

**Army Family Action Plan (AFAP)
Issue Paper**



ISSUE: #0119 School Bus Issues

SCOPE: School buses are never on time. It is hard to coordinate or keep consistent schedules when Prince George County schools buses are never on time.

RECOMMENDATIONS:

1. There needs to be a Fort Lee hosted forum with Prince George County Schools to discuss possible solutions for the consistently late arrival of school buses.

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ISSUE: #0219 Moldy Bathrooms in Housing

SCOPE: There is poor ventilation in the bathrooms of post housing which causes more chances for mold. The lack of proper air flow creates wet spaces and mold to accumulate in the bathrooms of post housing.

RECOMMENDATIONS:

1. Housing needs to conduct inspections for mold and inspect the ventilation and air flow of the bathrooms in on post housing.

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ISSUE: #0319 KAHC Appointment Times

SCOPE: Currently patients seen at Kenner Army Health Clinic are only allotted 15 minutes for appointments scheduled with a provider. 15 minutes is not adequate enough time to discuss and properly treat health concerns or issues.

RECOMMENDATIONS:

1. Patients should have 30-minute appointment slots with PCMs. More PCMs should be hired to support hospital demands and patient needs.

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ISSUE: #0419 Army Ombudsman Program

SCOPE: There are not enough Army Ombudsmen in Virginia. Currently there are only two local Army ombudsmen who service all of Virginia.

RECOMMENDATIONS:

1. There is a need to hire more ombudsmen Army-wide and here in Virginia to serve WTU and non-WTU Service Members and their families.

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ISSUE: #0519 Family Member Lack of Awareness of Retirement Benefits

SCOPE: Many Family Members are unaware of benefits and entitlements due to them after their service member retires. Leaves family members clueless about how to navigate benefit systems once a Service Member passes.

RECOMMENDATIONS:

1. The Army should make it mandatory that Service Members to attend classes and trainings with family members, especially when they are retiring or separating. Family members should also receive a retirement info packet mailed directly to them.

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ISSUE: #0619 Service- related Medical Care for Service Members Approaching Retirement

SCOPE: Service-related medical issues are not adequately dealt with while in service. Leaves service members without enough time to complete care and treatment plans for service - related medical issues, which in turn requires them to wait for care for months after they retire.

RECOMMENDATIONS:

1. Begin medical counseling and medical record review for those retiring from the military 2 years out from the estimated separation date.

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ISSUE: #0719 Missing Service Records

SCOPE: Retirement Services are unable to assist with service records for service members who served prior to 1950. This prevents Service Members like myself from being able to receive service ribbons and awards due.

RECOMMENDATIONS:

1. Provide service credit to those whose records are missing.

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ISSUE: #0819 Tricare Referrals

SCOPE: Tricare referral process. The referral process takes too long and appointments are hard to get in time and need of care.

RECOMMENDATIONS:

1. Allow Tricare to set appointments as opposed to having to go through PCMs.

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ISSUE: #0919 Cost of Swimming Pool

SCOPE: Cost to use the swimming pool on post is way too expensive. A family of five can't afford to pay \$5 per person each time they want to go swim.

RECOMMENDATIONS:

1. Lower the fees to match what the costs are at other installations.

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ISSUE: #1019 Cost to Use Recreational Facilities

SCOPE: Other installations and off-post facilities offer cheaper services than Fort Lee. The Fort Lee swimming pool costs \$5 per person, the dog wash station is too expensive, and the lift bay is \$12 per hour. Costs are too high.

RECOMMENDATIONS:

1. Reduce the costs of services to keep Service Members and Families on post.

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ISSUE: #1119 Limited Family Recreation Facilities

SCOPE: There is limited recreation centers for Fort Lee permanent party families. The bowling center seems to be the only recreation facility with extended hours.

RECOMMENDATIONS:

1. Create or market more family-oriented recreation on Fort Lee to enhance the quality of life.

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ISSUE: #1219 Need of Permanent Party Range

SCOPE: Permanent Party Soldiers are unable to maintain rifle and weapons qualifications. Ranges and training areas are always in constant use by AIT soldiers.

RECOMMENDATIONS:

1. Build a 25m range dedicated to permanent party. This will reduce the land required and still meet the training intents for all parties.

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ISSUE: #1319 Dental Hygienists

SCOPE: There is currently only 1 Dental Hygienist on Fort Lee. . Appointments are hard to get and referrals are also hard to get.

RECOMMENDATIONS:

1. Hire more dental hygienists at the Fort Lee DENTAC.

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ISSUE: #1419 Lodging

SCOPE: Service Members are continuously having to go off the installation for everything. . There is not enough lodging on the installation for all the parties coming in for schools and training.

RECOMMENDATIONS:

1. Add on to the IHG.

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ISSUE: #1519 Lack of On-Post Hospital w/ Emergency Room.

SCOPE: The lack of an on-post hospital here at Fort Lee creates several issues for Fort Lee permanent party and AIT populations. Limits care that is able to be received on the installation. Forces SMs and FMs to utilize a referral process that is a pain and causes a lack of timeliness for care.

RECOMMENDATIONS:

1. Either build an on-post hospital w/ emergency room care or create a 24-hour urgent care within the current Kenner Army Health Care Clinic.

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ISSUE: #1619 24-Hour Shoppette

SCOPE: There are currently no 24-hour shopping facilities on the installation. Reverse Cycle Training Soldiers who are taking night classes and sleeping during the day have no shopping facilities to frequent and Permanent Party Service Members and Family Members must leave the installation to shop for needed items after AAFES closes.

RECOMMENDATIONS:

1. AAFES should support its service members by supporting extended hours for Fort Lee Community.

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ISSUE: #1719 Fort Lee Weapons Registration Issues

SCOPE: There are times when weapons registration forms get lost at the Visitor Control Center (VCC) and it takes a very long time to have weapons registration forms processed. It can take 6 weeks or longer to get your paperwork back from the VCC. The trap/skeet range can't be used and hunting cannot be done until the paperwork is received back from the VCC.

RECOMMENDATIONS:

1. Create a self-service computer management system for registrants to be able to register weapons on the installation.

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ISSUE: #1819 Fort Lee Venues for AIT Soldiers

SCOPE: There is not one venue on Fort Lee large enough to hold a large amount of AIT soldiers for recreation. USO and Warrior Zone is too small to meet all AIT soldier recreational needs on Fort Lee.

RECOMMENDATIONS:

1. Build a large Soldier Activity Center or Community Center w/ a movie theater or screening room.

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ISSUE: #1919 CDC Enrollment Wait Times

SCOPE: There is a high demand for CDC services and little to no vacancies for our Fort Lee Community. There are long wait times for Service Members needing to enroll children into Fort Lee CDCs forcing Service Members to utilize subpar or far away services off the installation. Single soldiers can't afford outside care.

RECOMMENDATIONS:

1. Put more money into the CDCs here at Fort Lee and make the facilities larger.

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ISSUE: #2019 Hospital vs. Medical Clinic

SCOPE: Fort Lee has no means to provide care to Service Members after hours. Service Members need an ER or Urgent Care to meet needs after hours. AIT / Logistics NCOAs have reverse training cycles.

RECOMMENDATIONS:

1. Kenner Army Health Clinic needs to have after hour care.

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ISSUE: #2119 Army Combat Fitness Test Regulation

SCOPE: AR 600-8-10 needs updating in conjunction w/ the new Army Combat Fitness Test (ACFT) implementation. We have been to war for over 18 years and we have wounded warriors who cannot not meet the ACFT requirements.

RECOMMENDATIONS:

1. The Big Army, the Defense Health Agency (DHA), and MEDCOM needs to update AR 608-8-10 and the profile system to meet limitations that can affect all 8 events.

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ISSUE: #2219 School Physicals

SCOPE: Soldiers PCSing to Fort Lee w/ Children cannot get appointments for school physicals at Kenner Army Health Clinic in a timely fashion. It takes 3 weeks to a month to get an appointment at Kenner Army Health Clinic for school physicals.

RECOMMENDATIONS:

1. Soldiers should be able to travel off the installation with a referral for Tricare if appointments are not immediately available at Kenner Army Health Clinic.

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ISSUE: #2319 Family Community Center

SCOPE: There is not a family center here at Fort Lee that does free movies for families. There is not enough for Permanent Party families to do.

RECOMMENDATIONS:

1. Create a multi-purpose facility with a screening room for families.

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ISSUE: #2419 ACS Business Cards

SCOPE: There are too many ACS Business Cards to keep up with for the different programs. They are easily lost.

RECOMMENDATIONS:

1. Make an ACS contact book.

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ISSUE: #2519 Overcrowded Gym

SCOPE: McLaughlin Gym gets overcrowded on the weekends. It is difficult to get a good workout in at McLaughlin because it gets over crowded on weekends.

RECOMMENDATIONS:

1. Open one of the other gyms on the installation on the weekend.

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ISSUE: #2619 Shower Curtains at McLaughlin Gym

SCOPE: The water from the showers at McLaughlin does not stay contained in the shower half of the stall because of shower curtains. The other half of the stall gets very wet making it impossible for items that should stay dry to get very wet.

RECOMMENDATIONS:

1. Install shower curtains with adequate weight and length.

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ISSUE: #2719 Haircut Allowance

SCOPE: Service Members get allowances for food, housing, and clothing, but not haircuts which are required. Haircuts are expensive.

RECOMMENDATIONS:

1. Army should provide allowance for haircuts.

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ISSUE: #2819 ACS Magnet Card

SCOPE: There are a lot of different ACS program pamphlets and cards. Too many ACS program cards and pamphlets.

RECOMMENDATIONS:

1. Create a magnet with all ACS business and program contact info to give to Service and Family Members.

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ISSUE: #2919 Larger Facility for Fort Lee USO

SCOPE: Current USO building is too small. Most things on post are tailored to IET Soldiers and not permanent party. Most installations have a family USO Center where they make meals and have family and single soldier activities.

RECOMMENDATIONS:

1. Place the USO in a larger facility on Fort Lee.

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ISSUE: #3019 Shoppette Hours

SCOPE: Fort Lee Shoppette closes too early. Fort Lee Family Members and Service Members must leave the base to purchase items due to early closure of Shoppette.

RECOMMENDATIONS:

1. Fort Lee needs a 24-Hour Shoppette.

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ISSUE: #3119 Army Body Composition Test

SCOPE: Army Body Composition testing does not recognize or take into consideration the various body types. Composition program only recognizes one body type.

RECOMMENDATIONS:

1. Tailor the Army Body Composition Program to consider varying body types.

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ISSUE: #3218 Army's Current Body Fat Measuring Tool

SCOPE: The current measuring tool utilized by the Department of the Army to determine Service Member body fat percentage is not accurate because it only determines ratios. Utilizing the tape measuring tool to determine body fat percentage is very inaccurate and is only an advantage for those who gain weight around the neck.

RECOMMENDATIONS:

1. The Army should adopt the practice of utilizing the body composition tools and measuring matrixes available at the Army Wellness Centers as a standard practice in place of the current tape test.

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ISSUE: #3319 Increased BAH Entitlement

SCOPE: Rent in Fort Lee area tends to exceed allotted Basic Allowance for Housing. Causes hardships for Service Members who are unable to afford off-post.

RECOMMENDATIONS:

1. Raise regional BAH for lower ranking Service Members.

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ISSUE: #3419 Civilian Employee Culture

SCOPE: DA Civilians, contractors and NAF employees all need to be able to have the same benefits and entitlements. We all work for the same Army. NAF and Contractors should be offered the same benefits. NAF employees should be able to attend town hall meetings, and have medical benefits the same as GS employees.

RECOMMENDATIONS:

1. Agencies need to come together because we all work together.

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ISSUE: #3519 For DA Civilian Physical Fitness Program

SCOPE: DA Civilians can only participate in the DA Civilian physical fitness program one time in their career span. A more physically fit employee leads to better productivity, less missed time from work, and higher energy levels. DLA and DCMA have it throughout their careers.

RECOMMENDATIONS:

1. The Department of the Army should model its DA Civilian Physical Fitness Program after the Defense Logistics Agency and the Defense Contract Management Agency.

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ISSUE: #3619 Base Privileges for DA Civilians.

SCOPE: DA Civilians don't have the same access to post as Service Members do. DA Civilians should have the same access to certain facilities like the DFAC as Service Members do.

RECOMMENDATIONS:

1. Open access of DFACS to DA Civilians at certain times of the day as a trial run.

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ISSUE: #3719 Fort Lee Civilian Communication and Team Building

SCOPE: Fort Lee needs more team building courses for Civilians, Communication is big in the work environment and DA Civilians need to be reminded and shown how to communicate and work together as a team continuously.

RECOMMENDATIONS:

1. Provide more classes or trainings to teach Fort Lee Civilians to communicate and work together more efficiently.

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ISSUE: #3819 DA Civilian Access to the commissary and PX.

SCOPE: DA Civilians are not able to go to the PX and commissary. DA Civilians want to be able to utilize what is on the base they work for.

RECOMMENDATIONS:

1. Allow DA Civilians to shop at the PX and Commissary.

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ISSUE: #3919 Mahone Gate Operational Hours

SCOPE: The gate is open during the weekends between the hours of 0900-1600 and closes early during the weekdays. Which makes it harder for people who live in Petersburg or personnel that are staying at the IHG Hotel. Mahone gate is right next to the IHG Hotel. Personnel living and coming to the hotel aren't able to use that gate at certain times. Most people are up and about before 0900 on the weekends. They have to drive all the way around to the other gates. GPS doesn't give you a clear route to the other gates.

RECOMMENDATIONS:

1. Review the hours of operations and/or extend the hours. Place signs up before getting to the gate with signs to indicate where and which gates are open before you drive all the way down the road.

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ISSUE: #4019 School Bus Drivers and Spousal Recruitment

SCOPE: School districts that serve the Fort Lee area are lacking in civilian bus drivers. Safety is the number one issue. With a lack of bus drivers, children are sitting three to a seat and have to wait at school for double and triple backs to pick them up.

RECOMMENDATIONS:

1. Using the local Transportation Motor Pool (TMP) in agreement with the local City Bus Training Department, Spouses could be recruited from the FT LEE area to receive training to be bus drivers using local buses from the region. These bus drivers would increase the numbers to the region of the Tri City area and would increase the amount of drivers that would drive Fort Lee children to and from school in connection with the local school bus route. Along with an increase in spouse employment, this would make buses safer for the children due to not being overcrowded.

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ISSUE: #4119 DA Civilians Use of Army Programs and Services.

SCOPE: Civilian families are sometimes put on a waiting lists. The programs are beneficial to all DA families, but not everyone is able to utilize them.

RECOMMENDATIONS:

1. I recommend the priorities are removed and services are provided on a first come first served basis.

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ISSUE: #4219 Access to Motorcycle Safety Course for DoD civilians.

SCOPE: DoD civilians are not allowed access to the motorcycle safety course. Safety issue for the military community.

RECOMMENDATIONS:

1. Allow Access for DoD Civilians for certain days, same day or annual access to classes.

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ISSUE: #4319 DoD Personnel are not allowed to use Commissary, BX, and Gas station on base.

SCOPE: DoD personnel supports the military continuity, which is a part of the military family. But are not allowed to utilize things on base. Not being able to utilize certain things on base makes for loss of profits on the bases end.

RECOMMENDATIONS:

1. Allow DoD Personnel to use at least Commissary, PX, and Gas Station on base. Do so would allow for money to be generated and put back into the installation.

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ISSUE: #4419 DA Civilian Leave Time

SCOPE: It is not reflecting of times in service. It doesn't properly due diligent to service provided. Employees are not receiving enough leave time.

RECOMMENDATIONS:

1. Increase to 8 hours after 10 years and 10 hours after 15 years. Employees should also be grandfathered in.

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ISSUE: #4519 Maternity Leave for DA Civilians.

SCOPE: Civilians have to use most of their annual and sick leave after the birth of a child, even using FMLA puts them at a disadvantage. DA Civilians need Maternity leave.

RECOMMENDATIONS:

1. Create a separate leave amount specifically to be used for birth of children and adoption.

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ISSUE: #4619 Lack of Movement of DA Civilians.

SCOPE: DA Civilians become stagnate and lack of motivation when they stay in one spot or position too long. DA needs fresh perspectives at CONUS Bases. Having long-standing civilians in one place impacts performance outcomes and morale.

RECOMMENDATIONS:

1. Big Army should do trail runs of reassignments of DA Civilians to different Army bases, in different positions.

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ISSUE: #4719 Fort Lee Telework Policy

SCOPE: The DA Civilian telework policy is not implemented at Fort Lee. Lack of an official telework policy at Fort Lee affects workloads when a civilian employee is ill, pregnant, and when inclement weather hits.

RECOMMENDATIONS:

1. Allow Fort Lee civilians to Telework depending on situation and reasons. And to be able to use this policy without having to use leave.

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ISSUE: #4819 Military Dependents Professional Licensure Waivers.

SCOPE: Every time dependents have to move they have to recertify their professional licenses and certificates to meet the states requirements. Which can get expensive. It is expensive to recertify licenses and certificates every time you move and causes inconveniences for every PCS move and can cause extended breaks in employment.

RECOMMENDATIONS:

1. Create a waiver or develop an interstate compact Army-wide for Military dependents who hold professional licenses and certifications.

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ISSUE: #4919 Bike Lanes and Sidewalk Ramps

SCOPE: Throughout post there is a lack of bike lanes and sidewalk ramps. The lack of identified bike lanes on post causes a safety issue because it forces bike riders into the street.

RECOMMENDATIONS:

1. Create well-marked bike lanes on all streets on post and create ramps for bike access to sidewalks.

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ISSUE: #5019 Reasonable Fence Contractor for Military housing.

SCOPE: Fences should be installed on the installation to help Service member and their family with cost of living. The current available options are pricey. Military families move to Fort Lee and then have to pay to have a fence.

RECOMMENDATIONS:

1. New affordable fence contractor.

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ISSUE: #5119 No Sit Down Restaurant on Base.

SCOPE: There are lots of fast food restaurants on base, but no sit down restaurants on base. Need to have a sit down restaurant so that troops can have hail/farewells. Also so families can go and have sit down family meals.

RECOMMENDATIONS:

1. Bring a sit down restaurant on base.

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ISSUE: #5219 Insufficient Dental Providers around Fort Lee Area.

SCOPE: Insufficient Dental Providers around the Fort Lee Area; therefore making people having to travel 45 minutes to an hour for Dental providers in the Fort Lee Area. Family members are having to travel 45 minutes to an hour for Dental care. There are not many Dental providers around the Fort Lee area that takes the Military Family Dental insurance.

RECOMMENDATIONS:

1. Renegotiate the contract so that more Dentist providers around the Fort Lee are will take the Dental insurance.

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ISSUE: #5319 Limited delivery of Civilian Education System (CES) Intermediate Course

SCOPE: There are no Distance Learning (DL) or Online Training opportunities to complete the CES Intermediate Course. Current manpower requirements do not support in-person attendance and travel time mandated by the current delivery system for the CES Intermediate Course, which limits the completion rates for the target group (GS 10-12).

RECOMMENDATIONS:

1. Create a platform for course delivery that gives the target group (GS 10-12) the option to complete the course via Distance Learning or Online. Establish Regional Mobile Training Teams (MTTs) to offer the intermediate Courses regionally.

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ISSUE: #5419 Curb Ramps on Installation

SCOPE: With limited access to curb ramps around Fort Lee it's difficult to get across the road safely with wheelchairs, strollers, and bikes. Families with disabilities, strollers, and cyclists risk falling and getting injured.

RECOMMENDATIONS:

1. Installing curb ramps throughout Fort Lee.

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ISSUE: #5519 Virginia Physical Examination Form Marketing.

SCOPE: Virginia Schools require use of the Virginia Physical Examination form and many families are unaware of the requirement prior to arriving at Fort Lee. There is no advertising of the form on Fort Lee webpages, which causes inconveniences for arriving families who may have had physical examination done prior to arriving to Fort Lee.

RECOMMENDATIONS:

1. Advertise the Virginia Physical Examination form on the Fort Lee Main webpage and at newcomers briefings.

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ISSUE: #5619 Parking Trailers /RVs in Driveway

SCOPE: Housing has a policy against parking large personal property in driveways of base housing. The cost of storing such items at outdoor rec. has increased from \$30 to \$50 per month.

RECOMMENDATIONS:

1. Housing should change the policy to allow for parking trailer/RVs that are well maintained, not used for storage, not blocking sidewalks, not blocking trash cans, and that are secured.

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ISSUE: #5719 Huge Potholes in Front of AWM

SCOPE: There are two large potholes in front of the U.S. Army Women's Museum on A Avenue, adjacent to the Quartermaster Museum. Potholes are causing a safety and motor vehicle hazard.

RECOMMENDATIONS:

1. Fill in potholes.

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ISSUE: #5819 Blood Sugar Checks at Wellness Visits and Physicals

SCOPE: My son was seen at Kenner and treated as having a stomach virus. The next day, he was rushed to the ER with blood sugars over 1100; which he almost died. Physicians do not recognize the symptoms. It could have been prevented. Children are being misdiagnosed each day with just having a stomach bug or virus; which puts their life at risk. If symptoms can be detected such as checking frequently their blood sugar it can help with preventative measures.

RECOMMENDATIONS:

1. Army should require frequent blood sugar checks at wellness visits, physicals and blood sugar checks throughout the year.

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ISSUE: #5918 Civilian Fitness Program

SCOPE: Fort Lee's Civilian Fitness Program is offered one time in a person's career for six months. The time limit does not afford ongoing fitness for working parents who have parental obligations immediately after work and cannot perform fitness activities early in the mornings. Health issues increase when fitness is minimal or nonexistent.

RECOMMENDATIONS:

1. Allow the Civilian Fitness Program to be open to civilians for the duration of their employment on Fort Lee, offered for 1 hour of admin leave 3 days per week as mission dictates.

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ISSUE: #6019 AIT Student Transportation

SCOPE: Units are not authorized to utilize TMP services to provide transportation for AIT students. Units are unable to effectively support community events that would foster healthy public partnerships due to contractual limitations outlined by Fort Lee's TMP.

RECOMMENDATIONS:

1. Rewrite the TMP contract to reflect authorized TMP use for AIT students in efforts to provide transportation in order to support the local community events.

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ISSUE: #6119 Fort Lee Dog Park

SCOPE: I have noticed that the dog park is just a fenced in area with a few benches and picnic tables. It would be nice if there was a water source for the dogs to drink from and a few activities for them to do, such as dog agility equipment. It is a problem because dogs need water after running and playing they need to hydrate and many people have no way of giving their dog water unless they bring it with them, but the other dogs end up drinking it as well. The dog agility course is needed so that when there are no other dogs to play with the owners can work on training their dogs. The park is barren with no activities for the dogs to run and play on. When I visit I notice dogs on top of picnic tables.

RECOMMENDATIONS:

1. Add a water source in the park and dog agility equipment.

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ISSUE: #6218 Type 1 Diabetic Health Physicals and Wellness detection Screenings

SCOPE: My son was seen at Kenner when he was sick and the doctor treated his illness as a stomach virus. The next day he is rushed the ER and the doctors stated he was Type 1 diabetic with an 1100 sugar level. He was seen at Kenner the day before with no further detailed health checks. If diabetic checks are required during health physicals and wellness visits, this could have been an early detection and his health issues could have been prevented. One more prolonged day, would have caused death or a diabetic coma.

RECOMMENDATIONS:

1. I would require children to get their blood sugar checked at each wellness and health physical visit.

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ISSUE: #6319 Fort Lee Housing Community Center Fee

SCOPE: Fort Lee Community members are being charged \$100.00 to use a space already designated for community use. The community center is supposed to be a perk for living on post and tenants are being charged to use the space when tenants are already paying full BAH between \$1200.00 to \$2000.00. This is a problem because service members and their families are already paying an exuberant amount of money to live on post and to have to shell out \$100.00 each time for a birthday or even an FRG meeting, reduces the ability to provide the fun aspect needed in day to day life of families and the community at large due to financial restrictions. .

RECOMMENDATIONS:

1. On post housing should do away with the \$100.00 fee for reserving and using the on post housing community space.

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ISSUE: #6419 Trunk or Treats

SCOPE: There are too many Trunk or Treats and other overlapping events happening on the installation at once or in the same timeframe. Efforts are not being made to bring the community together collectively and causes support resources to be strained.

RECOMMENDATIONS:

1. Have single post-wide event where all Fort Lee orgs, agencies, and units can participate. This will show unity, as opposed to separation, will help alleviate the strain on local support resources, and will bring all Fort Lee Families together for large turnouts.

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