available for open, unstructured recreation for families. Current programs and facilities do not meet the needs of the community (i.e., Wee Ones is only available once per week and is limited to children under the age of 4. CYSS facilities are regulated, and in many cases, off-limits during their regular operating hours.) Families really need a place to socialize and recreate during the winter.

RECOMMENDATION(S): All ID-card holders to utilize an existing facility, such as Gillis Field House, for unorganized recreation during regular hours (morning-evening on a daily basis.

PROGRESS:

At the Feb 2015 AFAP Steering Committee meeting, Brian Szeli, DFMWR, provided an update on this outstanding 2014 AFAP issue. Due to staffing issues and funding, the CYS Services Youth Center is not an option to hold a dedicated indoor play area for children. The Gillis Field House is open for community usage. COL Dunham stated that Arvin Cadet Physical Development Facility is a community gym and is another option for indoor recreation. This facility has various gyms and basketball areas which can be utilized when Cadets are not using them.

Due to the current fiscal environment, it is not possible to have a facility dedicated for indoor recreation.

At the Dec 2014 AFAP Steering Committee meeting, Chris Remillard from DFMWR-Recreation, reported DFMWR does not own any recreational facilities that can be used solely for this purpose. Gillis Field House, which are open for community usage. In the past, CYSS opened their facility on Fridays for home schooling families to use for open play. Mr. Szeli, from CYSS, will research this option again to see if he can devise a similar program which will require funding to staff.

LEAD AGENCY: DFMWR/Recreation

LAST UPDATE: February 2015

FINAL STATUS: Unattainable

ISSUE 14-06: Part Time care at Child Development Center

FINAL STATUS: Unattainable

ORIGINATED: October 2013

SUBJECT AREA: Childcare

SCOPE: There is no part time care option at the CDC available for eligible patrons that work part-time. Part-time patrons must utilize hourly care, making reservations on a monthly basis, which does not lend predictability or reliability. Patrons with part-time work schedules are not guaranteed care, which negatively impacts their employment situation. Patrons seek part-time care utilize hourly care slots which take away from hourly cares intended use, and results in a lack of continuity of care for the children.

RECOMMENDATION(S): Offer a part-time care options for patrons at the CDC, which allows patrons with a part-time work scheduled to ensure regularly scheduled childcare.

PROGRESS:

At the December 2014 AFAP Steering Committee, Maura DuMoulin from DFMWR reported CYSS is having difficulties getting staffing to support full time and hourly care day care. These program categories must be staffed first before even considering part-time care. DFMWR in the past offered part-time care options, however, it was discontinued because the Army's guidelines for part-time care were not meeting the needs of the patrons.

LEAD AGENCY: DFMWR/CYSS

LAST UPDATE: December 2014

ISSUE 14-07: West Point High School Annual Spectacular

ORIGINATED: October 2013

SUBJECT AREA: Youth

SCOPE: There is a general lack of awareness about community events among youth in grades 9th-12th. Since these youth are not necessary aware of community events and resources available to them, this results in their less than maximum participation.

RECOMMENDATION(S): Establish and maintain an annual event to target students in grades 9th-12th at the end of summer/before school starts. This event would be an effort to reconnect teens, welcome new students and provide them information about events and resources available at West Point.

PROGRESS:

At the September 2015 Steering Committee meeting, Aaron Behran, CYS Services MST Director, provided an update on this Teen AFAP issue. Additional teen only nights have been identified at the MST Center. For the past 3 years, CYS Services has tried to establish teen only nights but little interest has been shown for high school students grades 9-12. One night per month has been identified as a teen only night for grades 9-12. A sign up system has

been implemented for sign ups in advance. If minimum head counts are not reached the Wednesday before the event, the center will open to all eligible patrons. The MST Center will continue to offer teen only events. COL Dunham stated that teens participate in O'Neill High School sporting events, club activities and the military balls. Our students are mixing with Highland Falls youth at these events so there are organized events off post for teens.

At the June 2015 AFAP Steering Committee meeting, Brian Szeli indicated that CYS Services usually hosts an annual back-to-school barbeque for new arrivals. For this year's event, he will expand the barbeque by including relevant teen information from other agencies. Agencies will include Civilian Personnel Advisory Center, Outdoor Recreation, ACS, JROTC and Youth Sponsorship. The event will be rebranded as the Student Spectacular and will be held at the MST Center (Building 500). Ms. Maura DuMoulin, Director, FMWR, recommended creating a flyer about this event and for ACS to include information in the inprocessing briefings. Additionally, FMWR Marketing could advertise this event on the large poster boards at high traffic locations.

At the Dec 2014 AFAP Steering Committee meeting, Brian Szeli from DFMWR-CYSS indicated that CYSS usually hosts an annual back-to-school BBQ. For this year's event, the event will be expanded by bringing in other agencies to report on programs and events available for teens.

LEAD AGENCY: DFMWR/CYSS

LAST UPDATE: September 2015

FINAL STATUS: Close completed

ISSUE 14-08: West Point Teen Council

ORIGINATED: October 2013

SUBJECT AREA: Youth

SCOPE: West Point youth need a forum for sharing their suggestions and ideas, including an avenue for creating teen programming and events. Current clubs/forums have extremely limited participation and are academically-focused. A robust teen council would provide an opportunity for youth to get involved in the community and obtain community service hours, encourage youth to interact with other teens and provide a venue for them to plan, implement and market teen-focused programs and events.

RECOMMENDATION(S):

Establish a robust West Point Teen Advisory Council.

PROGRESS:

At the December 2014 AFAP Steering Committee, Brian Szeli, DFMWR-CYSS, reported that the MST has an established teen council through the Boys & Girls Club. He indicated the Council meets twice per month. The MST will work to get the word out on the Teen Council

and increase participation by high school students by using the teen liaison and using more effective methods of communicating to teens such as Instagram.

LEAD AGENCY: DFMWR/CYSS

LAST UPDATE: December 2014

FINAL STATUS:

2012 West Point Army Family Action Plan (AFAP) Issues

ISSUE 12-01: Department of Defense Education Activity (DODEA) Middle School Accelerated and Advanced Math Courses

FINAL STATUS: Completed

ORIGINATED: February 2012

SUBJECT AREA: Education

SCOPE: Classroom-delivered accelerated and advanced math courses are not offered at each grade level for middle school students in the DoDEA schools. Without these offerings, advanced students are not being challenged to meet their full potential. Current options available are grade-skipping and on-line courses. Grade-skipping may leave gaps in math fundamentals, and on-line courses do not afford students the opportunity to interact with teachers. Military middle school students not offered the same advanced opportunities as their civilian counterparts may be at a disadvantage at the high school level. Military students who are delayed in taking advanced math classes could become less competitive when seeking college entrance.

RECOMMENDATION(S): Provide classroom accelerated and advanced math courses for each grade in DoDEA middle schools.

PROGRESS:

At the June 2012 AFAP Steering Committee meeting, Mr. Gerstner the Deputy Superintendent, reported that according to test scores, military students are not currently being disadvantaged or adversely impacted by current offerings. In other words, they are not delayed if they do not receive instruction in advanced math. Currently, there are a small percentage of students that would benefit from these classes; since the numbers are so small, dedicated accelerated and advanced classes cannot be justified. Ten students, at a minimum, are required to justify the class. He informed the Committee that if the numbers were to increase to meet that requirement, the schools are prepared to offer the classes.

COL Stafford indicated that there is a "trust issue," as there is no written policy that reflects what Mr. Gerstner has just indicated. If the minimum is met, the school must live up to its end of the agreement. The Committee discussed whether it was necessary to keep the issue active and it was agreed that the issue should be closed as complete.

LEAD AGENCY: DODEA

LAST UPDATE: June 2012

ISSUE 12-02: West Point Commissary Monday Closure

FINAL STATUS: Completed

ORIGINATED: February 2012

SUBJECT AREA: Commissary

SCOPE: The West Point Commissary is open six days of the week, but is closed on Mondays. Authorized patrons are not able to purchase groceries at West Point and must visit retailers off post to obtain groceries on Mondays. West Point is geographically isolated in a mountainous area; large amounts of snowfall are normal during winter months and local grocers are expensive with limited selection.

RECOMMENDATION(S): Open the West Point Commissary on Mondays.

PROGRESS:

At the June 2012 AFAP Steering Committee meeting, COL Stafford, USMA Chief of Staff, explained that the Superintendent is not in support of this issue recommendation. Mr. Gallagher, West Point Commissary Store Director, provided information prior to the meeting, which indicated that numerous research had been conducted regarding sales by date and hour, customer traffic, suppliers and deliveries and contractors and service providers; analysis of the data had determined Monday is the most logical day for the West Point Commissary to be closed. In addition, an increase of hours is very unlikely in this time of budgetary constraints. In fact, DECA is currently looking at cutting hours at all stores. COL Tarsa, Garrison Commander, indicated that he, too, does not support this issue. The issue is recommended for closure as unattainable.

LEAD AGENCY: Commissary

LAST UPDATE: June 2012

ISSUE 12-02: West Point Commissary Monday Closure

FINAL STATUS: Completed

ORIGINATED: February 2012

SUBJECT AREA: Commissary

SCOPE: The West Point Commissary is open six days of the week, but is closed on Mondays. Authorized patrons are not able to purchase groceries at West Point and must visit

retailers off post to obtain groceries on Mondays. West Point is geographically isolated in a mountainous area; large amounts of snowfall are normal during winter months and local grocers are expensive with limited selection.

RECOMMENDATION(S): Open the West Point Commissary on Mondays.

PROGRESS:

At the June 2012 AFAP Steering Committee meeting, COL Stafford, USMA Chief of Staff, explained that the Superintendent is not in support of this issue recommendation. Mr. Gallagher, West Point Commissary Store Director, provided information prior to the meeting, which indicated that numerous research had been conducted regarding sales by date and hour, customer traffic, suppliers and deliveries and contractors and service providers; analysis of the data had determined Monday is the most logical day for the West Point Commissary to be closed. In addition, an increase of hours is very unlikely in this time of budgetary constraints. In fact, DECA is currently looking at cutting hours at all stores. COL Tarsa, Garrison Commander, indicated that he, too, does not support this issue. The issue is recommended for closure as unattainable.

LEAD AGENCY: Commissary

LAST UPDATE: June 2012

ISSUE 12-03: Middle School Full-Time Gifted Education Teacher

FINAL STATUS: Completed

ORIGINATED: February 2012

SUBJECT AREA: Education

SCOPE: A full time Gifted Education Teacher for DoDEA middle schools is not available. The DoDEA doctrine for challenging Gifted Education students is through Differentiated Instruction within the confines of the mixed ability classroom. Differentiated Instruction places a heavy burden on classroom teachers who are tasked with trying to meet a full spectrum of educational needs. Not having a full time Gifted Education Teacher may negatively impact the ability to effectively meet the needs of the gifted student population.

RECOMMENDATION(S): Provide at least one full time Gifted Education Teacher for each DoDEA middle school.

PROGRESS:

1. At the June 2012 AFAP Steering Committee meeting, Mr. Gerstner, Deputy Superintendent, reported that West Point played a key role in initiating DODEA to conduct a formal program evaluation of the Gifted Education Program. The data collected when reviewing current delivery options and eligibility requirements will be used to subsequently evaluate current and projected staffing needs. There is a full-time staff member at DODEA

addressing this issue. He indicated that it is not easy to define “gifted.” The Committee recommended revisiting the issue in one year, after DODEA has had time to work the matter.

2. At the May 2013 AFAP Steering Committee meeting, Mr. Rudy, WPMS Principal, explained that he believes the needs of gifted students are being met as gifted and talented services are provided. The Committee recommended keeping the issue open for the time-being, but will likely close it at the next meeting.

3. At the November 2013 AFAP Steering Committee meeting, Ms. Overstreet stated that the West Point Middle School Principal feels that this issue is complete. He feels that the needs of the 53 eligible students are met by the half-time Gifted Resource Teacher and that the issue should be closed.

LEAD AGENCY: DODEA

LAST UPDATE: November 2013

ISSUE 12-06: Military Spouse Preference (MSP) Program One-Time Use

FINAL STATUS: Unattainable

ORIGINATED: February 2012

SUBJECT AREA: Employment

SCOPE: The 5 CFR 315.612 restricts the use of the MSP Program to once per Permanent Change of Station move. Spouses who refuse or decline a job offer for a permanent position under this program have their registration revoked. The current policy does not allow flexibility nor take into account issues beyond the applicant’s control (e.g. medical conditions, family emergencies, or deployment of spouse). This restriction limits the ability for military spouses to seek and accept the best employment opportunities available.

RECOMMENDATION(S): Authorize the Spouse one refusal or declination without revoking their registration for the Military Spouse Preference Program.

PROGRESS:

At the June 2012 AFAP Steering Committee meeting, Ms. McQuinn indicated it was unclear as to whether the issue was referring to Military Spouse Preference (MSP) or use of Military Spouse Appointment Authority (MSAA), as it could be either or both. She explained that military spouses were seeking more flexibility in the hiring process to allow them to decline offers for permanent positions without “losing” MSP or MSAA, as they can only be used one time per PCS cycle. Spouses indicated that their situations had changed their availability to start work, i.e., they had gotten pregnant or had to take care of sick parents, which had caused them to decline the offer or leave their position. Ms. McQuinn explained that military spouses should only apply for positions or register for MSAA when they are ready for work. She explained that even if spouses were given one refusal or declination, they may not be offered another position due to current environment of Army downsizing. Ms. McQuinn also explained that if the situations like those described previously are encountered, once the individual is employed, he/she would be entitled to annual and sick leave, leave without pay

and/or alternate or compressed work schedules for most positions. Leadership indicated it does not support this recommendation. There was discussion by the Committee that this issue should not be pursued. The issue is recommended for closure as unattainable.

LEAD AGENCY: CPAC

LAST UPDATE: June 2012

ISSUE 12-07: Military Dependents to Receive In-State Tuition For All Land Grant Universities

FINAL STATUS: Unattainable

ORIGINATED: February 2012

SUBJECT AREA: Education

SCOPE: College-bound dependents may be limited to in-state tuition for the state in which he or she resides at the time of graduation. Mobility of the military community coupled with the high cost of out-of-state tuition may prevent military college-bound dependents from pursuing a higher education. The Army Family Covenant (AFC) institutionalizes the Army's commitment for quality of life commensurate with the Total Army Family's level of service and sacrifice to the nation. The AFC emphasizes expanding education and employment opportunities. Out of state tuition costs incurred may cause financial hardships for military dependents often preventing continuation of education.

RECOMMENDATION(S): Waive out-of-state tuition for military college-bound dependents at all land grant universities or at universities located in the states where military dependents have lived and attended school during their sponsors career.

PROGRESS:

At the June 2012 AFAP Steering Committee meeting, Mr. Hickman indicated that there are two potential sources of in-state tuition: home of record of military parent or home where military parent is stationed. Each state has determined whether it will grant one or both of these. Military members have the option to transfer their Post 9/11 GI Bill to their dependents, which provides full funding for 36 months of college education. Tuition costs are met whether these costs are in-state or out-of-state. The dependent also receives a full living allowance at the rate of E-5 with dependents plus \$1,000 per year. Mr. Hickman indicated that this issue could not be resolved locally and would require Congressional approval. COL Stafford indicated that leadership does not approve this recommendation. The Committee agreed that this issue is not possible nor is it manageable. The issue is recommended for closure as unattainable.

LEAD AGENCY: DHR/Education Center

LAST UPDATE: June 2012

ISSUE 12-08: West Point Middle School Geometry Courses

FINAL STATUS: Completed

ORIGINATED: February 2012

SUBJECT AREA: Education

SCOPE: At West Point Middle School, geometry is an eighth grade elective class that is only available online. Having a geometry course only available online may inhibit teacher/student interaction. A teacher/student interaction is necessary for a successful learning experience especially through the critical transitioning stages from middle school to high school.

RECOMMENDATION(S): Provide classroom geometry courses at West Point Middle School.

PROGRESS:

At the June 2012 AFAP Steering Committee meeting, Mr. Gerstner reported that, as stated previously with regard to issue 12-01, a minimum of ten students are required to warrant offering a Geometry class in a classroom setting. For school year 2012-13, it is estimated that four students will enroll in the course. Parents currently have the option of enrolling their students in the Virtual School, which provides instruction via virtual setting. COL Tarsa requested that the School Liaison Officer, Ms. Michi Carl, inform parents that Geometry will be offered in a classroom setting if enough students enroll. The Committee recommends closing the issue as complete.

LEAD AGENCY: DODEA

LAST UPDATE: June 2012

ISSUE 12-09: Community High School Students Special Events

FINAL STATUS: Completed

ORIGINATED: February 2012

SUBJECT AREA: Youth

SCOPE: There are limited amounts of entertainment and events that appeal to high school students in the surrounding area, The lack of events for high school students does not allow them to build strong relationships with other high school students in the surrounding communities. Limited special events may lead to high school students not having the opportunity to meet new students that are transitioning into the community.

RECOMMENDATION(S): Host special events for high school students

PROGRESS:

1. At the June 2012 AFAP Steering Committee meeting, Mr. Brian Szeli, CYSS, reported that CYSS currently offers programs and special events geared towards teens and high school students through the Middle School and Teen (MST) Center. CYSS MST has requested input from teens and will continue to work with the Teen Council. A summer schedule of events has been created for teens, including teen-only nights at the MST. Feedback from the Teen Council is that they would like to see the guest policy changed to allow Highland Falls teens to utilize the MST on a regular basis; this request would need to be routed through G9 for LTG Ferriter's approval. The Committee recommends keeping the issue active and revisiting it at the next meeting.
2. At the August 2012 AFAP Steering Committee meeting, Mr. Szeli reported that teen-only nights will be offered on a trial basis beginning in September. The first two monthly events will be a basketball tournament and a dance. CYSS staff will continue to seek feedback from community youth about programming. The issue will remain open and be revisited at the next meeting.
3. At the May 2013 AFAP Steering Committee meeting, Mr. Szeli reported that teen-only events have been offered this school year. As indicated previously, CYSS will continue to solicit feedback from high-school aged youth about programming. The issue was closed as completed.

LEAD AGENCY: DFMWR/CYSS

LAST UPDATE: May 2013

2011 West Point Army Family Action Plan (AFAP) Issues

ISSUE 11-01: Non-Military Name Brand Casual Restaurant on Post

FINAL STATUS: Unattainable

ORIGINATED: Feb 2011

SUBJECT AREA: Consumer

SCOPE: West Point does not have a non-military name brand casual restaurant. For those interested in patronizing a non-military name brand casual restaurant, a minimum of 30 minute drive each way is required. The lack of a non-military name brand casual restaurant impacts the entire West Point community.

RECOMMENDATION(S): Provide a non-military name brand casual restaurant on West Point.

PROGRESS: At the May AFAP Steering Committee Meeting it was reported that delegates were seeking a chain restaurant such as Chili's®, Applebee's®, TGI Friday's®. It is rather unlikely this will be possible as there are large hurdles that must be overcome, including obtaining local civic and congressional approvals. Additionally, the market size does not

support these types of restaurants, i.e. Chili's® requires a market of 100,000 or more. FMWR appreciates the delegates' wants/needs; however there are already several establishments on post to include the West Point Club, Lil Skeeters, Hotel Thayer, and Grant Hall. In addition, several establishments exist in Highland Falls which meet the definition of casual dining. It was also mentioned that when the new golf course is built, it will have a MWR-branded casual dining facility.

LEAD AGENCY: DFMWR

LAST UPDATE: May 2011

ISSUE 11-02: Explanation of Basic Allowance for Housing (BAH)

FINAL STATUS: Unattainable

ORIGINATED: February 2011

SUBJECT AREA: Housing

SCOPE: There is a lack of detailed information on what Basic Allowance for Housing (BAH) covers for on-post residents. Community residents on post do not currently have a document that explains or describes the breakdown of what BAH provides. Providing this information creates trust in the policy for the residents and accountability from the policy makers.

RECOMMENDATION(S): Provide residents a detailed monthly statement that explains what BAH covers for each specific set of quarters and compares rent, utilities, and amenities to the fair market value in the local area for comparable housing.

PROGRESS:

1. At the May 2011 AFAP Steering Committee meeting, Mr. Mike Colacicco reported that the Army privatized housing project is based on the assumption that rent is equal to full BAH, and financing is based on that, not fair market rental value. BAH covers rent, utilities and property insurance and includes repair and maintenance, snow removal, grounds maintenance, etc. The DA RCI had requested a breakdown of BAH previously and was denied. Mr. Colacicco indicated that, in his opinion, a breakdown is not practical or attainable; however, if the command wishes to pursue the issue, it needs to be elevated. The committee agreed that a request for information to higher headquarters should be pursued.
2. At the August 2011 AFAP Steering Committee meeting, Mr. Colacicco reported that, coincidentally, the US Government Accountability Office (GAO) recently requested a similar breakdown in May 2011 in their report titled "Enhancements Needed to Housing Allowance Process and Information Sharing Among Services." The report included recommendations to enhance transparency of BAH and provide information on the costs that comprise the housing allowance rate by geographic area and housing profile, to ensure local market-based accuracy and increase service members' understanding of the rate when selecting housing. COL Tarsa commented that this remains a contentious issue, and recommended that an article be published in the *Pointer View*.
3. At the June 2012 AFAP Steering Committee meeting, Mr. Colacicco reported that the US Government Accountability Office (GAO) released a report titled, "Enhancements Needed to Housing Allowance Process and Information Sharing Among Services" in May 2011. The report included recommendations to enhance the transparency of Basic Allowance for Housing (BAH) and provide information on the costs that comprise the housing allowance

rate by geographic area and housing profile to better ensure local-market-based accuracy and to increase service members' understanding of the rates when selecting housing. DOD partially concurred with the recommendation and published a breakdown of BAH for all Military Housing Areas (MHAs) in December 2011. The data is the average percentage of rent, utilities and insurance for the particular MHAs for all categories of personnel. The breakdown for West Point is as follows: 79 percent rent, 20 percent utilities, and 1 percent insurance. The issue recommendation requests a detailed monthly breakdown for each specific set of quarters which is not feasible. It is recommended that the issue be closed as unattainable.

LEAD AGENCY: RCI

LAST UPDATE: June 2012

ISSUE 11-03: Clarification of Home-Based Business Regulation

FINAL STATUS: Completed

ORIGINATED: February 2011

SUBJECT AREA: Installation

SCOPE: Army Regulation does not state what a home-based business owner is or is not permitted to do in easy to understand terms. Based on different interpretations, there is confusion regarding what home-based business owners can and cannot do. This affects the home-based business owner that operates on post and their communities.

RECOMMENDATION(S): Amend the regulation to clarify definitions of relevant terms with respect to what is permitted and prohibited for on post home-based businesses.

PROGRESS:

1. Per guidance received from Ms. Christina Vine, AR 210-7 does not apply; AR 420-1 outlines the applicable policy. The issue was revised to eliminate the mention of this regulation.
2. At the May 2011 AFAP Steering Committee meeting, Mr. Brown reported that home-based business owners are seeking more clear guidance about what they can and cannot do when they reside on post. He suggested the development of an information paper or tri-fold clarifying Frequently Asked Questions. The document(s) will be developed, and will involve SJA review.
3. At the August 2011 AFAP Steering Committee meeting, Mr. Brown reported that wording revisions had been forwarded to proponents. The issue is also being worked locally, to include the placement of a display at upcoming DFMWR events. In addition, a class titled "Home Based Businesses" is scheduled to be offered as part of the ACS Symposium in September 2011. Ms. Linda Mastin, PAO, pointed out that there was a section in the 4 August 2011 edition of the *Pointer View* addressing the need to register home-based businesses with Balfour Beatty Communities.
4. At the November 2011 AFAP Steering Committee meeting, Mr. Brown reported that DFMWR drafted suggested wording revisions and forwarded to proponents who acknowledged receipt. The recommended changes for the Home-Based Business regulation were accepted and will be published when the regulation is updated. Additionally, DFMWR is

working locally, drafting a one-page information paper to be distributed to the community. Information about registering home-based businesses will be included in the ACS in-processing brief from this point on as well.

LEAD AGENCY: DFMWR

LAST UPDATE: Nov 2011

ISSUE 11-04: West Point Community Instructional and Competitive Swim Program

FINAL STATUS: Completed

ORIGINATED: February 2011

SUBJECT AREA: Family Support

SCOPE: There is no year round indoor instructional swim program for members of the West Point Community at the Arvin Cadet Physical Development Center (CPDC). The current instructional swim program is only available during the summer months at Delafield Pond and is limited to three two-week sessions for school age children. This program does not offer a full spectrum of instruction (beginner to competitive levels). Due to inadequate access to facilities and resources the existing program is not meeting the needs of the community.

RECOMMENDATION(S): Create and resource a year round instructional and competitive swim program inclusive of all ages and skill levels (beginner to competitive) for members of the West Point community at the Arvin Cadet Physical Development Center.

PROGRESS:

1. At the May 2011 AFAP Steering Committee meeting, Mr. Brian Szeli reported that a Swim Council was formed in March. The Council consists of representatives from DFMWR, CYSS and community members. The Council meets at least twice per month to explore options and has come to the conclusion that a developmental team is the way to go forward, not a competitive team. The depth of Crandall pool has been discussed and it has been determined that the pool is not appropriate for lessons. Alternate options are available to community members, including paid lessons at Sportsplex and lessons at Delafield Pond. COL Tarsa expressed appreciation to ODIA for their assistance with working this issue. COL Stafford stated that it appeared that DPE wants to maintain a barrier to their instructional pool and facility to allow for complete control over usage and schedule, though the pool will only be used for eight days this summer. Mr. Tony Brown indicated that DFMWR would be willing to provide lifeguards and instructors, and manage the program.

2. At the August 2011 AFAP Steering Committee meeting, Mr. Szeli reported that a developmental recreational swim program will be offered for the first time during the fall of 2011. The program will involve weekly sessions for eight weeks and is scheduled to commence on 22 August. The program is not competitive; however, those enrolled must possess certain swimming proficiencies to be eligible. As of 9 August, 20 youth were enrolled in the program. Of the 20, parents of fewer than half of the youth had indicated that they would be able to pass the required competency test. For comparison purposes, Mr. Szeli reported that 126 youth took part in lessons offered at Delafield Pond during the summer of 2011. There was discussion about how the community strongly desires a developmental swim program in a pool setting. Arvin's Crandall pool is not a feasible location due to its depth. COL Stafford inquired about whether DFMWR had requested use of Arvin's

instructional pool during summer months, when it is not used by Cadets. The request had not been made, but DFMWR indicated that the pool would be utilized for a developmental program if it became available. COL Stafford indicated that he would approach the Commandant about this.

3. At the November 2011 AFAP Steering Committee meeting, Mr. Szeli reported that a developmental recreational swim program began in October 2011 with 16 participants. The program meets weekly for 8 weeks and is set to conclude in late January. The program is not competitive but those enrolled need to possess certain swimming proficiencies to be eligible. Additional volunteer swim coaches are needed to sustain the program. COL Tarsa requested that Mr. Szeli and Mr. Brown meet with him in January to discuss the way ahead for the program. The issue will be revisited in 3Q FY12.

4. At the June 2012 AFAP Steering Committee meeting, Mr. Brian Szeli, CYSS, reported a developmental recreational swim program ran from October 2011-February 2012. The program was not competitive but those enrolled were required to possess certain swimming proficiencies to be eligible. In May 2012, CYSS met with current and new swim instructors to develop a program for the 2012-13 Academic Year. The program will run seasonally and will depend upon coach availability for continuity. The program has the ability to grow in scope as additional coaches and lifeguards are available. The program will be evaluated regularly to ensure safety precautions are met at all times. COL Stafford commented that there seems to have been a breakthrough with the log jam at Crandall Pool that existed previously. Prior to the meeting, COL Jesse Germain provided Ms. Overstreet with the current schedule for Crandall Pool. It was recommended that the issue remain open and be revisited at the next meeting.

5. At the August 2012 AFAP Steering Committee meeting, Mr. Szeli, CYSS, reported that enrollment in the program has not been adequate and, currently, will not cover the cost of running the program. There was discussion about getting the word out to the community that if enrollment numbers do not warrant the program, it will not be continued. It was recommended that the issue remain open and be revisited at the next meeting.

6. At the May 2013 AFAP Steering Committee meeting, Mr. Szeli reported that an instructional swimming program has been offered for ages 6-18 at Crandall Pool in Arvin. Sessions include beginner, intermediate and advanced and run three times per week through the end of May. The issue was closed as completed.

LEAD AGENCY: DFMWR

LAST UPDATE: May 2013

ISSUE 11-05: After Duty Hours and Weekend Childcare for FMWR Fitness Center Patrons

FINAL STATUS: Completed

ORIGINATED: Feb 2011

SUBJECT AREA: Childcare

SCOPE: Onsite childcare services are not available for FMWR fitness center patrons during after duty hours or on weekends. Onsite childcare through the Co-op is limited to morning hours (9-11 am) during week days only. Hourly care through the Child Development Center (CDC) is not available during after duty hours or weekends. Non-availability of after hour or weekend hourly care hinders working parents and spouses of deployed soldiers, single parents, and shift workers from using the fitness center.

RECOMMENDATION(S): Expand childcare services for FMWR fitness center patrons for after duty hours and on weekends at Lee CDC.

PROGRESS: At the May AFAP Steering Committee Meeting it was reported that, in response to this issue, CYSS had expanded hourly care at the Lee CDC for a 90-day trial period beginning on 1 March. Hourly care was offered between 6-8pm. In order to offset caregiver costs, a minimum of 10 hours of care per evening is required. However, during the month of March, the average was 1.42 hours and during the month of April, the average was 2.5 hours. The need was not validated and, while the program may benefit a few, it cannot be supported. As the agency addressed the concern, the issue was closed as completed.

LEAD AGENCY: DFMWR

LAST UPDATE: May 2011

ISSUE 11-06: Adoption Reimbursement

FINAL STATUS: Unattainable

ORIGINATED: February 2011

SUBJECT AREA: Family Support

SCOPE: An existing adoption reimbursement policy has been in effect for 20 years but has not been reviewed to reflect changes due to inflation. In 1991, Public Law 102-190 established the Adoption Reimbursement Program. The program established a permanent adoption reimbursement program to include active duty members of the military services. An active duty member of the military services who incurs expenses for the adoption of a child under the age of 18 may be reimbursed up to \$2,000 per child (with a maximum reimbursement to one service member of \$5,000 in any calendar year of \$6,000 for a child with special needs) for qualifying expenses. What cost \$2,000 in 1991 would cost \$3,233 in 2011. Adopting families are not able to cover the same amount of adoption expenses today as they did in 1991.

RECOMMENDATION(S): Adjust reimbursable qualifying expenses for adoption to meet the rise in inflation.

PROGRESS:

1. At the May 2011 AFAP Steering Committee meeting, CPT Van De Water reported that the current law regarding adoption reimbursement is about twenty years old and has not been adjusted for inflation. He also reported that there is a new tax law regarding a refundable credit for adoption costs, and community members should contact SJA about this. To pursue

this issue, West Point needs to elevate it to HQDA. The issue will be elevated to HQDA for 2012.

2. The issue was elevated to HQDA AFAP in April 2011.

3. At the August 2011 AFAP Steering Committee meeting, CPT Jonathan Hayden, SJA, reported that the issue was packaged and forwarded to HQDA AFAP. The issue will be reviewed during the next HQDA AFAP Conference in January 2012. The issue will be revisited 3Q FY12.

4. At the 2012 HQDA AFAP Conference held in February 2012, delegates ranked this issue fifth in priority of the fourteen issues they reviewed. Delegates indicated that they felt the issue had merit since reimbursement rates have not been increased since 1991. However, the delegates felt that the issue did not have broad impact: according to the subject matter expert, over a three year period between 2009-2011, an average of only 304 active duty Soldiers utilized the adoption reimbursement program annually.

5. At the June 2012 AFAP Steering Committee meeting, Ms. Overstreet, AFAP Program Manager, briefed the committee, providing the disposition of the issue from the 2012 HQDA AFAP Conference. The Committee discussed whether to resubmit the issue to HQDA for the 2013 Conference or to close it as unattainable. Given the small population this impacts and the current fiscal reality, the Committee decided against resubmitting the issue to HQDA. The issue was recommended for closure as unattainable.

LEAD AGENCY: DFMWR/ACS (SJA)

LAST UPDATE: Jun 2012

ISSUE 11-08: Accessible Patron Parking for Buildings 606, 705 and 900

FINAL STATUS: Completed

ORIGINATED: February 2011

SUBJECT AREA: Installation

SCOPE: There is not adequate accessible patron parking for Buildings 606, 705, and 900. This prevents timely arrival to medical appointments and school events. Lack of parking impacts the entire West Point Army family community by affecting the operational business process and practices of the numerous organizations associated with these buildings.

RECOMMENDATION(S): Provide permanent offsite parking for staff and faculty with simultaneous shuttle service during peak shift changes to Buildings 606, 705, and 900 thus increasing close proximity patron parking.

PROGRESS:

1. At the May 2011 AFAP Steering Committee meeting, Mr. Dave Rasmussen reported that a shuttle plan has been presented to support planned renovations to Keller Army Community Hospital (KACH). Employees will park in D Lot and be bused to KACH. COL Tarsa indicated that he approved the shuttle service to support the November construction project and will meet with Mr. Rasmussen, Mr. John Mandia and DPW to coordinate. There is some homework to be done with regard to parking for the Dental clinic, but construction at the school will probably not impact parking much. COL Tarsa discussed how we need to encourage people to walk whenever possible. COL Stafford acknowledged that parking is at a premium, and the Superintendent wants master planning to look forward about what needs to be done to accommodate parking and encourages proposals for parking solutions. COL Stafford also indicated that the community needs to give up space designated for other things and we may need to consider building a parking garage.

2. At the August 2011 AFAP Steering Committee meeting, Mr. John Mandia, DOL, reported that there is currently shuttle service that runs every thirty minutes. Due to lack of riders, the increasing price of fuel and financial constraints, the service will be reduced to once per hour in September 2011. There was discussion about how this will impact the community and that it needs to be widely publicized. COL Stafford acknowledged that parking is an ongoing problem and that we need to explore having staff park elsewhere so that customers, in particular retirees, can get to appointments at Keller and the Cadet Clinic. He discussed that we may need to explore removing designated parking for staff and/or designating certain parking as limited to one-hour to ameliorate the situation.

3. At the November 2011 AFAP Steering Committee meeting, Mr. Dick King, DOL, briefed the issue. Once again it was reported that DOL already provides a shuttle service to these facilities. There was discussion about how this issue involves customer parking, not a shuttle bus. The issue was reassigned to DES following discussion how the issue should be worked from this point on, focusing on parking considerations vice shuttle buses. Mr. Plumley, the DGC, and CSM Carpenter, DES, will look into possibly marking parking spots near North Apartments for customer parking for Building 606.

4. At the June 2012 AFAP Steering Committee meeting, it was agreed that DPW, DES, EEO and DOL will work together to establish three spots dedicated to "Clinic Patient Parking" near building 606.

5. At the August 2012 AFAP Steering Committee meeting, it was discussed how parking will continue to be a problem for the foreseeable future. COL Rideout indicated that there is a shuttle available but it is not being used. There was discussion about current construction projects that are occurring at Keller and in the Cadet Clinic Area, which will further exacerbate the problem. Given that currently there is offsite parking and shuttle service available to the areas indicated in the issue, it was recommended that the issue be closed as completed.

LEAD AGENCY: DOL

LAST UPDATE: August 2012

ISSUE 11-09: Skateboard Park on West Point

FINAL STATUS: Unattainable

ORIGINATED: February 2011

SUBJECT AREA: Youth

SCOPE: Avid skateboarders do not have a conducive environment to safely skateboard. A few installations that have skateboard parks are Fort Drum, Fort Belvoir, Tripler Housing Area, Fort Benning, Hickam Air Force Base, Schofield Barracks, and Aliumanu Military Reservation. The nearest skateboard park is 28 miles away, in Campbell Hall (Knolliewood Skate Park). Building a skate park will provide a safe and conducive environment to enjoy and correctly participate in skateboarding.

RECOMMENDATION(S): Create a skateboard park.

PROGRESS:

1. At the May 2011 AFAP Steering Committee meeting, Mr. Thane Kelley reported that DFMWR does not currently have a facility that is appropriate for a skateboard park. In response to a previous AFAP issue (2006), DFMWR approached RCI about converting a tennis court to a skateboard park but they were not supportive due to liability concerns. As a result of this issue, DFMWR has approached RCI again and liability remains a concern. The issue will be pursued and Mr. Colacicco, RCI, indicated that RCI will speak with other installations to find out how liability issues can be overcome. COL Tarsa suggested that a placard may be the solution and suggested that a tennis court in the Lee housing area or the hockey rink in Stony II be considered for conversion to a skateboard park.
2. At the August 2011 AFAP Steering Committee meeting, Mr. Kelley reported that DFMWR had approached BBC about the possibility of creating a skateboard park within the BBC footprint. BBC firmly declined due to liability concerns; none of the Installations referenced in the issue's scopes are managed by BBC. There was discussion about how the park should be placed on a flat, blacktopped area; if an appropriate one exists, the cost would still be approximately \$30K, otherwise, the cost would increase exponentially. Areas discussed included the area by the DFMWR Fitness center, but that does not seem feasible due to traffic. There was also discussion about D Lot along Stony Lonesome Road. COL Tarsa requested that the area be examined further.
3. At the November 2011 AFAP Steering Committee meeting, Mr. Brown reported that DFMWR had explored the previously recommended space in D Lot along Stony Lonesome Road. Unfortunately, the space is to be used as a staging area for KACH construction and is not a feasible option. A number of other sites have been explored as well. A seasonal skate park is a plausible solution that is being explored. DFMWR is willing to purchase mobile units if and when funding becomes available.
4. At the June 2012 AFAP Steering Committee meeting, Mr. Thane Kelley, DFMWR, reported that although locations Mr. Kelley reported that although D Lot, along Stony Lonesome Road, is considered a feasible location, it is being used as a staging area for the construction project at Keller Army Community Hospital. Various other locations had been explored as well, however it seems that there is no feasible location. In addition, while DFMWR had

indicated willingness to purchase mobile units for this purpose, the DMFWR budget has been cut significantly. Due to the new fiscal reality, this issue is not attainable.

LEAD AGENCY: DFMWR/Recreation

LAST UPDATE: Jun 2012

ISSUE 11-10: Used Video Game Retailer

FINAL STATUS: Completed

ORIGINATED: February 2011

SUBJECT AREA: Consumer

SCOPE: There are no available used game retailers at West Point. The nearest used video game retailer is 15 miles away in Central Valley. A used video games retailer or a used games service at the PX would serve all the cadets, soldiers, and families at West Point.

RECOMMENDATION(S):

1. Install a used games retailer in the PX complex.
2. Implement a service for the trading in and purchasing of used video games at the PX.

PROGRESS:

1. At the May 2011 AFAP Steering Committee meeting, Mr. Eric Desveaux, AAFES, reported that AAFES has attempted to secure GameStop® in the past, but has been unsuccessful due to the size of the market. However, they are currently negotiating with a vendor to provide a “play and trade” service 2-3 days per week for a 90-day pilot period. They will likely reside in the current H&R Block® location within the Exchange and should be in place soon. The timeframe for the pilot was discussed and it was recommended that the pilot be pushed to the right to allow for it to occur after the Cadets have returned to post. Mr. Desveaux agreed to recommend this to AAFES. There was discussion about how this should be marketed to target Cadets and Mr. Desveaux acknowledged the request and indicated that it will be heavily marketed after the contract is awarded.

2. At the August 2011 AFAP Steering Committee meeting, Mr. Jonathan Bright, AAFES, reported that AAFES has made arrangements for a 90-day pilot with a “play and trade” service vendor. The pilot is scheduled to begin during the first week of September and the vendor will be open two days per week. There was discussion about how Cadets will likely be the biggest customer and that the store should be open when they are most likely able to visit it. Mr. Bright indicated that AAFES is flexible and can make arrangements based upon suggested time frames. COL Tarsa requested that MAJ Vidal Chavez, USCC, provide AAFES with recommended days and times.

3. At the November 2011 AFAP Steering Committee meeting, Ms. Michele Weisshaar, AAFES, reported that AAFES has postponed the pilot that was scheduled to start in September due to construction. USCC has provided recommendations for ideal operating times for the play-and-trade vendor when the pilot is to begin. The AAFES construction is due to be completed in the spring, but the pilot will likely begin in the fall which would be a better time given that cadets will be back on post.

4. At the June 2012 AFAP Steering Committee meeting, it was reported that a new store had been opened at the Exchange Mall that sells used video games and accessories, and also provides a game trading service. The recommendation has been implemented and the issue can be closed as completed.

LEAD AGENCY: AAFES

LAST UPDATE: Jun 2012

2009 West Point Army Family Action Plan (AFAP) Issues

ISSUE 09-01: Army Air Force Exchange Services (AAFES) “Limited Privileges” for Department of Defense (DOD) Civilians at West Point

FINAL STATUS: Unattainable

ORIGINATED: Nov 2009

SUBJECT AREA: Entitlements

SCOPE: Currently, DOD Civilians stationed at West Point do not have access to AAFES facilities. DOD civilians have to drive 13 miles, or more, to access shopping centers from West Point. Allowing limited access to the AAFES to DOD Civilians will result in more funding for Family and Morale, Welfare, and Recreation (FMWR) activities. The Garrison Commander has the authority to grant AAFES “Limited Privileges” to all DOD Civilians currently employed at West Point. Lack of privileges decreases job satisfaction and retention among civilian employees, and generates less revenue for AAFES and DFMWR funding.

RECOMMENDATION(S): Extend AAFES “Limited Privileges” for all DOD Civilians currently employed at West Point.

PROGRESS: At the February 2010 AFAP Steering Committee meeting, it was reported that while the Garrison Commander has the authority to grant shopping privileges, permission letters signed by the Garrison Commander would need to be provided on an individual, case-by-case basis; blanket approval is not feasible. Each approved individual would need to be provided with an ID card. Issue was deemed unattainable due to the resources required to implement recommendations.

LEAD AGENCY: DHR (AAFES)

LAST UPDATE: Feb 2010

ISSUE 9-02: Permanent Change of Station (PCS)/Temporary Duty (TDY) Option for Military Schools Attendance

FINAL STATUS: Unattainable

ORIGINATED: Nov 2009

SUBJECT AREA: Force Support

SCOPE: Service members are required to PCS to attend mandatory schools that are greater than 180 days, but less than 365 days. The current practice is potentially more costly for the Army, because two PCS moves within a twelve-month period cost more than a single TDY.

Multiple PCS moves in one year, due to required military school attendance, causes hardship to Army Families.

RECOMMENDATION(S): Amend the Joint Travel Regulation (JTR) to accommodate a PCS/TDY option at the Soldier's discretion while attending military schools greater than 180 days, but less than 365 days.

PROGRESS: At the February 2010 AFAP Steering Committee meeting it was reported that the cost associated with two PCS moves, inclusive of Dislocation Allowance, is less than the cost associated with attending a school between 181-364 days in TDY status. Fiscal law prevents the Army from allowing Soldiers to elect a status, i.e. all Soldiers must be treated in a like status, TDY or PCS, for each specific mission. This issue was presented at the 2010 HQDA AFAP Conference but was not prioritized, and for this reason it was closed as unattainable.

LEAD AGENCY: G-1

LAST UPDATE: Feb 2010

ISSUE 09-03: Standardized On-going Financial Management Training

FINAL STATUS: Completed

ORIGINATED: Nov 2009

SUBJECT AREA: Force Support

SCOPE: The majority of service members and Families are experiencing financial difficulty. Currently there is no formal standardized financial management program beyond the First-Termers Financial Readiness Course DOD-wide. Army Community Service (ACS) and other agencies on post, have limited instructors resulting in insufficient access to financial training and resources. Some installations are currently utilizing Dave Ramsey's Financial Peace University program, via Chaplain Services. Programs like this can be used to build professional skills and sustain financial stability. The program encourages developing multiple trained instructors, personalized and self-paced instruction; course instruction can be tailored to broad audiences, and digital reference materials that maximize outreach capabilities. Lack of standardized training across the DOD beyond the First-Termers Financial Course, results in continued financial struggles for military Families.

RECOMMENDATION(S):

1. Implement standardized on-going financial management training program, in addition to First-Termers Financial Readiness Course.
2. Provide more instructors to encourage financial management training opportunities at the unit level.
3. Implement standardized on-going financial management training program, in addition to First-Termers Financial Readiness Course.
4. Provide more instructors to encourage financial management training opportunities at the unit level.

PROGRESS:

1. At the February 2010 Steering Committee meeting, Dr. Gall, ACS Director reported that the Family and Morale Welfare and Recreation Command (FMWRC) has launched three strategies for financial readiness prevention education to meet the needs of different kinds of learners: Army Gold, Army Family Team Building module 1.9 (Introduction to Family Financial Readiness) and the ACS Financial Readiness Program. West Point ACS will develop a marketing strategy that promotes these various training initiatives. The AFAP Steering Committee felt that the issue was beyond West Point and should be elevated to HQDA AFAP. It was suggested that the issue be revisited at the 3rd Quarter FY10 AFAP Steering Committee meeting.

2. At the May 2010 Steering Committee meeting, Dr. Gall reported that ACS has been successful in its marketing to increase participation in standardized on-going financial classes: Between January-March 2009, no one attended classes; however, between January-March 2010, 19 individuals attended and there was a significant increase in the number of extended and simple contacts made by the Financial Readiness Program Manager. After consulting with HQDA AFAP, Dr. Gall recommended that the issue be retained locally vice elevating it. It was suggested that the issue be revisited at the 4th Quarter FY10 AFAP Steering Committee meeting.

3. At the August 2010 Steering Committee meeting, Ms. Shelley Ariosto reported that ACS has been successful in marketing to increase participation in on-going financial management classes: Between January-June 2009, no one attended classes; however, between January-June 2010, 14 classes were offered and 130 individuals attended and there was a significant increase in the number of extended and simple contacts made by the Financial Readiness Program Manager. ACS will continue to work and track progress on this issue, but the Steering Committee voted to close it as completed.

LEAD AGENCY: DFMWR/ACS

LAST UPDATE: August 2010

ISSUE 09-04: Religious Support Facility

FINAL STATUS: Unattainable

ORIGINATED: November 2009

SUBJECT AREA: Family Support

SCOPE: Religious Support Programs have inadequate meeting space. The historical nature of West Point chapels restricts building expansion and annex codes limit available space for childcare programs. Family members are being turned away from Religious Support Programs.

RECOMMENDATION(S):

1. Establish an interfaith facility that accommodates multiple Religious Support Programs and associated childcare.

2. Require the facility to have rooms that comply with childcare codes.

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PROGRESS:

1. The West Point Chaplain's office has coordinated with the DA Chaplain (DACH) and there is currently no template that will accommodate West Point's unique needs. The initial action is to approve a contract Master Planning Charette and present the facility at the next Real Property Planning Board (RPPB) meeting in April. The chaplain's office and DPW will coordinate for the RPPB. The issue will be revisited at the 3rd Quarter FY10 AFAP Steering Committee meeting.
2. Chaplain (LTC) Greg Edison, Garrison Chaplain, reported that the proposal for a Religious Support Facility was presented at the April 2010 Real Property Planning Board (RPPB). The next step is for the RPPB to prioritize a FY11 Master Planning Charette, which will occur in August 2010. Recommendation was to revisit the issue at the 1st Quarter FY11 AFAP Steering Committee meeting.
3. At the 4th Quarter FY10 AFAP Steering Committee meeting held in August 2010, Chaplain (LTC) Greg Edison reported that a donor has come forth that is willing to fund the Master Planning Charette for this project, a cost estimated to be approximately \$200K. DPW indicated that they were aware of this fact. Details about the donation and its acceptance, including legal considerations, were still being worked out.
4. At the 3rd Quarter FY11 AFAP Steering Committee meeting held in May 2011, CH (LTC) Edison reported that on 2 May 2011, the Church of Jesus Christ of Latter Day Saints donated \$200,000 to fund a Charette, which is the next step required to move this issue forward.
5. At the August 2011 AFAP Steering Committee meeting, CH (LTC) Edison reported that a Charette is the next necessary step. The Church of Jesus Christ of Latter Day Saints donated \$200K to fund the Charette and the donation is currently with the Directorate of Academy Advancement. The Chaplain Corps is currently reviewing contractors. While the Charette will suggest the best locations, the area being considered is on Biddle Loop, where the Chapel Annex is currently located.
6. At the November 2011 AFAP Steering Committee meeting, CH (MAJ) Griffin reported that in October, the Chaplain Corps met with DPW Master Planning to discuss the project. The proposed design is a new 2-story facility with classrooms, meeting space and childcare areas and proposed locations are either Biddle Loop or near Fort Putnam. COL Tarsa indicated that funding is not going to make it feasible for a new facility to be built, and that the focus should shift to renovation.
7. At the June 2021 AFAP Steering Committee meeting, SFC Bouchard, Chaplain's Office, reported that little action had occurred since the last Steering Committee meeting as West Point leadership has directed that all efforts to initiate this project cease until the new Cadet Barracks Building Project has concluded. COL Tarsa indicated that the focus for this project should shift to renovating an existing structure vice building. There was discussion about possible facilities, including the Arvin Gym Annex and the Dining Facility (DFAC) Annex, also known as "The Jungle." It was recommended that the issue remain active and be revisited at the next meeting.
8. At the November 2013 AFAP Steering Committee meeting, Ch (LTC) Yoon reported that the \$200K received to fund a Charette for this project had been returned, as directed by USMA leadership. There are no plans to build new space or convert existing space for a religious support facility for a number of years. Mr. Plumley stated that the issue is "dead"

because there are no plans to make this happen and he recommended closing it as unattainable at this time.

LEAD AGENCY: Chaplain (DPW)

LAST UPDATE: November 2013

ISSUE 09-05: Short Notice Childcare Reservations

FINAL STATUS: Completed

ORIGINATED: Nov 2009

SUBJECT AREA: Childcare

SCOPE: Child, Youth & School Services allows childcare reservations to be scheduled up to 30 days in advance. This limits availability of childcare openings for short notice medically related appointments. Parents often need childcare for routine and same day appointments.

RECOMMENDATION(S):

1. Reserve 10% of daily Hourly Childcare openings for short-notice medical appointments
2. Publicize post-wide

PROGRESS:

1. At the February 2010 AFAP Steering Committee meeting, Mr. Don Hulst, CYSS reported that CYSS does not perceive a large demand for short-notice care. To gauge demand and initiate same day care, one slot is now reserved in a Family Child Care (FCC) home for this purpose. This is preferred to reserving slots at the Child Development Center (CDC) for a number of reasons. CYSS will send a letter to all hourly care patrons informing them about this service, and CDC front desk clerks will refer parents requesting short notice care to the FCC. CYSS will track usage between February and May to determine whether or not needs are being accommodated. If not, CYSS will look to expansion after the completion of the new CDC.
2. At the May 2010 AFAP Steering Committee meeting, Mr. Hulst reported that CYSS tracked usage of short-notice care between February and May, and that the demand has been minimal. CYSS will maintain short-notice options at FCC homes until July 2010 when the new CDC will open. The new CDC will increase hourly care capacity by 20. It was suggested that this issue was likely isolated, and the issue was recommended closed as completed.

LEAD AGENCY: FMWR/CYSS

LAST UPDATE: May 2010

ISSUE 09-06: Indoor Play Area at West Point**FINAL STATUS:** Completed**ORIGINATED:** Nov 2009**SUBJECT AREA:** Family Support

SCOPE: There are limited indoor areas for unstructured play at West Point during inclement weather. Families with young children are affected due to a lack of social interaction and physical activity. Without an indoor facility, young children will not have the opportunity to play, grow, and interact.

RECOMMENDATION(S):

1. Maximize the use of current facilities with designated age appropriate areas.
2. Reference successful programs at other posts that offer free, daily unstructured play, such as Ft. Drum.

PROGRESS:

1. CYSS, in partnership with ACS, has expanded the Wee Ones program to offer open play on Monday mornings from 0900-1130 at the Youth Center. The expanded program has been well attended thus far. This program will be moved to the new CDC upon its completion in late summer 2010. While this solution does not meet the recommendation fully, it is the most feasible solution currently given limited space and funding. CYSS will monitor participation and will explore long-term expansion with the Balfour Beatty Communities community center concept. The issue will be revisited at the 4th quarter FY10 AFAP Steering Committee meeting.
2. At the 4th Quarter FY11 AFAP Steering Committee meeting, held in August 2010, Mr. Hulst reported that the expanded Wee Ones program has been successful, as evidenced by the 100 percent increase in participation. When queried, community members have indicated that this program is meeting their needs and that a once-per-week offering suffices. Mr. Hulst also reported that the program would be moved to the new Lee CDC in September 2010. There are no plans to offer the program more often than once per week. It was agreed that the issue should be closed as completed.

LEAD AGENCY: CYSS (BBC)**LAST UPDATE:** August 2010**ISSUE 09-08: Balfour Beatty Communities (BBC) Clearing Policy****FINAL STATUS:** Completed**ORIGINATED:** Nov 2009**SUBJECT AREA:** Housing

SCOPE: Out-processing cleaning procedures lack consistency, quality control programs, clear standards and consumer protection for the service member. The consumer has no independent third-party representation in the clearing process. BBC cleaning standards are inconsistent for tenant versus contract cleaning. There is currently no standardized checklist for contract cleaners. This affects everyone clearing privatized housing on West Point by

creating unnecessary and undue financial and emotional stress during a time-constrained PCS move.

RECOMMENDATION(S):

1. Create an independent community council, to include an ombudsman or consumer advocate, to work with BBC and the service member to establish a detailed standardized list that applies to both residents and contractors for cleaning standards.
2. Amend the current out-processing standards to establish quality control as defined by the community council, and provide the consumer an opportunity to contract independently with cleaning contractors on an approved list.
3. Identify renovation and/or preventative maintenance projects three months prior to PCS in order to modify cleaning requirements.

PROGRESS:

1. At the February 2010 AFAP Steering Committee meeting, Mr. Mike Colacicco, RCI, reported that BBC is developing a standardized cleaning list for residents and contractors, which they estimate will be completed in April. Scheduled renovation projects are now identified during the pre-inspection and by examining outstanding work orders, which will allow for appropriate modified cleaning standards. In addition, BBC has added a final inspection, which has eliminated the problem of residents moving into homes that were not cleaned properly. The issue will be revisited at the 3rd Quarter FY10 AFAP Steering Committee meeting.
2. At the May 2010 AFAP Steering Committee meeting, Ms. Eileen Marks, BBC, reported that BBC has developed a new cleaning policy. While self-cleaning guidelines have not changed, a checklist has been created for contract cleaners which outlines standards and fees. Residents have the option to self-clean or hire their own cleaning contractor, or they may hire the cleaner contracted by BBC. There was discussion about how the standards are now the same for both, whereas previously, they were different and it was agreed that change of occupancies are being handled better. It was suggested that the issue should remain open until after the summer turnover to allow for a review of complaints and whether the fix is working. The issue will be revisited at the 4th Quarter FY10 AFAP Steering Committee meeting.
3. At the 4th Quarter FY10 AFAP Steering Committee meeting held in August 2010, Ms. Marks reported that BBC has not received any complaints about the new clearing policies, which is in contrast to the number received last year. CSM McNeirney, Garrison CSM, expressed disagreement about whether this issue has been resolved, based upon feedback from mayors and agreed to forward the feedback to BBC. It was agreed that the issue should be revisited next quarter, after the summer turnover has been completed. COL Yarmie, USMA Chief of Staff, requested that BBC make sure that information about the current policy is made available to residents, and indicated that it "needs to be where everyone can see it," i.e. posting it on the website and including it in the newspaper. The issue will be revisited at the 1st Quarter FY11 AFAP Steering Committee meeting.
4. At the 1st Quarter FY11 AFAP Steering Committee meeting held in November 2010, Mr. Randy Tucker reported that BBC received 65 move-out comment cards between June-August 2010, but none of the negative comments were regarding the move-out/clearing process. While self-cleaning guidelines have not changed, a checklist for contract cleaners was created which outlines standards and fees based upon gross square footage. Residents

have the option to self-clean, hire their own cleaning contractor or utilize the cleaner contracted by BBC. The checklists for self-clean and contracted cleaning are “nearly identical” but not the same. There was discussion about why two checklists exist and why their cannot be a single standard; BBC will follow-up to report what the difference(s) are and will discuss the matter in further detail with CSM Powell, Garrison CSM. The issue will be revisited at the 3rd Quarter FY11 AFAP Steering Committee meeting.

5. At the 3rd Quarter FY11 AFAP Steering Committee meeting, Mr. Tucker reported that the discrepancies between the self-cleaning and contracting cleaning checklists have been reconciled. CSM Powell, Garrison CSM, concurred that the requirements are now the same for both. The issue was closed as completed.

LEAD AGENCY: RCI (BBC)

LAST UPDATE: May 2011

ISSUE 09-09: Quality Control of Maintenance Standards of Family Housing

ORIGINATED: Nov 2009

SUBJECT AREA: Housing

SCOPE: Inspection standards are not clear and/or conducted on a regular basis for Family housing and potential safety and health hazards are not being identified. There is no set schedule for preventive maintenance and home inspections initiated by Balfour Beatty Communities (BBC). BBC maintenance is reactive only in response to potential health and safety risks as identified by the resident. There is a perception that there is no advocate in place to protect the Family members and that maintenance, work order and inspection records of residential properties are difficult to access by the residents.

RECOMMENDATION(S):

1. Create a team of qualified home inspectors to conduct preventative maintenance checks and home inspections on a scheduled basis.
2. Expand Residential Community Initiative (RCI) duties to include advocate responsibilities thereby becoming more Soldier/Family responsive.
3. Require more transparency in the maintenance system by providing greater and easier access to maintenance, work order and inspection records of residential properties to all parties including residents of Family housing.

PROGRESS:

1. At the February 2010 AFAP Steering Committee meeting, Mr. Mike Colacicco, RCI, reported that BBC has implemented a new corporate policy requiring preventive maintenance inspections; implementation will begin in April 2010. The Safety Office will review the checklist prior to implementation. The RCI Housing Services Chief serves as the Resident Liaison between residents and BBC to assist with the resolution of problems. RCI will educate the community about this position as it is currently perceived that there is no advocate. The online work order database is not an option, but BBC will continue to seek a solution. In the meantime, residents can track the status of work orders by contacting BBC via telephone or in person. The issue will be revisited at the 3rd Quarter FY10 AFAP Steering Committee meeting.

2. At the May 2010 AFAP Steering Committee meeting, Ms. Eileen Marks, BBC, reported that BBC implemented a new corporate policy requiring preventive maintenance inspections in April. The Housing Services Chief at RCI serves as a liaison between residents and BBC to assist with the resolution of problems. The issue will be revisited at the 4th Quarter FY10 AFAP Steering Committee meeting.

3. At the 4th Quarter FY11 AFAP Steering Committee meeting, held in August 2010, Mr. Colacicco, RCI, provided information about BBC's preventive maintenance checklist. Feedback regarding this process will be obtained and presented at the next meeting. Regarding Recommendation 2, the Housing Services Chief serves as a liaison between residents and BBC to assist with the resolution of problems. Regarding Recommendation 3, residents are supposed to receive feedback about open work orders at least once per week. Feedback from members of the Steering Committee was that this is not occurring, and recommended that the issue be revisited at the 1st Quarter FY11 meeting.

5. At the 1st Quarter FY11 AFAP Steering Committee meeting, held in November 2010, Mr. Colacicco reported that BBC has been tracking preventative maintenance inspections and is confident they are being conducted as they should. It was recommended that the issue be closed as completed, however the Superintendent did not approve this action. The issue remains active and will be revisited at the 3rd Quarter FY11 meeting.

6. At the 3rd Quarter FY11 AFAP Steering Committee meeting, Mr. Colacicco reported that there were no updates to the issue. COL Stafford indicated that after clarification from the Superintendent about why the issue status recommendation was disapproved; he disagreed with the part about residents receiving weekly updates but it was a matter of wording. The issue was closed as completed.

LEAD AGENCY: RCI (BBC)

LAST UPDATE: May 2011

ISSUE 09-10: Suicide Prevention Family Training

FINAL STATUS: Completed

ORIGINATED: Nov 2009

SUBJECT AREA: Family Support

SCOPE: The Army's current suicide prevention program is not effectively reaching the Family members. Over 200 Soldiers have committed suicide in calendar year 2009. This spike in suicide is impacting Soldiers, and their Family members including children.

RECOMMENDATION(S):

1. Implement a standardized suicide awareness/ prevention module into AFTB.
2. Increase and improve marketing of suicide prevention resources to Family members.
3. Provide suicide prevention training materials that are age appropriate for children.

PROGRESS:

1. At the February 2010 AFAP Steering Committee meeting, Dr. Joseph Gall, ACS Director, reported that a change to the AFTB curriculum would require approval by FMWRC. The West Point Middle School is currently educating students about this topic. It was agreed that

the issue should be pursued through HQDA AFAP because AFTB is a more accepted and inviting program than standard suicide prevention training. The issue will be revisited at the 3rd Quarter FY10 AFAP Steering Committee meeting.

2. At the May 2010 AFAP Steering Committee meeting, Dr. Gall reported that a proposal for Recommendation 1, to modify AFTB curriculum, will be sent to the Superintendent so that the issue can be forwarded to HQDA AFAP. Recommendations 2 and 3 are viewed as completed because training is already being provided to West Point youth through the West Point Middle School and O'Neill High School. Recommendation 1 of the issue will be revisited at the 4th Quarter FY10 AFAP Steering Committee meeting.

3. At the 4th Quarter FY10 AFAP Steering Committee meeting, held August 2010, Ms. Shelley Ariosto, ACS, reported that Recommendation 1 had been submitted to the Superintendent for elevation to the HQDA AFAP. There was discussion about how this issue is being worked locally; Chaplain Greg Edison, Garrison Chaplain, suggested that training be added to the Newcomers Brief and COL Mike Tarsa, Garrison Commander, agreed that this should be pursued. The issue will be revisited at the 1st Quarter FY11 AFAP Steering Committee meeting.

4. In September 2010, Recommendation 1 was approved by LTG David Huntoon, Superintendent, for elevation to HQDA AFAP. The issue was forwarded for inclusion in the 2011 HQDA AFAP.

5. At the 1st Quarter FY11 AFAP Steering Committee meeting, held November 2010, Dr. Gall reported that Recommendation 1 will be reviewed at the 2011 HQDA AFAP in January 2011. If the issue is prioritized, it will be worked at HQDA. If it is not prioritized, it will be returned to West Point as unattainable. There was discussion about how the issue can be worked locally; COL Tarsa indicated that we should embed suicide prevention material into local AFTB training. The issue will be revisited at the 3rd Quarter FY11 meeting.

6. At the 3rd Quarter FY11 AFAP Steering Committee meeting held in May 2011, Ms. Overstreet reported that Recommendation 1 for this issue was elevated to HQDA. However, ACSIM did not support the issue due to the multitude of existing programs already in place and requested that the issue be "pulled." COL Tarsa agreed. CH(LTC) Edison reminded everyone that Suicide Prevention Training is offered quarterly through the Chaplain's office and all community members are welcome to attend. The issue was closed as completed.

LEAD AGENCY: FMWR/ACS

LAST UPDATE: May 2011

ISSUE 09-11: Exceptional Family Member Program (EFMP) and first duty assignment

FINAL STATUS: Completed

ORIGINATED: Nov 2009

SUBJECT AREA: Family Support

SCOPE: Currently Family members are not enrolled in EFMP prior to a Soldier's first duty assignment. EFMP Families are not able to maximize use of available benefits/resources. Delayed enrollment impacts the morale and readiness of the Soldier and destabilization of the Family.

RECOMMENDATION(S):

1. Establish automated system to notify Families of nearest available EFMP enrollment as part of initial in-processing.
2. Follow up with Family's completion of EFMP evaluation prior to first duty assignment.

PROGRESS:

1. At the February 2010 AFAP Steering Committee meeting, Dr. Joseph Gall, ACS Director, reported that the issue is not unique to West Point and it was agreed that it should be forwarded to HQDA AFAP. The issue will be revisited at the 3rd Quarter FY10 AFAP Steering Committee meeting.
2. At the May 2010 AFAP Steering Committee meeting, Dr. Gall reported that the issue is being resolved globally through a rapid revision of Army Regulation (AR) 608-75. The revision will encompass the recommendations and resolve the problem. The issue will remain open and will be revisited when the revision is completed.
3. At the 3rd Quarter FY11 AFAP Steering Committee meeting held in May 2011, Ms. Christina Overstreet reported that this issue was resolved on 24 March 2011 when AR 608-75, Exceptional Family Member Program, was revised to include guidance for processing Initial Military Training Soldiers. The issue was closed as completed.

LEAD AGENCY: DFMWR/ACS (KACH)

LAST UPDATE: May 2011

ISSUE 09-12: Geographical Basic Allowance for Subsistence (BAS)

FINAL STATUS: Completed

ORIGINATED: Nov 2009

SUBJECT AREA: Force Support

SCOPE: Current BAS rates are standardized nationwide and do not reflect cost of living differences between different geographic locations. Geographic variations in Basic Allowance for Housing (BAH), however, demonstrate that there are cost of living differences from location to location. For example, an E-4 with dependents at West Point receives \$1642/mo while an E-4 with dependents at Fort Campbell only receives \$822/mo. Therefore, cost of living variations should be considered in BAS as well as BAH to minimize out-of-pocket expenses.

RECOMMENDATION(S):

1. Adjust BAS rates to reflect the cost of living in various geographic locations.
2. Implement BAS II, a DOD-approved supplemental BAS program currently used by the Navy, for single Soldiers in the Army.

PROGRESS:

1. At the February 2010 AFAP Steering Committee Meeting, LTC Richard Nelson, G-1, reported that Recommendation 1 will need to be addressed by HQDA and will be forwarded to the HQDA AFAP. Recommendation 2 is currently being worked by DOL and that should

continue. The issue will be revisited at the 3rd Quarter FY10 AFAP Steering Committee meeting.

2. At the May 2010 AFAP Steering Committee Meeting, LTC Nelson reported that Recommendation 1 will be forwarded to HQDA AFAP. The issue will be drafted and presented to leadership prior to July. Mr. Bill Barriage, DOL, reported that the USMA Preparatory School dining facility should mitigate the issue in the future. COL Bruno indicated that data needs to be provided about BAS II at the next meeting. The issue will be revisited at the 4th Quarter FY10 AFAP Steering Committee meeting.

3. At the 4th Quarter FY10 AFAP Steering Committee meeting, held August 2010, LTC Kay Emerson, G-1, reported that upon approval from the Superintendent, Recommendation 1 will be forwarded to HQDA AFAP. Mr. Dick King, DOL, reported that DOL has been working Recommendation 2. He indicated that a command request is necessary to get HQDA to provide BASII to West Point Soldiers, and indicated that the United States Military Academy Preparatory School dining facility should mitigate the issue in about a year. The issue will be revisited 1st Quarter FY11.

4. In September 2010, Recommendation 1 was approved by the Superintendent for elevation to HQDA AFAP.

5. At the 1st Quarter FY11 AFAP Steering Committee meeting, Mr. King indicated that DOL should be the primary for this issue and G-1 should be the assist. This was updated. Recommendation 1 will be reviewed at the HQDA AFAP Conference in January 2011. He also reported that little progress has been made with regard to Recommendation 2 due to personnel changes and "conflicting vibes" from leadership about how to proceed. He stated that a command request is necessary to get HQDA to provide BAS II to West Point Soldiers, but pointed out that the USMA Prep School dining facility would remove any eligibility for BAS II and will mitigate the issue in less than a year. Recommendation 2 was recommended for closure as completed. This recommendation was approved by the Superintendent.

6. At the 3rd Quarter FY11 AFAP Steering Committee meeting held in May 2011, Mr. Dave Rasmussen, DOL, indicated that there will be a dining facility on post with the opening of the USMA Preparatory School this fall. There was discussion about the dining facility and whether it will meet the needs of Soldiers in the barracks. Recommendation 1 was forwarded to HQDA, and while the issue was viewed as valid, it was not prioritized by delegates.

7. At the August 2011 AFAP Steering Committee meeting, Mr. John Mandia, DOL, indicated that the opening of the US Military Academy Preparatory School created a dining facility for the community. The DFAC is open to active duty for breakfast, lunch and dinner. COL Tarsa requested that everyone help to get the word out about the DFAC. There was some discussion about Soldiers receiving BAS vice a meal card. Currently, West Point does not possess the system required to deduct meals from BAS via swipe of CAC card and the process is done manually. DOL will explore this further.

8. At the November 2011 AFAP Steering Committee meeting, Mr. Dick King reported that the USAMAPS opening created a dining facility for the community. The issue was closed as completed.

LEAD AGENCY: DOL (G-1)

LAST UPDATE: Nov 2011

ISSUE 09-13: Functional Academic Skills Training (FAST) Class

FINAL STATUS: Completed

ORIGINATED: Nov 2009

SUBJECT AREA: Force Support

SCOPE: The in-class option for FAST has been discontinued. The FAST class is a preparation course used to increase their Armed Services Vocational Aptitude Battery (ASVAB) scores. The loss of the in-class FAST class may inhibit Soldiers' ability to improve their ASVAB score, thereby impacting their career progression. The in-class option caters to various learning styles and offers additional support, whereas the online option caters only to visual learners. The average in-class participant raises their ASVAB score 9-10 points. A favorable score on the ASVAB is essential in ensuring successful career progression for enlisted Soldiers.

RECOMMENDATION(S): Re-establish the classroom option of the FAST class.

PROGRESS:

1. At the February 2010 AFAP Steering Committee meeting, Mr. Mike Bilello, DHR, reported that at the time of the AFAP conference, there was a contract work stoppage that had halted the in-class FAST. However, in-class training is currently scheduled for the remainder of FY10. A minimum of ten Soldiers must enroll in the class for it to occur, otherwise it will be cancelled. The classes will be marketed to the community. The issue will be revisited at the 3rd Quarter FY10 AFAP Steering Committee meeting when DHR will report whether classes were offered.
2. At the May 2010 AFAP Steering Committee meeting, Mr. Bilello reported that IMCOM has directed that in-class FAST classes be ceased due to cost. The classes have been funded for the remainder of FY10, however, and the Garrison Commander, has the authority to approve execution of these classes as they are funded. The Garrison Commander requested that information be gathered from First Sergeants and Soldiers about whether there is a real need so that the best course of action can be determined. The issue will be revisited at the 4th Quarter FY10 AFAP Steering Committee meeting.
4. At the 4th Quarter FY10 AFAP Steering Committee meeting, held in August 2010, Mr. Bilello reported that the FAST class is a "casualty of budget" and that OASC is a "potential casualty." LTG Lynch, IMCOM Commander, is currently reviewing the budget for ACES and the outcome will determine whether this issue can be resolved or is unattainable. The issue will be revisited at the 1st Quarter FY11 AFAP Steering Committee meeting.
5. At the 1st Quarter FY11 AFAP Steering Committee meeting held in November 2010, Mr. Eugene Hickman, Education Center, reported that IMCOM has directed that the FAST class no longer be offered due to budget constraints. The training is still available, though it is offered in an online format via the OASC. Issue was recommended for closure as completed and the Superintendent approved this recommendation.

LEAD AGENCY: DHR

LAST UPDATE: November 2010

ISSUE 09-14: Class B/ASU Uniform Issue at West Point

FINAL STATUS: Unattainable

ORIGINATED: Nov 2009

SUBJECT AREA: Force Support

SCOPE: Due to the mission at West Point, staff and faculty are required to wear Class Bs/ASUs rather than the ACUs standard throughout most other Army installations. The initial issue of Class Bs/ASUs is not sufficient to meet the mission requirement of everyday Class B/ASU wear. The Soldiers in Army Recruiting Command receive an additional issue of Class Bs/ASUs to meet the mission requirement of everyday Class B/ASU wear. This additional issue however does not occur at West Point, even though the everyday wear requirement is the same. The requirement to wear Class B/ASU uniforms incurs an additional out-of-pocket expense for the Soldier.

RECOMMENDATION(S): Issue two sets of Class B/ASUs to Soldiers who are assigned as staff and faculty to the United States Military Academy or Garrison upon arrival at West Point.

PROGRESS:

1. At the February 2010 AFAP Steering Committee meeting, LTC Richard Nelson, G-1, reported that this issue impacts the enlisted Soldiers at West Point. Funding for this recommendation would need to come out of the operational budget, with costs estimated to be approximately \$15K initially, with an annual cost of \$5-6K. G-1 will submit a staffing action to the Superintendent for approval. The issue will be revisited at the 3rd Quarter FY10 AFAP Steering Committee meeting.
2. At the May 2010 AFAP Steering Committee meeting, LTC Nelson, reported that although previously it had been reported otherwise, funding for supplemental clothing issues/allowances are paid out of centralized MPA dollars. There was discussion about the current uniform allowances and whether they are adequate or not, as well as whether uniform requirements will change with the new Superintendent. The Garrison Commander requested that additional information be gathered and reported at the next meeting. The issue will be revisited at the 4th Quarter FY10 AFAP Steering Committee meeting.
3. At the 4th Quarter FY10 AFAP Steering Committee meeting, held in August 2010, LTC Kay Emerson, G-1, reported that a request to amend CTA 50-900 for Garrison Soldiers was recently forwarded to the Garrison Commander. The committee discussed that this issue impacts mostly non-garrison Soldiers and LTC Emerson agreed to rewrite and resubmit the request. COL Michael Tarsa, Garrison Commander, requested that G-1 verify the projected cost. The issue will be revisited at the 1st Quarter FY11 AFAP Steering Committee meeting.
4. At the 1st Quarter FY11 AFAP Steering Committee meeting, held in November 2010, MAJ Lynna Speier, G-1, reported that this issue has some merit, but only impacts a small number of Soldiers at West Point. It was the understanding that this issue effects mostly non-Garrison Soldiers, specifically TAC NCOs. The Garrison Commander indicated that he does not support this issue as, in his opinion, the Soldiers that would benefit from this already receive an adequate clothing allowance to cover these expenses. The Garrison CSM will address this matter with the USMA CSM to determine in the matter should be pursued. The issue will be revisited at the 3rd Quarter AFAP Steering Committee meeting.
5. At the 3rd Quarter FY11 AFAP Steering Committee meeting, held in May 2011, COL Tarsa indicated that this is a non-issue in his opinion and that there has been enough discussion about it. Issue was closed as unattainable.

LEAD AGENCY: DOL

LAST UPDATE: May 2011

ISSUE 09-15: Music Store

FINAL STATUS: Unattainable

ORIGINATED: Nov 2009

SUBJECT AREA: Consumer

SCOPE: There is no location on West Point to buy diverse music equipment. There is a large population of musically interested people in the West Point community who would benefit from a music resource. Local community doesn't offer variety; the distance and other resources are inconvenient. Online shopping doesn't offer hands-on experience.

RECOMMENDATION(S):

1. Establish a music store on West Point.
2. Mirror "Sam Ash" style inventory and services.
3. Implement a permanent specialty store, not a vendor.

PROGRESS:

1. At the February 2010 AFAP Steering Committee Meeting, Mr. Dennis Patton, AAFES, reported that AAFES does not have a business model for stand-alone music stores, but could examine the opening of a short- or long-term concessionaire. AAFES will continue to investigate this matter. The issue will be revisited at the 3rd Quarter FY10 AFAP Steering Committee meeting.
2. At the May 2010 AFAP Steering Committee meeting, Mr. Patton reported that AAFES is willing to pursue a concessionaire but that there is no plan to expand beyond that. There was discussion about how the only way to achieve a resolution to this issue is to pursue an avenue that the delegates indicated was not desirable. It was suggested that the population be educated about the extensive number of music stores outside the gates. It was also suggested that we work with the schools to determine need so that supply can be tied with that need. The Garrison Commander recommended that further information be gathered and provided at the next meeting, when the issue will likely be closed. The issue will be revisited at the 4th Quarter FY10 AFAP Steering Committee meeting.
3. At the 4th Quarter FY10 AFAP Steering Committee meeting, held in August 2010, Mr. Eric Desveaux, AAFES, reported that AAFES is still willing to pursue a concessionaire. It was discussed that having a Sam Ash store on West Point is not realistic, but that options can be offered. The issue will be revisited at the 1st Quarter FY11 AFAP Steering Committee meeting.
4. At the 1st Quarter FY11 AFAP Steering Committee meeting held in November 2010, there was no representative present to brief this issue. It was noted that having a Sam Ash store on West Point is not realistic, but that there are a number of options already available in the surrounding communities, including a new music store in Cornwall. It was mentioned again that AAFES should work with the schools to let them know that AAFES is in the "buy program." The issue will be revisited at the 3rd Quarter AFAP Steering Committee meeting.

5. At the 3rd Quarter FY11 AFAP Steering Committee meeting, held in May 2011, Mr. Desveaux reported that all instruments available through AAFES are sold in the Exchange. AAFES had attempted to pursue a vendor, but it was feasible given the market. AAFES has partnered with a company called Instrument Pro, an online mall vendor that sells instruments. Having a Sam Ash store on West Point is not realistic, but fortunately, there are a number of options in place throughout the local area. The music room at the Youth Center also provides an outlet for musically inclined youth, one that was not available when this issue was introduced. It was recommended that a list of stores within the vicinity of West Point that offer this experience be compiled, and that the information be shared with the schools. The issue was closed as unattainable.

LEAD AGENCY: AAFES

LAST UPDATE: May 2011

ISSUE 09-16: New Kids Sponsor Program (NKSP)

FINAL STATUS: Completed

ORIGINATED: Nov 2009

SUBJECT AREA: Family Support

SCOPE: New kids in a military community often get lost and/or feel left out because they don't know where to go to meet other kids. Military Families have to uproot, move a lot, adjusting to a new community. Not having Friends in a new area makes adjusting hard and causes stress. Most military kids don't know about the existing program through the Youth Center.

RECOMMENDATION(s):

1. Pair new kids up with a volunteer from their grade for one week to introduce them to their community.
2. Allow residents to volunteer for NKSP and provide training.
3. Implement NKSP at military installations to provide a consistent program for new kids to recognize and advertise military-wide to create awareness of the program.

PROGRESS:

1. The Student Ambassador Program has been implemented and is now a school club at O'Neill High School. Approximately twenty teens are currently involved. CYSS may explore expanding the program to the West Point Middle School if it is successful. In-bound Families are educated about the program during their initial appointment with the school and information is also available on the Military Homefront webpage. To gauge success, CYSS will track the number of students requesting sponsors and whether sponsors were assigned. The issue will be revisited at the 4th Quarter FY10 AFAP Steering Committee meeting.

2. At the 4th Quarter FY10 AFAP Steering Committee meeting, held August 2010, Mr. Don Hulst, CYSS, reported that the Student Ambassador Program has been created. An orientation was held in August 2010, and all student sponsors were provided with a t-shirt. Mr. Hulst noted that the students have been an active part in the resolution of the issue and that the program is well underway. The program will continue to be monitored, but the issue was closed as completed.

LEAD AGENCY: FMWR/CYSS

LAST UPDATE: August 2010

ISSUE 09-17: Movie Theatre Enhancement

FINAL STATUS: Completed

ORIGINATED: Nov 2009

SUBJECT AREA: Consumer

SCOPE: Current policy bans food and drink; movies are no longer current when they reach the theatre. It diminishes the movie-going experience. People are less inclined to go or simply don't go to see a movie when they are outdated, especially when they can't have food and beverage.

Recommendations:

1. Revise policy to allow food and drink by providing concessions. Enforce theatre maintenance on movie-goers, overseen by movie theatre staff.
2. Consider new location if above is not attainable.
3. Consider accommodating additional hours for school breaks, holidays and matinees.
4. Keep movie selection current.

PROGRESS:

1. At the February 2010 AFAP Steering Committee meeting, Mr. Dennis Patton, AAFES, reported that
2. At the May 2010 AFAP Steering Committee meeting, Mr. Patton reported that AAFES is willing to install a concessions stand, and that AAFES headquarters will be working through this request. However, the business has not been lucrative for several months as headcounts are down. This is not the case at other Installations and the reason for this decline is unclear. The Garrison Commander indicated that the matter should be addressed with the Dean to find out if a change in policy would be considered before the matter is pursued further. Mr. Anthony Brown, DFMWR Director, will assist Mr. Patton with facilitating a meeting with the Dean's office. The issue will be revisited at the 4th Quarter FY10 AFAP Steering Committee meeting.
3. At the 4th Quarter FY10 AFAP Steering Committee meeting, held August 2010, Mr. Eric Desveaux, AAFES, reported that the meeting with the Dean's office has not yet occurred due to change in personnel in the Dean's office as well as at AAFES. Mr. Desveaux reported that AAFES is currently soliciting for a commercial cleaner. The issue will be revisited at the 1st Quarter FY11 AFAP Steering Committee meeting.
4. At the 1st Quarter FY11 AFAP Steering Committee meeting held November 2010, there was no representative from AAFES present to brief the issue. Mr. Brown, DFMWR, reported that he has attempted to facilitate a meeting between AAFES and the Dean's office, but this has not yet occurred. It was indicated that this issue may be among those being already worked via cadet initiatives. Ms. Martha Hinote, DPW, expressed that DPW wanted to go on record regarding concerns over funding that would be required for possible requirements tied to this project if it is to move forward, including power, trash, pest management, etc. As the

issue is complex and requires multi-agency coordination, DFMWR will take the lead on it in an effort to synchronize and move forward.

5. At the 3rd Quarter FY11 AFAP Steering Committee meeting held in May 2011, Mr. Brown, DFMWR, reported that DFMWR, AAFES and the Office of the Dean are exploring options, to include self-serve venues. The main concern at this point is custodial issues. AAFES feels that vending machines are the best option and is working to coordinate the details to make this happen in the event that is the decided route. COL Tarsa asked Ms. Bernadette Ortlund to discuss the custodial issue with COL Kastner and follow up at the next meeting.

6. At the August 2011 AFAP Steering Committee meeting, Mr. Brown reported that he has worked to facilitate discussions between AAFES and the Dean's Office. A 90-day pilot will commence on 12 August where soda, water, bagged popcorn, chips and candy will be sold. AAFES will handle custodial issues, which is the main concern. If the pilot is successful, full implementation will occur. COL Tarsa suggested posting simple placards around the auditorium requesting patrons to clean up after themselves. COL Stafford mentioned that Ike's Café in Eisenhower Hall should be considered as a possible long-term solution. He indicated that this is an example of how the Superintendent can improve the quality of life for cadets and the community. He suggested that AAFES, DCA and MWR discuss this and, if DCA concurs, to forward information about the cost of a projector and other necessary equipment to him.

7. At the November 2011 AFAP Steering Committee meeting, Mr. Brown reported that the 90-day pilot commenced in August. Soda, water, bagged chips and popcorn and candy are now offered. AAFES has handled all custodial issues and things have been going well. Additionally, following the last meeting, DFMWR met with DCA and AAFES to discuss converting Riverside Café in Eisenhower Hall to a movie theater as a more long-term solution. It was decided that it was cost prohibitive to pursue this. The committee agreed to close the issue as completed.

LEAD AGENCY: DFMWR (AAFES, Dean, DPW)

LAST UPDATE: Nov 2011

2008 West Point Army Family Action Plan (AFAP) Issues

ISSUE 08-01: School Age Services (SAS) for Children who Attend Off-Post Schools

FINAL STATUS: Completed

ORIGINATED: Nov 2008

SUBJECT AREA: Youth

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(S):

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.)

PROGRESS:

1. SAS added two additional weeks to the summer camp program beginning 14 August 2009. The children attending this program utilized the SAS building during the morning and Round Pond, including the swimming area and Bonneville Cabin, in the afternoon. Forty-five (45) slots became available, 15 for kindergarten ages and 30 for first grade and up. Upon the completion of the new CDC building in 2010, the summer camp program will expand.
2. During 2009, SAS provided support during breaks that did not coincide with West Point's. During 2010, SAS will provide support during breaks that do not coincide with West Point's. The opening of the new CDC in the summer of 2010 will supply additional indoor space to increase these services. As CYSS has successfully accommodated the needs of Families with children on different academic schedules than West Point schools, the issue was approved for closure as completed in February 2010.

LEAD AGENCY: CYSS

LAST UPDATE: Feb 2010

ISSUE 08-02: Availability of Information and Limited Variety of Educational Programs offered by West Point Middle School

FINAL STATUS: Unattainable

ORIGINATED: Nov 2008

SUBJECT AREA: Education

SCOPE: West Point Middle School 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(S):

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.

PROGRESS:

At the June 2009 AFAP Steering Committee meeting, Mr. Gary Gerstner, West Point Middle School, reported that data has not supported the desire for offering additional second language choices. Online courses are not viewed as a viable option. He also reported that course selections for next year have already been determined and Recommendation 1 is viewed as unattainable. Regarding online registration, forms have been added to the school's website, however current technology does not support online registration and Recommendation 2 is viewed as unattainable. The current budget does not support the availability of guidance counselors two weeks prior to the beginning of the school year, but they are available one week prior. Mr. David Rudy, Middle School Principal, is available to assist parents and students preparing to enter the WPMS and is onsite year-round and can provide guidance on scheduling and other school matters. It was recommended that Recommendation 3 be closed as unattainable as well.

LEAD AGENCY: DODEA (West Point Middle School)

LAST UPDATE: Jun 2009

ISSUE 08-03: Childcare for Substitute Teachers at West Point Schools (WPS)

FINAL STATUS: Completed

ORIGINATED: Nov 2008

SUBJECT AREA: Education

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(S):

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.

PROGRESS:

1. WPS sent out a letter in January 2009 to ten substitute teachers (four at the elementary school and six at the middle school) requesting they contact the CYSS school liaison officer if they required assistance in obtaining childcare on days they are asked to teach. No substitute teachers have requested this service. This procedure will remain in place and WPS will continue to let the teachers know this service is available.
2. Due to the lack of progress to the letter, this issue has been an isolated concern. Mr. Brown suggested this issue has been resolved and recommended closure.

LEAD AGENCY: DFMWR/CYSS

LAST UPDATE: Mar 2009

ISSUE 08-04: Lack of Thrift Shop at West Point

FINAL STATUS: Completed

ORIGINATED: Nov 2008

SUBJECT AREA: Consumer

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(S):

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.

PROGRESS:

1. In the 1980s, the West Point Women's Club (WPWC) ran a Thrift Shop on post. Due to the difficulties in staffing and scheduling of volunteers for this effort, the shop closed.
2. In January 2009, DFMWR canvassed volunteer organizations such as WPWC and the chapels to reconsider this issue. The responses received indicated that it was too large of an undertaking for coordination and staffing by volunteers. Additionally, real estate at West Point is valuable and no facility is available to house a thrift shop.
3. DFMWR suggested that community members utilize the two thrift shops available off-post at Holy Innocence and Sacred Heart Church. Both of these facilities accommodate military Families and do provide for them as well as the larger community. It was determined by the command that these off-post thrift shops meet this need.
4. Ms. Jill O'Brien, Director of Army Community Service (ACS), agreed to take the lead on educating the community by providing this information through the Information & Referral Program. COL Bruno agreed with the educational aspect the issue was closed as completed.

LEAD AGENCY: FMWR

LAST UPDATE: Mar 2009

ISSUE 08-05: Qualified Tennis Instructor/Program Manager for Adult Tennis Programs at West Point

FINAL STATUS: Completed

ORIGINATED: Nov 2008

SUBJECT AREA: Recreation

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(S):

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, DFMWR tennis instructor, and program manager.
3. Extend the current hours of the Lichtenburg Tennis Center to meet the demand.

PROGRESS:

1. ODIA and DFMWR partnered to offer an adult (ages 18-older) tennis program in the Lichtenberg Tennis Facility. This program was launched in October 09 and has been very successful. DFMWR maintains contracts with three qualified instructors to satisfy the needs of the program.
2. Lessons are now available for adults or groups. Court time will soon be available for a fee.
3. The issue was closed as completed at the February 2010 AFAP Steering Committee meeting.

LEAD AGENCY: DFMWR/Recreation

LAST UPDATE: Feb 2010

ISSUE 08-06: Community Recreation Pool

FINAL STATUS: Unattainable

ORIGINATED: November 2008

SUBJECT AREA: Family Support

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(S):

- 1.. Build an indoor/outdoor pool facility that will accommodate Warrior Transition Unit rehab support, Family members' recreation, morale support for Soldiers, and enhanced DFMWR 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.

PROGRESS:

1. Balfour Beatty included a pool for the West Point Community in the Community Development and Management Plan when funds become available.
2. FMWR will offer an indoor lap swimming program beginning 14 September at Crandall Pool with 16 forty minute time blocks a week for lap swimmers only. The 8' minimum depth of Crandall is not conducive for recreational swimming. Passes may be purchased for \$25 at LTS in Bldg. 625 and are good for unlimited use through December. Active duty Soldiers and Warriors in Transition may use the pool at no cost. Passes will be available again for spring 2010.
3. FMWR has a community swimming pool programmed in the Strategic Plan for FY12 and will be submitting a Feasibility Study in FY11. Proposed site will require demolition of ODIA housing.
4. This issue will be revisited at the 4th Quarter FY10 AFAP Steering Committee meeting and annually thereafter.
5. At the 4th Quarter FY10 AFAP Steering Committee meeting, Mr. Anthony Brown, DFMWR, reported that DFMWR has included a pool in the Strategic Plan for FY12, and will be conducting a feasibility study in FY11. Additionally, BBC has included a pool for West Point housing residents in the Community Development and Management plan for when funds become available.
6. At the August 2011 AFAP Steering Committee meeting, Mr. Thane Kelley, DFMWR Recreation, reported that there has been little movement with this issue due to funding. COL Stafford asked for information about what it would cost. He discussed how this matter impacts the Cadet Corps as well given that they also have trouble accessing recreational swim. COL Tarsa voiced that he felt the issue would benefit the community more than Cadets. There was discussion about how this is an ongoing issue, one that has been raised many times and will continue to be raised. There have been two locations identified as possible sites for a community pool: beside the Lee Child Development Center and at Delafield Pond. Mr. Tony Brown, DFMWR, indicated that the Delafield site seems preferable as there is already a structure in place and the club house already exists. There was additional discussion about the funding challenges. Appropriated funds can only be used if the pool is part of a DFMWR fitness center, otherwise Non-appropriated funds must be used. COL Stafford encouraged additional dialogue about this in the future.
7. At the June 2012 AFAP Steering Committee meeting, Mr. Brown indicated that a community pool is included in the Strategic Plan when funds become available. It is not anticipated that funding will become available until at least FY14. It is recommended that the issue remain active and be revisited in early FY14.
8. At the November 2013 AFAP Steering Committee meeting, Mr. Remillard stated that given the current fiscal environment, resolving this issue is extremely unlikely for quite some time. He indicated that swimming is on the not-to-fund list. Mr. Plumley agreed, stating that the only

way the pool will become a reality is if or when BBC funds it. The committee agreed that the intent of this issue, recreational swim avenues, have been met but it should be closed as unattainable.

LEAD AGENCY: FMWR (RCI)

LAST UPDATE: November 2013

ISSUE 08-07: Lack of Awareness and Enforcement of Temporary Lodging Policies

FINAL STATUS: Completed

ORIGINATED: Nov 2008

SUBJECT AREA: Consumer (Lodging)

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(S):

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.

PROGRESS:

1. This issue is a communication and awareness issue. 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.
2. The staff at the Five Star Inn has been trained to provide accurate information to their guests. The front desk staff is available 24 hours a day, seven days a week to answer questions. Alternatively, guests are welcome to contact the facility manager directly.
3. Mr. Brown suggested that they continue educating and communicating this information to the West Point community. The issue was closed as completed.

LEAD AGENCY: FMWR

LAST UPDATE: Mar 2009

ISSUE 08-08: Partial Reimbursement of Basic Allowance Housing (BAH) for Residents of Substandard Housing

FINAL STATUS: Unattainable

ORIGINATED: Nov 2008

SUBJECT AREA: 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(S):

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.

PROGRESS:

1. As of 31 July 2008, when Balfour Beatty assumed operations of West Point housing, the Department of the Army reported no substandard housing at West Point; therefore there appears to be a misconception within the community as to what qualifies as substandard. The purpose of privatization of housing was to improve the quality of housing for Soldiers and their Families.
2. If the resident's living situation deteriorates, the recommended course of action is for the resident to call and place a work order with the BBC maintenance office. Balfour Beatty will work to rectify the problem. If, after appropriate consultation, BBC determines that the problem cannot be resolved, the Family will be relocated to another set of quarters at the expense of Balfour Beatty. If temporary lodging is required, that cost will be assumed by Balfour Beatty. The issue was closed as unattainable.

LEAD AGENCY: RCI

LAST UPDATE: Mar 2009

ISSUE 08-09: Allocation of Military Housing to Civilians

FINAL STATUS: Completed

ORIGINATED: Nov 2008

SUBJECT AREA: Housing

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(S):

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.

PROGRESS:

1. The RCI office prepared an article which was published in the February 26, 2009 issue of the Pointer View. The article addressed each of the recommendations.
2. West Point has three categories of housing: RCI (formerly AFH) – 963 units; ODIA – 31; DFMWR – 2

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

4. Due to the number of housing available on post, all active duty personnel cannot be accommodated.
5. 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 and 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.
6. At the June 2009 AFAP Steering Committee meeting, RCI reported that only 10 civilians occupying key and essential positions are residing in RCI housing on post. Civilians who are not filling key and essential positions will be required to move off-post during the summer of 2009. The issue was closed as completed.

LEAD AGENCY: RCI

LAST UPDATE: Jun 2009

ISSUE 08-10: Therapeutic Horseback Riding at Morgan Farm

FINAL STATUS: Completed

ORIGINATED: Nov 2008

SUBJECT AREA: Force Support

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(S):

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.

PROGRESS:

1. Two DFMWR employees attended the FMWRC Inclusive Recreation program course designed to identify programs and services that DFMWR can modify to include special needs individuals.
2. For therapeutic riding to be offered on a consistent year round basis, an enclosed riding facility is needed. Without the surrounding enclosing/vision barrier riders run the risk of their horse being spooked. The probability of a serious accident is enhanced with a rider with special needs. Funding for such a facility would range from \$1-4M depending upon structure type. DFMWR has been pursuing possible sources of funding for several years.
3. Obtaining a certified therapeutic riding instructor can be accomplished through soliciting and hiring as such or training a current riding instructor thru the Centenary College, requiring 85 hours of hands experience and 25 hours of supervised instruction before qualifying to take the North American Riding for the Handicapped Association (NARHA) Registered Instructors examination. Cost would be approx \$2,500.
4. Morgan Farm does not presently own a horse(s) that possess an acceptable disposition and have the ability to anticipate problems of a rider and can adjust, such as a retired show horse. As a result, DFMWR would need to purchase one at approximately \$3,000.

5. 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.
6. Morgan Farm will continue to pursue and strengthen the current partnership with the Winslow Therapeutic Riding Center in Warwick, NY as well as pursue possible resources for funding and scholarships, train staff and volunteers and seek funding to offer a therapeutic riding program in-house.
7. Site and structure approval was presented to and approved by the Real Property Planning Board (RPPB) to construct an indoor riding arena at Morgan Farm in the future subject to securing gift funds.
8. The issue will be revisited at the 4th Quarter FY10 AFAP Steering Committee meeting.
9. At the 4th Quarter FY10 AFAP Steering Committee meeting, held in August 2010, Mr. Thane Kelley, DFMWR Recreation, reported that while the issue continues to be worked, significant funding is required to establish an indoor year-round Horseback riding program at Morgan Farm. A strong partnership has been established with the Winslow Therapeutic Center in Warwick, which offers therapeutic horseback riding to WTU Soldiers free of charge. The matter will continue to be pursued, but as the issue's intent has been met, the issue was closed as completed.

LEAD AGENCY: FMWR/Recreation

LAST UPDATE: August 2010

ISSUE 08-11: Restroom Accessibility for the Disabled in the New Cadet Chapel

FINAL STATUS: Recommendation 1 – Unattainable; Recommendation 2 - Completed

ORIGINATED: Nov 2008

SUBJECT AREA: Other (Handicap Accessibility)

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(S):

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.

PROGRESS:

1. This is not a new issue at West Point and has been researched by DPW. Currently, funding is not available to complete this project. The cost exceeds the \$750,000 amount limit for new work construction, thus it would need congressional approval to fund.
2. SJA and EEO reported that this facility was constructed before the Americans with Disabilities Act (ADA) passed, mandating accessible restrooms; therefore, we are not in violation of the law. Since the building is historic, it is exempt.
3. Cadet Chapel is accessible to those with physical disabilities; a sign that states that the facility does not have ADA restrooms has been placed next to the ramp leading into the chapel. It also tells where the closest ADA facility can be found.
4. The USMA Chaplain website has been updated and states that Cadet Chapel does not have ADA restrooms.
5. Recommend issue be closed. Recommendation 1 unattainable. Recommendation 2 completed.

LEAD AGENCY: Chaplain (DPW)

LAST UPDATE: Sep 2009

ISSUE 08-12: Dog Park

FINAL STATUS: Completed

ORIGINATED: November 2008

SUBJECT AREA: Family Support

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(S):

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

PROGRESS:

1. Implementation would require fencing, sufficient land area, and parking. Currently, there is not a space large enough to develop a dog park on post. An off-post location along the access road to Morgan Farm has been identified as a possible location and will be presented to the RPPB for approval. DFMWR and DPW are working on cost estimates and are seeking funding possibilities (gift or Non-Appropriated Fund). The issue will be revisited at the 3rd Quarter AFAP Steering Committee meeting.

2. At the May 2010 AFAP Steering Committee meeting, Mr. Brown, DFMWR, reported that the Vet clinic is conducting a Charette regarding moving its operations to Morgan Farm, which would include plans for a dog park. A decision should be made sometime during the 4th Quarter FY10. The issue will be revisited at the 1st Quarter FY11 AFAP Steering Committee meeting.

3. At the 1st Quarter FY11 AFAP Steering Committee meeting held in November 2010, Mr. Joel Flowers, DFMWR Recreation, reported that this issue is on hold awaiting a Charette study, which is not currently funded. The issue will be revisited at the 3rd Quarter FY11 AFAP Steering Committee meeting.

4. At the 3rd Quarter FY11 AFAP Steering Committee meeting held in May 2011, Mr. Thane Kelley, DFMWR Recreation, reported that the dog park project is on hold awaiting a Charette study which is not currently funded and is not expected to be for some time. There was discussion about alternate locations for this purpose, to include the dirt path behind Lusk Reservoir, but the area is not fenced. It is anticipated that this issue may see some synergy in about 18 months.

5. At the June 2012 AFAP Steering Committee meeting, Mr. Kelley reported that no action had been taken on this issue since the last time it was briefed due to funding constraints. A dog park has been incorporated into the Master Planning Study, but the project is on hold. Once a Charette Study has been completed by DPW, DFMWR will partner with DPW and Balfour Beatty to develop and execute a plan. The Committee discussed revisiting the issue at the 4th Quarter FY13 meeting, when a design will be presented.

6. At the November 2013 AFAP Steering Committee meeting, Mr. Remillard reported that the small dog park opened September 2013. It is located behind the Washington Road Firehouse and accommodates dogs under 30 pounds. The large dog park is scheduled to open in November 2013 and is located next to Subway. It is currently awaiting benches and trash receptacles, but community members have already started using it.

LEAD AGENCY: DFMWR/Recreation

LAST UPDATE: November 2013

ISSUE 08-13: Driver's License and Vehicle Registration Renewal Process for Military Personnel and Dependents

FINAL STATUS: Unattainable

ORIGINATED: Nov 2008

SUBJECT AREA: Family Support

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(S):

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.

PROGRESS:

1. This issue would have to be resolved at the Department of the Army (DA) level as it is a states' rights issue. DA would have to work with all 50 states as every state mandates its own driver's license and vehicle registration process.

2. SGM Blanche from DES stated that military licenses are coded; most states honor the military's license as valid if expired as long as the military member is active duty with a valid military identification (ID). Additionally, most states will work with other states to accept the inspections from that state. Some states maintain photos online in a database, allowing license renewals via email. If you purchase your vehicle in New York, the military member can still keep their out-of-state plates and do not have to pay the state sales tax, which is a significant cost savings.

3. MAJ Holland did not recommend submitting this issue to DA for review. It is too complex an issue and the benefits received would not outweigh the time it would take. Ms. O'Brien offered educating the military members on New York registration requirements through the relocation program at ACS. The issue was closed as unattainable.

LEAD AGENCY: DES/PMO (SJA)

LAST UPDATE: Mar 2009

ISSUE 08-14: Hazardous Intersection at the Entrances of the Post Exchange (PX) and Child Development Center (CDC)

FINAL STATUS: Completed

ORIGINATED: Nov 2008

SUBJECT AREA: Public Works

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(S):

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.

PROGRESS:

1. DPW and DES are currently analyzing data obtained from vehicle counters used for a period of two weeks.
2. The data does show consistent periods of increased vehicular traffic.
3. DES is currently conducting a traffic survey to determine if different traffic control measures i.e. installation of stop signs, flashing lights, reduced speed limits will assist in reducing the perceived danger of the intersection.

4. There has only been one recorded accident on Stony Lonesome Road in the last 3 years.
5. New traffic control measures (road painting, traffic sign) devised by DES to alleviate the congestion of traffic entering Stony Lonesome Road from the PX Complex have been completed.
6. The clearer road marking is designed to aid drivers in being in the correct lane for ease of access for either direction onto Stony Lonesome Road.
7. At the September 2009 AFAP Steering Committee meeting, DPW reported that new traffic control measures were devised (road painting and traffic sign) to alleviate congestion and warn drivers about the appropriate lane to access Stony Lonesome Road. This issue was closed as completed.

LEAD AGENCY: DPW (Safety and DES)

LAST UPDATE: Sep 2009

ISSUE 08-15: Teen Activity Awareness for High School Students

FINAL STATUS: Completed

ORIGINATED: Nov 2008

SUBJECT AREA: Youth

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(S):

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 a teen webpage link from the Youth Services website. The teen site would include a blog run by the teen focus group and a calendar of events exclusively for high schools students.
3. Advertise the website with flyers to the high school, PX shuttle bus stops and in the "community area."

PROGRESS:

At the February 2010 AFAP Steering Committee meeting, CYSS reported that a teen focus group has met several times to address this concern. The availability of CYSS buses have helped to expand on- and off-post activities. A Facebook page has been set up and a text alert system have been established. Publicity of the teen program has been enhanced through direct announcements and flyers at O'Neill High School, use of bulletin boards at various post locations and through Young Life meetings. The issue was closed as completed.

LEAD AGENCY: FMWR/CYSS

LAST UPDATE: Feb 2010

ISSUE 08-16: Use of Cadet Library and Arvin by Military Families

FINAL STATUS: Completed

ORIGINATED: Nov 2008

SUBJECT AREA: Consumer services

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(S):

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.

PROGRESS: At the September 2009 AFAP Steering Committee meeting, it was reported that a policy has been approved authorizing use of the library by military personnel stationed at West Point, and their Family members, in addition to Cadets, staff and faculty and their spouses. Family members of military personnel stationed at West Point must be accompanied by their sponsor prior to 1900, when a Common Access Card (CAC) will be required to enter. After 1900, it is up to the discretion of circulation desk staff to admit individuals without a CAC, but those individuals will not have borrowing privileges. The library and DFMWR will work together to educate the community about this information. At a previous meeting, recommendations 2 and 3 were closed. Recommendation 1 was closed as completed.

LEAD AGENCY: Dean/DPE (FMWR)

LAST UPDATE: Sep 2009

2007 West Point Army Family Action Plan (AFAP) Issues

ISSUE 07-01: Pedestrian Safety on Delafield Road

FINAL STATUS: Recommendation 1 – Completed; Recommendation 2 – Unattainable

ORIGINATED: Oct 2007

SUBJECT AREA: Public Works

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(S):

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.

PROGRESS:

1. A sidewalk already exists on Delafield Road from Merritt Road to Delafield Pond.
2. DPW was tasked to develop a cost estimate for funding this project and the Safety Office was tasked to perform a risk assessment.
3. 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.
4. DPW reported that they had trimmed trees to improve visibility and ensure lights are not blocked.
5. 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.
6. DPW reported that Phase 1 of the sidewalk construction project was completed. Phase 2, which includes the remaining section (1/10th of a mile), is estimated to cost \$186, 287. Funding is not available to complete this portion of the project.
7. This issue was last briefed at the September 2008 AFAP Steering Committee Meeting when the issue was closed as completed.

LEAD AGENCY: DPW

LAST UPDATE: Sep 2008

ISSUE 07-02: Housing Preventive Maintenance Waivers

FINAL STATUS: Unattainable

ORIGINATED: Oct 2007

SUBJECT AREA: Housing

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(S):

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.

PROGRESS:

At the February 2008 AFAP Steering Committee meeting, DPW reported that Government Managed Housing (GMH) will not move Families into housing until the residences are ready and maintenance has been completed. 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. DPW indicated 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. The issue was closed as completed.

LEAD AGENCY: DPW

LAST UPDATE: Feb 2008

ISSUE 07-03: Army Family Stability for Short-Term Permanent Change of Station (PCS)

FINAL STATUS: Completed

ORIGINATED: Oct 2007

SUBJECT AREA: Family Support

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(S):

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 or Move to follow-on duty station and establish Family stability.

PROGRESS:

1. At the February 2008 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. AG recommended that the issue remain active locally. 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. AG suggested that West Point could submit Recommendation 1 to DA as it could not be achieved locally.
5. At the May 2008 AFAP Steering Committee, reported that 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. Additionally, 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. The issue was closed as completed.

LEAD AGENCY: AG/RCI

LAST UPDATE: May 2008

ISSUE 07-04: Retention of Field Grade Officers and Senior Grade Non-Commissioned Officers

FINAL STATUS: Unattainable

ORIGINATED: Oct 2007

SUBJECT AREA: Force Support

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(S):

Continue to closely monitor the retention rates and be prepared to immediately implement the pre-formulated retention incentives including: 1) Create a program to provide financial incentives such as: Bonuses, Matching TSP contributions, etc. and 2) Provide increased Family stability through the option of longer tour lengths and predictability of follow-on assignments.

PROGRESS: AG reported that the Army has reviewed officer incentives and is willing to adjust incentives if necessary to manage retention. AG suggested that there is no requirement at the local level to work on this issue and recommended that the issue be closed as unattainable.

LEAD AGENCY: AG

LAST UPDATE: Feb 2008

ISSUE 07-05: Feeling of Inequality between Military Families, ODIA Coaches and Title 10 Civilians

FINAL STATUS: Unattainable

ORIGINATED: Oct 2007

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(S):

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.

PROGRESS: According DFMWR, military Families do have priority over non-military in DFMWR services/programs. DFMWR has created several new community-wide events to bring together the West Point Community. Active-duty members still have priority at the Child Development Center and for Housing. 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. There are 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. At the February 2008 AFAP Steering Committee, the issue was closed as unattainable.

LEAD AGENCY: DFMWR

LAST UPDATE: Feb 2008

ISSUE 07-06: West Point Middle School Children's Health

FINAL STATUS: Completed

ORIGINATED: Oct 2007

SUBJECT AREA: Youth

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(S):

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.

PROGRESS:

1. At the February 2008 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.
2. 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).
3. At the September 2008 AFAP Steering Committee Meeting, 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. The DARE program is now fully implemented for 5th and 7th Grade. The issue was closed as completed.

LEAD AGENCY: WPS

LAST UPDATE: Sep 2008

ISSUE 07-07: Limited Modified Sports at West Point Middle School

FINAL STATUS: Completed

ORIGINATED: Oct 2007

SUBJECT AREA: Education

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(S): 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.

PROGRESS:

1. At the February 2008 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. In the fall, Cross Country is offered and in the spring Track and Field is available.
2. During the 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
3. DFMWR 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.
4. Currently, the pool of WPMS 7th and 8th grade students available to participate in athletics is 130.
5. 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. 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.
6. The issue was recommended for closure as completed at the September 2008 AFAP Steering Committee meeting.

LEAD AGENCY:WPS/DFMWR

LAST UPDATE:Sep 2008

ISSUE 07-08: Lack of Advertisement and Opportunity for Teen Employment

FINAL STATUS: Completed

ORIGINATED: Oct 2007

SUBJECT AREA: Youth / Employment

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(S):

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.

PROGRESS: At the February 2008 AFAP Steering Committee meeting, it was reported that Teen Workshops designed to inform youth about resumes, interviewing skills, and job searches began being held at the Youth Center. CPAC has agreed to increase promotion of the summer hire opportunities and to develop a pamphlet on student employment programs. A link for the CPAC website has now been included on the DFMWR website under the CYS School Liaison link. A Teen Employment Board has also been established at the Youth Center. ACS and CYS are both working closely with local schools to provide information on job opportunities. The issue was closed as completed.

LEAD AGENCY: FMWR/ACS (CPAC)

LAST UPDATE: Feb 2008

ISSUE 07-09: Appointment Availability at Keller Army Community Hospital (KACH)

FINAL STATUS: Completed

ORIGINATED: Oct 2007

SUBJECT AREA: Medical/Dental

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(S):

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).

PROGRESS: The number of unfilled requests for appointments are tracked and reported on a monthly basis. Due to previous manning restrictions, KACH was unable to support all requests. However, as of the May 2008 AFAP Steering Committee Meeting, KACH was fully staffed. 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. 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. 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. The issue was closed as completed.

LEAD AGENCY: MEDDAC

LAST UPDATE: May 2008

ISSUE 07-10: Mental Health Issues and Support for Family Members of Active Duty Soldiers

FINAL STATUS: Completed

ORIGINATED: Oct 2007

SUBJECT AREA: Medical

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(S):

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.

PROGRESS: At the February 2008 AFAP Steering Committee meeting, KACH reported that additional staff has been hired and KACH now has two psychologists and one military psychiatrist. They are also in the process of hiring another psychiatrist and a social worker to work specifically with the Warrior Transition Unit (WTU) Soldiers and Families. 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. The issue was closed as completed.

LEAD AGENCY: MEDDAC

LAST UPDATE: Feb 2008

ISSUE 07-11: Waiting Family Stress**FINAL STATUS:** Completed**ORIGINATED:** Oct 2007**SUBJECT AREA:** Family Support

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(S):

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.

PROGRESS: Information on waiting Family stress is currently available through Army Community Service (ACS) and the Family Readiness Groups (FRGs). Additionally, KACH has created and provided briefing materials on their website. 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. 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. The issue was closed as completed at the May 2008 AFAP Steering Committee meeting.

LEAD AGENCY: DFMWR/ACS**LAST UPDATE:** May 2008**ISSUE 07-12: Women, Infant & Children (WIC) Items at the Commissary****FINAL STATUS:** Completed**ORIGINATED:** Oct 2007**SUBJECT AREA:** Consumer (Commissary)

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(S):

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.

PROGRESS: At the February 2008 AFAP Steering Committee meeting, DECA reported that the Commissary staff, including the cashiers, receive on-going training. All staff members are properly trained on the WIC program and informed of WIC items carried by the Commissary. This does not represent a systematic problem according to the Commissary. The issue was closed as completed.

LEAD AGENCY: DECA

LAST UPDATE: Feb 2008

ISSUE 07-13: Playground for Warrior Transition Unit (WTU) and Disabled Children

FINAL STATUS: Completed

ORIGINATED: Oct 2007

SUBJECT AREA: Family Support

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(S):

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

PROGRESS:

1. 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. 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. 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.
2. Balfour Beatty reported it has plans to build one playground for individuals with disabilities in the Housing Area.
3. At the September 2008 AFAP Steering Committee Meeting, RCI 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. Balfour Beatty will report on progress of the playground project at the next AFAP Steering Committee Meeting. The recommendation proposed by the AFAP Steering Committee was that Recommendation 2 be closed.

11. At the September 2009 AFAP Steering Committee meeting, RCI reported that a Boundless Playground is now open. A ribbon cutting ceremony took place on 27 July 2009. The issue was closed as completed.

LEAD AGENCY: FMWR / DPW / RCI

LAST UPDATE: Sep 2009

ISSUE 07-14: Unsupervised Minors on West Point

FINAL STATUS: Completed

ORIGINATED: Oct 2007

SUBJECT AREA: Family Support

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(S):

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.

PROGRESS:

1. 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 at playgrounds, which outlines the West Point child supervision guidelines.
2. ACS stated that the community must police themselves and report any incidents and violations of this policy.
3. 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 May 2008 AFAP Steering Committee Meeting: Only Fort Bragg has a curfew policy.
4. This topic was addressed at a Community Action Council Meeting and 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.

5. 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.

6. 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.

7. The issue was closed as completed at the May 2008 AFAP Steering Committee meeting.

LEAD AGENCY: ACS/PMO

LAST UPDATE: May 2008

ISSUE 07-15: Individuals Returning from Deployment

FINAL STATUS: Completed

ORIGINATED: Nov 2007

SUBJECT AREA: Force Support

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.

PROGRESS:

1. A policy memorandum regarding the care of Family members of deployed military personnel and the recognition of Soldiers upon return from deployment was approved by the Superintendent. ACS and DHR have partnered to implement and promote the policy.

2. At the February 2010 AFAP Steering Committee meeting, the Garrison Commander indicated that we need to ensure that this program is implemented holistically and ensure that recognition is occurring. The issue will be revisited at the 4th Quarter FY10 AFAP Steering committee meeting.

3. At the 4th Quarter FY10 Steering Committee meeting, held in August 2010, Ms. Shelley Ariosto, ACS, reported that ACS and DHR are working together to implement a recognition program for redeployed Soldiers in the community. It is likely that Garrison deployees will be recognized during the quarterly Garrison Award Ceremony. The issue was closed as completed.

LEAD AGENCY: FMWR/ACS

LAST UPDATE: August 2010

ISSUE 07-16: Employment Information Services

FINAL STATUS: Completed

ORIGINATED: Oct 2007

SUBJECT AREA: Employment

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(S):

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

PROGRESS:

1. 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. 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. ACS will also utilize the Newcomers' Orientation to inform the community about employment opportunities. CPAC briefings are also included in the Newcomer's Orientation. ACS reported that spouses represent the smallest number of ACS clients for the Employment Readiness Program. The majority of clients have been transitioning Soldiers.
2. CPAC developed and distributed a Family Member Employment Handbook and developed a Student Education Employment Program (STEP) Informational Pamphlet. CPAC will work with ACS to make information available on-line through CPAC and ACS websites.
3. The issue was closed as completed at the May 2008 AFAP Steering Committee meeting.

LEAD AGENCY: ACS/CPAC

LAST UPDATE: May 2008

ISSUE 07-17: Safety/Emergency Stations

FINAL STATUS: Unattainable

ORIGINATED: Oct 2007

SUBJECT AREA: Family Support

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

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

PROGRESS:

1. At the February 2008 AFAP Steering Committee meeting, DES reported that West Point is a controlled-access installation. These systems are utilized on traditional college campuses and at hospitals. The majority of the crimes reported on West Point are traffic incidents. The West Point Community has very few assault type crimes. The local PROGRESS time is between 3 to 5 minutes. There is a 911 system on post which works very effectively. DES

felt that there is no need for this system at West Point due to quick containment and rapid PROGRESS. DES stated this issue is unattainable and recommended closure.

LEAD AGENCY:DES

LAST UPDATE: Feb 2008

2006 West Point Army Family Action Plan (AFAP) Issues

ISSUE 06-01: Child Development Center Not Growing With Community Needs

FINAL STATUS: Completed

ORIGINATED: Nov 2006

SUBJECT AREA: Child care

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(S):

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.

PROGRESS:

1. 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.
2. The Child and Youth Services (CYS) Wait List policy changed to allow the Garrison Commander flexibility to reassign childcare slots.
3. A new multi-purpose center is being built to accommodate the SKIES (Schools of Knowledge, Inspiration, Exploration, and Skills) program. Construction began in September 2009 and the facility, allowing for necessary expansion of childcare services, is expected to be operational in June 2010.
4. In 2008, the CDC increased their slots for full-time childcare from 94 to 180. 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.
5. With the addition of the Multi-Use CDC, West Point will comply with the DA requirement to meet 80 percent of the childcare needs.

6. Recommendations two and three 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 as completed.

7. Recommendation one of this issue remains active. The issue will be revisited at the 4th Quarter FY10 AFAP Steering Committee meeting.

8. At the 4th Quarter FY10 AFAP Steering Committee meeting, held in August 2010, Mr. Don Hulst, CYSS, reported that the opening of the new Child Development Center in August 2010 significantly expanded the capacity of West Point Child Development Services. The issue was closed as completed.

LEAD AGENCY: FMWR/CYSS

LAST UPDATE: August 2010

ISSUE 06-02: Varying High School Graduation Requirements for DOD Students

FINAL STATUS: Unattainable

ORIGINATED: Oct 2006

SUBJECT AREA: Family Support

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(S):

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.

PROGRESS:

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 8-9th grade Science curriculum, but that is unique to West Point.

6. At the February 2007 AFAP Steering Committee Meeting, the issue was closed as unattainable.

LEAD AGENCY: DFMWR/O'Neill High School Liaison

LAST UPDATE: Feb 2007

ISSUE 06-03: Birth to 5 years Evening Activities

FINAL STATUS: Completed

ORIGINATED: Oct 2006

SUBJECT AREA: Family Support

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(S):

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.

PROGRESS:

3. 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. 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. 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. 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 propensity for children less than five years of age except for childcare.

5. The issue was closed as completed at the February 2007 AFAP Steering Committee Meeting as there are already programs in place

LEAD AGENCY: DFMWR/CYSS

LAST UPDATE: Feb 2007

ISSUE 06-04: Keller Army Community Hospital Emergency Room (ER) Lack of Efficiency and Responsiveness From Providers

FINAL STATUS: Completed

ORIGINATED: Oct 2006

SUBJECT AREA: Medical

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(S):

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.

PROGRESS: At the February 2008 AFAP Steering Committee, KACH reported that it 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. The Chief of the ER has initiated customer service discussions in her weekly meeting with ER staff personnel. 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. Additionally, 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. The ER scores increased from 79 to 93 percent on the recent satisfaction surveys. KACH received the highest score for patient satisfaction at a medium-sized facility and received an award from the Department of Defense (DOD). The issue was closed as completed.

LEAD AGENCY: MEDDAC

LAST UPDATE: Feb 2008

ISSUE 06-05: Lack of Availability and Quality of Products at the Commissary

FINAL STATUS: Completed

ORIGINATED: Oct 2006

SUBJECT AREA: Consumer (Commissary)

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(S):

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.

PROGRESS:

1. At the February 2008 AFAP Steering Committee meeting, DECA reported that Commissary products are inspected by VETCOM personnel. Any department in the commissary can refuse to accept substandard or damaged goods. 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. 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. 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. Patrons may also make comments at the Interactive Customer Evaluation (ICE) website. 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.
2. 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).
3. 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. The Commissary is working closely to correct problems.
4. The issue was closed as completed following the February 2008 AFAP Steering Committee meeting.

LEAD AGENCY: DeCA/DOL

LAST UPDATE: Feb 2008

ISSUE 06-06: Provide Laser Eye Surgery for all TRICARE Beneficiaries

FINAL STATUS: Unattainable

ORIGINATED: Oct 2006

SUBJECT AREA: Medical

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(S):

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.

PROGRESS:

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. 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. This issue is not one that can be resolved at the local level.
2. This issue was forwarded to the Department of Army (Community and Family Support Center) for inclusion in the December 2007 DA AFAP Conference, but was not prioritized.
3. At the February 2008 AFAP Steering Committee Meeting, this issue was closed as unattainable.

LEAD AGENCY: MEDDAC

LAST UPDATE: Feb 2008

ISSUE 06-07: Policy for Cleaning Quarters

FINAL STATUS: Completed

ORIGINATED: Oct 2006

SUBJECT AREA: Housing

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

RECOMMENDATION(S):

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.

PROGRESS:

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. DPW has received very few complaints regarding quarters not being cleaned appropriately.
4. 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). 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.
5. At the February 2007 AFAP Steering Committee Meeting, the issue was closed as completed.

LEAD AGENCY: DPW

LAST UPDATE: Feb 2007

ISSUE 06-08: Pet Owners' Responsibilities

FINAL STATUS: Unattainable

ORIGINATED: Oct 2006

SUBJECT AREA: Family Support

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(S):

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.

PROGRESS:

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. 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". The New Resident Handbook has already been changed to include the information in the updated USMA Regulation 210-30.
2. 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.
3. 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.
4. At the February 2007 AFAP Steering Committee Meeting the issue was closed as unattainable.

LEAD AGENCY: DPW

LAST UPDATE: Feb 2007

ISSUE 06-09: Equal Housing Opportunity for United States Military Academy Soldiers

FINAL STATUS: Completed

ORIGINATED: Oct 2006

SUBJECT AREA: Housing

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(S): 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.

PROGRESS:

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. At the February 2008 AFAP Steering Committee meeting, DPW recommended that this issue be closed as it was felt that it would be addressed and completed under RCI.

LEAD AGENCY: DPW

LAST UPDATE: Feb 2008

ISSUE 06-10: Social Security Numbers Displayed on ID Cards

FINAL STATUS: Unattainable

ORIGINATED: Oct 2006

SUBJECT AREA: Family Support

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(S): Amend Title 10 USC Chapter 55, Section 10995(k) (2) and current ID producing software (RAPID 7.0) to provide options: 1) Social Security number on file. 2) Last 4 of Social Security number to be displayed on all categories of ID cards to reduce the risk of identity theft.

PROGRESS:

1. AG reported that Family members have the option of withholding their SSNs on their ID cards. 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. 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. This issue is not one that can be resolved at the local level.
2. This issue was forwarded to the Department of Army (Community and Family Support Center) for inclusion in the December 2007 DA AFAP Conference. The issue was not prioritized at the December 2007 DA AFAP Conference.

3. The issue was closed as unattainable following the February 2008 AFAP Steering Committee meeting.

LEAD AGENCY: AG/SJA

LAST UPDATE: Feb 2008

ISSUE 06-11: Priority of In/Out PCS Reservations for 5-Star Inn

FINAL STATUS: Completed

ORIGINATED: Oct 2006

SUBJECT AREA: Consumer (Lodging)

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(S):

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.

PROGRESS:

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. DFMWR has agreed to revise the advance reservation policy by extending it for 2 more months until 1 December.
4. This issue was last briefed at the February 2008 AFAP Steering Committee Meeting when it was closed as completed.

LEAD AGENCY: DFMWR

LAST UPDATE: Feb 2008

ISSUE 06-12: Post-Wide Pedestrian Safety

FINAL STATUS: Unattainable

ORIGINATED: Oct 2006

SUBJECT AREA: Other (Safety)

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(S):

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

PROGRESS:

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. DES will continue enforcement efforts to eliminate unsafe driving and illegal parking.
4. At the February 2007 AFAP Steering Committee Meeting the issue was closed as unattainable.

LEAD AGENCY: Safety Office/DES

LAST UPDATE: Feb 2007

ISSUE 06-13: Community Unity Carnival

FINAL 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(S):

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.

PROGRESS:

1. DFMWR 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. A similar area with adequate parking is not available in mid to late summer. Highland Falls has a summer carnival and USMA may be able to partner with the town.

2. DFMWR 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.

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

4. 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 DFMWR Recreation Delivery System (RDS) Committee will continue to develop and conduct more diverse types of community activities.

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

6. This issue was last briefed at the February 2008 AFAP Steering Committee Meeting when the issue was closed as unattainable.

LEAD AGENCY: DFMWR

LAST UPDATE: Feb 2008

ISSUE 06-14: Extreme Sports Complex

FINAL STATUS: Unattainable

ORIGINATED: Nov 2006

SUBJECT AREA: Family Support

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

RECOMMENDATION(S):

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

PROGRESS:

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. DFMWR submitted a recommendation to Residential Community Initiative (RCI) to convert a single tennis court in three existing tennis court facilities into a skateboard park including ramps, jumps, rails and half pipes. RCI stated that RCI will not do this 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.
4. The results of a skate park survey were presented at the May 2008 AFAP Steering Committee Meeting. The majority of the West Point residents responding to this survey approved this concept. However, BBC (consistent with other posts) will not assume liability for the skateboard park. The liability issue with BBC cannot be overcome.
5. The Garrison Commander and the USMA Chief of Staff requested information on skateboard parks from other Army installations. DFMWR was tasked to provide a feasibility study on DFMWR developing the skateboard facility. The risk management program would allow for this project in support of recreation. DFMWR reported that other Army posts have built skateboard parks and assumed the liability.
6. DFMWR has not budgeted for a skateboard park in 2009. The DFMWR Recreation Division will continue to work this issue and will brief out on progress at the Spring 2009 AFAP Steering Committee Meeting.
7. The paintball issue is being worked (see AFAP Issue 04-17) 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 AFAP Steering Committee suggested looking at Round Pond acreage for the bike trails and coordinating availability with cadet summer training. In May 2008, DFMWR 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. At the May 2008 AFAP Steering Committee Meeting, Recommendations 2 and 3 were closed as unattainable.

12. At the March 2009 AFAP Steering Committee Meeting, Recommendation 1 was closed as unattainable.

LEAD AGENCY: DFMWR

LAST UPDATE: Mar 2009

ISSUE 06-15: Coffee, Internet & International Calling Café

FINAL STATUS: Unattainable

ORIGINATED: Oct 2006

SUBJECT AREA: Consumer

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

RECOMMENDATION(S):

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.

PROGRESS:

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 RCI 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. In February 2008, the Army and Air Force Exchange Service (AAFES) 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 DFMWR. ARMP service plans may be utilized at other military installations.

6. In May 2008, Recommendations 1 and 3 were closed as unattainable. In September 2008, Recommendation 2 was closed as completed.

Please note: Wi-Fi internet access was canceled in November 2009 due to lack of use.

LEAD AGENCY: AAFES

LAST UPDATE: Sep 2008

2005 West Point Army Family Action Plan (AFAP) Issues

ISSUE 05-01: Inadequate Childcare

FINAL STATUS: Completed

ORIGINATED: 2005

SUBJECT AREA: Childcare

SCOPE: Additional childcare resources are needed to meet the needs of USMA Soldiers and Families, specifically at MWR Fitness Center and for Soldiers working shift work.

RECOMMENDATION(S):

1. Conduct an annual survey of agencies that have shift detail to recruit more FCC for childcare beyond normal duty hours.
2. Provide childcare service at the hospital for Soldiers working evening shift.
3. Provide on-site childcare at MWR Fitness Center during fixed hours for a fee.

PROGRESS:

1. At the May 2005 AFAP Steering Committee meeting, DFMWR reported that there are challenges involved with providing childcare at the fitness center. KACH reported that there is not enough space for a childcare facility at the hospital and that they do not support this recommendation.
2. At the September 2005 AFAP Steering Committee meeting, DFMWR reported that an upcoming town hall meeting had been set to gather concerns about childcare. At the MWR fitness center, a renovation may allow for the site to be used for Short Term Alternative Child Care (STACC). The site will be evaluated in September. There is currently so space at KACH for childcare, but DFMWR is seeking a suitable place for on-site child care there. Family Child Care (FCC) providers can provide hourly care, and there are currently 8-9 FCC providers available.

2. At the October 2006 AFAP Steering Committee meeting, DMFWR reported that the fitness center has a co-op childcare program with approximately 10-25 participants. The program is staffed by volunteers and is overseen by CYSS.

LEAD AGENCY: DFMWR/CYSS

LAST UPDATED: Oct 2006

ISSUE 05-02: West Point School Eligibility

FINAL STATUS: Unattainable

ORIGINATED: 2005

SUBJECT AREA: Education

SCOPE: The West Point Schools are not available for children of Soldiers living off-post. DODEA Schools should be open to all Soldiers assigned to the installation.

RECOMMENDATION(S): Change DODEA policy to enable all military family members assigned to the installation access to DODEA Schools.

PROGRESS:

1. At the May 2005 AFAP Steering Committee meeting, DFMWR reported that changing policy would require changes in state law and DODEA policy.

2. At the March 2006 AFAP Steering Committee meeting, DFMWR reported that DODEA is limited as to whom it can serve. There is a financial aspect to this issue – it would not be cost effective to implement the recommendation. The issue was closed as unattainable.

LEAD AGENCY: WPS/DFMWR

LAST UPDATED: Mar 2006

ISSUE 05-03: School Zone Safety Concerns

FINAL STATUS: Completed

ORIGINATED: 2005

SUBJECT AREA: Education

SCOPE: Despite current signage, speeding continues to be a problem in the school zone. Additional cars parked at the Youth Center drive-thru create a safety hazard for children.

RECOMMENDATION(S):

1. Paint pavement markings on Washington Road to indicate "School Zone".

2. Create "Kiss and Drop only" signs for Youth Service drive-thru.

3. Implement PMO point system for repeat speeding offenders (i.e. use an automatic radar system).

PROGRESS:

At the May 2005 AFAP Steering Committee meeting, DES reported that they do not feel road painting would be any more effective than existing methods to discourage speeding. Patrols are already present to discourage inappropriate parking for dropping off children, especially in

the Lee and Band housing areas. Those who speed are generally issued a ticket and fined. There is already a school zone sign with flashing lights. The issue was closed as completed as there are already measures in place to address this situation.

LEAD AGENCY: DES

LAST UPDATED: May 2005

ISSUE 05-04: CONUS COLA Implementation at West Point

FINAL STATUS: Unattainable

ORIGINATED: 2005

SUBJECT AREA: Entitlements

SCOPE: West Point is a high cost of living area and is increasing annually. This has been recognized and compensated in the housing arena but the real expenses are non-housing costs (i.e. gas/transportation, perishable food items, insurance, phone, cable, personal services, and entertainment/recreation). These items are all based on local market prices at the Commissary and PX.

RECOMMENDATION(S):

1. Re-survey West Point for COLA using Westchester County where BAH is calculated.
2. Provide a clear resolution to the community.
3. Re-examine the rules of how COLA is calculated.

PROGRESS:

1. At the May 2005 AFAP Steering Committee meeting, the Defense Military Pay Office (DMPO) explained the calculation of COLA. It was decided that additional information should be gathered on the issue before it is closed.
2. At the March 2006 AFAP Steering Committee meeting, the DMPO provided information about COLA. An installation must have an index of 108 (8% over the national cost of living average) to be eligible for CONUS COLA and West Point is presently at 105. The issue was closed as unattainable.

LEAD AGENCY: DMPO

LAST UPDATED: Mar 2006

ISSUE 05-05: Prioritization of Funding Timeline for Community Recreation Pool

FINAL STATUS: Completed

ORIGINATED: 2005

SUBJECT AREA: Consumer (pool)

SCOPE: The lack of this facility impacts the majority of the post population. It affects quality of life, physical fitness, morale and family time.

RECOMMENDATION(S):

1. Explore alternative funding such as AOG, public/private venture, Residential Community Initiative (RCI).
2. Scale back current plans for the proposed \$4.2 million water park facility to a more affordable request.
3. Acknowledge at HQDA level that the three Arvin gym pools are not available or suitable as community recreation facilities.

PROGRESS:

1. At the May 2005 AFAP Steering Committee meeting, DFMWR reported that different options are being explored for bringing a pool to the community. DFMWR is trying to find a way to make this happen for the community. It was recommended that the issue be revisited at the next AFAP Steering Committee meeting.
2. At the March 2006 AFAP Steering Committee meeting, DMFWR reported that the request for a community pool has been put forward in many venues. RCI is one option. MWR is also going forward with IMA to try to get one. The project has also been included in the Association of Graduates "Gift Book" to reach out to any graduates who are interested in contributing money to this project. Other pools on post are not suitable for use by the community because their primary function is to support cadet training/activities. The issue was closed as completed because there is a plan in place to get us there.

LEAD AGENCY: DFMWR

LAST UPDATED: Mar 2006

ISSUE 05-06: Self-Serve Car Wash on Installation

FINAL STATUS: Unattainable

ORIGINATED: 2005

SUBJECT AREA: Consumer (car wash)

SCOPE: No car wash on West Point. Local carwash is full service only, is too costly, and has limited hours. This issue affects all POV owners to include Cadets.

RECOMMENDATION(S): Install self-serve car wash as part of AAFES facility.

PROGRESS:

1. At the May 2005 AFAP Steering Committee meeting, AAFES provided an overview of AAFES pricing methods, indicating that there are no regional differences in AAFES prices except for gas, tobacco and alcohol. AAFES plans to construct a "wand" car wash in late 2006. It was recommended that the issue remain open until a car wash is built.
2. At the March 2006 AFAP Steering Committee meeting, AAFES reported that AAFES had determined this to be a \$500,000 project, with a return on investment of -10. In order to pursue this project, West Point would need to contribute appropriated funds. DFMWR indicated that it had looked at the project previously as a public-private venture; however they were stopped because a local entrepreneur was building a private car wash off-post. This option is now an option for West Point residents. The issue was closed as unattainable.

LEAD AGENCY: AAFES

LAST UPDATED: Mar 2006

ISSUE 05-07: Single Soldier Living Conditions in Barracks**FINAL STATUS:** Completed**ORIGINATED:** 2005**SUBJECT AREA:** Housing**SCOPE:** Inadequate living space in barracks rooms (approx. 7 X 7). The current kitchen area lacks functional stove/oven combination with proper ventilation.**RECOMMENDATION(S):**

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

PROGRESS:

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 February 2008 AFAP Steering Committee Meeting, the West Point Garrison CSM expressed satisfaction with the outcome and progress made on this issue. The issue was closed as completed.

LEAD AGENCY: DPW**LAST UPDATE:** Feb 2008**ISSUE 05-08: Housing Maintenance Performance****FINAL STATUS:** Completed**ORIGINATED:** 2005**SUBJECT AREA:** Housing**SCOPE:** The current work order "system" often dispatches the wrong person for the job, which may lead to poor quality repairs. This can lead to untimely delays and unnecessary costs. The perception is that DPW is appeasing the community by sending "just anyone" rather than the appropriate repair person.**RECOMMENDATION(S):**

1. Send the right person for the right job.
2. Ensure maintenance technicians perform their duties with professional attitude.

3. Provide statistics on complete work order system (i.e. accuracy, volume and customer comments) at monthly CAC meeting.

PROGRESS:

1. At the March 2006 AFAP Steering Committee meeting, DPW reported that the organization had been reorganized and that the shop foreman is now more involved in getting the right person to the job. DPW service desk personnel have received training to improve their assignment of work to the shops.

2. At the October 2006 AFAP Steering Committee, DPW reported that it had conducted a five-month study of complaints. Of 191 complaints, few of the complaints were for sending the wrong person for the job. DPW employees have been trained about professional attitudes and will be monitored. The issue was closed as completed.

LEAD AGENCY: DPW

LAST UPDATED: Oct 2006

ISSUE 05-09: There is no Delineation of Junior and Senior Enlisted Housing Areas

FINAL STATUS: Completed

ORIGINATED: 2005

SUBJECT AREA: Housing

SCOPE: The current process of assigning enlisted housing based on availability is forcing an uncomfortable living environment.

RECOMMENDATION(S):

1. Designate separate housing areas for junior and senior enlisted personnel.
2. Discontinue current policy of assigning enlisted quarters based on availability.

PROGRESS:

1. At the September 2005 AFAP Steering Committee meeting, DPW reported that by regulation, Soldiers can be assigned any available unit that is rated for either one grade above or below. However, DPW has stopped doing so to avoid awkward situations.

2. At the March 2006 AFAP Steering Committee meeting, DPW reported that there is now delineation in the junior and senior enlisted housing. There is a West Point mandatory housing policy. It was also reported that it is Army policy to give a senior enlisted home to a junior enlisted Soldier if one is available. Usually, West Point has no waiting list. It was discussed how this is no longer an issue and the issue was closed as completed.

LEAD AGENCY: DPW

LAST UPDATED: Mar 2006

ISSUE 05-10: Health Benefits Awareness

FINAL STATUS: Completed

ORIGINATED: 2005

SUBJECT AREA: Medical

SCOPE: Health benefits processes and procedures change frequently and current dissemination methods are ineffective.

RECOMMENDATION(S):

1. Establish a one-stop health benefits awareness office/center at KACH.
2. Distribute easily understandable information through weekly updated KACH health benefits awareness web page and locally produced KACH health benefits written materials.
3. Increase command emphasis on health benefit awareness.

PROGRESS:

1. At the September 2005 AFAP Steering Committee meeting, KACH reported that there is a Health Benefits Center at the hospital and a TRICARE Service Center in Highland Falls. KACH offered the community the opportunity to schedule visits with Ms. Nancy Brennan regarding health benefits, but there were no takers. KACH provided a brief to parents at R-Day and had a booth at the Community Fair portion of the Orientation of Newly Assigned Personnel, but the booth was sparsely attended. Benefits changes are regularly advertised in the Pointer View.

2. At the October 2006 AFAP Steering Committee, KACH reported that there are several awareness resources including www.tricare.osd.mil. Publishing provider information on the installation web site, command channel and Pointer View does not work because it is not constant. These forms are useful as a means of steering customers on where to find current information directly. HBAs are staffed twice a week to direct customers on TRICARE service and enrollment. The issue was closed as completed.

LEAD AGENCY: MEDDAC

LAST UPDATED: Oct 2006

ISSUE 05-11: Optometry Care for TRICARE Prime Beneficiaries

FINAL STATUS: Completed

ORIGINATED: 2005

SUBJECT AREA: Medical

SCOPE: Lack of information from the West Point Optometry Clinic and the TRICARE appointment line. This lack of information results in unnecessary out-of-pocket expenses for authorized routine eye care.

RECOMMENDATION(S):

1. Publicize local authorize TRICARE prime optometry providers in the Pointer view, on KACH website and on the command channel.
2. Ensure the West Point Optometry Clinic and TRICARE appointment line personnel are equipped with current information and able to disseminate to authorized patients.

PROGRESS:

1. At the September 2005 AFAP Steering Committee meeting, KACH reported that appointments to the Optometry clinic were restricted in February-March 2005 due to deployments. Only one eye exam is authorized every two years, and some individuals had to pay out-of-pocket because they received more exams than authorized during that time. This

is no longer an issue as there are no longer restrictions on appointments. It was discussed how the information should have been better communicated to the community, and that if access has to be restricted again, better communication should be in place. Regarding information about providers in/out of network, KACH reported that information can be found on the TRICARE website.

2. At the October 2006 AFAP Steering Committee, KACH reported that there are several awareness resources including www.tricare.osd.mil. Publishing provider information on the installation web site, command channel and Pointer View does not work because it is not constant. These forms are useful as a means of steering customers on where to find current information directly. HBAs are staffed twice a week to direct customers on TRICARE service and enrollment. The issue was closed as completed.

LEAD AGENCY: MEDDAC

LAST UPDATED: Oct 2006

ISSUE 05-12: Retiree Dental Benefits

FINAL STATUS: Unattainable

ORIGINATED: 2005

SUBJECT AREA: Dental care

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

RECOMMENDATION(S):

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

PROGRESS:

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 #509. 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 document from DA, the other services do not support these changes.

6. DA Issue 509 was declared unattainable by the AFAP General Officer's 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. At the September 2008 AFAP Steering Committee Meeting, the issue was closed as unattainable.

LEAD AGENCY: DENTAC

LAST UPDATE: Sep 2008

ISSUE 05-13: Support for Spouses of Deployed Soldiers

FINAL STATUS: Completed

ORIGINATED: 2005

SUBJECT AREA: Family Support

SCOPE: Evidence suggests inconsistency of support for spouses/Families of deployed Soldiers throughout the Army. West Point is fairly unique in that, while not a deployable post, it has many deployed Soldiers, and the support services for their spouses/families are either lacking, inconsistent or difficult to obtain.

RECOMMENDATION(S):

1. Implement a post-wide survey/needs assessment for spouses/families of deployed Soldiers. Develop a program to address the results of the survey.
2. Identify a POC for each organization at West Point to act as a liaison between the program director and spouse/families of deployed Soldiers.
3. Provide 10 hours of free childcare per month per family of deployed Soldiers.

PROGRESS:

1. At the September 2005 AFAP Steering committee meeting, DFMWR reported that ACS has worked hard to provide support during deployments. There is now a list of deployed service members and civilians maintained at ACS. The Leisure Needs Survey asked for input on deployment issues and results will be available in January 2006. DFMWR is working on funds for childcare, which would provide ten hours of childcare per month to families of deployed Soldiers.
2. At the October 2006 AFAP Steering Committee meeting, DFMWR/ACS reported that a Needs Assessment was conducted by ACS during the spring of 2006. Feedback from spouses of deployed Soldiers from West Point was positive. ACS is very active with Families and distributes a variety of information to the West Point community related to deployment. ACS works closely with CYS which provides 10 hours of free childcare per month per child of deployed service member. The issue was closed as completed.

LEAD AGENCY: DFMWR/ACS

LAST UPDATED: Oct 2006

ISSUE 05-14: Child Visitation Accommodations**FINAL STATUS:** Completed**ORIGINATED:** 2005**SUBJECT AREA:** Family Support

SCOPE: When a Soldier's children do not live with the Soldier 51% of the year, they do not qualify for quarters. Their living environment is not always suitable to have their children visit, be it the barracks, one room or shared apartments. In some cases, a Soldier must choose between the Army and their children.

RECOMMENDATION(S): Provide suitable temporary living accommodations for children to visit with their parent (i.e. transient barracks, guest house).

PROGRESS: At the September 2005 AFAP Steering Committee meeting, the 1/1 INF BN reported that the commander's policy does not allow children in the barracks. Several courses of actions were provided as alternatives: BAH approval and priority for rooms at the Five Star Inn for short-term visits (30 days or less); on-post housing exception to policy for long-term custody. The Garrison Commander requested a survey of all enlisted Soldiers to determine their needs so that information is available to make a decision about this issue. The issue was closed as completed.

LEAD AGENCY: 1/1 INF BN**LAST UPDATED:** Sep 2005**ISSUE 05-15: DOD Civilians Authorized Use of AAFES and Commissary****FINAL STATUS:** Unattainable**ORIGINATED:** 2005**SUBJECT AREA:** Consumer

SCOPE: Currently, career DOD civilians and Title X employees do not have authorized use of AAFES and Commissary. However, these employees have shown a level of dedication and commitment to the active duty force which warrants these privileges.

RECOMMENDATION(S):

1. Authorize Title X employees access to AAFES and Commissary.
2. Authorize DOD civilians with 15 years or more military and/or civilian service access to AAFES and the commissary.

PROGRESS: At the March 2006 AFAP Steering Committee meeting, it was discussed how West Point has no authority to grant privileges and even if it did, the initiative would likely be opposed. The issue was closed as unattainable.

LEAD AGENCY: AAFES/DECA/FMWR**LAST UPDATED:** Mar 2006**ISSUE 05-16: Transportation Concerns****FINAL STATUS:** Completed

ORIGINATED: 2005

SUBJECT AREA: Consumer (Transportation)

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

RECOMMENDATION(S):

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.

PROGRESS:

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 October 2006 AFAP Steering Committee Meeting. The recommendation proposed by the AFAP Steering Committee was that Recommendation 1 remain active and Recommendation 2 and Recommendation 3 be closed as unattainable.
7. Recommendation 1 of this issue was briefed at the September 2007 AFAP Steering Committee Meeting. The related issues and regulations were discussed again. The recommendation proposed by the 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.

LEAD AGENCY: DFMWR/DOL

LAST UPDATE: Sep 2007

ISSUE 05-17: Insufficient Support for the Soldiers and Families of West Point

FINAL STATUS: Completed

ORIGINATED: 2005

SUBJECT AREA: Consumer

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

RECOMMENDATION(S):

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.

PROGRESS:

1. A new Subway has been opened on lower post. 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. Expectations need to be managed and the community needs to understand that franchises are refusing to come to the PX. AAFES continues to solicit for concession food vendors in order to offer variety for customers. 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.
2. AAFES only operates movie theaters; they do not build them. Usually Army theaters are built as mission training facilities but used as theaters. The theater in Mahan Hall has been making money since reopening.
3. The Commissary produce manager is open to suggestions for improvement.
4. The Garrison Commander requested that produce sales be tracked and a survey about produce be conducted.
5. 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.
6. A project for replacing refrigeration units at the Commissary was set for January 2008.
7. Recommendation 2 was recommended for closure at the March 2006 AFAP Steering Committee Meeting. Recommendations 1 and 3 were recommended for closure at the February 2008 AFAP Steering Committee Meeting.

LEAD AGENCY: AAFES/DECA

LAST UPDATE: Feb 2008

ISSUE 05-18: Improvement of West Point Middle School and O'Neill School**FINAL STATUS:** Unattainable**ORIGINATED:** 2005**SUBJECT AREA:** Education**SCOPE:** Increase student satisfaction by improving lunches and starting time.**RECOMMENDATION(S):**

1. Increase lunch portions and variety for the Middle School, without increase of price.
2. Lower sales prices of individual food purchased at O'Neill.
3. Change O'Neill High School starting time later by approximately 30 minutes.

PROGRESS:

At the October 2006 AFAP Steering Committee meeting, WPS reported that meals are regulated by NYS Department of Education and USDA and cannot be changed. The current menu has suitable portions, though additional food can be purchased for \$1.00. Students had been surveyed and most liked the new menu items. Recently a new contractor had been brought in and quality has improved, though price had to be increased in order to accommodate the improvements. Changing the start time is not possible because of NYS Department of Education guidelines. The issue was closed as unattainable.

LEAD AGENCY: WPS / DFMWR**LAST UPDATED:** Oct 2006***2004 West Point Army Family Action Plan (AFAP) Issues*****ISSUE 04-17: Opportunity for West Point Youths to Participate in Paintball****ORIGINATED:** Feb 2004**SUBJECT AREA:** Youth**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(S):**

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.

PROGRESS:

1. 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. In 2008, the DFMWR proposal to construct a paintball field on Cragston Landfill was disbanded for environmental reasons.

2. 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.
3. DFMWR 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.
4. The Garrison Commander suggested that rather than having a separate paintball facility at Cragston Landfill (Morgan Farm), DFMWR should proceed with this partnership with DCA and create a Memorandum of Understanding (MOU) for using the cadet paintball facility.
5. 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. DFMWR 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.
6. An inflatable mega-ball structure (Megarena) is currently in place for reball. The Megarena is not operational during winter months currently, but DFMWR is endeavoring to house it during this period.
7. At the February 2010 AFAP Steering Committee meeting, DFMWR reported that it continues to work with the cadet paintball club to design Woodsball and Fieldsball areas at Lake Frederick as a competitive outdoor venue with an anticipated opening during 2010. The issue will be revisited at the 3rd Quarter FY10 AFAP Steering Committee meeting.
8. At the May 2010 AFAP Steering Committee meeting, DFMWR reported that a paintball/reball concept, consisting of reball and fieldball areas, was presented at the RPPB in April 2010 as part of a 5-year development plan to eventually achieve a status of a Recreational Vehicle park. The reball and fieldball portion of this plan is projected to be operational in June 2010. The issue will be revisited at the 4th Quarter FY10 AFAP Steering committee meeting, when it will likely be closed.
9. At the 4th Quarter FY10 AFAP Steering Committee meeting, held August 2010, Mr. Thane Kelley, DFMWR Recreation, reported that the issue is very close to resolution. Reball has been offered for reservation/rental for some time, and the Megarena and equipment will be relocated to Lake Frederick in the near future. COL Michael Tarsa, Garrison Commander, remarked that we need to create an awareness of these opportunities to the community, and Mr. Kelly indicated that a marketing campaign would be implemented this fall. The issue remains active and will be revisited at the 1st Quarter FY11 AFAP Steering Committee meeting.
10. At the 1st Quarter FY11 AFAP Steering Committee meeting, held in November 2010, Mr. Joel Flowers, DFMWR Recreation, reported that this issue is very close to finalization. When service orders for electrical requirements are fulfilled, the project will be completed. The issue will be revisited at the 3rd Quarter FY11 AFAP Steering Committee meeting.
11. At the 3rd Quarter FY11 AFAP Steering Committee meeting, held in May 2011, Mr. Thane Kelley reported that the issue is very close to completion. Lack of funding, however, precludes the installation of electricity at Lake Frederick, which is necessary to close out the

project and this issue. There was discussion about how this project will not see movement for some time. The issue will remain active and be revisited 1st Quarter FY13.

12. At the 1st Quarter FY14 AFAP Steering Committee meeting, held in December 2013 Mr. Remillard, DFMWR/Recreation, reported that DFMWR has hired a new programmer who will work with the Director of Cadet Activities (DCA) to provide shared usage of the paintball field. There was discussion on New York state policy regarding age at which persons may legally possess/use a paintball marker. Legal opinion was given from West Points Staff Judge Advocates office suggesting that patrons under 16 cannot play paintball. DFMWR will continue to work on issue and at his request furnish a copy of legal opinion to Mr. Plumley. The Committee would like to keep the issue open at this time.

13. At the 1st Quarter FY15 AFAP Steering Committee meeting held in December 2014, Mr. Remillard, DFMWR/Recreation, reported that effective 2 January 2015, Areas J2/J3/J4/J5 will be transferred from Range Control to FMWR Recreation. The Paintball Fields will be part of this area. FMWR plans on programming for Paintball open to youth and adults in the spring of 2015.

14. Mr. Brian Szeli briefed this AFAP issue on behalf of the Recreation Division, FMWR. Mr. Szeli reported that effective 2 January 2015, Areas J2/J3/J4/J5 were transferred from Range Control to FMWR Recreation. The Paintball Fields were part of this area. Outdoor Recreation began programming in the spring of 2015 and FMWR has started to market Party/Event packages to Paintball to cover events such as birthday parties and team building. Paintball for adults and youth is fully operating under FMWR.

LEAD AGENCY: DFMWR/Recreation

LAST UPDATE: December 2014

FINAL STATUS: Completed