

HAFAP Issue Update Book

**25th ID (L) and
USARHAW
2001-2003**



As of 16 May 2003

Hawaii Army Family Action Plan

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Annual Time Line

October	Formation, Planning Committee for HAFAP Conference
November	Letter requesting units for Delegates sent out. DA AFAP Conference
February	Facilitator/Recorder, Delegate and SME Training
March	HAFAP Conference
April	Issues Staffed through Proponent Agencies Issues reviewed by Garrison Commander Steering Committee
May	Publication of HAFAP Issue Update Book
July	USARPAC AFAP Conference

Executive Summary

The process for discussion of issues important to America's Army roots itself in the Army Family Symposia of 1980, 1981, and 1982. These symposia led to the publication of a White Paper by the Chief of Staff of the Army that described the relationship between the Army and the Army family and emphasized a new commitment to Army families. The three critical elements in this philosophy are partnership, wellness, and a sense of community. The Army Family Action Plan (AFAP), which was implemented in 1984, was the result of the 1983 White Paper. It is a grassroots process identifying issues of concerns that add or detract from the Army quality of life.

The AFAP process provides community leaders with a pulse to measure the quality of their community activities and services. It gives them an opportunity to forward to Department of the Army (DA) those issues that cannot be resolved at the local level because they require support from DA, Department of Defense, or Congress. There, the AFAP process assists the Army leadership in reshaping the Army and focusing on the issues that effect America's Army.

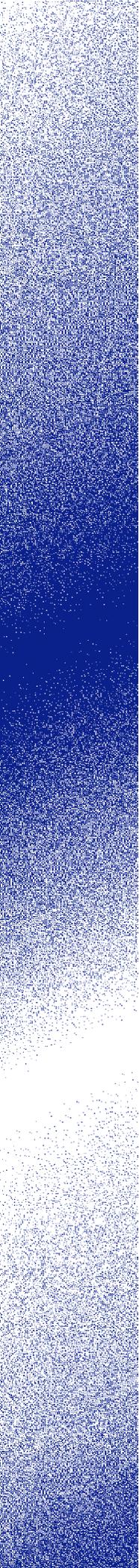
To attract and retain a quality force, it is essential that the Army maintains high quality of life standards and communicates that commitment to soldiers, retirees, civilian employees and family members. The Army Family Action Plan is the Army's mechanism

Which accomplishes this requirement. It is built on the premise that the members of America's Army are the "experts" on Army quality of life. The process solicits input directly from grassroots constituents, and asks these representatives to determine which issues are the most important to their standard of living. Commanders and Army leaders value and act on the information that AFAP provides about the needs and expectations of soldiers and families.

At the Hawaii Army Family Action Plan (HAFAP) Conference soldier and family issues are surfaced through a dynamic process, which began with the 1990 HAFAP Conference. HAFAP has since established a mayoral program, Town Hall Meetings, Retirees Council, and a strong Better Opportunities for Single Soldiers council to augment this process. The HAFAP is a product of the conference and a corporate plan for addressing community needs.

The 2002 HAFAP is a comprehensive document that impacts on the quality of life within the 25th ID (L) and USARHAW community. It is a result of the discussions of over one hundred people who participated in the 2002 HAFAP Conference. They included delegates representing the 25th ID (L) and USARHAW, staff proponents, resource experts, and trained facilitators and recorders. The Plan includes the most critical issues in each group as well as the three most valuable services in each area. Issues have been clearly articulated with recommendations for resolution.

The Army Family Action Plan identifies and validates the prominent forces and stresses faced in units and Army communities. The most recent issues from the field focused most heavily on entitlements and medical concerns, including mental health issues. Health Care Benefits for Retirees and Construction and Revitalization of Army Family Housing are examples of high-visibility active issues. In its eighteen-year history, AFAP issues have resulted in the passage of 60 pieces of legislation, 127 policy or regulation changes, and 128 improved programs and services.



Managing the Plan

Hawaii Army Family Action Plan

2001 Issues

Issue #	Lead Agency	Issue Title	Status	Entered	Action
295	Forward to HQDA	Public School System	Closed - Monitor	FY01	FY01
296	USAG-HI DCA/DPW	Outdoor Basketball Courts	Closed - Monitor	FY01	FY01
297	USAG-HI OBSB/DCA	Souting Activities Building	Closed	FY01	FY01
298	USAG-HI, DCA	Reinstate Teen Facility Major Construction Project at AMR	Active (336)	FY01	No
299	USAG-HI, OBSB/DPW	Teen Facility HMR	Closed - Monitor	FY01	FY01
300	USAG-HI, OBSB/DPW	Lack of Playgrounds	Closed - Monitor	FY01	FY01
301	USAG-HI, DPW	Handicap Access Ramp at the Schofield Barracks Post Office	Active	FY01	FY01
302	MPB-HI	Speeding in Housing Areas	Closed - Monitor	FY01	FY01
303	USAG-HI, DPW	Lack of Lighting in Housing Areas and Parking Lots	Active (339)	FY01	No
304	DECA/AAFES	Consumer Facilities on Hilo	Closed	FY01	FY01
305	DECA	Inadequate Commissary Hours	Closed	FY01	FY01
306	DEC	Fort Shafter Commissary Closure	Closed - Monitor	FY01	FY01
307	25h ID(L), G3, PAO	Hawaii Army Weekly (HAW) Coverage	Closed	FY01	FY01
308	USAG-HI, DCA/CYS	Hourly Childcare at Fort Shafter	Active	FY01	No
309	USAG-HI, DCA/CYS	AMR Child Development Center	Active	FY01	No
310	USAG-HI, DCA/CYS	Hourly care reservations for volunteers	Closed	FY01	FY01
311	USAG-HI, DCA/CYS	Handicap Access for AMR Teen Center	Closed	FY01	FY01
312	USAG-HI, DPW	Inadequate Fire Exits	Closed	FY01	FY01
313	Forward to USARPAC/HQDA	Military Housing on Big Island	Closed	FY01	FY01
314	Forward to USARPAC/HQDA	Food Stamp Eligibility	USARPAC	FY01	No
315	USAG-HI, DOL/DPW	Temporary Storage for Displaced Soldiers	Closed - Monitor	FY01	FY01
316	USAG-HI, DPW	Peeling Paint in Housing	Closed - Monitor	FY01	FY01
317	USAG-HI, DPW/OBSB	Playground Improvement & Maintenance	Active	FY01	No
318	Schofield Barracks Health Clinic, CDR	Permanent Pediatrician at the Schofield Barracks Health Clinic	Active	FY01	No
319	Schofield Barracks Health Clinic, CDR	Standard Operating Procedures for Mental Health Issues	Closed	FY01	FY01
320	TAMC/SB Health Clinic, CDR	Awareness of Mental Health Profiling Standards	Closed	FY01	FY01
321	Forward to USARPAC/HQDA	Family Dental Coverage	DA AFAP '02 Conf	FY01	No
322	DENTAC/Forward to HQDA	Family Dental Plan	DA AFAP '02 Conf	FY01	No

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2002 Issues

Issue #	Lead Agency	Issue Title	Status	Entered	Action
323	25th ID(L), G3, Education Center/G3	College Course Completion	Closed	FY02	FY02
324	25th ID(L), G3, Education Center	Non-transferable College Credit	Closed	FY02	FY02
325	USAG-HI, DCA	Gym Facilities at PTA	Closed	FY02	FY02
326	USAG-HI, DCA	MWR Activites on the Big Island	Active	FY02	No
327	USAG-HI, OBSB	Schofield Barracks Skateboard Park	Closed	FY02	FY02
328	USAG-HI, OBSB/DPW	Maintenance/Upkeep of Community Areas	Closed	FY02	FY02
329	Forward to DA	DoD Installation Access for FCP's	DA AFAP Issue	FY02	No
330	Forward to 9th RSC	Reserve Component (RC) Retirement Age	9th RSC	FY02	FY02
331	Forward to 9th RSC	Retro-Active RC Survivor Benefits Plan	9th RSC	FY02	FY02
332	Forward to 9th RSC	Continued Health Care Benefit for RC	9th RSC	FY02	FY02
333	DA AFAP Issue	Tuition Assistance for Spouses	DA AFAP Issue 475/497	FY02	No
334	Forward to 9th RSC	Commissary Privileges	9th RSC	CY02	FY02
335	USAG-HI, DCA-CYS	Big Island Childcare	Active	FY02	No
336	USAG-HI, DCA-CYS	Teen Center at AMR	Active (298)	FY02	No
337	USAG-HI, DCA-CRD	Indoor Developmental Play Center	Active	FY02	No
338	Forward to DA	Shipment of Second POV to Hawaii	DA AFAP Issue	FY02	No
339	USAG-HI, DPW	Inadequate Street Lighting	Active (303)	FY02	FY02
340	USAG-HI, DCA	IEP Relocation Coordination	Closed	FY02	FY02
341	USAG-HI, OBSB/MPB-HI	Unsupervised Children Under the Age of 9	Closed	FY02	FY02
342	USAG-HI, DPW	Assignment of Newer Housing to Enlised Soldiers of all ranks	Active	FY02	No
343	DA AFAP Issue	Dental Coverage for Family Members	DA AFAP Issue 509	FY02	No
344	DA AFAP Issue	Dental Coverage for Retirees	DA AFAP Issue 509	FY02	No
345	TAMC, Troop Commander	Customer Service in Medical Facilities	Closed	FY02	FY02
346	USAG-HI, DCA	School Facility Standards	Active	FY02	No

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2003 Issues

Issue #	Lead Agency	Issue Title	Status	Entered	Action
347	USAG-HI, DPW USAMPB-HI, USAG-HI	DPW Accountability	Active	FY03	No
348	DPW, OBSB	Safety and Security	Active	FY03	No
349	USAG-HI, DPW	Family Housing	Active	FY03	No
350	USAG-HI, DCA/CRD	Fitness Center Services	Active	FY03	No
351	25th ID(L), G3/Education Center, DPW	Fort Shafter Education Center	Active	FY03	No
352	TAMC-Vet Clinic, USAG-HI DCA	Military Installation Pet Kennels	Active	FY03	No
353	TAMC, Dental Clinic	Dental Coverage Limitations	Active	FY03	No
354	TAMC, Troop Commander/ TRICARE	Health Coverage for all DEERS Enrollees	Active	FY03	No
355	DECA (Schofield Barracks)	Produce in the Commissary	Active	FY03	No
356	USAG-HI, DCA/CYS School Liaison	School Health and Safety Standards	Active	FY03	No
358	USAG-HI, DPW	Playground Maintenance	Active	FY03	No
359	SJA, 25th ID(L), G1	Protection Against Identity Theft	Active	FY03	No
360	USAG-HI, DPW	Handicap Access on Army Installations	Active	FY03	No
361	25th ID(L), G1	Command Sponsorship	Active	FY03	No
362	25th ID(L), G1	Aviator Pay and Retention	Active	FY03	No
363	25th ID(L), G1	Overseas Permanent Change of Station (PCS) Travel Options	Active	FY03	No
364	USAMPB-HI	Macomb Gate Closure	Active	FY03	No
365	USAG-HI, DPW	Large Recycling Receptacles	Active	FY03	No
366	USAG-HI, DCA	Unit Mugs at the Nehelani	Active	FY03	No
367	USAG-HI, DCA	MWR Storage Facility	Active	FY03	No
368	TAMC, Troop Commander	Medical Appointment Phone Service	Active	FY03	No

Hawaii Army Family Action Plan

Active and Completed Issue Papers from 2001 - 2003 HAFAP Conferences

Issue Number: 295

Issue Title: Public School System

Lead Agency: HQDA/OBSB

Scope: DOE curriculum does not meet parental expectations. Changes in curriculum standards for transferring students seriously impede the continuous learning process.

Recommendations:

1. Implement DOD schools for military installation (HQDA).
2. Standardize curriculum to national standards (HQDA).
3. Educate military community of cooperative education initiatives between local DOE and military installations (OBSB).

Response:

1. The Joint Venture Education Forum is a cooperative venture between the PACOM community and the Hawaii Department of Education facilitating active military participation in Hawaii public education serving to advance the military community's responsibility in the pursuit of quality education for Hawaii's military children.
2. Two School Liaison Officers have been hired under Child and Youth Services. The responsibilities of this position will fulfill the requirements set forth in recommendation 3.

Status: Submitted to USARPAC AFAP, returned to installation for action. Completed Monitor November 2001.

Issue Number: 296

Issue Title: Outdoor Basketball Courts

Lead Agency: DCA/DPW

Scope: Surfaces on most basketball courts are in poor condition. Uneven surfaces create safety hazards.

Recommendations:

1. Assess conditions of all basketball courts for resurfacing needs and safety hazards.
2. Resurface as needed.
3. Expedite resurfacing by utilizing engineering assets.

Response: Work orders submitted for AMR, bldg 2072, Fort Shafter, bldg 522 and WAAF, bldg 75072. Using engineering assets is not an option.

Status: Completed Monitor November 2001.

Issue Number: 298

Issue Title: Reinstate Teen Facility Major Construction Project at AMR

Lead Agency: DCA

Scope: The Teen Facility Major Construction Project was dropped in FY01. The current facility is inadequate due to lack of essential needs such as restrooms, space and recreational equipment. This creates an unsafe and unsanitary environment.

Recommendation:

Obtain funds and reinstate the AMR Teen Facility Project.

Response:

1. Rolled into HAFAP Issue 336: Teen Center at AMR.
2. Reinstated as a Major Construction Project - Pending approval & funding.

Status: Active

Issue Number: 299

Issue Title: Teen Facility HMR

Lead Agency: DCA/DPW

Scope: Lack of facilities on HMR does not enhance the well being of teens and youth.

Recommendations:

1. Acquire/renovate building P1 with support from 1-25th Signal Battalion.
2. Build a skate park near the existing tennis courts.

Response: Provide on-site programs twice per week (Tuesday and Thursday). If participation increases, then staff will be added and the program will broaden to Monday - Friday.

Status: Completed November 2001

Issue Number: 300

Issue Title: Lack of Playgrounds

Lead Agency: OBSB/DPW

Scope: There are no playgrounds in the following Army communities to fill the needs of all children. Rice Manor (FS); Mauka Heights (FS); Skyview South (AMR); and The Gardens (AMR). Children in these communities are forced to cross busy roadways to use other community playgrounds.

Recommendation:

Build one or more playgrounds (depending on the size of the township) at each township listed.

Response: Priority playground construction list currently active.

Status: Completed November 2001

Issue Number: 301

Issue Title: Handicap Access Ramp at the Schofield Barracks Post Office

Lead Agency: DPW

Scope: There is not a handicap access ramp at the Schofield Barracks Post Office.

Recommendations:

1. Build a handicap ramp.
2. Post signs to direct customers.

Response:

1. OSJA decision states that the installation is responsible for constructing a ramp.
2. Handicap Access Ramp at the Schofield Barracks Post Office was funded under FY02 and awarded to Centennial Contractors. Work is 15% completed. The contractor is estimating completion by 7 Mar 03, weather permitting.

Status: Completed March 2003 GCSC

Issue Number: 302

Issue Title: Speeding in Housing Areas

Lead Agency: MP

Scope: Drivers disregard speed limits in housing areas, which endanger children and community members. Speed limits are not enforced. Currently, there is no punishment for breaking the law. Speed limits in school zones are heavily enforced while our neighborhoods are left unattended.

Recommendations:

1. Increase MP patrol of housing areas during peak traffic hours.
2. Publicize speed violators to increase awareness.
3. Expand school area traffic laws to encompass housing areas.

Response:

1. Information Campaign (HAW, Mayors, newsletter) regarding notification to MPs. Increased patrols in areas of concern. The Speed Board will be used in residential areas.
2. Privacy act precludes publication of violator's names.
3. Traffic laws are regulated by the State of Hawaii. MPD cannot change the laws.

Status: Completed November 2001

Issue Number: 303

Issue Title: Lack of Lighting in Housing Areas and Parking Lots

Lead Agency: DPW

Scope: Spacing and location of streetlights is inadequate. Community members feel unsafe. Burned out lights are not replaced in a timely manner. Well-lit communities would offer an extra sense of security.

Recommendations:

1. Increase quality and quantity of lighting in the following locations: TAMC Housing Area and Sidewalks on Aliamanu Road.
2. Install motion sensor and floodlights at the following locations: FS Aloha Center Parking Lot, WAAF Chapel Parking Lot, and Watt's Field.
3. Require monthly night inspections in residential and other highly used public areas to identify inoperable lighting and replace within 5 working days.

Response:

1. TAMC Housing Area and Aliamanu Road were surveyed and deficiencies corrected. Occupants should report future inadequate or unsafe lighting in housing and parking areas to Mr. Dean Kissinger at 656-1048, ext 2014.
2. DPW will award a contract to assess the adequacy of lighting throughout each of our sub-installations if funds available at the end of FY02. Based on the survey results, DPW will generate lighting projects designed to correct those problems identified throughout the command.
3. DPW currently conducts weekly checks of housing area lighting at night and replaces lights as needed. Customers can call 656-1275 to report burned out lights on streets or in parking areas.
4. This issue will be rolled into Issue 339: Inadequate Street Lighting because of the similarities in the two issues. (July '02 GCSC)

Status: Active

Issue Number: 304

Issue Title: Consumer Facilities on Hilo

Lead Agency: DECA/AAFES

Scope: There are 6,200 eligible consumers on the Big Island where there is a lack of facilities to support them. Currently, there is not commissary, military clothing sales or gas station. The “mini” branch exchange does not support the population. It is an injustice to all military on the Big Island to deny them basic consumer privileges afforded to all military personnel.

Recommendations:

1. Build a Commissary.
2. Build a Military Clothing & Sales Store.
3. Expand existing AAFES facility, possible a PXMart, to include a gas station.

Response:

1. Due to budget constraints construction of a commissary on Hilo is not feasible at this time.
2. There are military clothing items available at PTA and those not in stock can be ordered and delivered in a reasonable amount of time. The only items taking more than one week are Marine Corp specific items.
3. In response to a FY01 meeting, AAFES developed a project to expand the store at KMC, adding a large walk in cooler and freezer to accommodate the requested grocery items. Because of circumstances beyond our control, the installation will not allow us to install a cooler so we have been unable to fulfill this request. KMC is state property, if we installed gasoline there, the state would have to accept responsibility for the UST's and any environmental problems that arise.

Status: Completed July 2002.

Issue Number: 305

Issue Title: Inadequate Commissary Hours

Lead Agency: DECA

Scope: Inadequate Commissary Hours

Recommendation:

Expand Commissary hours of operation to include evening hours.

Response: The new hours of operations at the SB Commissary are 0800-2000 Monday -Friday, 0700-1900 Saturday & Sunday

Status: Completed November 2001.

Issue Number: 306

Issue Title: Fort Shafter Commissary Closure

Lead Agency: DECA

Scope: The Fort Shafter Commissary is invaluable to the area it serves. The possibility of its closure would be a grave inconvenience to the customer.

Recommendations:

1. Do not close the Fort Shafter Commissary.
2. Establish greater interest to shop at Fort Shafter with additional case lots sales and a stronger marketing effort.

Response: Fort Shafter Commissary has been converted to a "Supported Store" effective 6 August 2001. The initiative resulted in the transfer of produce/meat departments and accounting functions to the Pearl Harbor store. The store closed in FY02.

Status: Completed November 2001.

Issue Number: 307

Issue Title: Hawaii Army Weekly (HAW) Coverage

Lead Agency: PAO

Scope: The HAW's focus is more Schofield, not just articles but upcoming events. AMR, Tripler and Fort Shafter residents want to see more exposure of their community activities.

Recommendations:

1. Provide more community coverage of AMR, Tripler, AND Fort Shafter.
2. Publish information in a timely manner.
3. Balance the coverage of all community and military related activities.

Response: PAO has agreed to increase coverage of activities in Oahu South areas.

Status: Completed November 2001.

Issue Number: 308

Issue Title: Hourly Childcare at Fort Shafter

Lead Agency: DCA/CYS

Scope: Fort Shafter hourly care was eliminated in May '99 because the facility did not meet the building standards. Thus, there is no hourly childcare available.

Recommendations:

1. Conduct a needs assessment.
2. Expand the Fort Shafter CDC to implement hourly childcare.

Response:

1. A needs assessment is not necessary. There is a NEED for hourly care in the 25th ID(L) and USARHAW South area.
2. CYS completed all necessary paperwork for this project. MCA Project is pending, waiting funding.

Status: Active

Issue Number: 309

Issue Title: AMR Child Development Center

Lead Agency: DCA/CYS

Scope: The AMR CDC has insufficient staff and facilities to serve the needs of the community. There are approximately 150 children ages 5 and under on the full-time waiting list.

Recommendations:

1. Expand the existing building to accommodate the community.
2. Adequately staff and furnish the expanded facility.

Response: MCA Project pending; however, this project is progressing. The design phase is 35% complete and the contract is scheduled to be awarded in 2nd quarter, FY03. The estimated completion date is January 2004.

Status: Active

Issue Number: 310

Issue Title: Hourly care reservations for volunteers

Lead Agency: DCA/CYS

Scope: Installation volunteers are a vital aspect of our community, but have a difficult time securing hourly childcare due to the present “one-week out” reservation policy.

Recommendations:

1. Change the current CDC to allow volunteers to make reservations 2 weeks out.
2. Implement a system to verify volunteer Status:

Response: Verification of volunteer status would require additional staff. CYS is willing to work with volunteers having difficulty getting childcare on a case-by-case basis.

Status: Completed November 2001.

Issue Number: 311

Issue Title: Handicap Access for AMR Teen Center

Lead Agency: DCA/CYS

Scope: The existing handicap entrance is unmarked and not user friendly. It requires pre-arranged clearance and physical assistance to utilize.

Recommendation:

1. Prioritize funding to extend existing partial ramp to the entrance.
2. Clearly designate handicap accessibility.

Response:

Jul 02. Project Completed.

Jun 02. Contract awarded.

NOV 01. Work order number assigned. DPW site review completed. Currently undergoing a Safety & ADA review before going out for contract. Project award pending availability of funds.

Status: Completed July 2002.

Issue Number: 312

Issue Title: Inadequate Fire Exits

Lead Agency: DPW

Scope: Multiple housing areas throughout USARHAW only have one safe fire escape. These multi story units have a secondary exit, which doesn't allow safe access to the ground. If this issue remains unresolved it could increase the risk of bodily injury or lose of life.

Recommendations:

1. Provide portable fire ladders as part of the housing unit standard issue and provide a self-help class on its proper use.
2. Install permanent retractable ladders.

Response: Current fire escapes meet requirements. Housing units were built prior to the implementation of fire codes. Residents can buy their own fire ladder if they feel it necessary.

Status: Completed November 2001.

Issue Number: 313

Issue Title: Military Housing on the Big Island

Lead Agency: MACOM/HQDA

Scope: Military personnel assigned to the Big Island do not have the option of family housing. They must rely solely on the local economy to meet their housing needs. There is a limited supply of affordable and acceptable housing. Many families are forced to reside in substandard housing, commute great distances and incur significant out-of-pocket expenses.

Recommendations:

1. Increase COLA/BAH with price ceilings for soldiers assigned to PTA.
2. Establish a government contract lease program for 120 housing units.
3. Make the Big Island a priority in the State of Hawaii's Community Development Management Plan (CDMP).

Response: Housing construction on the Big Island will be rolled into the RCI.

Status: Completed November 2001.

Issue Number: 314

Issue Title: Food Stamp Eligibility

Lead Agency: MACOM/HQDA

Scope: Military families living off post are denied food stamps because BAH is included as income. Currently, families living on-post have BAH excluded as income and are more likely to qualify for food stamps. As a result, a real inequity exists based on government housing availability thus adversely impacting the soldier's QOL.

Recommendations:

1. Exclude BAH from the calculations used for food stamp eligibility.
2. Exclude BAH & BAS from the calculations used for FSSA eligibility.
3. Families who would otherwise qualify for food stamps if BAH were excluded, should have a higher priority for on-post housing.

Response:

1. BAH Exclusion has been addressed at the DA level.
2. BAH and BAS exclusions have been forwarded to the DA AFAP.
3. RCI will specifically address those families who would otherwise qualify for food stamps, if BAH were excluded, receiving a higher priority for on-post housing.

Status: Submitted to USARPAC AFAP Conference. Forwarded to DA for action.

Issue Number: 315

Issue Title: Temporary Storage for Displaced Soldiers

Lead Agency: DOL/DPW/ Housing

Scope: Barracks renovation at Fort Shafter is forcing soldiers to double bunk in rooms designed for single occupancy. There is no arrangement for extra household furniture to be stored. Soldiers incur extra expenses to sufficiently store their belongings on the economy.

Recommendations:

1. Provide Milvan/Conex at the unit level.
2. Arrange with transportation to pack excess belongings and put in temporary storage.
3. Lease temporary storage or tractor trailer at government expense.

Response: Storage is authorized. DPW recommends Commander arrange with DPW to pack excess household goods and put in storage. Unaccompanied housing will notify unit CDR of proper procedures for affected soldiers.

Status: Completed November 2001.

Issue Number: 316

Issue Title: Peeling Paint in Housing

Lead Agency: DPW

Scope: The recurring problem of peeling interior paint at Wili Wili Circle and various other quarters is well documented through housing. Over the years, contractors have improperly painted these quarters and it has resulted in paint peeling down to the original base. If not corrected, this situation presents an immediate safety hazard for children and other occupants from exposure to lead based paint.

Recommendations:

1. Contract must list specific guidelines on proper removal of paint, priming and repainting of quarters.
2. Establish a link between the DPW Contractor Technical Support Division (CSTD) and the housing inspectors to ensure quality of the contractor.
3. Contractors will be accountable for expenses incurred by occupants during corrections of services rendered (temporary lodging, transportation, storage).

Response: Government quarters with paint peeling will be tested for lead-based paint. If necessary, the paint in the area where it is peeling will be removed down to the bare wall and one coat primer and two coats of finish paint will be applied.

Status: Completed November 2001.

Issue Number: 317

Issue Title: Playground Improvement & Maintenance

Lead Agency: DPW/OBSB

Scope: Existing playgrounds lack sufficient shaded areas and adequate seating. Existing conditions discouraged the use of these facilities. Insufficient maintenance of playgrounds contributes to unsanitary conditions.

Recommendations:

1. Community Commander's office needs to review trash pick-up locations to ensure all park areas are maintained.
2. Install benches and facilities to provide adequate seating and shade to encourage use at all current and future playground locations.

Response:

1. During last year's HAFAP, the issue of placing benches at certain playground locations in the Fort Shafter area was still pending. A survey was conducted and ten locations on AMR were identified. Benches were procured and placed at each of the locations by the Fort Shafter Community Coordinator. To date, unknown persons have removed all but two of the benches. Mayoral program volunteers planted trees to enhance the appearance of these areas.
2. OBSB is seeking funds to purchase permanent benches at the playgrounds at a cost of \$250.00 per bench. OBSB recently completed a survey of all playground areas in 25th ID(L) & USARHAW. This reconnaissance focused on availability of benches, garbage cans and safety issues on the playground structures. OBSB does not have available funds in its budget to bring all playgrounds to a reasonable standard but will submit this figure to USAG-HI for further review.
3. OBSB will formulate a recommendation to the Commander concerning who should be responsible for the maintenance of the playgrounds (either DPW or Area Command Sponsors).

4. DPW has submitted a work request for installation of 50 concrete benches at various playground sites located at Schofield Barracks, WAAF, AMR, TAMC and Fort Shafter. The estimate is for \$13,750 and is currently not funded.

Status: Active

Issue Number: 318

Issue Title: Permanent Pediatrician at the Schofield Barracks Health Clinic

Lead Agency: Schofield Barracks Health Clinic

Scope: Currently, there are no pediatricians assigned to or authorized at the Schofield Barracks Health Clinic. There is a large population of children in the Schofield area needing specialized health care.

Recommendation:

Staff a sufficient number of pediatricians at the Schofield Barracks Health Clinic to accommodate the children who live in the general area.

Response:

The building designated for the future Pediatrics Clinic has undergone demolition and is ready for reconstruction/renovation. Funding for this reconstruction (approximately \$4.2 M) has not yet been allocated and is on the Army Surgeon General's priority list should adequate funding become available later in Fiscal Year 03.

Status: Active

Issue Number: 319

Issue Title: Standard Operating Procedures for Mental Health Issues

Lead Agency: Schofield Barracks Health Clinic

Scope: Patients calling the mental health clinic are not being given consistent instructions on proper procedures or points of contact.

Recommendation:

Review of clinic operating procedures to ensure appointment clerks are trained and capable to properly inform patients of proper procedures and points of contact.

Response: Current SOP states appointments can be made immediately for crisis cases. Consolidation of appointments clerks will allow interchange of appointment information

Status: Completed November 2001.

Issue Number: 320

Issue Title: Awareness of Mental Health Profiling Standards

Lead Agency: TAMC/SB Health Clinic

Scope: Soldiers feel that leaders are not fully aware of mental health profiles and duty standards for soldiers being treated for mental health issues.

Recommendation:

Educate leaders and soldiers on mental health issues.

Response: If assessment is command directed then DA Form 3822 is sent to the commander. If assessment is not command directed this form will not be sent to the commander.

Status: Completed November 2001.

Issue Number: 321

Issue Title: Family Dental Coverage

Lead Agency: MACOM/HQDA

Scope: Current coverage for intermediate to major dental care is inadequate causing large out-of-pocket expenses for families needing dental care.

Recommendations:

1. Raise the lifetime cap for orthodontic care to \$2500.
2. Establish tiered coverage with current dental coverage as the base.
3. Increase care benefit for people who are faced with catastrophic dental care.
4. Allow retirees to participate in same plan options.

Response: Raise lifetime cap for orthodontic care to \$2500. Implement catastrophic dental coverage.

Status: Submitted to MACOM AFAP. Forwarded to DA for action. This issue was sent back to the installation for review. However, a similar issue #343 was forwarded to the 2002 DA AFAP Conference.

Issue Number: 322

Issue Title: Family Dental Plan

Lead Agency: DENTAC/ HQDA

Scope: Currently, the Family Member Dental Care Plan covers only 60% of costs for intermediate to major dental work while the service member has to pay 40% of the cost.

Recommendation:

Create a plan with higher premiums that cover 100% of intermediate to major dental care procedures.

Response: Create a plan with higher premiums that cover 100% of intermediate to major dental care procedures.

Status: Rolled into issue #321 & forwarded to DA AFAP. This issue was sent back to the installation for review. However, a similar issue #343 was forwarded to the 2002 DA AFAP Conference.

Issue Number: 323

Title. College Courses Completion

Lead Agency: 25th ID (L), AcofS, G3, Education Center

Scope: Soldiers have difficulty completing college courses due to conflicts with training schedules and lack of command support. In some instances soldiers are losing money.

Recommendations:

1. Ensure chain of command manages mission requirements and personnel schedule to allow soldiers to attend college courses.
2. Utilize the Company Education Advisor to facilitate good communication between soldier and chain of command and conduct quarterly briefings at company level.
3. Ensure education center advises soldiers on non-traditional education options (i.e. Distance Learning).

Response:

1. Army guidance counselors are assigned to military units. As part of their performance standards, counselors are tasked with providing educational information to their units via e-mail, newsletters, or flyers at least quarterly. Counselors are also available to brief units on educational opportunities as requested.
2. As part of a normal counseling session, soldiers are advised of traditional as well as non-traditional educational opportunities, which include college-credit testing, college credits for military schools/training, and enrollment in distance learning courses. The eArmyU program, which was implemented in Hawaii on 1 May 02, gives eligible enlisted soldiers access to more than 90 certificate and degree programs at over 20 institutions and allows them to work toward an on-line college degree or certificate anywhere, anytime.
3. G3/Education will insure information on the Education Center is provided to attendees of the PreCommand/1SGT course.

Status: Completed July 2002.

Issue Number: 324

Title. Non-transferable College Credit

Lead Agency: 25th ID (L), AcofS, G3, Education Center

Scope: Soldiers who are seeking a college education are not receiving adequate counseling on Service Member Opportunity College Degree (SOCAD). Inadequate counseling results in soldiers not following their degree plans and having non-transferable credits.

Recommendations:

1. Develop a counseling checklist on SOCAD Program at education center to be maintained in education file.
2. Review and upgrade SOCAD checklist with counselor before tuition assistance is approved or registration for each class is complete.
3. Ensure Battalion S1 requires all soldiers in process through the education center within 30 days of arrival in accordance with AR 621-5.

Response:

1. The Service members Opportunity Colleges Army Degree (SOCAD) Program guarantees transferability of credits among colleges in the SOCAD networks, with no individual prior approval necessary for students who have been issued SOCAD student agreements. This policy applies to courses in the SOCAD schools transferability tables and general education electives that do not specify a course number. The SOCAD home college must approve other courses intended to satisfy its degree requirements. Discussion of SOCAD is part of a counseling session for soldiers enrolling in college programs.
2. All on-post schools are SOCAD schools; however, granting of college credits is discretionary, based on acceptance of evidence provided by the soldier to the school. After a soldier has 9 semester hours of college credit, that individual is required to have an approved degree plan or SOCAD agreement in his/her education record before he/she can receive further tuition assistance (TA). TA will only be issued for college courses that are a part of a soldier's degree plan/SOCAD agreement. A separate checklist is not needed as the degree plan/SOCAD agreement is the checklist and is reviewed before tuition assistance is issued.

3. Every Friday, an Army education center counselor at Schofield Barracks conducts an educational briefing for enlisted soldiers coming into the Division. This briefing addresses the educational opportunities available at the Schofield Barracks Army Education Center. The SOCAD Program is a part of this briefing. Any concerns regarding service received from an Army guidance counselor should be addressed to the Army education center director. All soldiers are required to inprocess through the education center as part of their replacement inprocessing to the division/installation. It is part of their inprocessing checklist. Juniors (E1-E4) are physically taken there. Seniors (E5 and above) are allowed to walk-in and inprocess. Both groups do have this inprocessing annotated on their checklists.

Status: Completed June 2002.

Issue Number: 325

Title. Gym Facilities at Pohakuloa Training Area

Lead Agency: USAG-HI, DCA

Scope: Permanent party, family members and transient training unit have limited exercise/sports equipment. This negatively impacts their well-being and morale.

Recommendations:

1. Construct a gym modeled after the one at Kunia.
2. Provide funding to purchase sports equipment and upgrade current facility.
3. Identify a larger fitness room to relocate current and additional equipment.

Response:

1. Based on the number of soldiers assigned, PTA does not meet the criteria for a gym in accordance with DA Army Facility Strategy (AFS) Standards. The AFS team from DA did not recommend a gym facility for PTA during their site visit in FY01.

2. In FY01, \$60.8K was used to purchase training and cardiovascular equipment for PTA. The type and number of pieces that were purchased and installed meets the Army "Core" standards for physical fitness centers. Current plans call for the 411th Engineers, a Reserve unit, to assist in upgrading the Recreation Center. After the renovation is completed, the fitness center, presently in a quonset hut, will be relocated to the former Recreation Center. Rubberized flooring will also be installed.

Status: Completed July 2002.

Issue Number: 326

Title. Morale, Welfare and Recreation (MWR) Activities on the Big Island

Lead Agency: USAG-HI, DCA

Scope: MWR patrons on the Big Island are forced to utilize the recreational services such as movie theaters, bowling alleys, and gyms in the civilian sector at substantially higher costs. They must always pay full price based on the local economy.

Recommendations:

1. DCA initiate a military discount program with the local businesses on the Big Island.
2. Provide MWR information and discount tickets at the KMC front desk.
3. Post Big Island MWR info on the MWR website.

Response:

1. Meeting initiated between Marketing Chief and CSM to discuss promotion and entertainment priorities on Big Island.
2. A site visit which incorporates discussion at a Big Island Chamber of Commerce meeting, a KMC coordination meeting (1 day), and minimum two days of sales calls soliciting Big Island business participation.
3. A Big Island Military Discount brochure/flyer will be created for distribution to soldiers through PTA CSM office. Also to be distributed through KMC, participating retailers, and posted on MWR website.
4. DCA Marketing Chief is coordinating with Mr. Chuck Lopez, Executive Director of the Big Island Chamber of Commerce, to form a special Military Relations Committee, designed to work with MWR on the creation of island-wide Soldier-military discounts offered by Chamber members. KMC and PTA representatives will participate on this committee.

Status: Active

Issue Number: 327

Title. Schofield Barracks Skateboard Park

Lead Agency: USAG-HI, OBSB

Scope: Deteriorating and unsafe conditions at the Schofield Barracks Skateboard Park increases unnecessary risk of injury to our children.

Recommendations:

1. Identify a sponsor unit or agency to maintain the upkeep of the Skateboard Park.
2. Conduct periodic safety inspections and perform maintenance.
3. Do not tear down the Skateboard Park!

Response:

1. 3rd Bde is the sponsoring unit. They do a daily police of the skateboard park area, but do not have the required technical expertise to maintain the area.
2. The Installation Safety Office conducted a safety inspection of the Skate Park at Stoneman Field on 6 June 2002 and found some things that will need 84th Engineer support. The 84th Engineer unit erected the skate park and has done re-surfacing work at least once since it was built. A copy of the safety inspection was forwarded to DPW for inclusion in the annual Troop Construction Program. Everything on the findings has been corrected with the exception of the hanging of the sign and doing patch up work on the skating ring surface.

Status: Completed July 2002.

Issue Number: 328

Title. Maintenance/Upkeep of Community Areas

Lead Agency: USAG-HI, OBSB

Support Agency. USAG-HI, DPW

Scope: Lack of maintenance and upkeep in common areas have caused deterioration of playgrounds, cracks in sidewalks, potholes in roads, mowing of unoccupied quarters and common areas and street signs not being maintained. These issues have created both an unsafe environment and have had a significant negative impact on community pride.

Recommendations:

1. Provide better oversight of current maintenance services at the Garrison level.
2. Establish a direct line of communication between the Mayor's Board and the CG for unresolved issues.

Response:

1. DPW will identify and oversee maintenance services.
2. Mechanism currently in place to keep the CG informed on unresolved issues through input from the mayors to OBSB. Cdr, OBSB forwards issues to the Garrison Commander, and finally Garrison Commander presents issues to the Commanding General.

Status: Completed June 2002

Issue Number: 329

Title. DoD Installation Access for FCP's

Lead Agency: Forward to 2002 USARPAC

Scope: There is no standard DOD ID card or document that allows Family Care Providers (FCP's) access to all DoD installations in order to perform their duties. Services do not currently honor "sister" services documents.

Recommendations:

1. Create a DoD recognized ID card that allows access of installation Family Care Providers (FCPs).
2. Establish a procedure to activate/deactivate ID card for non-military FCP providers.
3. Establish information guidelines for ID card holder.

Status:

1. Forwarded to Jul 02 USARPAC AFAP Conference. Selected by conference delegates as issue to forward to DA Conference.
 2. Referred to JIRSG Steering Committee
-

Issue Number: 330

Title. Reserve Component Retirement Age

Lead Agency: Forward to 9th RSC

Scope: Reserve component soldiers are required to wait until age 60 before collecting retirement pay. The average retirement age for pay grades E-9 and O-6 is between 49-53, so retention is not affected.

Recommendation:

Allow eligible retirees to collect retirement pay at age 55.

Status: Forwarded to 9th RSC

Issue Number: 331

Title. Retro-active Reserve Components Survivor Benefits Plan

Lead Agency: Forward to 9th RSC

Scope: Current law excludes retirees prior to January 2002 to revise their Survivor Benefits Plan election.

Recommendations:

1. Allow Troop Program Unit soldiers to change their Survivor Benefits Plan option on their birth month audit.
2. Allow eligible retirees who are not receiving retirement pay to change Survivor Benefits Plan option during their Retirement year-end.

Status: Forwarded to 9th RSC

Issue Number: 332

Title. Continued Health Care Benefit for Reserve Component (RC)

Lead Agency: Forward to 9th RSC

Scope: RC are left with no medical coverage following periods of active duty of 30 days or longer. Sponsor and dependents are left without medical coverage during these periods.

Recommendation:

Expand current continued Health Care Benefit program to include reserve components.

Status: Forwarded to 9th RSC

Issue Number: 333

Title. Tuition Assistance (TA) for Spouses

Lead Agency: Forward to 2002 USARPAC

Scope: Spouses currently do not have the opportunity to obtain TA to continue their education. Hickam AFB funds spouse tuition assistance through their Air Force Aid Society. Frequent PCS moves make it difficult for spouses to obtain jobs without advanced education.

Recommendations:

1. Establish a local (25th ID (L) & USARHAW (US Army, Hawaii) policy to provide TA to spouses.
2. Establish DA policy to provide tuition assistance for spouse's army-wide.

Status: Forwarded to July 02 USARPAC AFAP Conference, similar issues active at DA level (Issue 475 and Issue 497).

Issue Number: 334

Title. Commissary Privileges

Lead Agency: Forward to 9th RSC

Scope: Currently DOD 5105.55 limits reserve components' commissary privileges. RC are sometimes left with no commissary privileges for up to one year because they do not meet eligibility requirement.

Recommendations:

1. Eliminate commissary card for RC.
2. Authorize unlimited access to commissary for RC.

Status: Forwarded to 9th RSC

Issue Number: 335

Title. Big Island Childcare

Lead Agency: USAG-HI, DCA, CYS

Scope: Military sponsored childcare is non-existent on the Big Island. There is no central resource to provide information regarding licensed childcare providers.

Recommendations:

1. Provide a representative from CYS to assess Big Island childcare needs.
2. Have a CYS representative research and compile a list of resource and referral childcare options.
3. Devise a plan to establish a Point Of Contact (POC) on the Big Island to answer on-going childcare concerns and include contact information in the welcome/inprocessing packet.

Response:

1. CYS Outreach Services developed a Needs Assessment Survey and are designing a system in which families on the Big Island can register and obtain a list of providers in their area.
2. The PTA Commander's wife, Robin Schmitz, provided a list of eligible children between the ages of 6 weeks and 12 years and distributed and collected the Needs Assessment Survey. The CYS staff will coordinate services once the actual need is established.
3. The Senior Family Child Care Director has received a list of State Certified In-Home Care Providers. She is working on an MOA for Homes Off Post (HOP). She will contact the providers and see if they will sign a MOA to provide services to Army families. This list will be given to CYS Resource and Referral. FCC will then visit these homes quarterly and provide subsidies for those providing care to Army families. This will increase the operational cost of the FCC program by approximately \$3K-20K per year, depending on the subsidy and the number of TDY visits the staff has to make to these homes.

Status: Active

Issue Number: 336

Title. Teen Center at AMR

Lead Agency: USAG-HI, DCA, CYS

Scope: The existing teen center at AMR lacks space, limited power sources, and does not meet the criteria for DoD certification. The existing Teen Center has no restroom. Teens are currently forced to find alternate places to congregate and hold various club meetings. A maximum capacity of 20 people limits opportunity for special events or dances. Equipment (i.e. computers, entertainment systems, A.V.) funded by CYS is not used due to lack of space. These resources are going to waste.

Recommendations:

1. Provide an adequate facility that adheres to the new DA model for youth facilities to include restrooms, electricity, kitchen, arts and crafts room, computer labs and audio room.
2. Expand and upgrade the current teen center or renovate a vacant building.

Response:

1. The CYS staff understands the need for a new facility for the teens in the 25th ID(L) & USARHAW South area. They prepared and forwarded a packet to CFSC that included a DA 1391 and supporting documents. The new Teen Center was approved and is on the FY06 NAF Major Construction Project list.
2. This issue was rolled into HAFAP Issue 298: Reinstate Teen Facility Major Construction Project at AMR, because of similarities in issues (July 02 GCSC).

Status: Active

Issue Number: 337

Title. Indoor Developmental Play Center

Lead Agency: USAG-HI, DCA, CYS

Scope: Schofield Barracks has no indoor location for pre-school age children to play, have parties or interact with children their age. All other age groups have age-appropriate activities to enhance developmental growth. The new SB PX construction project includes plans to allocate 10,000 sq. feet for a designated play area. Presently, equipment has been purchased that is appropriate for school age children, but not for pre-schoolers. The present plan does not specifically address the needs of pre-school age children. We must provide a centrally located area for safe play for this underserved population.

Recommendations:

1. Implement an early childhood indoor developmental play center.
2. Incorporate additional age appropriate equipment for pre-school age children in the currently planned MWR Kidzone project forecasted for construction in the new PX complex. AAFES complex allocates 10,000 square feet for this play station.

Response:

1. Child and Youth Services will conduct a needs assessment to determine the demand and requirements for implementing an indoor developmental play center. If the assessment supports the need for an indoor developmental play center they will submit the required project documentation for project approval and funding.
2. Child and Youth Services will determine the cost associated with incorporating additional age appropriate equipment for pre-school age children in the planned MWR Kidzone project. Once the cost has been determined, it will be submitted for project approval and funding. AAFES complex allocates 10K square feet for CYS play station. The Garrison Commander and DCA will meet with the AAFES Regional Manager to ensure the Kidzone is included in the PX construction project.
3. At the July 02 GCSC, the Steering Committee recommended that this issue be unattainable for children under the age of 3 (cost of care would be very high) and remain active for all other age groups.

Status: Active

Issue Number: 338

Title. Shipment of Second POV to Hawaii

Lead Agency: Forward to 2002 USARPAC

Scope: The Army currently does not pay for the shipment of a second vehicle to Hawaii. This creates a financial burden for soldiers who must; (1) pay for shipment of a second vehicle themselves; (2) sell vehicle prior to departure and buy a replacement vehicle in Hawaii; (3) make alternate arrangements (car storage). This creates a transportation hardship for the family.

Recommendations:

1. Change JFTR to authorize shipment of a second POV at government expense for command sponsored families in Hawaii.
2. Change JFTR to authorize shipment of a second POV from a West Coast port for command sponsored families in Hawaii.
3. Change AR 55-71 to authorize and endorse "Space-A-Shipment" of a second POV through the Navy. Currently AR 55-71 prohibits Army soldiers from participating in this program that the other services can.

Response:

AR 55-71 was amended. Army soldiers may participate in the "Space A Shipment" for their second vehicle through the Navy.

Status: Forwarded to Jul 02 USARPAC AFAP Conference. Selected by conference delegates as issue to forward to DA Conference. This issue was selected as one of the top issues to the DA Conference and will be on the agenda at the May 2003 General Officer Steering Committee Meeting.

Issue Number: 339

Title. Inadequate Street Lighting

Lead Agency: USAG-HI, DPW

Scope: McCornack and Henderson Heights housing residents feel that a lack of street lighting may result in increased crime and personal injuries in the neighborhoods.

Recommendations:

1. Provide and Install adequate street lighting to McCornack and Henderson Heights housing areas.
2. Require DPW to conduct monthly checks of housing area lighting at night and replace inoperable lights within one week.
3. Require more frequent patrols of these housing areas by MPs to deter crime until lighting is improved.

Response:

1. DPW conducted a survey of the street lighting in McCornack and Hendrickson Heights. It was found that all lights in Hendrickson Heights were working. However, a few large tree limbs block their lateral dispersal of light. A service order to trim the trees was generated. On McCornack two burned out lights were replaced and lighting in this area was found adequate. DPW will award a contract to assess the adequacy of lighting throughout each of our sub-installations if funds available at the end of FY02. Based on the survey results, DPW will generate lighting projects designed to correct those problems identified throughout USARHAW.
2. DPW currently conducts weekly checks of housing area lighting at night and replaces lights as needed. Customers can call 656-1275 to report burned out lights on streets or in parking areas.
3. The MP's have been very active in the areas of concern and will continue to have patrols move through low-lit areas on a random basis. They have also been instructed to note lights that are not working and will work with the DPW to correct as soon as possible.
4. This issue will be rolled into HAFAP Issue 303: Lack of Lighting in Housing Areas and Parking lots because of similarities in issues (July 02 GCSC).

Status: Active

Issue Number: 340

Title. Individual Educational Plan (IEP) Relocation Coordination

Lead Agency: USAG-HI, DCA

Scope: When a dependant child with an IEP comes to Hawaii, coordination is needed between the School Liaison Officer, schools, housing and IEP for Special School Services to minimize disruption in the child's education.

Recommendations:

1. Ensure School Liaison Officer at DCA identifies on a monthly basis, local schools that support specific IEP children's learning needs.
2. Establish and update a monthly DCA MWR Hawaii website that provides information on each school's capabilities providing special needs programs (i.e. autism, physical therapy, hearing impairments etc).

Response:

1. All Hawaii Department of Education (DOE) schools are required to accommodate special needs children, if the need is clearly stated in an up to date IEP. If a school is not able to meet that child's needs on their campus, the IEP Team is responsible for agreeing upon any special accommodations for that particular child. The School Liaison Office will coordinate with DOE to obtain a list of all Army dependent children enroll in their schools.
2. The Hawaii MWR website, www.mwrarmyhawaii.com, contains a link to the DOD relocation information data. The Standard Installations Topics Exchange Service (SITES) provides a very detailed overview of Hawaii DOE's obligation and commitment to provide appropriate services to special needs children. In addition, the Hawaii MWR website provides links to the Hawaii DOE website, which also provides detailed information on their commitment to special needs children.
3. The School liaison, EFMP and Relocation Program Managers will provide current policies and services available on the SITES Program.

Status: Completed July 2002

Issue Number: 341

Title. Unsupervised Children Under the Age of 9

Lead Agency: USAG-HI, OBSB

Support Agency. USAMPB-HI

Scope: Children under the age of 9 are not being supervised (in accordance with the 25th ID (L) & USARHAW Policy Pam 210-5) in our common areas to include playgrounds, parking lots and family housing.

Recommendations:

1. Enforce MPs on patrol to ensure small children have supervision and issue citations to parents who are not in compliance.
2. Integrate a tracking program through the Residential Action Office bringing together the Oahu Base Support Battalion (OBSB) and the service member's chain of command if a citation is issued twice within a 6-month period.

Response:

1. USARHAW Command Policy 210-5 addresses Unsupervised Children Under the Age of 10. Military Police respond to unattended child or children calls routinely. We typically respond because of a complaint made by someone in the community or when the MPs observe unattended child or children. When contact is made with the sponsor the determination is made whether the circumstances warrant an apprehension because of neglect. Regardless of the circumstances the MPs response to the incident is entered in the daily journal or blottered if the incident becomes a Military Police Report with a subject. Both of these actions receive OBSB and USAG-HI visibility. The law enforcement efforts are effective and need to remain unchanged. The emphasis needs to turn toward the sponsor.
2. OBSB was tasked to create a video on regulations regarding supervision of children on post at the Jun 02 Steering Committee Meeting.
3. According to the OBSB Action Officer, there is not enough information to make a video on this subject alone. This information could be included in a video created by Housing and broadcasted on TV2. This video would highlight different items of importance to residents, such as recycling, trash pick up, cutting trees, and the unattended children policy.

Status: Active

Issue Number: 342

Title. Assignment of Newer Housing to Enlisted Soldiers of all Ranks

Lead Agency: USAG-HI, DPW

Scope: Currently the majority of the newer housing available on Schofield is assigned to E6 and below soldiers. There is a limited number of newer housing available to Senior Enlisted. The policy of assigning old billets to Senior Enlisted affects the morale of soldiers and families, and in-turn the leadership of the Army.

Recommendation:

Assign newer housing based on housing to rank ratio of command sponsored soldiers assigned to 25th ID (L) & USARHAW (i.e., if 70% of assigned command sponsored are E1-E6 then 70% of newer housing should go to E1-E6. If 10% is senior enlisted then they should get 10% of the newer housing.)

Response:

1. AFH MILCON projects that resulted in the new housing targeted to provide for lower pay grades for both enlisted soldiers (E1 - E6) and officers (Company grade). In support of that HQ DA position, we mostly house E1- E4 and company grade officers in the new quarters. Senior NCO's have higher pay and allowances, including BAH and are consequently better equipped financially to live off-post in accordance with Army policy.

2. The table below shows the number of new versus old quarters on our current inventory as of 22 October 2002. Also shows the % from the total inventory assigned to each category:

<u>GRADE</u>	<u>CURRENT TOTAL INV</u>		<u>NEW INVENTORY</u>		<u>POPULATION</u>	
	#	%	#	%	#	%
Company Grade	587	7.6%	71	3.7%	376	6.0%
Senior NCO	725	9.4%	38	2.0%	723	11.5%
Junior NCO	5,773	74.9%	1,727	90.9%	2,416	38.3%
Enlisted	2,356	37.3%	619	8.2%	63	3.3%
Others	412	6.7%				
AFH TOTAL	7,704		1,899		6,283	

** The current total inventory for Junior NCO/Enlisted soldiers cannot be divided because under our inventory it follows under one category. We don't have separate amount of quarters for Junior NCO/Enlisted soldiers. They ALL compete for the same quarters.

3. This table shows the number of new versus old quarters on our current inventory as of 26 July 2002. Also shows the % from the total inventory assigned to each category:

<u>GRADE</u>	<u>CURRENT TOTAL INV.</u>		<u>NEW INVENTORY</u>		<u>POPULATION</u>	
	#	%	#	%	#	%
COMPANY GRADE	587	7.6%	71	3.7%	361	5.8%
SENIOR NCO	725	9.4%	38	2.0%	726	11.7%
JUNIOR NCO / ENL	5,773	74.9%	1,727	90.9%	4,688	75.8%
OTHERS	619	8.2%	63	3.3%	412	6.7%
AFH TOTAL	7,704		1,899		6,187	

*New Quarters are all AFH built at USAG-HI in 1990 or later.

*AR 210-50, Para 5.5 Reallocation of family housing states:

a. AFH areas and, in some cases, individual DU are designated by the installation commander for use by grade categories.

b. Installation commanders may reallocate DU from one grade category to another when — (1) there is an imbalance in distribution of existing on-post, or both on- and off-post DUs, (2) Circumstances do not warrant permanent change in allocation of DUs.

Status: Active

Issue Number: 343

Title. Dental Coverage for Family Members

Lead Agency: Forward to 2002 USARPAC

Scope: The current family dental plan does not offer the flexibility for the insured to choose coverage suiting their specific needs. Lack of options and out-of-pocket expenses can and do put financial strain on families.

Recommendations:

1. Implement three separate and enhanced dental coverage packages from which to choose.
2. Increase individual family coverage maximums.
3. Prorate the cost of the coverage according to the sponsor's base pay.

Status: Forwarded to Jul 02 USARPAC AFAP Conference. Selected by conference delegates as issue to forward to DA Conference.

Issue Number: 344

Title. Dental Coverage for Retirees

Lead Agency: Forward to 2002 USARPAC

Scope: The current retiree dental plan does not offer the flexibility for the insured to choose coverage suiting their specific needs. Lack of options and out-of-pocket expenses can and do put a financial strain on retirees.

Recommendations:

1. Implement three separate and enhanced dental coverage packages from which to choose.
2. Increase individual coverage maximums.
3. Prorate the cost of coverage according to retirement pay.

Status: Forwarded to Jul 02 USARPAC AFAP Conference. Selected by conference delegates as issue to forward to DA Conference.

Issue Number: 345

Title. Customer Service in Medical Facilities

Lead Agency: Troop Commander, TAMC

Scope: Medical facility personnel do not consistently display the same concern for providing high quality, courteous customer service. The perception exists that customer service is not a high priority. There is not a measurable level of accountability to ensure standards are attained.

Recommendations:

1. Require all medical facility personnel to attend initial and quarterly customer service training.
2. Display and enforce a performance standard with command emphasis for both customers and personnel.
3. Ensure QA/QC procedures through (1) random selection of scheduled patients to complete survey, i.e. "secret shoppers"; (2) quality of service cards, (location specific) will be provided at least quarterly to each customer.

Response:

All TAMC employees are required to attend Customer Relations Training. This is a four-hour training requirement. The DCCS has made it very clear that Customer Service is a top priority at TAMC. Although our Command does emphasize customer service, we are currently not able to require the measurement of a staff member's performance to be enforced on their performance standard for union reasons. TAMC is currently ensuring QA/QC procedures through many avenues. The Patient Satisfaction Survey cards, renamed FOCUS cards, are distributed throughout the hospital. We have two stand-alone electronic survey machines call Opinion Meters in our hospital. We review and respond to various Customer Service Indicators such as the TRICARE Operational Performance Statement (TOPS), DOD Monthly Customer Satisfaction Surveys, Healthcare Survey of DOD Beneficiaries, and the Quarterly Consumer Health Watch. We provide monthly department customer service briefings and oversee complaints and concerns through our Patient Representative Office. Newly implemented is our Mystery Shopper program, which we are still developing as an internal survey tool.

Status: Completed July 2002

Issue Number: 346

Title. School Facility Standards

Lead Agency: USAG-HI, DCA

Scope: The deteriorating and hazardous conditions of Hawaii's Partnership (Impact) Schools have created an environment that directly inhibits our children's education. This is a recurring issue initially addressed at the Teen 2000 (Teen HAFAP), most recently in February 2002. We were made aware of three schools with facility issues (Aiea, Moanalua and Wheeler Middle School).

Recommendation:

Department of Education failure to meet DoD standards will result in the withdrawal of impact funding and funds will be used to create DoD schools for the military community.

Response:

1. This has been a recurring issue at previous HAFAP Conferences. One of the comments at the 2001 HAFAP was that two School Liaison Officers would be hired in order to serve as a conduit between the Army and the Department of Education on these types of issues. These positions have been filled, as of October 2001.

2. At the 2001 HAFAP Conference it was also concluded that the recommendation of creating DoD schools in Hawaii was out of the scope of installation authority. However, it is important to note that there has been major steps taken in a combined effort between the military and the DOE to create the Joint Venture Education Forum (JVEF). The JVEF consist of a membership of representatives from all branches of service and the Hawaii DOE community. Through the JVEF, DoD has allocated \$4.8M in FY00, \$5.3M in FY01 and \$5M in FY02 to provide assistance for Hawaii Public Schools. The following breakdown is an overview of how that money has been instrumental in assisting DOE schools.

- a. 2001 Textbooks to Title 1 Military Impacted Elementary Schools in Hawaii
- b. 2002 Textbooks to Title 1 Military Impacted Middle Schools in Hawaii
- c. '01 & '02 Community Outreach money to assist 37 Army partnered schools.
- d. 2002 new playgrounds at the following elementary schools. Solomon, Hale Kula, Shafter, Helemano, and Webling.

e. The Hawaii Legislature passed and the Governor enacted Hawaii 3 Rs (Repair, Remodel and Restore our Schools) into law, providing funds to tackle the DOE repair and maintenance backlog. Numerous DOE schools have benefited from this in 2001 and now in 2002.

Status: Active Forwarded to USARPAC in July 02. USARPAC returned issue and recommended this issue be reviewed at the JVEF level.

Issue Number: 347

Issue Title: DPW Accountability

Lead Agency: DPW

Scope: DPW is not accountable in providing quality maintenance service in a timely manner. The priority structure is unrealistic making it an inconvenience for family members and soldiers living in government quarters that are in disrepair. This affects quality of life and readiness. Lack of upkeep and oversight is costing taxpayers and the Army money.

Recommendations:

1. Restructure work order priority system as follows: Priority #1: Immediate response should be completed within 24 hours. Priority#2: Urgent response with 24-48 hours with completion within 7 days. Priority #3: 3 - 5 days response with completion with 7-10 days.
2. Issue an automatic referral if priorities 1 through 3 cannot be completed in the allotted time.
3. Implement a quality control system with oversight by Garrison to ensure 100% accountability.

Response:

1. These response and completion times are above what is required in the DPW Performance Work Statement. DPW is currently developing a cost estimate for accomplishing the Priority 1 and Priority 2 Family Housing Service Orders at the level requested. Based on this estimate, we will pursue a modification to the contract. DPW is also estimating a modification to the change of occupancy housing maintenance (COOHM) contract to include Priority 3 service orders with these response and completion times. If funding permits, DPW will modify the contract to include this work.
2. Modifications to PWS and COOHM contract will make this unnecessary.
3. DPW has implemented a system where the tradesperson responding to Service Orders, upon completion, will have the customer sign off on the work on the SO dispatch sheet. Because the tradesperson responds to Priority 1s immediately, they will not usually have the dispatch sheet with them; in this case, they will ask the customer to sign off on a sheet with the SO number and response and completion times. The DPW Quality Control Branch will perform random checks to make sure this is being accomplished throughout the shops. The Quality Assurance Office will check and report their findings to the Garrison Commander. In addition, DPW will have prepaid customer feedback forms for the tradespersons to leave with the customers. The

customer can respond to yes or no questions, and add additional comments. When received at DPW, the customer response will be entered directly into ICE, the Garrison feedback system.

Researching complaints about SOs that were completed out with the work not done, we recently learned that Army's automated SO system defaults to close out each SO when time is charged to it. So if a tradesperson charged time to a SO (for example, for gathering materials for the job), that service order would automatically be closed out—unless he put a specific entry into one block on the form. The DPW Project Manager has mounted an educational campaign to ensure that the tradespersons understand how to fill out L&Es on a service order that is not yet complete.

Status: Active

Issue Number: 348

Issue Title: Safety and Security

Lead Agency: Military Police-Hawaii and USAG-HI, DPW, OBSB

Scope: There is a problem with theft in the community and there is no adherence to the speed and noise regulations on post. This is due to a lack of community awareness of existing programs and enforcement regulations and policies. The community can help itself.

Recommendations:

1. Emphasize more command and community involvement in existing programs such as PEEPS, the Mayoral Program, and Town Hall meetings.
2. There should be an initial reception briefing by OBSB emphasizing 25th ID(L) & USARHAW 210-5 and the Residential Action Officer (RAO).
3. Housing/Command should conduct an in brief when signing for quarters/ barracks rooms with emphasis on the 25th ID(L) & USARHAW 210-5, the RAO and Mayoral Program.

Response:

1. OBSB currently conducts briefings at the 556th Reception Company for newly assigned personnel every Tuesday at 1300 hours for E-6 and above and Wednesday at 1300 hours for E-4 and below. Spouses are welcome to attend and given a copy of the new Post Information Pamphlet. Information from 210-5 is covered during the briefing as well as actions of the Residential Action Officers. In addition, OBSB conducts a monthly SGM Housing Brief at bldg 690 for all personnel who have recently signed for government quarters. This brief covers what OBSB does, it's services and functions, the drivers suspension program and other information service members should know about housing and the community.
2. DPW's Housing Branch currently in-briefs all occupants. We are developing a standardized checklist on what information to include in the briefings. We are currently looking to change the Schofield Barracks Housing Office in brief to emulate the successful process used by the Ft. Shafter Office, where the in-briefs are held in a group forum.

Status: Active

Issue Number: 349

Issue Title: Family Housing

Lead Agency: USAG-HI, DPW

Scope: Inadequacy of available housing/barracks. There is insufficient customer service at the housing office. There are too many unoccupied units with an unacceptable turn-around time of 87 days on average.

Recommendations:

1. Staff the Combined Housing Renewal & Referral Service (CHRRS) office with qualified personnel. Place housing inspectors back under the housing office. The Family Housing Chief should be restored. We need more Housing Assignment/Termination clerks and Housing Inspectors.
2. Vacant housing should be turned over to the Change of Occupant Home Maintenance (COOHM) contract immediately.
3. Customer service should be more flexible by providing a rapid response by phone and in the office. Having creative and flexible solutions with consistent service and qualified personnel. The option to accept a housing unit with minor defects and be able to refuse a unit without penalization. A military liaison with Garrison to oversee Quality Assurance.

Response:

1. DPW Housing Offices were staffed to provide the same level of effort that was being provided 4 years ago, in accordance with A-76 competition regulations. In order to provide a higher level of effort, the MEO will develop an estimate to build the staff to meet the requested level of effort and will pursue modification to the PWS. In the short term, DPW is implementing various business process improvements, like the change in the way we schedule our various types of inspections. We will no longer schedule our inspections/appointments by the hour, but instead will follow the industry standard of providing a general time at which the inspection/appointment will take place (morning of 17 April 03 or afternoon of 17 April 03). This will allow DPW to schedule more appointments/inspections each day and better serve the customers, even though we will not increase the number of inspectors.
2. DPW is working to streamline the accomplishment of service order/work orders prior to change of occupancy maintenance, beginning while the quarters are still occupied. DPW is developing an estimate for modifying the COOHM contract to have the contractor do all service order and FEWR work while the quarters are vacant.

The additional staffing, if allowed, will take care of the rapid response in the office. For the rapid response by phone, we are currently looking at setting some time for personnel to respond to phone calls instead of all the housing assistants receiving customers. DPW is also considering a phone system similar to those used by private industry. The system will provide general information, and then direct the call based on the type of assistance required. If the customer leaves a message, the housing assistant will be able to serve the soldier better by gathering the information they need before returning the call.

3. DPW will look into the issue of allowing a soldier to accept a unit with minor defects. If the issue is scratched tile, for example, DPW could allow the soldier to accept the unit by noting on the assignment record the condition of the tile.

DPW does not agree to allow a soldier to accept a unit with more serious “minor defects” or to accept a unit and expect DPW to repair it while the quarters are occupied.

DPW does not agree to allow soldiers to refuse a unit without penalization. Everyone wants the newer housing, and soldiers could keep refusing the older housing.

DPW’s Quality Assurance Office oversees the DPW Quality Control Branch, which oversees the quality of services provided by the Housing Offices in accordance with the Performance Work Statement. The Quality Assurance Office reports its findings to the Garrison Commander in regularly scheduled briefings.

Status: Active

Issue Number: 350

Issue Title: Fitness Center Services

Lead Agency: USAG-HI, DCA/CRD

Scope: Fitness center services do not adequately meet the needs of the military community. The operational hours are not long enough, and patrons without a towel are denied access. Due to this inconvenience, military members and their families are more apt to use off-post facilities. The fitness center is important to the well being of the soldiers and family members.

Recommendations:

1. Expand hours of operation.
2. Provide towels and disinfectant to all patrons.
3. Increase personnel at fitness centers.

Response:

1. Current hours of operation vary between USAG-HI fitness centers and are based on mission requirements, the needs of the majority of customers, programs, usage, and staffing. The Department of the Army has established several standards for fitness centers and there are three levels within the standards (1) Basic (2) Core (3) Premiere. In the category of hours of operation, Martinez fitness center and Fort Shafter fitness center operate seven days and in excess of 90 hours each week. This meets the Premiere Standard for hours of operation. The other fitness centers meet Core Standards. Current manpower staffing ceilings and limited funds preclude expanded hours of operation. Without additional staff authorizations and funding resources, expanding hours is not attainable.

2. Budget cuts six years ago resulted in the elimination of towel service. The Commanding General and the Garrison Commander approved the practice of discontinuing the issuance of towels at fitness centers and requiring users to bring their own towel. Funding requirements for the towel service included the replacement purchase of towels (\$25,000-\$30,000), detergent and bleach (\$20,000-\$25,000). The total cost for supplies as approximately \$50,000 per year. Laundry equipment, commercial washers and dryers, cost \$7,000-\$10,000 every 3 to 5 years for replacement. Repair and maintenance costs averaged \$1,200 per year. During the period towels were issued, 5 special duty soldiers were assigned to Martinez fitness center to assist the staff in issuing, washing, drying, and folding 400-600 towels during morning PT hours and assisting with the issuing, washing, drying, and folding another 400-700 towels the rest of the day. Between 50-60 percent of the soiled towels were sent to the DOL laundry because the fitness center washers and dryers could

not handle the capacity. Other fitness center facilities could issue, wash, fold, and dry towels without additional manpower. The staff will devote 2-3 hours of their shift on towels. Replacing fitness and weight lifting equipment, repair and maintenance, cleaning supplies and equipment, are higher priorities and require funding. Providing towel service at fitness centers to users is not attainable without additional resources to include additional manpower at Martinez fitness center. Patrons are asked to wipe off the upholstery after they use the machines as a consideration to their fellow workout enthusiasts. This practice is cosmetic in nature since perspiration is not a carrier of bacteria or disease. Recreation assistants on duty at fitness centers will periodically wipe the upholstered equipment and housing with a bleach/water mix or an antibacterial soap/water mix. Disinfectant is available in each fitness center for patrons to use at their convenience.

(The towel policy is similar to what is required for 24 Hour Fitness Center customers. At 24 Hour Fitness Centers, (paying) customers are required to bring a towel to use the facility and required to wipe down equipment after use. If customers do not bring a towel, they are not allowed to use the facility. Disinfectant is not provided to customers at 24 Hour Fitness Centers).

3. Staffing is based on the Most Efficient Organization (MEO) study of the Directorate of Community Activities. The study concluded that fitness centers required to be operated by two people on duty during hours of operation. Unless there is a mission requirement that justifies additional staffing, fitness centers cannot increase staffing requirements. Increasing personnel at fitness centers is not attainable without justification to the added mission, additional manpower authorizations and additional resources.

Status: Active

Issue Number: 351

Issue Title: Fort Shafter Education Center

Lead Agency: 25th ID(L), G3/Education Center

Scope: Education Center at Ft. Shafter is inadequate. Deteriorating classrooms, uncontrollable room temperatures, and substandard chalkboards are found throughout the facility. Poor classroom conditions cause ineffective learning, decreasing morale and attention span of the students.

Recommendations:

1. Organize a community self-help project or designate as a "Make A Difference Day" project.
2. Purchase supplies for renovations to include: chalkboards/dry erase boards, AC units, other renovation supplies.
3. Relocate the education center.

Response:

1. DPW can provide self-help materials for those items considered to be real property (doors, windows, walls, etc.) if a unit selects the FS Education Center for their troop self-help project. We cannot provide dry erase boards, window air conditioning units, or other items that are not real property. Also, because this building is scheduled for demolition under the FY03 Facilities Reduction Program, it cannot be a candidate for "Make a Difference Day" in October.

2. The Education Center has been replacing the chalkboards with dry erase boards. Rooms 2, 6 and 7 have been replaced. As soon as funds are available, dry erase boards will be purchased and put up for rooms 5 and 8. An air conditioner has been purchased, but the power supply is running at 128% capacity and any additional changes to the power outage may cause all power to be knocked out at the circuit level.

Many functions formerly housed in the FS Education Center were moved to Bldg 102, TAMC, but there will be a deficit of 2.466K SF when the current FS building is demolished. The G3 is asking for a replacement for FS building 320 at FS in addition to their facility at TAMC. They consider it necessary to maintain facilities at both locations.

3. Nine buildings were listed on the 20 Apr 01 AAA report as possible relocation options for the Education Center. The top consideration is the Tripler Army Education Center, building 102. All other options would exceed \$500,000 in cost.

DPW is pursuing several alternatives, to include constructing a new 2,466 SF facility at FS, assigning excess space in an existing FS facility, and decreasing the size of the TAMC Education to allow a larger facility at FS. No funds have been identified to implement any of these alternatives.

Status: Active

Issue Number: 352

Issue Title: Military Installation Pet Kennels

Lead Agency: TAMC-Vet Clinic, USAG-HI, DPW

Scope: The non-availability of pet kennels on most military installations directly affects both pets and family. Pets are an integral part of military families. Mission OPTEMPO requires personnel to use limited and costly off-post kennel facilities. This jeopardizes animal safety and negatively affects family morale.

Recommendations:

1. Utilize vacant or pre-existing installation facilities to establish a pet lodging/kennel.
2. Correlate cost of kennel lodging with rank structure.
3. Generate opportunities for employment and volunteer programs.

Response:

1. The Military Police have a kennel available, but it houses the military working dogs. No civilian dogs can use this facility. There are kennels at the veterinarian facility, but these are used to house sick pets only. There is no other existing facility on the installation that can be used for this purpose.
2. The veterinarians will provide veterinary support for the animals if a kennel facility is established.
3. DPW will look into installation facilities that might be modified to house pet lodging/kennel and will develop a cost estimate.

Status: Active

Issue Number 353

Issue Title: Dental Coverage Limitations

Lead Agency: TAMC, Dental Clinic

Scope: Dental coverage is insufficient. Insurance does not provide reasonable coverage for common dental and specialty procedures. Increase costs of services, within limitations of current policies, have resulted in a higher percentage of “out-of- pocket” expenses. Additionally, the lifetime cap on orthodontic care is not adequate given the current cost of treatment. The percentage that the lifetime cap covers is not equitable in comparison to the percentage of other specialty services that are provided.

Recommendations:

1. Establish a program with multiple levels of coverage and flexible enrollment that offers various premiums to meet the individual needs of each military family and retiree.
2. Eliminate the lifetime benefit cap on orthodontic treatment.
3. Provide 65% benefit coverage for first time orthodontic treatment and 45% coverage for subsequent, necessary orthodontic treatment.

Response:

The current contract with United Concordia does not cover these desired benefits. The individuals negotiating the dental insurance coverage at the DOD level must include these additional benefits in a new contract.

Status: Active Issue to be forwarded to the July 2003 United States Army Pacific AFAP Conference.

Issue Number: 354

Issue Title: Health Coverage for all DEERS Enrollees

Lead Agency: TAMC, Troop Commander/TRICARE

Scope: Presently, dependent parents and parent in-law family members enrolled in DEERS are not entitled to non-emergency healthcare coverage under Title 10, Chapter 55. The lack of health insurance for these family members creates increased financial hardships for soldiers thereby causing low moral and decreased unit readiness.

Recommendations:

1. Provide health care for dependent parent and parent-in-law DEERS enrollees that are equivalent to the health care traditional enrollees receive.
2. Establish a program for dependent parent and parent-in-law DEERS enrollees that offers competitive health care benefits at a reasonable cost.

Response:

Military family member health care benefits are an entitlement under USC Title X. Expanding the benefits will require a change to existing Federal law.

Status: Active Issue to be forwarded to the July 2003 United States Army Pacific AFAP Conference.

Issue Number: 355

Issue Title: Produce in the Commissary

Lead Agency: DECA (Schofield Barracks)

Scope: Produce offered at Schofield Barracks Commissary has fruit flies, mold, is bruised and past its shelf life. Patrons are forced to shop at other commissaries or on the economy at a greater cost, thereby diminishing local revenues from the Schofield Barracks Community. Patrons who are physically unable or lack transportation to shop at other commissaries or local grocery stores must either go without produce or purchase inadequate produce.

Recommendations:

1. Create, publish, and comply with more stringent quality control standards.
2. Increase random food inspections, thereby constantly removing inadequate produce.
3. Use Mystery Shopper Program frequently
4. Install automatic sprinkler system to wash produce on a regular basis.

Response:

1. The produce is procured for the SB Commissary by Government Buyers. The produce is bought each morning for all of the commissaries. Pearl Harbor, Hickam, Kaneohe and Schofield Commissary all get their Produce from the same source.
2. The Army Food Inspectors check incoming produce daily, prior to receiving the produce for resale. Produce Workers are constantly being trained on handling and displaying of produce. Throughout the day, these Produce Workers are re-stocking and culling (removing) damage product. The more traffic during the day that we have, the more frequently we have the workers to look for damage items.
3. The Schofield Commissary has a new Produce Manager that has been trying to eliminate the Fruit Fly situation. To eliminate the problem completely seems to be impossible, but every effort is being made to do just that. It appears that produce that is displayed under refrigeration attracts only a few of these flies. Our new manager has started to re-locate some of the fruit that seems to attract these Fruit Flies and display them in our Chill Display Case. The cause of these flies seems to be from the area being surrounded by the Pineapple Fields. The different methods that we are trying seem to have made some improvements. This complaint is being taken very seriously and we are taking an aggressive stance on this problem to improve the quality

of produce that you purchase at the Schofield Commissary.

4. Automatic Sprinklers are not ideal for all merchandise in the Produce Department, and in some cases has caused health related problems. We do have water hoses that are used as needed. We continue to work with this problem.

Status: Active

Issue Number: 356

Issue Title: Hourly Childcare Slots

Lead Agency: USAG-HI, DCA/CYS

Scope: There are not enough hourly childcare slots allocated to meet the needs of the US Army Hawaii Community. Parents are unable to place their children in hourly care when needed. This creates undue hardship on the soldier and family and could decrease soldier readiness.

Recommendations:

1. Extend the hourly childcare hours as soon as possible.
2. Expand current facilities or build new, larger facilities.
3. Establish more certified childcare positions.

Response:

1. Staff is tracking hours requested for hourly care services. When the Hourly Care room has less than 4 children needing care, the children are placed in regular classroom if space is available. The Hourly Care room will remain open as long as there are 4 children needing service.
2. AMR CDC expansion project awarded 2 April. Construction will begin in third quarter with projected completion second quarter FY04. This will increase Hourly Care spaces from 12 to 26. Paper work has been completed for FS CDC expansion project, which includes a room with 26 spaces for Hourly Care, waiting funding. Presently there are no Hourly Care services at FS CDC. Peterson CDC Hourly Care room is being relocated in the facility to a larger room, which will provide an additional 15 spaces. The room will open 28 April.
3. Family Child Care (FCC) has developed a marketing plan to recruit FCC providers. The FCC program subsidizes FCC providers \$1.00 per hour for every hour that Hourly Care services is provided. This is to encourage FCC providers to take Hourly Care drop in service. CYS is working on a system that CDC unmet request for hourly Care services are referred to these providers.

Status: Active

Issue Number: 357

Issue Title: School Health and Safety Standards

Lead Agency: USAG-HI, DCA

Scope: Lack of enforcement of standards and policies in schools has led to an unsanitary and unsafe learning environment. This atmosphere is non-conducive to our children's physical and mental well being.

Recommendations:

1. Conduct random quarterly unannounced inspections.
2. Enforce disciplinary rules that are currently in place and re-evaluate rules and procedures to see which ones need to be updated.
3. Ensure the Joint Venture Education Forum (JVEF) receives all reports of quarterly inspections and disciplinary actions.

Response:

This issue will be forwarded to the next JVEF meeting for action.

Status: Issue to be forwarded to the July 2003 United States Army Pacific AFAP Conference.

Issue Number: 358

Issue Title: Playground Maintenance

Lead Agency: USAG-HI, DPW

Scope: All of our playgrounds lack maintenance contracts. They do not follow current ADA and other Federal safety guidelines. This poses a serious safety threat to our children.

Recommendations:

1. Obtain an ongoing maintenance contract with a duration of no more than 90 days lapse between contracts.
2. Ensure DPW is held accountable for all ongoing contracts and obtaining and maintaining contracts.
3. Ensure the Pacific Area Region Office (PARO) enforce adequate funding be allocated for installation playground construction and maintenance.

Response:

1. DPW has a URR in place to pay for existing/unfunded playground preventative maintenance program. Once funding becomes available, it will take several months to get a contract in place. In the meantime, OBSB has requested tool sets for specialized nuts and bolts to make day-to-day adjustments for safety reasons; DPW is working with playground manufacturer's representative to obtain the necessary tools.
2. DPW will continue to repair or remove unsafe playground equipment.

Status: Active Issue to be forwarded to the July 2003 United States Army Pacific AFAP Conference.

Issue Number: 359

Issue Title: Protection Against Identity Theft

Lead Agency: SJA, 25th ID(L), 25th ID(L), G1

Scope: The use of a soldier's Social Security Number (SSN) as the primary means of identification is too extensive. This needlessly exposes the soldier and his/her family to financial, personal, and criminal threats. This is especially true during times of hostilities.

Recommendations:

1. Create and use the soldier's selective service number.
2. Encourage the enforcement of the Privacy Act at all command levels.

Response:

1. Recommend creating and using a service number for soldiers as only males are issued a selective service number.
2. All Army agencies must abide by Privacy Act regulations.

Status: Active Issue to be forwarded to the July 2003 United States Army Pacific AFAP Conference.

Issue Number: 360

Issue Title: Handicap Access on Army Installations

Lead Agency: USAG-HI, DPW

Scope: There are facilities on Army installations that are not in full compliance with the Americans with Disabilities Act (ADA). This diminishes the quality of life and well-being for the disabled by limiting access to necessary and recreational services. For example, the ID Card Section at Schofield Barracks, HI is not wheel chair accessible.

Recommendations:

1. Make existing facilities ADA compliant.
2. Relocate basic and essential services to handicap accessible facilities.
3. Build new facilities that are ADA compliant.

Response:

1. This is an on-going program, where we plan to fund some ADA projects each year. In the past two years, for example, DPW funded ADA projects for the bathrooms at the FS library and access ramps to the Tropic Lightning museum and the SB barbershop. The handicap ramp for the SB Post Office, a former HAFAP issue, was recently completed. We are now designing several ADA projects for the Army Community Services building at SB, to include work on curbs, walkways, landings, doors, and signage, as well as a project for the bathrooms in Conroy Bowl.
2. DPW is looking into relocating essential services that require ADA access, such as the ID card section at SB.
3. All new facilities are designed to be ADA compliant.

Status: Active

Issue Number: 361

Issue Title: Command Sponsorship

Lead Agency: 25th ID(L), G1

Scope: There is not a clear understanding of the Army's Command Sponsorship Program/Process. If a soldier's family members are not Command Sponsored, then a soldier's entitlements are delayed to include dependent travel, COLA, and family housing. This negatively affects soldier's and family member's morale and welfare as well as unit readiness.

Recommendations:

1. Implement a uniform and streamlined Command Sponsorship Program and Process.
2. Educate soldiers and support personnel on the Command Sponsorship Program and Process.
3. Create an additional position of command financial counselor in every battalion.

Response:

1. CONUS-based commands need to be required to deliberately educate all soldiers on what they can and cannot do with regard to movement of their family members to Hawaii and other overseas commands.
2. In order for this to be termed as an additional duty for an NCO/Officer- the Army would have to pay the bill for over 400 spaces to establish these positions [a small battalion].
3. For the purposes of Command Sponsorship only, Hawaii needs to be treated like the other 49 states and not be considered an overseas location. Then, Command Sponsorship would be automatic for all family members, to include those of soldiers who marry while in the command. This would greatly eliminate the confusion and the hardship placed on soldiers. Soldiers arriving with non-command sponsored dependents must wait for formal approval of their command sponsorship, which can take more than a week, due to the EFMP clearance requirement.

Status: Active

Issue Number: 362

Issue Title: Aviator Pay and Retention

Lead Agency: 25th ID(L), G1

Scope: An increasing number of experienced senior aviators are leaving the Army for higher paying jobs or other branches of service and being replaced by less experienced aviators. This lack of experience and outdated equipment are factors affecting Army quality of life due to the loss of life and material through increased numbers of accidents.

Recommendations:

1. Continue to fund Aviation Career Incentive Bonus (ACIP) and extend to commissioned officers.
2. Replace antiquated airframes now or upgrade existing aircraft with "current" not "future" technology.
3. Upgrade aviators mission equipment and training.

Response:

1. The ACIP needs to be offered to all otherwise qualified aviation warrant officers. Currently, some aviation warrants are not offered this pay because they did not meet the strict dates for inclusion- creating haves and have-nots for officers flying the same aircraft within the same organization. ACIP should also be extended to commissioned aviation officers- as in the Air Force. The lessons from Operation Enduring Freedom plainly depict the criticality of Army Aviators and this expanded investment to keep them is minor compared to the enormous cost of replacing them.

Status: Active Issue to be forwarded to the July 2003 United States Army Pacific AFAP Conference.

Issue Number: 363

Issue Title: Overseas Permanent change of Station (PCS) Travel Options

Lead Agency: 25th ID(L), G1

Scope: Soldiers electing to take stateside leave prior to overseas PCS are not routinely afforded the opportunity to depart for their new duty station from their leave address. Soldiers and their families PCSing overseas are only issued tickets to their new duty station from their old duty station. This places undue financial hardship and inconvenient travel on soldiers and families.

Recommendations:

1. Allow soldiers to pay the difference of the ticket from the leave address.
2. Create an additional position of a Command Financial Counselor in each battalion to educate soldiers on matters such as this.

Response:

1. Establish a standard of service with the Army's ticketing contractor that clearly stipulates that soldiers will be allowed to pay the difference of a ticket if the soldier desires to make a diversion on their official travel- to include soldiers moving on PCS, TDY or TCS orders. The local Carlson Wagon Lit office allows soldiers the option to pay the difference on a diversion trip, but this practice is not uniformly applied throughout the service.
2. The position of a Command Financial Counselor in each battalion may be better termed as an additional duty for an NCO/Officer- otherwise the Army would have to pay the bill for over 400 spaces to establish these positions [a small battalion].

Status: Active Issue to be forwarded to the July 2003 United States Army Pacific AFAP Conference.

Issue Number: 364

Title: Macomb Gate Closure at 8PM

Lead Agency: USAMPB-HI

Scope: Macomb Gate is the only 24-hour gate on Schofield Barracks next to family housing. There is a great amount of noise and commotion from cars, sirens, and pedestrians all hours of the day. These often unsafe and sometimes hazardous conditions have led to undue hardship for families living in this housing area.

Recommendation:

Open either Foote Gate or McNair Gate for 24-hour operations.

Response:

Status: Active

Issue Number: 365

Title: Large Recycling Receptacles

Lead Agency: USAG-HI, DPW

Scope: Recycling is very important and profitable for the installation. The bins currently provided to residents are neither sanitary nor efficient. Large recycling bins placed in a central area would greatly enhance the recycling efforts on the installation.

Recommendations:

Place large recycling receptacles in the commissary/PX area for community use.

Response:

Status: Active

Issue Number: 366

Title: Unit Mugs at new Nehelani

Lead Agency: USAG-HI, DCA

Scope: The new Nehelani provides a great opportunity to build esprit de corps amongst the soldiers and families. Many installations and units provide glasses and/or mugs to increase attendance at events and functions. The creation of a unit/mug discount would help increase the morale within the 25th ID(L) & USARHAW.

Recommendations:

1. Provide the Arts & Craft Shop with the unit insignias to create glasses and mugs for each of the units within US Army Hawaii.
2. Provide incentives for soldiers and families who bring their glass/mug to use the new Nehelani or Reggies Restaurant for events and functions.

Response:

Status: Active

Issue Number: 367

Title: MWR Storage Yards

Lead Agency: USAG-HI, DCA

Scope: There is not much storage in the housing units within the US Army Hawaii. Many families prefer to use a self-help storage facility for personal and seasonal items in lieu of storing items on the mainland prior to PCSing to Hawaii. A self-help storage facility would provide MWR revenues while providing a needed service for families living in Hawaii.

Recommendation:

Establish an MWR self-help storage facility for soldiers, families and retirees living in Hawaii.

Response:

Status: Active

Issue Number: 368

Title: Medical Appointment Phone Service

Lead Agency: TAMC, Troop Commander

Scope: The medical appointment lines are inadequate. These lines are supposed to support all of the Schofield/Tripler community yet only allow 5 people to be on hold at any given time. This inadequate phone system is very confusing and frustrating for soldiers and families trying to make appointments.

Recommendations:

1. Establish a phone system that allows for more than five callers at once.
2. Change the message recording to notify people that the system is full or when the lines are full, give a busy signal immediately.

Response:

Status: Active

Most Valuable Services at 2003 HAFAP Conference

Base Operations

- Commissary
- Medical/Dental
- Army Continuing Education

Family Services

- USO
- Gyms
- MWR Programs

Community Services

- Commissary
- Army Community Service (ACS)
- Army Emergency Relief (AER)

Force Support

- Commissary
- Installation and Environment
- Information and Publication

Consumers Services

- Army Community Service (ACS)
- Information, Ticket & Reservation (ITR)
- Exceptional Family Member Program (EFMP)



WHAT'S GOING WELL

HAFAP Success Stories

1990

- ★ Waiting Spouses Support Group Established

1991

- ★ Childcare Center/Care for children under age 3 constructed at Fort Shafter

1992

- ★ BEQ identified for single, senior NCOs
- ★ Car Wash area by Foote Gate Service Station Opened

1993

- ★ Recycling Program Established

1994

- ★ Youth Center Hours Increased
- ★ CDC hours extended for PT/ Evening formation

1995

Accessibility provided to all military facilities for persons with disabilities

1996

- ★ Commissary hours increased
- ★ Spouse Employment Coordinator Program in place

1997

- ★ Skating Park/rink at AMR

1998

- ★ DPW work order system upgraded
- ★ Building 647 allocated as Schofield Barracks Teen Center

2000

- ★ Fort Shafter ACS opened

2001

- ★ Playground Construction and Improvement on Schofield Barracks

2002

- ★ Maintenance & Upkeep of Community Areas
- ★ Improved higher education services provided to soldiers

Key Results of Previous AFAP Conferences

Since 1983, Army Family Action Plan delegates have presented 519 issues to Army leadership. Of those, nearly 68 percent have been completed. Only 90 issues have been characterized as unattainable. The following is an example of successes that AFAP has realized.

- 1983.** Improved and expanded the Army's alcohol and drug abuse program.
- 1984.** Established standards for Child Care Facilities.
- 1985.** Established the Exceptional Family Member Program as a separate Army program.
- 1986.** Developed an Army policy for dealing with child victims of sexual molestation.
- 1987.** Delayed a soldier's permanent change of duty station if he/she is in the midst of adoption proceedings.
- 1988.** Developed Outreach program for first-time soldiers with families.
- 1989.** Allowed college students (up to age 23) of soldiers stationed overseas space required transportation to and from college.
- 1990.** Increased Serviceman's Group Life Insurance (SGLI).
- 1991.** Established youth sections at all Family Member Employment Centers to offer job information.
- 1992.** Approved Army volunteers to enroll in Army correspondence courses.
- 1993.** Revamped the Retired Serviceman's Family Protection Plan (RSFPP) to be aligned with current Survivor Benefit Plan provisions.
- 1994.** Lowered childcare rates for families making less than \$18,000.
- 1995.** Expansion of CONUS COLA to installations where non-housing related costs exceed the national average by 8%.
- 1996.** Soldiers allowed to carry bags over the shoulder while in uniform. These bags must be black and have no logo.
- 1997.** Civilian Personnel Online Website established.
- 1999.** Family Separation Allowance Increased to \$100 per month.
- 2000.** Increase in dental orthodontic cap to \$1500 and authorized coverage for general anesthesia for dental work
- 2001.** Elimination of TRICARE Prime Co-Payments for Emergency Room Services.