

Work Group: Medical/Dental

Spokesperson: Elizabeth Knudson

ISSUE 1001: State services for Special Needs Children and Adult Dependents are no longer available upon Permanent Change of Station (PCS)

SCOPE: Exceptional Family Member Program (EFMP) Family members Permanent Change of Station (PCS) causes loss of state services when departing and delay in services at the new location. Family members are moved to the bottom of waiting list and are required to meet the new state standards (re-qualify). This does result in Family hardships and adds more time to reestablishing services.

RECOMMENDATION:

1. Create a program that will cover children and adult dependents when PCSing from state to state until they're covered.
2. Bridge EFMP for needed services (i.e. respite care, personal care attendant, etc.). Recommend that it be handled through TRICARE or local Military Treatment Facility (MTF) until new state benefits are established.
3. Army Community Service (ACS) EFMP Program Manager working with the MTF EFMP coordinator to provide mandatory training to EFMP enrollees and their Families on the state laws and rules of their new location, as well as, legal advice and training on rights and guardianships for Families with Special Needs, children and/or adults

ISSUE 1002: Continuity of local service for Exceptional Family Member Program (EFMP) enrollees

SCOPE: There is a lack of continuity of local services for EFMP enrollees between Army Community Service (ACS) EFMP Manager and Fox Army Health Center (FAHC) EFMP Coordinator due to poor or no communication. This lack of communication results in enrollees not receiving needed services or being unaware of where to find these services.

RECOMMENDATION:

1. Provide a case manager for every EFMP enrollee.

2. Enhance current EFMP program by developing a coordinated care program that develops plans of care and provides continuity of care involving ACS EFMP Manager, FAHC EFMP Coordinator, and case management of services for EFMP enrollees.
3. Conduct initial and quarterly multi-disciplinary team meetings with Family, EFMP personnel, primary care manager and other specialty providers to outline and update EFMP enrollees' plan of care.

Work Group: Consumer Services

Spokesperson: Kim Remus

ISSUE 1003: Extended Commissary Days of Operation

SCOPE: The commissary is currently closed on Mondays at Redstone Arsenal. This closure prevents adequate accessibility to the increasing population Base Realignment and Closure (BRAC) and personnel on alternate work schedules.

RECOMMENDATION: Change operating hours to 7 days per week.

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ISSUE 1004: Indoor Pool at Redstone Arsenal

SCOPE: Currently there are no indoor swimming pools to meet the year round recreational, physical fitness and rehabilitation needs of the Redstone community to include Wounded Warriors and disabled Veterans. Additionally, the lack of an indoor pool limits Soldiers' preparation for alternate Army Physical Fitness Test (APFT) during winter months. Access to a year round pool will support the Army's health and wellness initiatives for Soldiers as well as the federal civilian workforce and the total Army Family.

RECOMMENDATION: Renovate existing pool with use of enclosure or construction of new indoor pool facility for use year round.

ISSUE 1005: Staffing Measurements for Directorate of Family and Morale, Welfare and Recreation (DFMWR) Programs

SCOPE: Army Stationing and Installation Planning weighted calculations do not proportionately reflect the total Army population. This failure to account for the total population of Soldiers, Civilians, Family Members and other authorized beneficiaries prevents the installation from providing sufficiently staffed, quality programs.

RECOMMENDATION: Change Army Stationing and Installation Planning population measurement to include 100% of Active Duty, all Reserve and National Guard components, federal Civilians working on the installation and military Retirees and Family Members within a 50 mile radius of the installation.

Work Group: Benefits and Entitlements

Spokesperson: Tony Arcuri

ISSUE 1006: Thrift Savings Plan (TSP) contributions for Active Military Service members

SCOPE: TSP contributions are not matched for active military service members. Currently at the Secretary of Defense's discretion, matching TSP contributions may be offered to service members in critical manned skills in exchange for a commitment to serve for six years. Matching TSP contributions will augment contingency retirement funds for active military service members. This opportunity would align with the current policy for Department of the Army (DA) Civilians and private sector. Service members who separate from the Military prior to retirement eligibility leave with little or no benefits causing compromised long term financial health.

RECOMMENDATION: Provide matching TSP contributions for active military service members as described in the DA Civilian Federal Employee Retirement System (FERS).

ISSUE 1007: Full-time Department of Veterans Affairs (VA) office on Redstone Arsenal

SCOPE: There is inadequate Veteran Affairs support for the Redstone Arsenal community. Currently, a VA representative comes from Montgomery, AL once a month for four hours; two hours are designated for briefings. The Huntsville VA office is understaffed, causing a delay in services. The Madison office (The VA Center Outreach and Referral Center) limits their services to combat Veterans. Due to the Base Realignment and Closure (BRAC) there will an increasing Veteran population.

RECOMMENDATION: Create and staff an official Department of Veterans Affairs office with access to full VA services on Redstone Arsenal.

ISSUE 1008: Entry Grade Structure for Redstone Arsenal Installation Security Guards

SCOPE: The entry grade level structure for Garrison security guards (General Schedule GS-04 step 1, \$24,518) is inadequate for the level of responsibility they are required to perform. The existing grade structure is not sufficient to prevent high turnover rates and retain a high caliber pool of applicants to fill vacancies. Positions are targeted for the Veteran population. The Department of Defense has given Veterans training and experience. Based on this experience, entry grade levels for security guards should be structured at a higher level.

RECOMMENDATION: Request Department of Army to reevaluate the entry level grade structure for security guards. Conduct a classification review to support higher level duties based on responsibilities. Upgrade entry level to GS-5.