

2010 Army Family Action Plan Conference Issues

IMSE-KNW-MWA

18-19 November 2009

Issue 10-01: Animal Waste Receptacles

Scope: Many popular dog walking areas on post lack the proper means of disposing animal waste. This increases litter on commonly used routes and causes an inconvenience for residents.

Recommendations:

1. Position waste receptacles around Brooks Field, Van Voorhis and other areas.
2. Establish a system for the collection and maintenance of waste receptacles.

Required Actions/Milestones:

1. Provide update to AFAP Coordinator on or before 11 March 2010.
2. Provide update to AFAP Coordinator on or before 10 June 2010.

Progress:

1. Mr. Walsh, DPW, said he will check with Knox Hills about post housing neighborhoods and how they handle this issue.

Status Recommendation: Unattainable, 10 June 2010

Lead Agency: DPW

Approved by: COL Eric C. Schwartz, Garrison Commander

Action Officer/Phone: Pat Walsh, DPW

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Issue 10-02: Teen Activities/Interaction (Project T.A.I.)

Scope: In order to keep teens out of trouble, teen interaction is necessary. Socializing is one of the most important factors for teen development. To increase socialization between military teens, both on and off post, activities are necessary.

Recommendations:

1. Youth recreational plaza (i.e., Blazers, Dave & Busters, paintball/nerf/laser tag area)
2. Increase number of sponsored events and trips by Devers Youth Center (white water rafting, colleges, amusement parks).

Required Actions/Milestones:

1. Provide update to AFAP Coordinator on or before 11 March 2010.
2. Provide update to AFAP Coordinator on or before 10 June 2010.
3. Provide update to AFAP Coordinator on or before 9 September 2010.

Progress:

1. The youth program has increased the number of planned trips for FY 10 to include additional college tours, a summer trip to Kings Island, adventure activities such as a white water rafting trip to West Virginia, Spring and Summer Canoeing trips, trip to play laser tag and paint ball, and a one week adventure camp this summer where youth will get to canoe, rock climb, go tubing on a lake, rappel, hike, etc. Edge Program offers canoeing lessons, white water rafting, and roll over kayak class.
2. Issue remains open to research possibility of a youth recreational facility such as Fort Stewart.

Status Recommendation: Active

Lead Agency: FMWR/CYSS

Approved by: COL Eric C. Schwartz, Garrison Commander

Action Officer/Phone: Rayceil Oggs

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Issue 10-03: Shopping/Dining Establishments

Scope: Due to the lack of chain restaurants and shopping facilities on post, there are a large number of people going off post to purchase items that are currently not available on Fort Knox. Building new franchise/chain facilities would encourage larger populations of people to stay on post which would increase revenue for Fort Knox.

Recommendations: Add more facilities that supply franchised items, i.e. mini-mall, (Towne Mall), Chik-fil-a, McDonald's, etc.

Required Actions/Milestones:

1. Provide update to AFAP Coordinator on or before 11 March 2010.
2. Provide update to AFAP Coordinator on or before 10 June 2010.

Progress: Dwight Marcus, the AAFES GM, told the members about the new food establishments here now, such as Church's Chicken, Popeye's, Subway, and Horton's. In order to build it must be cost effective and available site.

Status Recommendation: Complete, 10 June 2010

Lead Agency: AAFES

Approved by: COL Eric C. Schwartz, Garrison Commander

Action Officer/Phone: PX Management

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Issue 10-04: Physical Fitness Center Childcare

Scope: Because of a lack of childcare, patrons with children requiring childcare are limited in their "ability" to participate in physical fitness activities. The Child Development Center (CDC) has 26 hourly care slots for the fort Knox population, which quickly fill. Current hourly care hours are 0830-1630. This affects many patrons, their health and MWR activities.

Recommendations:

1. Place modular facility that meets child, youth and school services (CYSS) standards for onsite care in lot near physical fitness center.
2. Identify existing facility to be used that meets, or can be brought up to CYSS standards.
3. Extend current hours beyond 1630.

Required Actions/Milestones:

1. Provide update to AFAP Coordinator on or before 11 March 2010.
2. Provide update to AFAP Coordinator on or before 10 June 2010.
3. Provide update to AFAP Coordinator on or before 9 September 2010.

Progress:

1. Pat Walsh from DPW will have a cost estimate worked up to provide some kind of childcare at gym, maybe at Gammon Gym.
2. DPW and FMWR are working on design plans to add a child care area to Gammon Fitness Center. DPW will provide GC with milestones, scope of work, etc.

Status Recommendation: Active

Lead Agency: FMWR and DPW

Approved by: COL Eric C. Schwartz, Garrison Commander

Action Officer/Phone: Mark Wicker FMWR, Pat Walsh DPW

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Issue 10-05: Army Community Service (ACS) Facility

Scope: Across the Army, ACS does not have a standard building that consolidates programs and services that meet the needs of Soldiers and Families. The Army standard facility design has not been resourced or implemented. The inconsistency across the Army creates stress and hinders accessibility to congressionally mandated programs.

Recommendations:

1. Fund and implement the existing ACS standard facility design across the Army, with Fort Knox as the pilot installation.
2. Renovate a permanent facility to meet the needs of the increased Fort Knox population.

Required Actions/Milestones:

1. Provide update to AFAP Coordinator on or before 10 June 2010.
2. Provide update to AFAP Coordinator on or before 9 September 2010.

Progress:

1. Issue elevated to TRADOC AFAP Conference.
2. Issue was elevated to TRADOC but not selected by delegates and returned to installation to work. Garrison is reviewing potential facilities and DPW will prepare design plan for funding in FY11 once facility has been identified.

Status of Recommendation: was Elevated, now Active (returned to installation)

Lead Agency: TRADOC, DPW (local level)

Approved by: COL Eric C. Schwartz, Garrison Commander

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Issue 10-06: Army Education Center Counselors

Scope: Shortage of qualified education counselors cannot meet the demand of the eligible population. Fort Knox counselors must provide services to Ohio, Indiana, 100 Kentucky counties, and geographically dispersed individuals. Long wait times for appointments and shortage of counselors, inhibits career progression and contradicts the army's philosophy on continuing education.

Recommendations:

1. Increase the ratio of counselors to eligible population in areas served.
2. Conduct an audit and rewrite position descriptions to obtain a larger pool of qualified candidates commensurate with salary offered.
3. Collaborate with universities for counseling internship opportunities.

Required Actions/Milestones:

1. Provide update to AFAP Coordinator on or before 10 June 2010.
2. Provide update to AFAP Coordinator on or before 9 September 2010.

Progress:

1. Elevated to TRADOC AFAP Conference.
2. Issue was elevated to TRADOC but not selected by delegates and returned to installation to work. Need to confirm this issue with local Army Continuing Education System (ACES) and get update.

Status Recommendation: was Elevated, now Active (returned to installation))

Lead Agency: TRADOC, DHR, ACES (local level)

Approved by: COL Eric C. Schwartz, Garrison Commander

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Issue 10-07: Tricare and the College Bound Student

Scope: Parents are not fully informed of their Tricare choices for college students. Although Tricare has the "Tricare Choices for College Students" on their website, parents do not know it exists thus they do not receive it. This results in specialty care referrals not transferring, a difficulty in obtaining a primary care manager (PCM) and unexpected medical bills for the student and the family.

Recommendations:

1. Implement a Tricare for college students briefing at installations, highlighting enrollment process, policy, options, and FAQ's.
2. Distribute "Tricare Choices for College Students" packet directly to parents when a child turns 16.
3. Establish a partnership between Tricare and those in direct contact with college bound students to provide information on Tricare eligibility, i.e., guidance counselors, school liaison officer (SLO's), education center, Military Onesource, Military Child Education Coalition (MCEC).

Required Actions/Milestones:

1. Provide update to AFAP Coordinator on or before 11 March 2010.
2. Provide update to AFAP Coordinator on or before 10 June 2010.
3. Provide update to AFAP Coordinator on or before 9 September 2010.

Progress:

1. Issue elevated to TRADOC AFAP Conference.
2. LTC Tidwell, MEDDAC IACH, said they will also try to coordinate with local TRICARE office in hospital to get this information (using the post Community Information Exchange (CIE)/town hall meetings) out to the community.
3. MAJ Watkins, MEDDAC IACH, said the hospital was installing electronic information boards and they could run messages about this subject. IACH public affairs and TRICARE staff will prepare marketing plan to increase awareness of TRICARE options for college bound students.

Status Recommendation: was Elevated, now Active (returned to installation)

Lead Agency: TRADOC, IACH, MEDDAC (local level)

Approved by: COL Eric C. Schwartz, Garrison Commander

Action Officer/Phone: LTC Tidwell, DCA, IACH/MAJ Watkins

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Issue 10-08: Facility for Family Readiness and Community Group Meetings

Scope: Currently, there is no building dedicated to meeting the needs of the family readiness groups (FRG's) and community groups. Existing spaces are too small, limited in their availability, not child friendly and/or restricted with regard to outside food. FRG/community groups incur out of pocket expenses and decreased attendance, ultimately affecting the mission.

Recommendations: Establish a facility dedicated to FRG's and community groups, such as a "yellow ribbon building" or family resource center.

Required Actions/Milestones:

1. Provide update to AFAP Coordinator on or before 11 March 2010.
2. Provide update to AFAP Coordinator on or before 10 June 2010.
3. Provide update to AFAP Coordinator on or before 9 September 2010.

Progress:

1. There is a proposal about a Wilson Road building be used for this purpose. A FRG Facility Usage Guide is available on line at the installation web site on the CIE and MWR web pages. The unit Family Readiness Support Assistants (FRSAs) should have this guide available for unit's reference. Pat Walsh, DPW, will check on availability of other buildings on post if still needed by community.
2. Issue remains open to allow time to meet (scheduled for week of 21 June) with the Family Readiness Support Assistants (FRSAs) assigned to installation units to determine their FRG needs.

Status Recommendation: Active

Lead Agency: DPW

Approved by: COL Eric C. Schwartz, Garrison Commander

Action Officer/Phone: Pat Walsh, DPW

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Issue 10-09: Standardized Fencing in All Housing Areas on Fort Knox

Scope: New housing on Fort Knox provides standard fencing. All other occupants must pay out of pocket. The design plan for new housing on Fort Knox incorporates fences. This creates a standard that is both safe and secure for families and pets without creating a financial burden.

Recommendations: Provide every residence a standard fence without incurring any out of pocket expense.

Required Actions/Milestones:

1. Provide update to AFAP Coordinator on or before 11 March 2010.
2. Provide update to AFAP Coordinator on or before 10 June 2010.
3. Provide update to AFAP Coordinator on or before 9 September 2010.

Progress:

1. Pat Walsh, DPW, will provide an impact statement after coordinating with Knox Hills. This will be brought up at next meeting between Knox Hills and Garrison DPW.
2. Community Managers will be surveyed to determine number of residents who want a fence around their property. DPW will schedule meeting with GC to discuss cost, feasibility, etc.

Status Recommendation: Active

Lead Agency: DPW

Approved by: COL Eric C. Schwartz, Garrison Commander

Action Officer/Phone: Pat Walsh, DPW

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Issue 10-10: Network Enterprise Center (NEC) for Automated Directory Attendant Service (ADAS)

Scope: There is currently no automated system to handle the mission and morale calls at Fort Knox. Operators are overloaded by mission, morale, and convenience calls, and wait times are currently 15-20 minutes. Due to population changes at Fort Knox, there will be an influx of deployed units which will result in the increase of mission and morale calls. An ADAS system would handle the increased mission and morale calls and reduce wait times to less than one minute.

Recommendations: Allocate funding for the ADAS system on Fort Knox.

Required Actions/Milestones:

1. Provide update to AFAP Coordinator on or before 11 March 2010.
2. Provide update to AFAP Coordinator on or before 10 June 2010.
3. Provide update to AFAP Coordinator on or before 9 September 2010.

Progress:

1. Scott Fraley, with NETCOM (was DOIM), provided this information about issue "Until funding is provided nothing can be done to resolve this problem." Additional information is requested from NETCOM.
2. NETCOM will conduct a traffic study to determine validity of issue. The funding cost is more than cost associated with paid telephone operators.

Status Recommendation: Active

Lead Agency: NETCOM

Approved by: COL Eric C. Schwartz, Garrison Commander

Action Officer/Phone: Genny Dwyer, NETCOM

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Issue 10-11: Housing Services Office (HSO) Staff

Scope: HSO is currently understaffed and there are a number of homes pending inspection. Due to increased population, the demand for off post housing has permanently increased. One housing referral assistant (HRA) currently averages 8-10 inspections per week. The traffic in the HSO has tripled over the past 3 months. Increasing staff will better serve Soldiers and Families in a timely manner.

Recommendations: Allocate funds to hire 2 additional office staff and 3 additional HRA's.

Required Actions/Milestones:

1. Provide update to AFAP Coordinator on or before 11 March 2010.
2. Provide update to AFAP Coordinator on or before 10 June 2010.
3. Provide update to AFAP Coordinator on or before 9 September 2010.

Progress: Active

1. Pat Walsh, DPW, will review procedures with Housing about off post housing listings and staffing basis.
2. The Fort Knox HSO is authorized 3 staff and has 2 vacancies at this time. Army survey to determine staffing requirements for HSO is due to DPW in July. DPW will provide GC with the scope of work requirements on the percentage of property rental surveys.

Status Recommendation: Active

Lead Agency: DPW

Approved by: COL Eric C. Schwartz, Garrison Commander

Action Officer/Phone: Pat Walsh, DPW