

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



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: #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: #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: #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: #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: #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: #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: #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: #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: #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: #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: #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: #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: #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: #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: #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: #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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