

**Vicenza Military Community
AFAP Issue Listing – 2005-2011**

Updated June 2011

| Issue # | Status | Subject Area | Issue Title | Last Action |
|----------------|---------------|---------------------|---|--------------------|
| VIC-11-01 | Complete | Entitlements | OCONUS PCS Rental Car Reimbursement | 2011-05 |
| VIC-11-02 | Active | Entitlements | Non-Chargeable Leave for DA Personnel During Their Spouses' R&R | 2011-05 |
| VIC-11-03 | Complete | Medical/Dental | Dental Care Provider Ratio for OCONUS to Include Other than Active Duty (OTAD) | 2011-05 |
| VIC-11-04 | Complete | Leadership | Suicide Statistics on Dependents | 2011-03 |
| VIC-11-05 | Complete | Force Support | American Forces Network (AFN) Radio cannot be received by many Armed Forces community members' vehicles | 2011-04 |
| VIC-11-06 | Active-Local | Family Support | Zero-depth pool entries at Garrison swimming facilities do not exist for non-swimmers, wounded warriors, handicapped and children | 2011-03 |
| VIC-11-07 | Active-Local | Consumer Services | Limited parking prior to and during special events on Caserma Ederle | 2011-03 |
| VIC-11-08 | Active | Leadership | Establishing Army Breastfeeding Policy | 2011-05 |
| VIC-11-09 | Unattainable | Force Support | DFMWR allocation of dividend distribution for DA Army civilians | 2011-03 |
| VIC-11-10 | Complete | Family Support | Strengthening the flow of community information | 2011-03 |
| VIC-11-11 | Complete | Force Support | Parental Bonding Time for Service Members | 2011-05 |
| VIC-11-12 | Complete | Force Support | Continued Use of Social Security Numbers as Unique Identifiers | 2011-03 |
| VIC-11-13 | Complete | Force Support | Lack of Mandatory Educational Counseling for Tuition Assistance (TA) Issued for "For Profit" Institutions | 2011-03 |
| VIC-11-14 | Complete | Youth | Student Exchange Program Between DoDDS Schools | 2011-03 |
| VIC-11-15 | Active-Local | Youth | Improve communication/ relations between Ghedi and Vicenza | 2011-03 |
| VIC-11-16 | Complete | Youth | An embedded school Behavioral Health Professional | 2011-03 |
| VIC-10-01 | Complete | Force Support | Specific Requirements and Guidelines for Permanent Change of Station (PCS) | 2010-06 |
| VIC-10-02 | Complete | Force Support | United States Army Garrison (USAG) Vicenza Activities for Families | 2010-03 |
| VIC-10-03 | Complete | Force Support | Shipment of Wine and/or Alcohol for Army Personnel through Transportation Services | 2010-06 |
| VIC-10-04 | Complete | Medical/Dental | Dental Readiness For All Reserve And Guard Soldiers Not On Active Orders. | 2010-06 |
| VIC-10-05 | Unattainable | Medical/Dental | Concurrent Temporary Duty (TDY) Orders For Parent/Guardians of Dependent Children Undergoing a Surgical Procedure. | 2010-03 |
| VIC-10-06 | Complete | Medical/Dental | Onsite Magnetic Resonance Imaging (MRI) Machine and Supporting Capabilities | 2010-03 |
| VIC-10-07 | Complete | Consumer Services | Customer Input for Army and Air Force Exchange Service (AAFES) Product Selection | 2010-03 |
| VIC-10-08 | Complete | Consumer Services | Child Care Financial Assistance for Outside Contiguous United States (OCONUS) Families | 2010-06 |
| VIC-10-09 | Complete | Youth | Curriculum Choices for Smaller Department of Defense Dependent Schools (DoDDs) | 2010-03 |

| Issue # | Status | Subject Area | Issue Title | Last Action |
|--------------|---------------|-----------------------|---|-------------|
| VIC-10-10 | Complete | Youth | Extended Educational Sport Trips | 2010-06 |
| VIC-09-01 | Unattainable | Youth | Teens Driving on Military Installations Outside the United States | 2009-03 |
| VIC-09-02 | Unattainable | Youth | Unaccompanied Space Available (Space A) Flights for Minors | 2009-10 |
| VIC-09-03 | Unattainable | Family Support | Housing for Non-Custodial Single Soldier Parents | 2009-10 |
| VIC-09-04 | Unattainable | Family Support | Family Visitation Program for Outside Continental United States (OCONUS) Single Soldiers | 2009-10 |
| VIC-09-05 | Unattainable | Medical | Medical Tracking and Treatment for Expiration Term of Service (ETS) Soldiers | 2009-10 |
| VIC-09-06 | Active-region | Child & Youth | Child and Youth School Service (CYSS) Child Specialist | 2009-03 |
| VIC-09-07 | Unattainable | Child & Youth | Standardized Training for Department of Defense Schools (DoDDS) Teachers | 2009-10 |
| VIC-09-08 | Complete | Child & Youth | Freedom to Name Children Born in Italy | 2009-03 |
| VIC-09-09 | Unattainable | Family Support | Family Member to Online Language Education | 2009-10 |
| VIC-09-10 | Active-region | Force Support | Employment for Wounded Warriors Desiring Retention | 2009-03 |
| VIC-09-11 | Complete | Family Support | Restricted Reporting of Sexual Assault for All Department of Defense (DoD) Identification (ID) Card Holders | 2009-03 |
| VIC-09-12 | Complete | Benefits | Utility Tax Exemption Program (UTEP) Membership Reimbursement for Civilians | 2009-03 |
| VIC-09-13 | Unattainable | Consumer Services | Family Morale, Welfare and Recreation (FMWR) Category C (CAT C) Facility Funding During Deployments | 2009-10 |
| VIC-09-14 | Complete | Consumer Services | Purchasing Power of Army and Air Force Exchange Services (AAFES) Local Managers | 2009-03 |
| VIC-08-05-HR | Complete | Leadership | Property Liability for Inter-Barracks Moves | 2009-03 |
| VIC-08-14-MD | Active | Medical | Long Distance Medical Consultation and Follow-up Care OCONUS | 2008-06 |
| VIC-08-15-MD | Active | Medical | Consolidated Specialized Appointments at Landstuhl Regional Medical Center | 2008-06 |
| G3-01-07 | Active | Relocation | Command Sponsorship Awareness | 2009-03 |
| VIC-08-04-HR | Unattainable | Relocation | OCONUS Sponsorship Program | 2009-10 |
| G1-01-06 | Complete | Child & Youth | Space availability for Sure Start Program | 2006-04 |
| G1-03-06 | Complete | Child & Youth | Full Time Child Care Providers | 2006-04 |
| G5-02-06 | Complete | Child & Youth | Child Care Financial Assistance Program | 2006-06 |
| G3-02-07 | Complete | Child & Youth/Medical | Medical Appointments Requiring Childcare | 2007-12 |
| G5-01-05 | Complete | Consumer Services | Vehicle Registration Procedures | 2005 |
| G5-02-05 | Complete | Consumer Services | Private Nursing Areas for Mothers | 2005-09 |
| G5-03-05 | Complete | Consumer Services | Personal Computer (PC) Services | 2005-09 |
| G5-01-06 | Complete | Consumer Services | Army Post Office and Community Mail Room Service Window Hours | 2006-01 |
| GY-02-06 | Complete | Consumer Services | Variety and Quantity of Name Brand Apparel at the PX | 2006-04 |

| Issue # | Status | Subject Area | Issue Title | Last Action |
|--------------|----------|----------------------------|--|-------------|
| GY-03-07 | Complete | Consumer Services | AAFES Movie Schedules | 2007-10 |
| G2-02-07 | Complete | Consumer Services | Vicenza MWR Events | 2008-02 |
| VIC-08-10-BE | Complete | Consumer Services | Flex Hours for Customer Service | 2008-04 |
| G2-01-06 | Complete | Dental | Dental Specialists & Equipment | 2006-04 |
| G4-01-06 | Complete | Employment | Resumix Referral Phase | 2006-01 |
| G1-03-07 | Complete | Employment | Employment for Spouses upon PCS to OCONUS Duty Station | 2008-06 |
| VIC-08-09-BE | Complete | Employment | Job Security for Spouse of Wounded or Deceased Service Members | 2009-02 |
| G4-01-07 | Complete | Entitlements | Basic Allowance Sustenance (BAS) | 2007-10 |
| G4-02-07 | Complete | Entitlements | Thrift Savings Plan (TSP) Agency Contribution Equity | 2007-10 |
| G4-03-07 | Complete | Entitlements | Annual Education of VA Benefits | 2007-12 |
| G3-01-05 | Complete | Family Support | Communications for Soldiers in Forward Operation Bases (FOB) | 2005 |
| G3-02-05 | Complete | Family Support | Rest and Recuperation (R&R) for Deployed Single Soldiers | 2005 |
| G3-03-05 | Complete | Family Support | Rest and Recuperation (R&R) Leave | 2005 |
| GY-03-06 | Complete | Family Support | Evening and Weekend Transportation | 2006-01 |
| G2-01-07 | Complete | Family Support | Access to ACS Services | 2007-10 |
| G2-01-05 | Complete | Force Support | Sensitive items prior to deployments | 2005 |
| G3-01-06 | Complete | Force Support | Deployed Personnel Loss Replacement | 2006-01 |
| G2-03-05 | Complete | Force Support | Provost Marshall Office (PMO) Facility | 2007-12 |
| VIC-08-13-CS | Complete | Force Support & Employment | Temporary Duty for Required Training | 2008-03 |
| G4-01-05 | Complete | Housing | Speed in Villaggio | 2005 |
| G4-02-05 | Complete | Housing | DPW Service of Government Quarters in Vicenza | 2005-05 |
| G4-03-06 | Complete | Housing | Substandard Vicenza Housing Conditions | 2006-01 |
| G1-01-07 | Complete | Housing | Housing Assignments | 2006-11 |
| G1-02-07 | Complete | Housing | Housing Customer Service | 2007-10 |
| G3-03-06 | Complete | Leadership | Community Action Council | 2006-01 |
| G5-03-06 | Complete | Leadership | ID Card Checks | 2006-04 |
| G3-02-06 | Complete | Leadership | Inconsistent Gate Force Protection | 2006-06 |
| VIC-08-11-CS | Complete | Leadership | Solider Installation Taskings | 2008-03 |
| G1-01-05 | Complete | Medical | Community Hospital with 24 hour Care | 2005 |

| Issue # | Status | Subject Area | Issue Title | Last Action |
|----------------|---------------|---------------------|--|--------------------|
| G1-02-05 | Complete | Medical | Medical Support Staffing | 2005 |
| G1-03-05 | Complete | Medical | Telephonic Medical Appointment System | 2005 |
| G2-02-06 | Complete | Medical | Specialty Radiological Equipment & Staffing | 2006-01 |
| G1-02-06 | Complete | Medical | Mental Health Services Specialized in children's deployment issues | 2006-04 |
| G2-03-06 | Complete | Medical | Podiatry Specialist | 2006-04 |
| G5-01-07 | Complete | Medical | Mandatory VA Physical | 2007-12 |
| G5-02-07 | Complete | Medical | Authorized Medical Personnel | 2007-12 |
| G5-03-07 | Complete | Medical | Extended Tricare Benefits | 2009-09 |
| G4-02-06 | Complete | Relocation | Pet Relocation Services | 2006-06 |
| G4-03-05 | Complete | Relocation | Relocation Information for Vicenza Soldiers | 2007-12 |
| GY-01-05 | Complete | Youth | Café / Roller Rink for Youth | 2005-09 |
| GY-03-05 | Complete | Youth | Summer Activities for Youth | 2005-09 |
| GY-01-06 | Complete | Youth | Student and Faculty Communication | 2006-01 |
| GY-02-05 | Complete | Youth | Lunch Options for VHS Students | 2006-06 |
| GY-01-07 | Complete | Youth | Support for Youth Sports | 2007-10 |

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| Issue Number | Issue Title | Issue Status |
|---------------------|-------------------------------------|---------------------|
| VIC-11-01 | OCONUS PCS Rental Car Reimbursement | Complete |

Issue Scope

Currently, there is no funding for rental car expenses during Personal Owned Vehicle (POV) shipping dates. Existing Outside Contiguous United States (OCONUS) Permanent Change of Station (PCS) travel orders for Department of Army (DA) personnel do not address car rental reimbursement. Frequently, moving between Continental United States (CONUS) and OCONUS incurs costs for rental cars before required delivery date of the POV. The financial burden on the PCS'ing individual is magnified by the unfunded rental car expense.

Issue Recommendations

1 – Adjust PCS Travel Orders/Vouchers of DA personnel to allow for rental car expenses during POV shipping dates.

Updates:

7 March 2011: Per the Joint Federal Travel Regulation Chapter 5, Part E, Paragraph U5410D, the only time that a service member can be reimbursed for rental car expenses incident to a PCS is when the vehicle does not arrive at the new permanent duty station by the designated delivery date. Any days after the designated delivery date may be reimbursed at a maximum rate of 30 dollars per day for a maximum of seven days. Issue forwarded to regional level.

13 May 2011: The issue was sent to the IMCOM-E Conference. Issue not prioritized. Issue closed.

| Issue Number | Issue Title | Issue Status |
|---------------------|--|---------------------|
| VIC-11-02 | Non-Chargeable Leave for DA Civilian Employees During Their Spouses' R&R | Active |

Issue Scope

Department of the Army (DA), 3rd Army Policy Memorandum (OPL-SUST 10) has made it policy that Soldiers earn 15 days of uncharged leave for Rest and Recuperation (R&R). However, their spouses employed by the DA must request Annual Leave (AL), Advance Annual Leave or Leave Without Pay (LWOP) to accompany their Service Members' (SM) R&R. The morale and welfare of Soldiers and spouses are affected by the hardships of deployment. Providing equal leave opportunities for spouses will decrease stress of their marital, family, and financial well-being.

Issue Recommendations

1 – Provide DA civilian employees, who are spouses of deployed SM's, non-chargeable leave in conjunction with R&R.

Updates:

7 March 2011: Staff coordination showed that this issue was beyond the scope of the local level. Issue forwarded to regional level.

13 May 2011: The issue was sent to the IMCOM-E Conference. Issue prioritized.

| Issue Number | Issue Title | Issue Status |
|---------------------|--|---------------------|
| VIC-11-03 | Dental Care Provider Ratio for OCONUS to Include Other than Active Duty (OTAD) | Complete |

Issue Scope

Dental care providers are staffed and funded at the rate of 1 for every 1,000 Active Duty Soldiers. As a result, there are an insufficient number of dental providers on the installation to meet the needs of Dependents, DA Civilians and Retirees Outside Contiguous United States (OCONUS). Current ratio of Dental care providers cause extensive appointment waiting list, and in many cases complete lack of care for OTAD personnel. OTAD are advised to seek off-post dental treatment. Cultural challenges and excessive out of pocket expenses utilizing dental care on the local economy is both stressful and impractical.

Issue Recommendations

1 – Include the total installation population in the ratio of dental care providers, to accommodate the needs of the overseas communities.

Updates:

7 March 2011: This issue will be forwarded to IMCOM-E conference.

13 May 2011: The issue was sent to the IMCOM-E Conference. Issue not prioritized. Issue closed.

| Issue Number | Issue Title | Issue Status |
|---------------------|----------------------------------|---------------------|
| VIC-11-04 | Suicide Statistics on Dependents | Complete |

Issue Scope

Presently data is not being gathered on dependant suicide rates. Gathering and evaluating data on dependant suicide statistics will increase awareness of mental health service needs Army wide.

Issue Recommendations

1 – Gather and track data on dependants pertaining to incidents of suicides, to monitor trends and target mental health service needs.

Updates:

7 March 2011: During staff coordination of the issue, it was determined that data is gathered and tracked and that trends are monitored. Issue complete.

| Issue Number | Issue Title | Issue Status |
|---------------------|--|---------------------|
| VIC-11-05 | American Forces Network (AFN) Radio Cannot Be Received By Many Armed Forces Community Members' Vehicles | Complete |

Issue Scope

Most factory-installed radios in U.S. vehicles cannot receive AFN Vicenza's signal broadcast on FM 106.0 and 107.0

Issue Recommendations

1 – Procure interfacing FM tuners and/or modulators to enable reception of AFN Vicenza in U.S. POV's registered with USAG Vicenza

Updates:

7 March 2011: – Steering Committee determined that there are actions being taken to resolve this issue. The issue will be presented by AFFES at the next Info-X and modulators will be available at the PX for purchase by the community. Issue deemed complete.

| Issue Number | Issue Title | Issue Status |
|---------------------|--|---------------------|
| VIC-11-06 | Zero-Depth Pool Entries at Garrison Swimming Facilities Do Not Exist for Non-swimmers, Wounded Warriors, Handicapped and Children | Active |

Issue Scope

United States Army Garrison Vicenza (USAG-V) pools lack a zero-depth entry to accommodate children, non-swimmers, and the handicapped. Swimming facilities are limited to ladder entry with a minimum depth of three feet. Handicapped, children, non-swimmers, and wounded warriors have restricted use of USAG-V pools. Ladder entry pools with a minimum depth of three feet pose a potential safety risk and limit entry. Morale and welfare of non-swimmers, children and the disabled are negatively affected.

Issue Recommendations

1 – Modify an existing pool to include a zero-depth entry.
2 – Build a wading pool to accommodate non-swimmers and children

Updates:

7 March 2011: Issue is open locally. DPW will take the lead.

| Issue Number | Issue Title | Issue Status |
|---------------------|--|---------------------|
| VIC-11-07 | Limited Parking Prior To and During Special Events on Caserma Ederle | Active |

Issue Scope

Parking areas on Caserma Ederle are blocked off prematurely for special events, compounding the problem of already limited parking spaces. Essential parking areas such as library, Arena, gym, dining facility and theater parking lots are areas most affected. Caserma Ederle lacks sufficient parking to support our community. Further shortage of parking spaces creates safety issues, promotes illegal parking, increases ticketing and the tardiness of Soldiers and Civilians. This creates frustration in the community and disrupts pedestrian and traffic flow patterns.

Issue Recommendations

1 – Designate overflow parking area and provide shuttle bus transportation to and from specified lots during the blocked off period.
2 – Reduce pre-event barrier parking to 72 hours prior to an event and enforce temporary duty, leave and overnight parking policies during special

Updates:

7 March 2011: This issue is a local issue. It will become a part of the garrison parking study. Issue will remain open.

| Issue Number | Issue Title | Issue Status |
|---------------------|--|---------------------|
| VIC-11-08 | Establishing Army Breastfeeding Policy | Active |

Issue Scope

Currently, the Army does not have a policy on breastfeeding in public to reflect Federal law Consolidated Appropriations Act, 2005:27 Sec. 629. Unit commanders and civilian employers are not held accountable to uphold a standard regarding breastfeeding mothers. There is not enough awareness about the federal law, and it is not enforced through an Army policy.

Issue Recommendations

1 – Establish Army policy covering training and awareness of breast feeding, i.e. health benefits and public practices.
2 – Use public announcements to provide information and awareness on federal and Army breastfeeding policy.

Updates:

7 March 2011: This issue will be forwarded to IMCOM-E conference.
13 May 2011: The issue was sent to the IMCOM-E Conference. Issue prioritized.

| Issue Number | Issue Title | Issue Status |
|---------------------|---|---------------------|
| VIC-11-09 | DFMWR allocation of dividend distribution for DA Army civilians | Unattainable |

Issue Scope

Currently, Department of the Army (DA) civilians are not represented in the Directorate of Family and Morale, Welfare and Recreation (DFMWR) dividend distribution allocated to each unit fund. DA civilians perform an increasingly vital role in mission readiness. Units comprised of a higher ratio of DA civilians to active duty personnel are adversely affected by the current standard.

Issue Recommendations

1 – Change the distribution of unit funds to include DA civilians and Soldiers equally.

Updates:

7 March 2011: Issue deemed unattainable at the garrison level because reallocation of funds would take money from units with higher ratio of Soldiers.

| Issue Number | Issue Title | Issue Status |
|---------------------|---|---------------------|
| VIC-11-10 | Strengthening the Flow of Community Information | Complete |

Issue Scope

Inefficient flow of community information limits knowledge about available resources, such as free, no cost meeting places. Organizations such as Army Community Services and Info X are helpful, but do not cover all resources available on post. A centralized, accessible information stop would decrease stress and improve quality of life for the military community.

Issue Recommendations

- 1 – Create a 24 hour “one stop shop” for information, such as staff duty at ACS
- 2 – Cover all resources in welcome packet
- 3 – Create a catalog of community resources with description of services

Updates:

7 March 2011: Plan My Move site on Military Home Front is a 24 hour source of information/ “one stop shopping” for information about Caserma Ederle. The site is updated and modified to include relevant and useful information about the community each quarter. The site also includes links to all unit websites and the base video. Additionally, the Relocation area operates a relocation wall with over 30 pamphlets, flyers, and maps on local resources, areas and sites to meet a variety of needs. The material on the wall is updated regularly and new material is added as needed or suggested. Currently, the Caserma Ederle Welcome packet contains vital information for newcomers on the base, community and local area, including maps, program overviews, schedules, guides, cultural and historic sites, community phone book, personal reference cards and other relevant material. The welcome packets are ‘customized’ to meet the needs of the incoming Soldier and Family, i.e. relevant information on activities for children, pets, housing, adult sports etc. The is a relocation resource binder kept at the ACS front desk with all handouts from the relocation wall, in addition to standard shuttle timetables and train/bus schedules available to customers.

| Issue Number | Issue Title | Issue Status |
|---------------------|---|---------------------|
| VIC-11-11 | Parental Bonding Time for Service Members | Complete |

Issue Scope

Service members, both mothers and fathers, have inadequate parental bonding time following the birth or adoption of a child. Army Regulation 600-8-10 stipulates six months dwell time for the mother and Army Paternity Leave Policy Letter provides ten days paternity leave for the father.

Current policy timelines are insufficient to maximize emotional bonding between mother, father and child; hindering healthy childhood development and the sustainment of a strong military family.

Issue Recommendations

- 1 – Extend mothers dwell time (non-deployable status) from six months to 12 months for the birth or adoption of a new child.
- 2 – Implement a dwell time for fathers allowing a minimum of three months stabilization at home station and increase paternity leave from 10 days to 30 days for the birth or adoption of a new child.
- 3 – Incorporate all current policies to include single parents.

Updates:

7 March 2011: This issue will be forwarded to IMCOM-E conference.
13 May 2011: The issue was sent to the IMCOM-E Conference. Issue not prioritized. Issue closed.

| Issue Number | Issue Title | Issue Status |
|---------------------|--|---------------------|
| VIC-11-12 | Continued Use of Social Security Numbers as Unique Identifiers | Complete |

Issue Scope

The widespread use of the Social Security Number (SSN) as the primary unique identifier results in the easy accessibility of Personally Identifying Information (PII), jeopardizing personal security. Army Regulation (AR) 340-21 paragraph 4-3 regarding the voluntary use of the SSN is not being emphasized enough to counter the wide spread availability of PII. Consequently, Department of Defense (DoD) personnel and their Family Members are vulnerable to unnecessary hardships in correlation with identity theft.

Issue Recommendations

- 1 – Increase training on current policies regarding information protection and the fact that disclosure of the SSN is voluntary.
- 2 – Enforce the voluntary use of social security numbers.
- 3 – Develop and standardize an alternate unique identifier for DoD personnel.

Updates:

7 March 2011: The DoD has developed a Directive-Type memorandum (DTM) Policy for the use of the SSN and guidance/ plan for reducing its unnecessary use. This Reduction Plan covers all uses of SSNs within the department of Defense, to include DoD data managed or retained in contractor-owned, managed or operated systems. This plan is ongoing and is reviewed by the Department of Defense Inspector General and Service audit agencies. Unfortunately this is not an issue that can be corrected at the Garrison, IMCOM or Army level. For more information on this matter, refer to DTM 07-015-USD, “DoD Social Security Number (SSN) Reduction Plan.”

| Issue Number | Issue Title | Issue Status |
|---------------------|---|---------------------|
| VIC-11-13 | Lack of Mandatory Educational Counseling for Tuition Assistance (TA) Issued for “For Profit” Institutions | Complete |

Issue Scope

There is a lack of mandatory counseling in use of tuition assistance for “for profit” Institutions. Registering online at GoArmyEd has eliminated a lot of face to face interaction with education counselors. Many Soldiers unwittingly lose credit transferability and potential employment opportunities.

Issue Recommendations

- 1 – Implement training directed at leaders and supervisors on potential repercussions of attending “for profit” Institutions.
- 2 – Mandate individual education counseling for Soldiers prior to issuance of TA, for enrollment in “for profit” Institutions.

Updates:

7 March 2011: Issue deemed closed based on staff coordination findings.

| Issue Number | Issue Title | Issue Status |
|---------------------|--|---------------------|
| VIC-11-14 | Student Exchange Program between DoDDS Schools | Complete |

Issue Scope

Students do not have the opportunity to participate in an Exchange Student Program in another country other than their host country. It is important to know about different cultures and how different schools are in various parts of the world. It broadens a high school student's view and helps them better understand different cultures and environments. This better prepares them for challenges faced due to different cultures.

Issue Recommendations

- 1 – Create a student exchange program between DoDDS schools.

Updates:

7 March 2011: Issue deemed closed based on staff coordination findings.

| Issue Number | Issue Title | Issue Status |
|---------------------|--|---------------------|
| VIC-11-15 | Improve communication/ relations between Ghedi and Vicenza | Active |

Issue Scope

The Ghedi community does not feel connected to the Vicenza community including its resources, activities, and opportunities. The Ghedi community is far away, which makes the community members feels excluded from Vicenza. Therefore, it affects families, service members, and Ghedi's mission.

Issue Recommendations

- 1 – There needs to be a known location in Ghedi, with information on where to locate resources, activities, and opportunities in the Ghedi and Vicenza communities.

Updates:

7 March 2011: This issue is a local issue. ACS will take the lead.

| Issue Number | Issue Title | Issue Status |
|---------------------|---|---------------------|
| VIC-11-16 | An Embedded School Behavioral Health Professional | Complete |

Issue Scope

The only available behavioral health professional in the school is the Military Family Life Consultant, who stays for only 90 days. There is not an embedded Behavioral Health Professional available for students to seek assistance throughout the school year. Students would feel more comfortable utilizing the same Behavioral Health Professional on a continual basis within the school, rather than going to an off-campus site. It will help students to seek assistance in coping and dealing with difficulties, thus enhancing their family morale.

Issue Recommendations

1 – To provide an embedded Behavioral Health Professional within the school for a minimum of one school year.

Updates:

7 March 2011: Issue deemed closed based on staff coordination findings.

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| Issue Number | Issue Title | Issue Status |
|---------------------|--|---------------------|
| VIC-10-01 | Specific Requirements and Guidelines for Permanent Change of Station (PCS) | Complete |

Issue Scope

Soldiers, civilians and Dependants are often unable to gather specific requirements and procedures for Permanent Change of Stations from Continental United States (CONUS) to Outside Contiguous United States (OCONUS) and OCONUS to CONUS assignments. People are arriving without required documentation (i.e. no-fee passport, Visa, original birth certificate), current information, and general knowledge of their new duty station. With this information, personnel will experience less stress, increased morale and efficiency, and the command will benefit by enhancing mission readiness.

Issue Recommendations

- 1 – Consolidate installation and country/region specific information and requirements into a standardized resource not met by Relocation Office or “plan my Move” for all PCS moves.
- 2 – Require a standardized database and accountability procedure during all out-processing briefings.
- 3 – Ensure CONUS and OCONUS agencies processing personnel for PCS to OCONUS locations fully comply with Host Nation laws and procedures prior to personnel departing for the OCONUS location.

Updates:

26 March 2010: This will require multiple approaches to mitigate, with work through the personnel channels to upgrade and clarify special instructions in orders as well as work through ACS channels to ensure all RELO personnel have access to correct current data.

14 June 2010: The issue was sent to the IMCOM-E Conference, where SME reported there is a system already in place through the Military Home Front website. The information is contained under the Plan My Move section. This information needs to be marketed by ACS and included on the Army orders and referenced in levy briefings. Issue not prioritized.

| Issue Number | Issue Title | Issue Status |
|---------------------|--|---------------------|
| VIC-10-02 | United States Army Garrison (USAG) Vicenza Activities for Families | Complete |

Issue Scope

United States Army Garrison (USAG) Vicenza has a lack of family oriented activities and multi-functional facilities. There are limited facilities available that cater to entertaining single Soldiers, Families, couples, teens and small children. For instance, the Arena does not allow children upstairs and there is a cost for using the rooms. There is not one location for family gatherings with live entertainment, American sit-down dining (i.e. Chili’s, Macaroni Grill), and an arcade/game room. Providing these activities will increase morale and family/unit cohesion.

Issue Recommendations

- 1 – Provide access to a multi-functional recreational facility dedicated for family activities temporarily until a permanent facility is completed.

Updates:

26 March 2010: FMWR facilities/programs currently offer a number of programs that are family friendly: ODR trips to locations such as Lake Como, Garda Land, Trieste and Miramare Castle and ski trips to name a few upcoming trips, the Art Center (Family Art day, Quilting workshop, Little Picasso Art Class), Pool (Family Swim meet, open swim, Family Float Day, Cardboard Regatta), Fitness Center (Family Indoor Sports Day, Family Kickball tournament, Family Outdoor Sports Day). In addition to these, FMWR will be conducting upcoming surveys to determine what types of programs the community would like to have offered. With the expectation that family inclusive programs will be in demand, we expect those types of programs to increase.

FMWR recently had a contractor look at the possibility of constructing a play park area downstairs in the Arena which is the installation’s dedicated multiuse facility for families. This would augment the video game area and bowling for kids.

The installation currently has a number of food and beverage facilities including the AAFES Food Court, AAFES vendors, the Strike Zone, Mensa and the Dining Facility. With the current usage of those facilities the installation cannot financially support another food operation.

| Issue Number | Issue Title | Issue Status |
|---------------------|--------------------|---------------------|
|---------------------|--------------------|---------------------|

VIC-10-03 Shipment of Wine and/or Alcohol for Army Personnel through Transportation Services Complete

Issue Scope

Army policy on wine and/or alcohol shipment for Permanent Change of Stations (PCS) is not congruent with the United States Air Force, United States Navy and United States Marine Corps. These Branches allow shipment of wine and/or alcohol but must coordinate all shipments through Installation Management Command Europe Logistics Division because they require the wine and/or alcohol be shipped in a Government shipment. When Army personnel privately ship wine and/or alcohol, they are only eligible for a partial reimbursement. Change in Army policy will standardize this PCS benefit across the Branches.

Issue Recommendations

1 – Allow Army service members and Department of Army (DA) Civilians to ship wine and/or alcohol as part of their household goods or receive full reimbursement for private shipping.

Updates:

26 March 2010: This issue will be forwarded to IMCOM-E conference.

14 June 2010: The issue was sent to the IMCOM-E Conference, delegates determined that issue is resolved under JFTR-U 5300-1 April 2010. Issue not prioritized.

| Issue Number | Issue Title | Issue Status |
|---------------------|--|---------------------|
| VIC-10-04 | Dental Readiness for All Reserve and Guard Soldiers Not On Active Orders | Complete |

Issue Scope

Reserve and National Guard Soldiers are not being annually screened to maintain required dental readiness unless on orders beyond 30 days. The inconsistent standard between medical and dental readiness leaves the Soldier financially liable to maintain dental deployment readiness. Failure to provide access to annual dental screening compromises mission and unit readiness.

Issue Recommendations

1 – Mandate military dental clinics to screen Reserve and National Guard Soldiers for annual readiness maintenance.

Updates:

26 March 2010: This issue will be forwarded to IMCOM-E conference.

14 June 2010: The issue was sent to the IMCOM-E Conference, delegates determined that programs such as Reserve Health Readiness Program and Army Reserve Rapid Ready Response Unit are in place and screens and treats the reserve component in Europe. Issue not prioritized.

| Issue Number | Issue Title | Issue Status |
|---------------------|--|---------------------|
| VIC-10-05 | Concurrent Temporary duty (TDY) Orders for Parents/Guardians of Dependent Children Undergoing a Surgical Procedure | Unattainable |

Issue Scope

When a dependent child is undergoing a surgical procedure only one parent is placed on Temporary Duty (TDY) orders as per Joint Travel Regulation (JFTR). Under general anesthesia there are risks for serious medical complications, including death. Failure to place both parents on concurrent TDY orders removes the onsite family support structure and compromises the timely medical decision making process.

Issue Recommendations

1 – Allow a second parent/guardian to be placed on concurrent TDY orders to accompany a dependent child undergoing a surgical procedure.

Updates:

26 March 2010: With a local fix in place which provides round trip bus travel to Landstuhl allowing both parents to travel with a dependent child, no precedent in civilian insurance, and realistic funding restraints, issue deemed unattainable.

| Issue Number | Issue Title | Issue Status |
|---------------------|---|---------------------|
| VIC-10-06 | Onsite Magnetic Resonance Imaging (MRI) Machine and Supporting Capabilities | Complete |

Issue Scope

Lack of onsite Magnetic Resonance Imaging (MRI) capabilities requires patients to utilize off site facilities that do not meet Army digital imagery surgical standards; therefore. Patients must travel to Landstuhl. In anticipation of the expanding military community in Vicenza and the combat operations, there will be an increased need for onsite MRI equipment and supporting capabilities. Failure to provide onsite MRI capability will result in the continued loss of unit productivity and redundant diagnostic exams.

Issue Recommendations

1 – Provide United States Army Health Center – Vicenza (USAHC-V) with an MRI machine and supporting capabilities.

Updates:

26 March 2010: Issue is open locally and will be tracked through CMS.

18 July 2010: USAHC-Vicenza Commander briefed that MRI has been approved and is set for funding in FY12.

| Issue Number | Issue Title | Issue Status |
|---------------------|--|---------------------|
| VIC-10-07 | Customer Input for Army and Air Force Exchange Service (AAFES) Product Selection | Complete |

Issue Scope

Army and Air Force Exchange Service (AAFES) product selection does not reflect the needs or desires of the customers. Customers must look elsewhere for product selection resulting in additional expenses and time; for example: video selection, furniture and supplemental inventory for stocked items are limited or unavailable. Customers are unaware of the methods available to request specific products and needs.

Issue Recommendations

- 1 – Publicize the AAFES advisory committee meetings regularly through all post media outlets to achieve customer input in product selection.
- 2 – Advertise extensively, the availability of Interactive Customer Evaluation (ICE) and Information Exchange (INFOX) forum to resolve AAFES issues such as product selection and availability.
- 3 – Provide feedback to the public regarding issues through post media outlets and at the advisory committee meeting.

Updates:

26 March 2010: AAFES/DECA council meeting will be held quarterly and are now open to the public. Future council meeting will be publicized through the Outlook and AFN as well. CSO will provide AAFES with ICE posters to place in the PX and Shoppette and will continue to advertise ICE in the Outlook. AAFES will do periodic articles in the Outlook regarding feedback on customer issues

| Issue Number | Issue Title | Issue Status |
|---------------------|--|---------------------|
| VIC-10-08 | Child Care Financial Assistance for Outside Contiguous United States (OCONUS) Families | Complete |

Issue Scope

Due to lack of legislation, Outside Contiguous United States (OCONUS) personnel are not afforded the opportunity to receive State and Federal childcare subsidies available to continental United States (CONUS) Department of Defense (DoD) identification (ID) card holders. In the past, Women, Infant and Children (WIC), a state funded program, was not available OCONUS. Through legislation this program became a federally contracted program available to Families OCONUS. Lack of child care subsidies is a financial disadvantage to Soldiers and Civilians stationed OCONUS.

Issue Recommendations

- 1 – Establish and implement legislation to make CONUS childcare subsidies available to OCONUS DoD ID card holders.

Updates:

26 March 2010: This issue will be forwarded to IMCOM-E conference.
 14 June 2010: The issue was combined with four other childcare cost issues. Delegates realized that the root of all issues was childcare cost. Changes to the CYSS fee calculation process will resolve all issues. Issue not prioritized.

| Issue Number | Issue Title | Issue Status |
|---------------------|--|---------------------|
| VIC-10-09 | Curriculum Choices for Smaller Department of Defense Dependent Schools (DoDDs) | Complete |

Issue Scope

The current high school curriculum does not adequately meet the needs of students pursuing post secondary school education. Exploring career pathways are limited due to lack of crucial electives and gaps in core classes (i.e. Pre Calculus to AP Calculus). Limited choices hinder the student's ability to excel academically and/or choose career paths.

Issue Recommendations

- 1 – Provide full levels of core classes.
- 2 – Offer classes equal to those of larger DoDD schools.
- 3 – Provide availability of post facilities for scholar use.

Updates:

26 March 2010: The high school will be offering 8 AP Classes onsite, 4 AP classes via distance learning. As for, Professional Technical Studies (PTS), Due to space constraints we offer mostly computer based classes. VMHS offers JROTC and Career Work Experience (CWE). The new high school is slated to offer Health Sciences, Culinary Arts, Television Production and Editing classes.

| Issue Number | Issue Title | Issue Status |
|---------------------|----------------------------------|---------------------|
| VIC-10-10 | Extended Educational Sport Trips | Complete |

Issue Scope

Student athletes travel to participate in sporting events and are not afforded the opportunity to explore locations in the vicinity that are of historic and educational significance. Students in Europe often travel great distances, complete, and immediately return to their home post at inconvenient hours. Students are not provided the educational experience that is available to them in Europe.

Issue Recommendations

- 1 – Extend sport trips to incorporate educational opportunities.

Updates:

26 March 2010: Issue sent forward to IMCOM-E.

14 June 2010: Not prioritized because there is no specific prohibition on extending athletic trips to include education field trips.

FY 2009 AFAP Conference Issues

| Issue Number | Issue Title | Issue Status |
|---------------------|---|---------------------|
| VIC-09-01 | Teens Driving on Military Installations Outside the United States | Unattainable |

Issue Scope

Students under 18 stationed outside the United States are not permitted to drive. When youth return to the United States, they have no real-time driving experience, which cannot be replicated in a simulator, the only option available through the installation outside the United States. Their lack of experience causes a potential hazard to themselves and others.

Issue Recommendations

1 – Garrison Command implement an exception to policy for youth with a Stateside license to be allowed to drive on post.

2 – Establish an exception to policy for DoD dependents stationed overseas to attain a Stateside driver's license without being physically present.

Updates:

25 March 2009: Based on the information provided, this issue is unattainable. The question arose if this might be attainable in Germany. Due to German laws and the SOFA agreement, this issue is not attainable on garrisons in Germany. This issue is deemed unattainable.

| Issue Number | Issue Title | Issue Status |
|---------------------|--|---------------------|
| VIC-09-02 | Unaccompanied Space Available (Space A) Flights for Minors | Unattainable |

Issue Scope

Currently teens under 18 cannot utilize Space Available (Space A) flights without being accompanied by a parent or court ordered guardian. Minors are able to fly unaccompanied or with a non-custodial adult who has a power of attorney on commercial airlines. Families and teens will benefit from low cost flights a variety of events (i.e. visiting family, college research).

Issue Recommendations

1 – Adjust current Space A regulation to agree with the current commercial airline recommendations of unaccompanied minors.

2 – Allow minors to travel with an adult who has a power of attorney who are eligible to utilize Space A.

Updates:

25 March 2009: Information provided includes the concern that run-aways might attempt to utilize Space A travel if minors were allowed to be unaccompanied. It was determined that the issue would be sent forward but the first recommendation would be removed that encompasses unaccompanied travel. The issue will be renamed to reflect the change.

5 June 2009: The issue was sent to the IMCOM-E Conference, where delegates determined that Joint Travel Regulation, Air Mobility Command determines the policy.

10 July 2009: The issue was deemed unattainable at the installation Steering Committee.

| Issue Number | Issue Title | Issue Status |
|---------------------|--|---------------------|
| VIC-09-03 | Housing for Non-Custodial Single Soldier Parents | Unattainable |

Issue Scope

Single Soldiers living in the barracks that are non-custodial parents cannot have their children stay with them. Because of cost and availability of lodging, the high cost of airfare, and transportation; arrangements are difficult. Single Soldiers are not allowed overnight visitation or extended stay within the barracks because of Army Europe Command policy. It is difficult for Soldiers to exercise their parental obligations.

Issue Recommendations

1 – Initiate a housing program for single Soldier parents who are authorized visitation rights.

Updates:

25 March 2009: This issue will be forwarded. The recommendation will be changed to, "Create a financial compensation program for single Soldier parents who are authorized visitation rights." It was mentioned that Soldiers who have part-time custody with court documentation can receive Overseas Housing Allowance (OHA) or Basic Allowance for Housing (BAH). This does occur but can create issues if Soldiers do not

stop the entitlement when the child leaves. Soldiers may be receiving BAH for the dependent that assists with the payment of child support. Should they be living overseas, the BAH would be stopped and they would be paid OHA for the duration the child is living with them. They cannot “double dip” and receive both.

5 June 2009: The issue disposition from the IMCOM-E Conference states: Financial Compensation already exists in the form of differential BAH. The recommendation states: Ensure Soldiers seek legal counseling services regarding custodial issues. Financial Readiness can help Soldiers prepare for visits of children. The GC may also grant an exception to policy on a case-by-case basis.

10 July 2009: The issue was deemed unattainable at the installation Steering Committee.

| Issue Number | Issue Title | Issue Status |
|--------------|--|--------------|
| VIC-09-04 | Family Visitation Program for Outside Continental United States (OCONUS) Single Soldiers | Unattainable |

Issue Scope

Soldiers living in the barracks cannot have visiting family members stay with them. Room availability in hotel lodging is not affordable for the single Soldiers and their Families. It is difficult for Outside Continental United States (OCONUS) single Soldiers to pay for Family visits. A Family visitation program will assist in the relief of the financial and logistical burden as well as improving morale.

Issue Recommendations

1 – Institute an OCONUS Family visitation program for single Soldiers.

Updates:

25 March 2009: The committee felt this issue should be forwarded. The recommendation will be re-worded to read, “Institute a post-deployment block leave government funded flight to home of record.”

5 June 2009: The issue disposition from the IMCOM-E Conference states: The travel of non-dependent family members is not within the scope of the Army’s financial responsibility.

10 July 2009: The issue was deemed unattainable at the installation Steering Committee.

| Issue Number | Issue Title | Issue Status |
|--------------|--|--------------|
| VIC-09-05 | Medical Tracking and Treatment for Expiration Term of Service (ETS) Soldiers | Unattainable |

Issue Scope

A program does not exist to track and treat Soldiers for medical and mental issues after Expiration Term of Service (ETS). According to Associated Press Writer, Pauline Jelinek, “Army suicides are at a three decade high.” Determining the relationship of this statistic to separating Soldiers is complicated because a program is not in place to evaluate them. A treatment program would continually provide medical resources and track issues our Soldiers are experiencing.

Issue Recommendations

1 – Implement a long term program to provide treatment for mental and medical issues related to military service for ETS Soldiers.

Updates:

25 March 2009: Medical care is provided by the VA, however, if a Soldier does not take advantage of completing a VA physical prior to departing the service the wait time for services can be a year or more. The VA is putting things into place to ease this transition. AFAP PM reminded the committee that AFAP has no authorization over the VA and the DA AFAP staff will not accept any issues related to the VA. The recommendation will be re-worded to read, “Create a seamless transition from DoD medical care to alternative medical care program.”

29 May 2009: The IMCOM-E MEDCOM SME determined that this issue falls under VA. AFAP does not accept issues that are outside the purview of Army and the Veterans’ Administration is OSD.

| Issue Number | Issue Title | Issue Status |
|--------------|--|--------------|
| VIC-09-06 | Child and Youth School Service (CYSS) Child Specialist | Active |

Issue Scope

Children in frequently deployed communities show increased and more severe behavioral issues. These children require consistent services. Lack of a permanent child specialist exacerbates the instability children in a military community experience.

Issue Recommendations

1 – Establish a permanent position on the CYSS staffing template and hire a permanent credentialed specialist in child and family behavior.

Updates:

25 March 2009: This issue will be forwarded as written.

5 June 2009: The issue will be forwarded and reviewed by the IMCOM-E Steering Committee.

17 July 2009: At the IMCOM-E Steering Committee discussion centered on whether the CYS is the correct place for a full-time behavioral specialist, because of the need for parental consent for treatment, staffing levels, and privacy concerns. ERMC and IMCOM-E CYS will meet to discuss best location for behavioral health specialists in the community.

| Issue Number | Issue Title | Issue Status |
|--------------|--|--------------|
| VIC-09-07 | Standardized Training for Department of Defense Schools (DoDDS) Teachers | Unattainable |

Issue Scope

Some teachers do not understand the challenges our youth face in a military community. Deployment and reintegration training for teachers are not standardized in Department of Defense Schools (DoDDS) schools. Training would help provide a stable environment with supportive teachers at military communities.

Issue Recommendations

1 – Establish standardized training for teachers regarding the deployment and reintegration process.

Updates:

25 March 2009: We will create a template for our local schools. This issue will be forwarded as written. The local portion of this issue will be worked through CSO.

5 June 2009: The issue disposition from the IMCOM-E Conference states: Training and ancillary resources exist in each community. We recognize that standardization may be helpful to ensure continuity across DoDDS.

10 July 2009: The issue was deemed unattainable at the installation Steering Committee.

Issue Number

VIC-09-08

Issue Title

Freedom to Name Children Born in Italy

Issue Status

Complete

Issue Scope

Currently, United States citizens who give birth while living in Italy do not have the freedom to name their child(ren) as they choose. Under Italian law, a parent and child cannot share the first name even if the middle name is different, nor can children have suffixes or hyphenated last names. Such limitations remove the ability for families to continue important family traditions when naming their children.

Issue Recommendations

1 – Secure a diplomatic solution that exempts United States citizens assigned to a military installation from the Italian naming requirement.

Updates:

25 March 2009: SJA is working with the local Italian lawyer. According to Italian law, the naming limitations only apply to Italian citizens and can be waived for children when a letter from the embassy explaining the naming limitations of the nation is presented. Since naming limitations are within the power of individual states, the Embassy cannot issue such a letter. SJA and the Italian lawyer will be traveling downtown to meet with the local vital statistics office to see if a letter from our local installation will be accepted in lieu of a letter from the American Embassy. This issue will be forwarded with a change in scope to detail the limitation of Italian law. SJA and the AFAP PM will coordinate this effort. The local portion of this issue will be worked through CSO.

5 June 2009: issue disposition from the IMCOM-E Conference states: This issue has already been resolved [locally].

10 July 2009: The issue was deemed complete at the installation Steering Committee.

Issue Number

VIC-09-09

Issue Title

Family Member Access to Online Language Education

Issue Status

Unattainable

Issue Scope

Army Knowledge Online (AKO) provides free and convenient access to language training for Active Duty Service Members and Civilian Employees. Department of the Army (DA) Family members stationed overseas do not have access to online language classes on Army affiliated websites. When living in a foreign country, language barriers impact the ability to communicate during emergencies. Having convenient online access to language classes will enable family members to interact independently in the local community and facilitate necessary communication skills in unforeseen events during an overseas assignment.

Issue Recommendations

1 – Provide DA Family Members free access to online language courses.

Updates:

25 March 2009: This issue will be forwarded with a change in wording to specify access to AKO Rosetta Stone language classes. Locally, the web sites and other information compiled will be put out to the community. The local portion of this issue will be worked through CSO.

5 June 2009: issue disposition from the IMCOM-E Conference states: Previous AFAP issue #571 resolved in Dec 07 was very similar to this issue. There are alternative websites available, discounted prices for online sources, and free online courses. Additionally, most overseas installations offer some type of language training.

10 July 2009: The issue was deemed unattainable at the installation Steering Committee.

Issue Number

VIC-09-10

Issue Title

Employment for Wounded Warriors Desiring Retention

Issue Status

Active

Issue Scope

Wounded Warriors who are forced to medically discharge do not have sufficient reclassification options. Current policy does not permit Soldiers to reclassify or be retained due to strict physical fitness requirements. Retaining Wounded Warriors allows them to continue to serve and improves collective morale while securing the valuable leadership skills, experience and knowledge they possess.

Issue Recommendations

1 – Legislate protections which encourage retention of Wounded Warriors through/including flexible physical fitness and medical requirements.

2 – Implement regulations to protect the rights of Wounded Warriors pertaining to retention and reclassification.

Updates:

25 March 2009: It was determined this issue is actually two separate issues. The issues will be split with appropriate changes in title and scope to reflect the changes. One will focus on reclassification of wounded warriors and the second on retention due to physical limitations.

5 June 2009: This issue was re-combined and prioritized at the IMCOM-E Conference and titled Army Physical Test (APFT) Requirements for Retention and Reclassification of Current and Former Warrior Transition Unit Soldiers.

17 July 2009: The IMCOM-E Steering Committee stated: Soldiers who cannot pass the aerobic portion of the APFT are not retained in the Army. There is a process whereby Soldiers can reclassify into other specialties as necessary. However, the fitness requirement is separate. The steering committee was unsure of this issue. ERMC will relook the issue to clarify the problem statement.

| Issue Number | Issue Title | Issue Status |
|---------------------|---|---------------------|
| VIC-09-11 | Restricted Reporting of Sexual Assault for All Department of Defense (DoD) Identification (ID) Card Holders | Active |

Issue Scope

Currently, military dependents, DoD civilians and other authorized DoD ID card holders are not afforded the opportunity for restricted reporting of sexual assault. Unrestricted reporting is the victim's only option resulting in a full investigation from the Criminal Investigation Division (CID) and the command. Under the Sexual Assault Prevention and Response Program (SAPRP) AR 600-20, Chapter 8, active duty service personnel are allotted the option of restricted reporting of sexual assault which does not result in investigation. The risk of public knowledge and retaliation affects the number of reported cases, decreasing the number of those who seek treatment, thereby adversely affecting the Army's overall mission.

Issue Recommendations

1 – Amend the SAPRP to authorize restricted reporting, for all DoD ID card holders eligible for medical services at the Medical Treatment Facility (MTF), to reflect the program already in existence for victims reporting domestic violence.

Updates:

25 March 2009: This issue will be forwarded as written.

5 June 2009: The issue will be forwarded and reviewed by the IMCOM-E Steering Committee.

17 July 2009: The IMCOM-E Steering Committee decided that this issue will move forward to the DA conference.

| Issue Number | Issue Title | Issue Status |
|---------------------|---|---------------------|
| VIC-09-12 | Utility Tax Exemption Program (UTEP) Membership Reimbursement for Civilians | Active |

Issue Scope

The US government is losing money as a result of civilian employees electing not to join the Utility Tax Exemption Program (UTEP). The current annual UTEP membership fee of \$232 provides tax exemption for utilities and is not reimbursable to civilians. Presently, there is no incentive for civilians to become members of the program. Regardless of enrollment status the government pays the total utility bill. Enrolling in this program enables the government to pay only the utility costs, eliminating the host nation tax.

Issue Recommendations

1 – Reimburse civilian employees the UTEP membership fee, therefore encouraging them to join UTEP, thus saving the US government the monthly taxes due on the utility bills.

Updates:

25 March 2009: This issue will be forwarded as written.

5 June 2009: The issue was not prioritized at the IMCOM-E conference.

10 July 2009: The issue was sent to the CSO to be worked locally.

| Issue Number | Issue Title | Issue Status |
|---------------------|--|---------------------|
| VIC-09-13 | Family Morale, Welfare and Recreation (FMWR) Category C (CAT C) Facility Funding During Deployments. | Unattainable |

Issue Scope

Currently Family and Morale, Welfare and Recreation (FMWR) Category C (CAT C) facilities must maintain a 15% profit margin at all times. Throughout deployments these facilities are forced to reduce their services and hours in order to meet their required profit margin. This reduction forces employment cuts and increases the possibility of facility closures and program cancellations, as well as a significant impact on the morale in military communities.

Issue Recommendations

1 – Change CAT C facilities to CAT B during deployments.

2 – Lower required generating profit of 15% during deployments.

Updates:

25 March 2009: This issue will be forwarded as written.

5 June 2009: The issue disposition from the IMCOM-E Conference states: Garrison Commander has the authorization to change the profit margin required on the facilities. The recommendation states: Market facilities more when Soldiers are deployed.

10 July 2009: The issue was deemed unattainable at the installation Steering Committee

Issue Number
VIC-09-14

Issue Title
Purchasing Power of Army and Air Force Exchange Service
(AAFES) Local Managers.

Issue Status
Active

Issue Scope

Army and Air Force Exchange Service (AAFES) local managers do not have control over the purchase of line item products at the present time. Product inventories are based on demographics and do not accurately reflect local consumer purchasing trends. Limited sales floor space is used for unwanted and unsold merchandise reducing profit and consumer satisfaction.

Issue Recommendations

1 – Amend AAFES regulations to enable local managers more specific control over product selection and ordering.

Updates:

25 March 2009: Information provided by AAFES determined that this is a local issue. AAFES is actively working to revamp the store and improve selection and availability. Local managers do have leeway to determine some product selection. This issue will remain open locally and worked through CSO.

FY 2008 AFAP Conference Issues

| Issue Number | Issue Title | Issue Status |
|---------------------|--------------------------------|---------------------|
| VIC-08-01-T | Teen "Post to Post" Activities | Complete |

Issue Scope

With exception of sports activities (Vicenza High School and Child & Youth Services), there is little to no interaction between youth on other military posts. As a small post with a limited teen population, we would like more opportunities to interact with teens from other posts. It is important for youth to have a broad range of experiences with other youth in becoming caring and well rounded citizens.

Issue Recommendations

- 1 – Arrange quarterly activities between military installations
- 2 – Provide low-cost transportation for youth participating in teen exchange activities
- 3 – Coordinate with agencies on the installation to include DoDDS, CYS, and DMWR to organize and implement teen exchange activities

Responsible Agencies

DMWR-CYS

Updates:

31 Mar 08: This issue is being sent forward to the IMCOM-Europe AFAP conference.

2 June 08: This issue was not prioritized at the IMCOM-Europe AFAP conference. Per issue disposition paper, "Too many organizations involved to put through to DA. Should be worked through individual locations."

25 July 08: This issue is deemed complete. We have incorporated such trips into our local CYS teen program.

| Issue Number | Issue Title | Issue Status |
|---------------------|------------------------------------|---------------------|
| VIC-08-02-T | Age limitations for Fitness Center | Unattainable |

Issue Scope

Youth under the age of sixteen are unable to utilize the equipment at the fitness center to improve their athletic skills and/or physical fitness. Physical exercise is a fundamental cornerstone in promoting a healthy lifestyle. To maintain the level of physical fitness during the off-season, youth require access to the proper resources.

Issue Recommendations

- 1 – Lower the age limitation in the fitness center to ensure that all high school students can utilize the facility without parental supervision
- 2 – Require guardian consent forms for students under the age of sixteen
- 3 – Require all students to participate and successfully complete a safety/equipment usage course.

Responsible Agencies

DMWR

Updates:

31 Mar 08: This issue is being sent forward to the IMCOM-Europe AFAP conference.

2 June 08: This issue was not prioritized at the IMCOM-Europe AFAP conference. Per issue disposition paper, "Gyms are provided for Soldiers – Policies in place for dependent use are sufficient."

25 July 08: Based on the issue response, this issue is deemed unattainable.

| Issue Number | Issue Title | Issue Status |
|---------------------|---|---------------------|
| VIC-08-03-T | Number of Internet Sites Available to Teens | Complete |

Issue Scope

Currently the number of internet sites accessible to youth is limited. For many youth, the only access to the internet is on post. In order to broaden research possibilities and produce superior quality of work, youth need fewer limitations.

Issue Recommendations

- 1 – Collaboration between the school and installation Command to determine needed educational websites

Responsible Agencies

509 Signal

Updates:

31 Mar 08: Issue deemed complete. Internet filtering differs between DoDDS and Army requirements. Teachers have been made aware of this and DoDDS has assigned a liaison. Teachers will work with the liaison when students are unable to access valid sites needed for education purposes. 509 Signal will unblock valid sites on networked computers once informed.

| Issue Number | Issue Title | Issue Status |
|---------------------|----------------------------|---------------------------------|
| VIC-08-04-HR | OCONUS Sponsorship Program | Open Re-send to IMCOM-Europe |

Issue Scope

Personnel are arriving at their units without sponsors. As a result, Soldiers and Families are not aware of the unique services and programs available in the overseas community. Sponsorship programs and tools are not being used. A smooth transition for Soldiers and their Families is essential to a successful overseas tour.

Issue Recommendations

- 1 – Soldiers in transition from all TRADOC schools must receive a LEVY briefing.
- 2 – DA mandated enrollment of Soldiers in SGATE as part of the out-processing checklist.
- 3 – Access SGATE upon receiving RFO/assignment.

Responsible Agencies

DHR

Updates:

31 Mar 08: This issue is being sent forward to the IMCOM-Europe AFAP conference.

2 June 08: This issue was not presented to the delegates at the IMCOM-Europe AFAP conference. IMCOM-Europe apologizes. This issue will be presented at the 2009 IMCOM-Europe AFAP Conference.

25 March 09: This issue is being forwarded to the 2009 IMCOM-Europe AFAP conference.

| Issue Number | Issue Title | Issue Status |
|---------------------|---|---------------------|
| VIC-08-05-HR | Property Liability for Inter-Barracks Moves | Open |

Issue Scope

Soldiers are moving themselves without proper documentation. Without proper documentation, Soldiers are not eligible to submit damage claims through military channels. Soldiers are frustrated and Morale is negatively impacted because Soldiers are incurring unnecessary out-of-pocket expenses.

Issue Recommendations

- 1 –Expand AR 27-20, Chapter 11, to cover Inter-Barracks moves for Soldiers.
- 2 –Commanders will place Soldiers on “no-cost-move” status when conducting Command directed move.

Responsible Agencies

DPW (DOL, SJA)

Updates:

31 Mar 08: An education campaign will be created for leadership and Soldiers. This issue should remain open until all troops are back.

5 May 08: The garrison is working to assure that moves in preparation of returning troops are conducted through the proper channels. Leadership is informing Soldiers of the opportunity to utilize moving service. Such moves will be command directed. Leadership is also working to alleviate issues of new Soldiers being required to receptively move from barracks to barracks through IMCOM-Europe leadership.

25 July 08: This issue will remain open through the upcoming re-deployment and change of leadership within the Vicenza Military Community.

25 March 09: This issue was kept open through the transitions taking place in the community. All moves are being completed through the proper channels. This issue is deemed complete.

| Issue Number | Issue Title | Issue Status |
|---------------------|--|---------------------|
| VIC-08-06-CF | Reallocation of ACES funds to dependants | Unattainable |

Issue Scope

Active duty service members receive \$4500 from Army Continuing Education System on an annual basis. This entitlement often goes unused and is non transferrable. With an additional \$4500 added to existing financial aid, it would relieve the financial hardship of higher education for the active duty family.

Issue Recommendations

- 1 – Expand financial aid resources for dependants.
- 2 – Allocate unused active duty Soldier’s ACES annual funds to be made transferrable to dependants.

Responsible Agencies

DHR

Updates:

31 Mar 08: This issue is being sent forward to the IMCOM-Europe AFAP conference.

2 June 08: This issue was not prioritized at the IMCOM-Europe AFAP conference. Per issue disposition paper, "Spouses have several avenues that they can use for tuition assistance such as AER, Grants, Loans, FastWeb and other private organizations."

25 July 08: Based on the issue response, this issue is deemed unattainable.

| Issue Number | Issue Title | Issue Status |
|---------------------|---------------------------------------|---------------------|
| VIC-08-07-CF | Evaluation process for DoDDS teachers | Unattainable |

Issue Scope

An external evaluation of DoDDS teachers does not exist. The current annual evaluation of DoDDS teachers performed by the principal is internal and precludes unbiased appraisals. The external evaluation will provide fresh perspectives for the teachers' methods, incorporate additional tools for the principal, and enrich student learning.

Issue Recommendations

- 1 – Modify the current regulation to include external evaluation.
- 2 – Establish external quality assurance program for DoDDS teachers.

Responsible Agencies

SLO

Updates:

31 Mar 08: This issue is being sent forward to the IMCOM-Europe AFAP conference.

2 June 08: This issue was not presented to the delegates at the IMCOM-Europe AFAP conference. Upon reviewing the issue at the IMCOM-Europe level, it was discovered that a similar issue was worked at the 2006 conference. This eliminated the issue from consideration. The IMCOM-Europe issue was deemed unattainable. According to the staff position on the information paper dated 7 July 2006, "This is a DoDEA issue that is above the level of DoDDS Europe. Any changes that would occur regarding the teacher performance appraisal process are negotiated at DoDEA in accordance with DS Regulation 5430.9 and in collaboration with the Federal Education Association and the Overseas Federation of Teachers."

25 July 08: Based on the issue response, this issue is deemed unattainable.

| Issue Number | Issue Title | Issue Status |
|---------------------|----------------------------|---------------------|
| VIC-08-08-CF | Employment for Summer Hire | Unattainable |

Issue Scope

Dual citizen Italian/American teens, under 18 years of age, cannot participate in the Summer Hire Program in Italy. These minors do not have the right to renounce their Italian citizenship, allowing them to work as a U.S. citizen. Employment opportunities for dual citizen Italian/American teens would initiate a work history/experience and allow for exploration of career options and future employment, making these teens competitive with their counterparts.

Issue Recommendations

- 1-Provide equal employment opportunities for all teens

Responsible Agencies

SJA

Updates:

31 Mar 08: This issue is being sent forward to the IMCOM-Europe AFAP conference.

2 June 08: This issue was not prioritized at the IMCOM-Europe AFAP conference. Per issue disposition paper, "SOFA issue, not in the purview for AFAP to change."

25 July 08: Based on the issue response, this issue is deemed unattainable.

| Issue Number | Issue Title | Issue Status |
|---------------------|---|---------------------|
| VIC-08-09-BE | Job Security for Spouses of Wounded or Deceased Service Members | Complete |

Issue Scope

Provide job security for spouses of wounded or deceased service members who are hired using Military Spouse Preference. They lose their position when service member leaves active military status once wounded or deceased. During this time of transition, job security will provide the spouses with a positive outlook of their future.

Issue Recommendations

- 1 – Non-competitively convert spouses of wounded or deceased service members to career status

Responsible Agencies

CPAC

Updates:

31 Mar 08: This issue is being sent forward to the IMCOM-Europe AFAP conference.

2 June 08: This issue was prioritized at the IMCOM-Europe AFAP conference. The new issue title is "Wounded Warrior Spouse Preference". This issue was one of the top 3 issues of the IMCOM-Europe conference as voted by attending delegates.

12 Feb 09: Wounded Warrior Spouse Preference: was prioritized at our conference, and sent to DA. DA rolled it into the ongoing military spouse preference issue and former Pres Bush signed Executive Order #13473 dated September 25, 2008. This allows the head of an agency to make a noncompetitive appointment to any position in the competitive service, for which the individual is qualified, of an individual who is:

- a. the spouse of a member of the Armed Forces who is performing active duty pursuant to a permanent change of station move, if the spouse relocates to the members new permanent duty station;
- b. the spouse of a totally disabled retired or separated member of the Armed Forces; or
- c. the un-remarried widow or widower of a member of the Armed Forces killed while performing active duty.

Issue Number

VIC-08-10-BE

Issue Title

Flex Hours for Customer Service Facilities

Issue Status

Complete

Issue Scope

Office hours do not accommodate community members' needs. If both facilities and community members complete their work days at 1700 there is not enough time to take care of customer service business. Keep facilities open to best accommodate the customers needs.

Issue Recommendations

1 – Extend office hours to support community member's needs

Responsible Agencies

CPAC

Updates:

31 Mar 08: Issue deemed complete. Supervisors have the authority to allow for flexible time and/or lunches so that community members can access needed services. Department heads have been reminded.

Issue Number

VIC-08-11-CS

Issue Title

Soldier Installation Taskings

Issue Status

Complete (#1)
Unattainable (#2)

Issue Scope

Every month, approximately 146 soldiers at a cost of 1,168 man hours are tasked by the installation to conduct area beautification and dining facility (DFAC) cashier duties. This creates an additional burden on units to meet the mission requirements by extending the duty day into evening hours, weekends and training holidays. This impacts a unit's ability to complete warrior tasks and drills. It also decreases unit and family morale and mission support to the installation.

Issue Recommendations

- 1 – Consolidate daily area beautification tasks to after unit physical fitness training times and designate one installation-wide weekly time period to complete these tasks.
- 2 – Restore dining facility cashier responsibilities to the responsible directorate.

Responsible Agencies

CSM (#1); DOL (#2)

Updates:

31 Mar 08: This issue is deemed complete for recommendation #1 and unattainable for recommendation #2.

Recommendation #1: Leadership within an organization is most knowledgeable about the demands of their unit's Soldiers and as such should be provided with the authority to determine when tasks are completed. Unfortunately, areas are not always kept clear of debris; therefore, beautification tasks must occur on an on-going basis. Should areas be kept clean of debris, the unit Soldiers would have little to do in order to police up their unit areas. Sacrificing the image of our installation / community is not an option we must remain disciplined 24/7.

Recommendation #2: AR 30-22 Army Food Service Program states, "The assigned headcounter will not be a food service individual assigned to or working in the dining facility unless specifically authorized by the installation commander. This authorization will be granted only when adequate dining facility staffing exists and when such action will not adversely affect services to the diner." The addition of additional personnel slots is not justified by the duty being performed and would be extremely cost prohibitive.

Issue Number

VIC-08-12-CS

Issue Title

Family Member No-Fee Passport

Issue Status

Unattainable

Issue Scope

No-fee passports are issued to military Family members PCSing OCONOS. Currently these passports identify family members as part of the American Military Forces. DD form 1173 (ID Card) identifies family members, therefore removing the need for an additional statement in the back of the passport. In the post-911 era, this statement unnecessarily identifies Family members as part of the Department of Defense. The impact is a potential Force Protection risk.

Issue Recommendations

1 – Remove the identifying statement from the no-fee passport.

Responsible Agencies

DOL

Updates:

31 Mar 08: This issue is being sent forward to the IMCOM-Europe AFAP conference.

2 June 08: This issue was not prioritized at the IMCOM-Europe AFAP conference. Per issue disposition paper, “The delegates decided not to prioritize this issue because it was not a Force Protection issue and due to being a SOFA issue it is beyond our ability to solve.”

25 July 08: Based on the issue response, this issue is deemed unattainable.

Issue Number

VIC-08-13-CS

Issue Title

Temporary Duty for Required Training

Issue Status

Complete

Issue Scope

There are approximately 45 courses ranging from one day to two weeks requiring personnel to travel to other installations when they could be conducted on-site at a reduced cost. The impact results in an excessive temporary duty cost, loss of mission time due to travel, and individual time away from family.

Issue Recommendations

1 – Identify the courses that could be conducted on-site versus TDY.

2 – Provide on-site facilitators for required courses.

Responsible Agencies

DHR; G3

Updates:

31 Mar 08: SETAF G3: SETAF fully endorses bringing instructors to the training load as a cost effective and Soldier QOL improving initiative. Ultimately it is up to the institutional training command and the customer unit to coordinate the feasibility of training at a unit’s home station. In some cases it will still make sense to send Soldiers to a school house TDY. Normally the most restrictive courses are those with heavy special equipment/facility needs, few available instructors or/and an extremely high theater wide training need, which makes bringing students to those precious assets more efficient.

Workforce Development: Training classes offered to the Vicenza Military Community are minimal. This is primarily due to the location of this community. Most trainers come from CONUS and courses are offered based on demand. Training opportunities are available where high participation occurs. In the Vicenza Military Community involvement to training depends on the local workforce, which often results in low participation. Only when the minimum numbers of trainees commit will training such as the ones offered by CHRA-E, be available to this community.

Issue Number

VIC-08-14-CS

Issue Title

Long distance medical consultation and follow up care OCONUS.

Issue Status

Open

Issue Scope

The long distance traveled to Landstuhl for special medical appointments creates unnecessary hardship. With provided transportation, it is a minimum one week of travel and not all appointments are lengthy or need to be in person. There are 800 -1,100 patients transported from Vicenza to LRMC per year. It costs approximately \$560.00 per Soldier (more for family members) for each trip in addition to approximately \$215,000.00 per year for provided bus transportation. This affects family members who must be separated for a period of time and unit productivity due to the loss of manpower.

Issue Recommendations

1 – Create a long-distance communication plan for meeting with specialists in Landstuhl for consults and follow ups.

Responsible Agencies

Clinic

Updates:

31 Mar 08: This issue is being sent forward to the IMCOM-Europe AFAP conference.

2 June 08: This issue was prioritized at the IMCOM-Europe AFAP conference. The new issue title is “Obstacles to Specialty Care in Army Medical Treatment Facilities (MTF)”. The delegates combined this issue with VIC-08-15-MD.

| Issue Number | Issue Title | Issue Status |
|---------------------|---|---------------------|
| VIC-08-15-CS | Consolidated Specialized appointments at Landstuhl Regional Medical Center (LRMC) | Open |

Issue Scope

Patients must make multiple trips for one medical issue due to the inability to consolidate specialty appointments. The resources at LRMC are inadequate to meet the specialized needs of the European military community in an efficient manner. From Vicenza it costs approximately \$560.00 per Soldier (more for family members) for each trip in addition to approximately \$215,000.00 per year for provided bus transportation. This issue affects all patients in the Landstuhl footprint.

Issue Recommendations

- 1 –Implement program for the Primary Care manager to coordinate and establish a pre-appointment checklist with LRMC specialist prior to visit identifying all lab tests, x-rays etc.
- 2 –Establish a Liaison at LRMC to facilitate the immediate scheduling (within 24 hrs) of appointments that are identified as necessary once seen by a specialist.

Responsible Agencies

Clinic

Updates:

31 Mar 08: This issue is being sent forward to the IMCOM-Europe AFAP conference.

2 June 08: This issue was prioritized at the IMCOM-Europe AFAP conference. The new issue title is “Obstacles to Specialty Care in Army Medical Treatment Facilities (MTF)”. The delegates combined this issue with VIC-08-14-MD.

FY 2007 AFAP Conference Issues

| Issue Number | Issue Title | Issue Status |
|--|--|---|
| GY-01-07 | Support for Youth Sports | COMPLETE– Oct 07 |
| Issue Scope | | |
| There is a lack of public support for organized youth sports. Also, referees and coaches are often not qualified or experienced to adequately call games or instruct players on the rules and strategies of the sport. Lack of public interest and support for youth sports causes decreased community pride, spirit and morale. | | |
| | Responsible Agencies DMWR, PAO, AFN, DoDDS | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1 – Demand higher qualifications for coaches and referees; require experience or background in the sport. | CYS has increased training for coaches and now provides a thorough 4-6 hour training session that is a mandatory program through the National Alliance for Youth Sports Coaches Association (NYSCA). In addition the coaches must view a sports specific training video that gives them the basics for the CYS Sports program, and take a CPR/1 st Aid Certification class and a class on rules for the sport. Total training time is approximately 12 hours. CYS Sports Officials are paid for their services. | Complete with the understanding that there will be a continual campaign to recruit coaches and continue to train. |
| 2 – Provide adequate training for the coaches and referees to ensure they are properly trained and possess the skills required for the given sport. | See Above | Complete with the understanding that there will be a continual campaign to recruit coaches and continue to train. |
| 3 – Televisе youth sporting events in addition to radio announcements. | Vicenza covers all home and some away football games on live radio. We are considering expanding to live radio coverage to include basketball. Currently, however, we do not have the capability to cover events with live television, but we will continue to promote important events and produce sports news and feature packages for our broadcasts. | Complete |

| Issue Number | Issue Title | Issue Status |
|---|---|---|
| GY-02-07 | Public Transportation between Villaggio and Caserma Ederle | Unattainable – Dec 07 |
| Issue Scope | | |
| There is a lack of public transportation on the weekends to travel safely between Villaggio and Caserma Ederle. Family members without driving privileges and youth have limited access to shopping or community and religious activities on the weekends. Individuals are forced to walk on dangerous and highly traveled roads causing undue risk to personnel. | | |
| | Responsible Agencies DOL, PAO | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1 – Provide vehicular transportation to Villaggio during weekends at a minimum of six times a day. | Reference, AR 58-1, Management, Acquisition, and Use of Motor Vehicles dated 10 August 2004. AR 58-1 is very explicit in the use of Army-owned or controlled Non-tactical vehicles. It states that the use of Army-owned or controlled non-tactical vehicles (NTVs) is restricted to official purposes only. (Paragraph 2-3) Additionally, it further states that government vehicles must not be used for transportation to or parked at commissaries, post exchanges (including all concessions), bowling alleys, officer and noncommissioned officer clubs, or any non-appropriated fund activity unless personnel using the vehicles are on official Government business or temporary duty travel (TDY). (Paragraph 2-4c) | This issue is unattainable due to AR58-1. |

| Issue Number | Issue Title | Issue Status |
|---|---|------------------|
| GY-03-07 | AAFES Movie Schedules | COMPLETE– Oct 07 |
| Issue Scope | | |
| The current movie times are not accommodating to student schedules. Afternoon movies are not offered during the week and matinees are only offered on Sunday's. During school breaks and holidays movie times are not increased. Limited availability of constructive activities for students leads to the possibility of youth engaging in mischievous acts. | | |
| | Responsible Agencies AAFES, DMWR-SLO | |

| Issue Recommendations | Agencies' Responses | Recommendation Status |
|---|--|-----------------------|
| 1 – Survey community to determine desired/needed viewing times (i.e. weekday showings, Saturday afternoon showings, 1700 shows, etc...) | Adjustments have been made to the schedule. | Complete– Oct 07 |
| 2 – Increase viewings during early release schools days, school breaks, and summer vacations. | Oct 07 - Currently are determining when to add additional shows over the holidays. | Complete– Oct 07 |

| Issue Number | Issue Title | Issue Status |
|--|--|---|
| G1-01-07 | Housing Assignments | COMPLETE Nov 06 |
| | Issue Scope | |
| Housing assignments are currently based on rank and not on space requirements. This results in inadequate housing assignments and inconvenience for the Soldiers and their families. Insufficient housing assignments result in low morale for Soldiers and families, low retention rates and decreased readiness. | | |
| | Responsible Agencies DPW-Housing | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1 – Rewrite the regulations increasing living space per individual in barracks and government housing. | 4 Dec 06-Family Housing assignment for government-controlled family quarters is based upon (1) rank <u>and</u> (2) number of family members and (3) family member composition (age & gender). These factors, in combination, determine bedroom authorization, which impacts overall net floor space. DoD does provide guidance on bedroom composition net floor space standards, the same minimum applies across the board to all grades. Under the October 2005, Army-wide “Voluntary Housing Assignment Policy”, soldiers can decide to pursue assignment to either government controlled quarters or private rental. They can choose from up to three (3) government controlled quarters within their rank and bedroom requirement category, or alternatively up to five (5) private rental units and, for their convenience, the government will provide Taxi-Interpreter transportation to all appointments, a service feature unique to Vicenza Housing. Oct 07 Since the initial Housing response to this issue on 4 Dec 06, we have been directed by IMCOM-Europe to institute a "Mandatory Housing Policy." Any exception to that policy should be submitted in writing via the member's command to the Housing Chief for consideration. All new construction meets new standards that do increase the amount of space. | 4 Dec 06-Within the last few years, DoD have increased family housing net square footage benchmarks for new construction. The 215 unit Vicenza Build-to-Lease project scheduled for completion in FY09 will reflect the new DoD space standard increase for 3, 4 & 5-bedroom units. At the local level, we do not have the authority to modify family housing or barracks space standards. Any regulation changes require Department of the Army or DoD level approval. |
| 2 – If sufficient government housing is not available, ensure housing allowances are adequate to secure housing at fair market value. | 4 Dec 06-Under the “Voluntary Housing Assignment Policy”, soldiers with dependents can choose to seek either government controlled housing, or private rental housing. The Vicenza Military Community has a surplus of both government-controlled housing and private rental housing at the present time. Our occupancy rate for government owned (Villaggio) housing is 82% and government leased housing is 69% respectively. Currently, we have available in our private rental inventory 170 ea, 3-Bedroom units and 248 ea, 2-bedroom units. There is a very tight private rental market for 4-bedroom and larger units. Unfortunately, when 4-bedroom units are available, rents normally exceed junior enlisted overseas housing allowances (OHA). In these special cases, for a junior enlisted 4-bedroom or greater requirement, we have been successful in securing government leased accommodations. It should be noted that while OHA (rent) is based upon rank and family size, utility allowance is not. | Complete– Nov 06 |

| Issue Number | Issue Title | Issue Status |
|---|-------------------------------------|-----------------|
| G1-02-07 | Housing Customer Service | COMPLETE Oct 07 |
| | Issue Scope | |
| The housing office does not serve the best interest of the individual. Due to personal relationships between the housing office and landlords, housing costs are inflated and individuals are forced to pay out of pocket expenses. Soldiers and family members have less bargaining power against landlords and are forced to acquiesce to landlord demands because of the uncertainty of housing availability prior to PCS. | | |
| | Responsible Agencies DPW-Housing | |

| Issue Recommendations | Agencies' Responses | Recommendation Status |
|--|--|-----------------------|
| 1 – Release projected available housing 30 days prior to report date. | 3 Oct 07 - Current we are under an IMCOM-Europe directed mandatory housing assignment policy. The average wait time for government quarters in July 07 was 8.97 days. At least 84% of our customers were housed within 30 days. If a family cannot be housed within 30 days of arrival, authorization for obtaining off post rental is given. The Housing Office maintains a comprehensive automated referral system that currently has 533 available units. Taxi/interpreter service is available to show desired homes with a minimum of waiting time so that families can be settled in their new homes quickly. Recommend this issue be Complete! 9 Oct 07 - Italian law states that the lessee must be physically located in country in order to make a lease agreement therefore it is not possible to lock-in housing 30 days prior to arrival. | Complete – Oct 07 |
| 2 – Require private rentals to meet the standards of government housing and be listed at fair market value in order to be entered into the database. | 4 Dec 06-Private rental housing (PRH) is just that, “private” rental. PRH on our open referral listings must meet all DoD as well as local Italian housing standards. In fact, most of the PRH in our inventory will exceed the local standards, because of the additional DoD requirements. There are at least 15 different adequacy criteria (excluding size) that we use in determining adequacy for placing these units on our open referral list. The landlord sets the price for PRH not the Housing office. If the agreed upon amount is not acceptable to a prospective tenant, the tenant has the right to decline the quarters. We can (and do) recommend a price for private rental housing units, but in the end it is the tenants option whether or not to accept the terms of the quarters. | Complete – Oct 07 |
| 3 – Provide an American advocate in all OCONUS housing offices that is fluent in the host nation language. | 4 Dec 06-Housing Office leadership at division and branch level is comprised of American citizens; however, there is no requirement for fluency in the host nation language. Housing Office Lease Negotiators, who interface with the landlord, are bilingual and work directly for an American supervisor. The American supervisor and the Lease Negotiator are the advocate team supporting our Military Community clients. PRH contract negotiations are conducted in the presence of the client and the Landlord with the Lease Negotiator providing translation services, as required, and the lease document itself is prepared in both Italian and English, with the English language prevailing “by law” in case of any dispute. 3 Oct 07 - The Housing staff is schooled in Italian Rental Laws, and reinforces those requirements on behalf of our American Customers. Housing Office Lease Negotiators, who interface with the landlord, are bilingual and work directly for an American supervisor. However, any unresolved issues at this level may be referred to the Legal Advisors at the Staff Judge Advocate Office for interpretation of the Italian Civil Laws pertaining to housing. | Complete – Oct 07 |

| Issue Number | Issue Title | Issue Status |
|---|---|---|
| G1-03-07 | Employment for Spouses upon PCS to OCONUS Duty Station | Complete – July 2008 |
| Issue Scope | | |
| Spouses are unable to secure gainful employment upon PCS. This hinders career development and quality of life. The lack of spousal career satisfaction results in low morale and low retention. | | |
| Responsible Agencies DHR, CPAC, DMWR-ACS | | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1 – Institute Priority Placement Program (PPP) at OCONUS locations. | 4 Dec 06-Spouses currently working in the Federal civil service system can register in PPP. This can be done at either the CONUS activity or the OCONUS activity when they arrive. | Complete– Oct 2007 |
| 2 – Reinstate military spousal preference when a position in the individual’s career field becomes available if he/she is not currently employed in that field. | 4 Dec 06- This would require changing USAREUR and DA policy, and might require a change in the DoD policy. It would be very difficult to administer, for example, how you determine what everyone’s career field might be. How would you treat someone who wants to change fields? Also, this impacts other spouses who might have just arrived and did not have a job yet. | This issue is to be forwarded to IMCOM-E regional AFAP Conference - Dec 07 2 June 08: This issue was not prioritized at the IMCOM-Europe AFAP conference. Per issue disposition paper, “System is in place in both CPOL and USA JOBS.” |
| 3 – Create a consolidated database including all available DoD positions | 4 Dec 06-This data base already exists in USAJOBS on the OPM web site. By policy all appropriated fund positions are advertised | Complete– Oct 2007 |

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|---|--|--|
| worldwide and application procedures to be referenced in relocation services. | <p>in USAJOBS. Each vacancy announcement includes the application procedures as well as links to specific resume builders or application procedures. Might make more sense for the relocation services to provide the link to USAJOBS</p> <p>2 June 08: This issue was not prioritized at the IMCOM-Europe AFAP conference. Per issue disposition paper, "System is in place in both CPOL and USA JOBS."</p> <p>25 July 08: This issue is deemed complete.</p> | |
|---|--|--|

| Issue Number | Issue Title | Issue Status |
|---|---|-----------------------|
| G2-01-07 | Access to ACS Services | COMPLETE Oct 07 |
| | Issue Scope | |
| ACS services are not available after work hours. At 1700, ACS closes and the duty day ends as well, leaving no time for soldiers to access important resources such as EFMP, AER, relocation assistance, translation services, access to 800 phone and fax, etc. When soldiers take duty time to visit ACS it affects mission readiness and training. | | |
| | Responsible Agencies DMWR, PAO, ACS | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1 – Extend hours one day a week until 1900. | <p>24 Sep 07-When our BDE is deployed ACS Soldier & Family Assistance Center is activated to Phase II to include the following: ACS FAC & Communication Center is open from: FAC Monday-Friday 0800-2000 Communication Center Monday-Friday 0800-2200 Saturday-Sunday 1000-2200 ACS Staff is on call 24 hours a day during Phase II. When the FAC returns to Phase I we will resume the extended hours 1 day per week. 9 Oct 07 -DOL will provide the information on the usage of DSN to call stateside 800 numbers.</p> | Complete– Oct 07 |
| 2 – Inform the community by publishing times in the Outlook, on the marquee, in the CMR, and on the command channels. | 24 Sep 07-ACS continuously reports and markets the hours throughout the community by means of the Outlook, Signage on the facility, Email alerts through Rita Bonamego to the FRG's, SR Spouses & Rear Detachment, ACS Monthly Calendar & Info X. | Complete– Oct 07 |

| Issue Number | Issue Title | Issue Status |
|---|--|---|
| G2-02-07 | Vicenza MWR Events | COMPLETE – 31 Mar 08 |
| | Issue Scope | |
| Vicenza MWR events do not meet the needs of single and/or married personnel without children. Fifty four percent (54%) of Soldiers assigned to the Vicenza Military Community are single (not including those who are married but without children). Currently, very few events cater to the single Soldiers and married without children. Providing more events will eliminate undesirable behavior and will contribute to the well-being of this demographic. | | |
| | Responsible Agencies DMWR, PAO | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1 – Create focus groups for the single and married without children demographic to determine the needs for this group. | <p>29 Jan 07-Response NAF Support has created a series of focus groups every Thursday at 1200 in Club V. The focus groups will run from 1 February through 1 March. Each focus group will be made up of 1 single Soldier, 1 married w/o child Soldier, 1 single Officer, 1 married without child Officer, 1 spouse without a child. Focus group will be moderated by Mike Fidalgo. Free lunch is provided. Focus groups will be accepted on sign-up basis.</p> <p>3 Oct 07 -The first series of focus groups were not well attended; however the input was that events and programs already existed; however more advertising was needed. We will run the second series to increase participation in the focus groups by identifying participants by name.</p> <p>10 Dec 07 – Individuals are being identified and will be invited to</p> | Pending Results of Focus Groups – MWR is having difficulty obtaining community participation in focus groups. |

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|---|--|------------|
| | <p>attend focus groups.</p> <p>31 Mar 08 – FMWR has made adjustments across all programs to offer activities for couples or adults without children. Army Community Service offers many workshops and classes for adults only. In recreation, ITR added 23 adult-only trips to the upcoming April-September 08 calendar, as compared to 3 trips for adults offered from October through March. Outdoor Rec offers 98% of programs for adults only; youth are only involved if 16 and older with parent consent. When the Art Center opens the new facility, programming will be expanded to offer adult-only culinary arts classes among many other programs. In the Library, we added a Book Club and Genealogy Workshops, and Soldiers' Theatre offers adult dance lessons, in addition to seasonal productions which often focus on adult roles. All fitness classes are focused on adult physical fitness, as well as auto skills classes for spouses. In Special Events, 3 community events are appropriate for adults without children: Military Spouse Appreciation, 4th of July, and the Pasta Bowl. In summary, DFMWR has attempted to strike a balance between Family programming and programming for single adults or couples without children.</p> | |
| 2 – Offer more on Post events geared towards single and married without children. | <p>29 Jan 07-Focus group results will be posted by 8 March and activities will be added.</p> <p>3 Oct 07-Programming has changed to include additional programs offered through Outdoor Rec. There is a new BOSS representative that is focusing on this issue. Focus group will be attempted Jan 2008. See update for recommendation #1.</p> <p>10 Dec 07 - a number of initiatives have taken place to include no-children trips through outdoor recreation and ITR. Adult dance classes were also offered. These events are filling up.</p> | See above. |
| 3 – Publicize events throughout the community and on command channels. | <p>29 Jan 07-Events will be advertised through Home Front News, AFN TV and radio, Outlook, MWR Highlights, the MWR web page, flyers, on through BOSS and FRG's.</p> <p>3 Oct 07 - See update for recommendation #1.</p> | See Above. |

| Issue Number | Issue Title | Issue Status |
|--|---|-----------------------|
| G2-03-07 | CONUS-OCONUS PCS Air Travel | UNATTAINABLE – Dec 07 |
| Issue Scope | | |
| The Joint Federal Travel Regulation (JFTR) does not provide explicit guidance to transportation contractors allowing service/family members to travel from any location other than the previously assigned Post/Port to their new assignment. Each contractor interprets the JFTR differently. Service/family members are not permitted to deviate from the “required” itinerary even if the cost is equal to or less. The lack of explicit guidance negatively impacts the Soldiers’ morale at a time of high stress. | | |
| Responsible Agencies DOL, SJA | | |
| Issue Recommendations | | Agencies' Responses |
| Recommendation Status | | |
| 1 – Amend the JFTR to reflect explicit guidance to the contractor to authorize a different itinerary as long as there is no additional government expense. | 29 Jan 07-Per the JFTR U2000-A.3, 4 Government contract airfare cannot be used for personal convenience. However, if shipment of a POV is involved, an alternate port may be authorized if it is within the cost of the entitlement. | |
| 2 – Provide the service/family member the option to pay the difference if the expense exceeds the “required” itinerary. | 29 Jan 07- Per the JFTR, official travel, authorized on orders, is funded through the Central Billing Account. If travel deviation occurs for personal reason, the soldier may pay for the ticket and submit a claim for reimbursement (JFTR U5108A) That ticket, however, must be purchased through the Scheduled Airline Ticket Office (SATO), and must be under a U.S. Flag carrier airline. Additionally, the soldier will pay for any expense above the authorized cost allowance. | |

| Issue Number | Issue Title | Issue Status |
|--|--|---|
| G3-01-07 | Command Sponsorship Awareness | Active |
| | Issue Scope | |
| There is a problem with command sponsorship of family members, especially Soldiers incoming from AIT. Support services are not providing information on how to initiate command sponsorship. The impact is lengthy separations which are detrimental to morale and combat effectiveness. | | |
| | Responsible Agencies G-1 | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1 – Require specific briefings be provided during AIT and during in-processing at the new duty station. | <p>2 June 08: This issue was not prioritized at the IMCOM-Europe AFAP conference. Per issue disposition paper, “The delegates decided not to prioritize this issue because this issue was a local command issue”</p> <p>25 July 08: This issue will remain open locally. A revised issue will be written and submitted to the local FY2009 AFAP conference.</p> <p>25 March 09: The issue was re-worded and submitted to the FY2009 local conference but not selected by the delegates. It was determined that this continues to be a problem. A focus group will be created locally to address this issue. Members will include Department of Human Resources, Department of Defense Dependents Schools, Medical Clinic, Family Readiness Support Assistants, Exceptional Family Member Program and Relocation Readiness. AFAP PM will coordinate with CSO since, as a local issue, this issue will be tracked by the Customer Service Officer (CSO).</p> | <p>Oct 07 - Recommend send to EUCOM for FY 2008 Conference</p> <p>2 June 08: This issue was not prioritized at the IMCOM-Europe AFAP conference. Per issue disposition paper, “The delegates decided not to prioritize this issue because this issue was a local command issue”</p> |
| 2 – Require specific information for family members and Soldiers PCSing overseas on command sponsorship. Ensure checklists and information web addresses are included in the remarks block of all incoming PCS orders (i.e. Country specific command sponsorship webpage). | <p>9 Oct 07 - G-1 will provide a report to the committee of what is being done locally. There is a check list.</p> <p>2 June 08: This issue was not prioritized at the IMCOM-Europe AFAP conference. Per issue disposition paper, “The delegates decided not to prioritize this issue because this issue was a local command issue”</p> <p>25 July 08: This issue will remain open locally. A revised issue will be written and submitted to the local FY2009 AFAP conference.</p> <p>25 March 2009: See #1.</p> | <p>Oct 07 - Recommend send to EUCOM for FY 2008 Conference</p> <p>Open locally for review of checklist</p> |
| 3 – Require installation commanders to ensure that personnel support services effectively provide readily accessible information for command sponsorship. | <p>9 Oct 07 - The issue often occurs when a change of status, such as marriage, occurs between duty stations. Soldiers are unaware of the required paperwork to obtain command sponsorship. There can also be issues when Soldiers are not near an installation and are unable to obtain the necessary paperwork and complete the forms without significant travel.</p> <p>2 June 08: This issue was not prioritized at the IMCOM-Europe AFAP conference. Per issue disposition paper, “The delegates decided not to prioritize this issue because this issue was a local command issue”</p> <p>25 July 08: This issue will remain open locally. A revised issue will be written and submitted to the local FY2009 AFAP conference.</p> <p>25 March 2009: See #1.</p> | <p>Oct 07 - Recommend send to EUCOM for FY 2008 Conference</p> <p>Open locally for review of checklist</p> |

| Issue Number | Issue Title | Issue Status |
|--|--|-----------------------|
| G3-02-07 | Medical Appointments Requiring Childcare | COMPLETE – Dec 07 |
| | Issue Scope | |
| Current Army policies restrict small children from accompanying parents during appointments. This creates a financial burden to Army families seeking medical care as well as competition for limited hourly care resources on Post. The impact of this policy has led to an increase in missed appointments and operational inefficiencies at Army hospitals and clinics. | | |
| | Responsible Agencies Health Clinic | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |

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| 1 – Mandate a policy that provides the ability to allow children at appointments when possible. | 9 Oct 07 The policy changed. Children over 11 years of age are allowed to be in the waiting area without a parent. Those under 11 must be accompanied by a parent or guardian at all times. Children are not allowed to accompany parents to appointments for certain procedures because of liability issues and the need for the medical personal to focus on the patient. The clinic will provide a copy of the new policy to the committee and the information sheet that is handed out to patients. | 9 Oct 07 - Complete. |
| 2 – Provide assistance to family members at the time appointments are scheduled to secure childcare (i.e. provide a DSN phone at the appointment desk along with a posted list of daycare providers). | 9 Oct 07 - There are issues at this time because of the lack of available child care. This is being worked on by CYS. There are fewer workers due to the departure of summer interns and space is limited due to construction efforts to improve the facility. | 10 Dec 07 – current policy is available at the front desk. |

| Issue Number | Issue Title | Issue Status |
|---|--|---|
| G4-01-07 | Basic Allowance Sustenance (BAS) | COMPLETE Oct 07 |
| | Issue Scope | |
| All service members receive BAS but service members living in the barracks, with noted exceptions, are mandated to have excess of 85% of their BAS deducted for meal cards. Allowing service members to received full BAS promotes a positive morale and fosters individual financial responsibility. Additionally, this provides the service member and unit with greater flexibility. | | |
| | Responsible Agencies DFAS-Finance | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1 – Change current DoD policy to provide all service members with full BAS by eliminating automatic meal deductions. | 4 Dec 06 - The Installation Commander has determined that Essential Station Messing (requiring Soldiers residing in single government quarters to pay meal deductions for meals provided by the dining facility) is essential to operate the government mess efficiently and economically, or that it is necessary for the health and safety of those enlisted personnel permanently assigned to single quarters. DoD Financial Management Regulation, Volume 7A, Chapter 25, Para 250105C1 | BAS funds the dining facility. This issue was Complete. |

| Issue Number | Issue Title | Issue Status |
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| G4-02-07 | Thrift Savings Plan (TSP) Agency Contribution Equity | Forwarded to IMA-E (2007) COMPLETE Oct 07 |
| | Issue Scope | |
| Matching TSP contributions have not been authorized for service members since their creations of the TSP policy. The services Secretaries have the authority to identify critical specialties for matching yet have neglected to extend these benefits to any service member. Matching TSP contributions would encourage retention as well as entice new service members due to the increased probability of additional stability during retirement. | | |
| | Responsible Agencies DFAS-Finance | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1 – Permanently enact a TSP program for all service members that mirror agency contributions and matching programs provided to federal civilian employees. | 12 Mar 07 - Committee agreed to submit issue forward to IMCOM Level AFAP 3 Oct 07 - Issue was forwarded to EUCOM, was not chosen as a top 3 issue for workgroup. Recommendation to Complete this issue as introducing legislative changes to allow for matching TSP contributions would affect the current traditional military retire system. A matching TSP program would likely diminish the traditional 50% base pay retirement pension given to Soldiers that retire with 20 or more years of active federal service. | Oct 07 – Complete Issue was not prioritized at IMA-E AFAP Conference. Issue will be given to appropriate work group at FY2008 local conference for the option of reworking and resubmitting. |

| Issue Number | Issue Title | Issue Status |
|---|----------------------------------|-----------------------|
| G4-03-07 | Annual Education of VA Benefits | COMPLETE – Dec 07 |
| | Issue Scope | |
| Many military service members are not routinely educated on the full range of VA benefits and entitlements and how to obtain them. Due to rapid policy revisions influenced by the Global War on Terrorism (GWOT), it is imperative that service members are provided with up to date information on benefits and entitlements. Currently there is no DoD mandated standard for annual training. This information ensures service members and their families a better quality of life, now and in the future. | | |
| | Responsible Agencies G-1, DHR | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |

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|---|---|---|
| 1 – DoD in collaboration with the VA implements mandatory annual training to all service members. | 10 Dec 07 – The VA Benefits Briefing (BB) and Disabled Transition Assistance Program (DTAP) Briefing are given once a month. We do not have a permanently stationed VA Representative in Europe. They come from the US for varying periods. I publicize the schedule through AFN, Outlook, PAO, CMD Channel and other services. There is an email list that will provide briefing dates and times. To be added to the list contact Mr. Lococo via email at michael.lococo@eur.army.mil | The information already exists through ACAP. ACAP is advertising the services offered and announcing that they are available to all interested. |
| 2 – For soldiers deployed, this training should occur during reintegration. | 10 Dec 07 – see above | See above. |

| Issue Number | Issue Title | Issue Status |
|---|---|--|
| G5-01-07 | Mandatory VA Physical | COMPLETE9 Oct 07 |
| | Issue Scope | |
| There is no system that automatically links military personnel to their VA medical benefits upon separation. VA physicals are not required, difficult to obtain, and Soldiers are not adequately educated about their importance. A mandatory physical facilitates the acquisition of necessary medical care to the service member in a timely manner. It gives the military the necessary information (physical and mental health) for developing preventive medical care, training and equipment. | | |
| | Responsible Agencies G-1, DHR, Transition Office | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1 – Require the VA physical be mandatory prior to separation. | Issue was forwarded to EUCOM, was not chosen as a top 3 issue for workgroup. Complete issue, issue will be given to appropriate work group at FY2008 local conference for the option of reworking and resubmitting | Oct 07 – Complete Issue was not prioritized at IMA-E AFAP Conference. Issue will be given to appropriate work group at FY2008 local conference for the option of reworking and resubmitting. |
| 2 – Create a system between the military and VA that automatically enrolls the service member in the VA system prior to separation. | See above. | Oct 07 – Complete See Above |
| 3 – Provide verification that the service member has been entered into the VA system. | See above. | Oct 07 – Complete See Above |

| Issue Number | Issue Title | Issue Status |
|---|--|--|
| G5-02-07 | Authorized Medical Personnel | COMPLETE – Dec 07 |
| | Issue Scope | |
| There is inadequate medical support staff within the Army medical system at operational and clinical levels. Support staffs that are available are tasked to numerous deployment duties. This prevents support personnel from providing direct support to primary health care providers at clinics. This reduces overall Army readiness and deployment ability. | | |
| | Responsible Agencies Health Clinic | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1 – Increase the number of authorized support personnel in medical clinics. | 12 Mar 07 - Committee agreed to submit issue forward to IMCOM Level AFAP 24 SEP 07-Update - Returned from IMCOM. Issue was prioritized please see Issue Disposition Paper | 10 Dec 07 – Issue returned from IMCOM. A program has been implemented in which medical personnel are sent to handle pre and post deployment needs. |
| 2 – Assign staff to specifically perform deployment responsibilities. | See above. | |
| 3 – Demand that staff levels match deployment requirements. | See above. | |

| Issue Number | Issue Title | Issue Status |
|---|--|-----------------------|
| G5-03-07 | Extended Tricare Benefits | COMPLETE - 9 Oct 07 |
| | Issue Scope | |
| The transition between military and civilian life leaves service members without medical coverage upon separation. Many civilian employers do not provide medical coverage for 30-90 days. Soldiers and family members have made voluntary sacrifices and fulfilled their commitment to their nation. It is unacceptable that they are left with this financial burden during transition. | | |
| | Responsible Agencies Health Clinic, DHR | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |

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| <p>1 – Extend Tricare coverage for 90 days from date of separation for the service member and his/her family at no cost.</p> | <p>12 Mar 07 - Committee agreed to submit issue forward to IMCOM Level AFAP</p> <p>9 Oct 07 - Issue was forwarded to EUCOM, was not chosen as a top 3 issue for workgroup.</p> <p>Complete issue, issue will be given to appropriate work group at FY2008 local conference for the option of reworking and resubmitting</p> | <p>Oct 07 – Complete Issue was not prioritized at IMA-E AFAP Conference. Issue will be given to appropriate work group at FY2008 local conference for the option of reworking and resubmitting.</p> |
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FY 2006 AFAP Conference Issues

| Issue Number | Issue Title | Issue Status |
|--|--|-----------------------|
| GY-01-06 | Student and Faculty Communication | COMPLETE 31 Jan 2006 |
| | Issue Scope | |
| There is a lack of communication between students and faculty. This results in students' ideas and concerns not being addressed. This causes a decrease in school spirit and morale. | | |
| | Responsible Agencies DoDDS | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1. Implement quarterly student community action council forum. | The high school Student Council and the middle school Student Council meet monthly in order to plan events and address students' ideas and concerns. These meetings are open to all students. Both administrators meet with any student or student group who requests a meeting. | Complete 31 Jan 2006 |
| 2. Create similar activities to other DoDDS European communities. | All DoDDS schools have similar activities, as the same regulations, directives, and guidelines apply to all. | Complete 31 Jan 2006 |
| 3. Establish intercom use daily by student council to provide student bulletin announcements. | Student bulletins are ready daily in each classroom by either the teacher or a student. Also, the daily student bulletin is posted in each classroom and in the halls. The intercom is used only for emergency announcements. | Complete 31 Jan 2006 |

| Issue Number | Issue Title | Issue Status |
|--|---|--|
| GY-02-06 | Variety and Quantity of Name Brand Apparel at the PX | COMPLETE 11 April 2006 |
| | Issue Scope | |
| The PX does not offer a wide variety of name brand apparel. Providing a higher quantity of name brand apparel will increase PX sales and diversity. Many students and/or parents are forced to pay retail prices and shipping costs to purchase apparel on-line. | | |
| | Responsible Agencies AAFES | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1. Create a list of possible name brand apparel that AAFES is authorized to carry and survey the community to determine popularity. | AAFES currently carry brand names. These include: LEI, MUDD, Levi, Tommy, Polo, Lee, CK, Chaps, Columbia, My Michelle, Amy Beyer, Carters, Oshkosh, Healthtex, FUBU, Plugg, Nike, Adidas, Caribbean Joe, DKNY, Independent, ECKO, South Pole, Quicksilver & Nautica. AAFES is altering clothing strategies to accommodate more brand names. Infant/Toddler 16 Brand Names Boys 4-20: 21 Brand Names Girls 4-16: 20 Brand Names Men's: 29 Brand Names Ladies/Juniors: 22 Brand Names Shoes: 20 Brand Names | April 11, 2006 - Corporately AAFES is trending towards branded merchandise and changing our private label strategy. Our Private label will be geared toward defined demographics by gender and age. These changes should be realized in the upcoming fall Winter selling season. |
| 2. Provide equal quality of clothing and shoes for all ages, genders, and sizes. | Our AAFES buyers purchase clothing based on our demographics, store size and previous season's sales. | |

| Issue Number | Issue Title | Issue Status |
|--|---|-----------------------|
| GY-03-06 | Evening and Weekend Transportation | COMPLETE 31 Jan 2006 |
| | Issue Scope | |
| There is a lack of public transportation on weekends to safely travel between Post and Villaggio. Currently, youth are walking along busy roads to return to Villaggio after the late movie. A lack of transportation causes conflicts with teens and MPs. | | |
| | Responsible Agencies DES, DOL, DMWR | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1. Provide transportation to Villaggio after later movies. | Commander and steering committee reviewed and discussed and came to an overall decision this was not feasible at this time. | Complete 31 Jan 2006 |
| 2. Keep back gate on Fridays/Saturdays open until 0100 for a safer walking route. | The PMO will not keep the back gate to Villaggio open until 0100 in the morning on weekends because we have had personnel attacked and stalked at night on that route to Villaggio. The Police consider that route to be dangerous and discourages youth or | Complete 31 Jan 2006 |

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| | grown ups from using it at night. We cannot compromise our people's safety for convenience. | |
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| Issue Number | Issue Title | Issue Status |
|---|--|------------------------|
| G1-01-06 | Space availability for Sure Start Program | COMPLETE 11 April 2006 |
| | Issue Scope | |
| The current allotted space for the Sure Start Program is inadequate. Of the applicants in 2005, only 50% were admitted due to space constraints. By expanding the Sure Start Program to establish enough classrooms for the children, we will be improving readiness and care of our soldiers and their families as well as the Army. | | |
| | Responsible Agencies DoDDS, DMWR | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1. Implement a non-weighted enrolment criteria system. | The use of the criteria is not a local decision, but is a program requirement. In order to have the program, we must follow the guidelines. This program is set up to meet the needs of at-risk children; thus, the eligibility criteria are set up to find the most at-risk children. There is a community committee to review the applications and the criteria to determine student selection. | Complete 11 April 2006 |
| 2. For the future, reassess the building allocation for the new Vicenza schools to incorporate additional Sure Start classrooms. | This has been done in the new school design and will continuously be monitored to insure that we can meet the needs of all of the children and the community. | Complete 11 April 2006 |
| 3. As an immediate resource, negotiate the use of the CDC classrooms. | This has been done. We have requested an additional Sure Start program, which would serve 16-18 children. If and when we receive the program, MWR has agreed to work with us to provide space to house the program, in the old CDC. In order for us to receive another program here in Vicenza, another location will have to lose one-that is a possibility with closing, downsizing of other schools. The CDC has re-evaluated the use of space in the CDC and the number of children on the waiting list for care, and has offered DODDS a classroom in the CDC, Bldg. 395, to support the Sure Start Program next year. | Complete 11 April 2006 |

| Issue Number | Issue Title | Issue Status |
|---|--|------------------------|
| G1-02-06 | Mental Health Services Specialized in children's deployment issues | COMPLETE 11 April 2006 |
| | Issue Scope | |
| There are insufficient mental health (MH) services for children with deployment issues. The temporary service currently available provides no continuance for long term problems. The increase in deployment related stress is evidenced by elevated at risk behavior. By identifying and treating children with deployment issues, MH providers allow soldiers to concentrate on the deployment and their job. | | |
| | Responsible Agencies VHC, DoDDS, DMWR | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1. Provide consistent mental health consulting through the Soldier and Family Life Consultant in grades K-12. | The middle school and high school counselors are proactive in providing ongoing counseling to address direct deployment issues and to address all adolescent issues that may result from high stress situations. Issues that require more extensive interventions are referred to mental health services at the health clinic. Deployment issues with teenagers are usually in conjunction with other issues that place the children at risk. Temporary/short-term post counselors and/or psychologists are not effective in dealing with teenagers who have long-term & deep-rooted problems. VES currently uses the Family Life Consultants. The rapid turnover is frustrating, but it is better than nothing. Our 2 school counselors and the school psychologist are booked solid. The best Family Life consultants for us have had experience in working in schools and with children. The others have been afraid to work in classes. Temporary services mentioned are the life counselors provided by other agencies. The health Clinic has a GS Clinical Social Worker who has given professional presentations to her colleagues at National meetings on the issues that affect children during deployments and the use of Play Therapy in such cases. We also have a Contract Clinical Psychologist with specialty training in children, who is a prior AD Psychologist herself, and the wife of an AD Physician who has deployed. That position is funded by GWOT, and will last as long as the GWOT funding is available, which should be as long as the OPTEMPO requires it. We also | Complete 11 April 2006 |

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| | <p>have the Child Psychiatrist from Landstuhl here one a quarter to review therapy plans, medication issues, and to interface with the school, to ensure that we are meeting the community's needs. There is no waiting list for mental health services at this time, nor has there been except for a two week period in October of last year. We resolved that by increasing the number of appointments for our contract psychologist from 12 to 18. For this reintegration ACS is getting 4 Soldier Family Life Consultants. Holly's plan is to permanently station one of them in DoDDS and at SAS.</p> | |
| 2. Implement training in children's deployment issues for current MH staff. Increase the number of child psychologists. | See prior block. Our staff is fully capable to address these issues. This training has taken place for school personnel, including all VES teachers. | Complete 11 April 2006 |

| Issue Number | Issue Title | Issue Status |
|--|---|------------------------|
| G1-03-06 | Full Time Child Care Providers | COMPLETE |
| | Issue Scope | |
| There are not enough qualified child care providers to meet the demand for full time care in the community. There are currently 55 children awaiting child care, and some have been waiting over six months. With the anticipated influx of soldiers less than 20% of the children will be accommodated. By increasing the number of child care providers, the quality of life for soldiers and their families will be greatly enhanced. | | |
| | Responsible Agencies DMWR | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1. Expand the internship program for child care providers to include other universities. | <p>We hired 30% local nationals; we requested 25 GWOT interns and received them. We think these two labor pools, plus the regular US hires will carry us through the summer. After the community stabilizes we will have sufficient staffing. 25 university interns have been requested and placed to help reduce the waiting list for care and provide the additional care needed to support reintegration. In addition, several local national employees have been hired so that about 30% of the caregivers at the CDC are now local nationals. This greatly enhances the stability of the staff and reduces the turnover. When the renovations of the CDC in Bldg. 395 are complete, expected by the end of March, and with these additional staff, we expect to be able to reduce or eliminate the waiting list and provide care for the majority of children who need it. The renovations on the CDC are now complete and space has been reevaluated to accommodate all the children on the waiting list who still want care. Almost all of the children with single or dual working parents have now been placed, and space will be offered to the remainder of the children on the waiting list upon completion of block leave.</p> | Complete 11 April 2006 |
| 2. Incorporate all categories when assessing child care needs of the community. | Previously, quarterly waiting list reports that were sent to IMA-E only provided information for Priority I and Priority II patrons. | Complete 11 April 2006 |
| 3. Improve marketing to include highlighting the educational benefits and higher pay. | The CYS approach to marketing our job opportunities has slowly changed. DMWR Marketing prepared some advertising in 2005 that outlined the benefits of working with CYS. | Complete 11 April 2006 |

| Issue Number | Issue Title | Issue Status |
|---|--|------------------------|
| G2-01-06 | Dental Specialists & Equipment | COMPLETE 11 April 2006 |
| | Issue Scope | |
| There are inadequate dental specialists and equipment in the Vicenza Military Community. There are no root canal specialists, crown-and-bridge specialists, or oral surgeons on staff. The equipment to perform surgical procedures is not available. Because affected personnel must be referred to a distant military community in order to receive care, operational readiness is reduced and an undue burden is placed on families. | | |
| | Responsible Agencies DENTAC | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1. Assign specialists for root canals, crown and bridge work, and oral surgery. | Assignment of specialists is based on Active Duty population numbers and is decided at the ERDC level. Specialists are limited and must be placed where the "greatest good for the greatest number" of patients may be achieved. We are working with SETAF to initiate a "circuit rider" approach to the specialty issue. Periodontists, endodontists and prosthodontists will rotate down from Germany on an as needed basis and will work out of the | Complete 11 April 2006 |

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| | <p>Vicenza and Livorno clinics. An MOA is currently being developed between SETAF and the Landstuhl DENTAC. Oral Surgery will not be included in this current rotation due to lack of an Operating Room and the facilities required for sedation/general anesthesia.</p> <p>Long term solution new facility in 2010 (ground breaking set for Oct. 2007) co-location w/VHC. Update on the current expansion: rooms are built, chairs are in and dental clinic now as double the capacity.</p> | |
| 2. Provide adequate surgical equipment to perform dental procedures. | <p>We requested the use of the Birthing center OR at the ERM level for Dental/Oral Surgical use. Dental use of the OR was denied due to accreditation requirements. The Air Force at Aviano will not be able to help us on Surgical referrals due to their Active duty requirements. The Air Force has refused to see any Family Members from Vicenza for Oral Surgery. (The Vicenza and Livorno clinics treat any and all Air Force personnel and their family members that enter our facilities.) We have no choice but to refer cases requiring sedation/general anesthesia to Landstuhl.</p> <p>11 April 2006 - New facility in 2010, See above response for more information.</p> | Complete 11 April 2006 |

| Issue Number | Issue Title | Issue Status |
|--|--|-----------------------|
| G2-02-06 | Specialty Radiological Equipment & Staffing | COMPLETE 31 Jan 2006 |
| Issue Scope | | |
| There is a lack of radiological equipment and staffing at the Vicenza Health Clinic. Specialized services such as mammography, upper & lower GI, MRI, etc. are not available. These inadequacies cause poor quality of care, negatively impact mission readiness, and require the need for travel and leave. | | |
| Responsible Agencies VHC | | |
| Agencies' Responses | | Recommendation Status |
| 1. Acquire radiological equipment such as mammography, upper & lower GI, endoscope, CAT scan and MRI etc. | <p>We have contract Radiologists come to the clinic a half day every other month to do procedures. Our "plain" films that do not require contrast material are sent digitally to Landstuhl to be read. We added an Ultrasound tech and machine in support of the birthing center, so can now evaluate abdomens, thyroids, and breast masses within the clinic also.</p> <p>The size of the community does not warrant a radiologist. The military does not have enough of them to go around, so they are clustered in medical centers, and studies are sent to them. Currently a mammogram requires that the study be read before the patient leaves in case something abnormal is found and further studies are required. Although there is active work to develop a digital mammogram that could be sent to a distant site for evaluation, these do not meet the degree of resolution necessary to be considered a quality study. The Italian studies do not meet our standard either here, although they do meet our standards for CT and MRI's.</p> <p>As a fallback, the AF facility in Aviano does have a radiologist and a mammogram machine, and we offer a weekly shuttle or paid mileage for women who go to Aviano for the study there. I believe that by the time the new health center in Vicenza opens in 2010, the digital technology will be such that we could have a device. Studies for MRI or CT can be purchased downtown much more cheaply than what it would cost to purchase, staff, and maintain in the clinic. Family members get their downtown care paid for by TRICARE, and we are quick to send them to these quality centers. Soldiers care downtown is paid for our of supplemental care, which comes out of the clinic's budget. In general, unless there is a clinical indication for rapid diagnosis, we send the soldier to Landstuhl where the study can be done at no cost to the clinic and the Army Specialist who may need to evaluate the soldier based upon the study is working.</p> <p>Bottom line: Quality MRI and CT studies are reasonable costs are available locally, both for family members and soldiers with urgent need of them. Ultrasound studies are now available. Special studies are being done in the facility by Italian radiologists with over screening by US providers.</p> | Complete 31 Jan 2006 |
| 2. Assign proper staff to operate | 31 Jan 2006 - Done (ultrasound) | Complete 31 Jan 2006 |

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| specialized radiological equipment. | | |
| 3. Provide a radiologist to perform evaluations of test results. | 31 Jan 2006 - Contract Radiologists perform evaluations and procedures, with over-read from Landstuhl. | Complete 31 Jan 2006 |

| Issue Number | Issue Title | Issue Status |
|---|--|--------------------------|
| G2-03-06 | Podiatry Specialist | COMPLETE |
| | Issue Scope | |
| There is no foot specialist at the Vicenza Health Clinic. The majority of the SETAF community is airborne personnel. Due to foot injuries from airborne operations and everyday physical activities, a podiatry specialist is needed. This negatively impacts Soldier readiness and mission capabilities. | | |
| | Responsible Agencies VHC | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1. Provide a full-time podiatrist on staff at the VHC. | Podiatrists can only do feet. Orthopedists can do the full gamut of musculo skeletal problems. Podiatrists exist primarily where you have busy and expensive orthopedists overwhelmed and you want to take some of the easier problems of the feet off their back so they can spend more time doing knees and hips. When the new health clinic opens we will have a forward surgical team embedded in the community with an orthopedic surgeon. The health center will be staffed and equipped to do ambulatory surgery to include orthopedics. The Orthopedist will be able to do everything the Podiatrist can do. | Complete 31 January 2006 |
| 2. Authorize a part-time podiatrist at the VHC at least 3 days per month. | Medical clinic has been in conversation with Landstuhl about having a "circuit" rider Podiatrist come here on a regular basis. They have recently agreed to one coming once per quarter at the clinic's expense, and see what kind of workload we can generate. | Complete 11 April 2006 |

| Issue Number | Issue Title | Issue Status |
|---|---|-----------------------|
| G3-01-06 | Deployed Personnel Loss Replacement | COMPLETE 31 Jan 2006 |
| | Issue Scope | |
| Combat unit effectiveness is diminished due to personnel losses not replaced in a timely manner. The process of communication to receive soldier replacement between the Joint Task Force (JTF), Major Command (MACOM) and Central Command (CENTCOM) is not sufficient. Minimal personnel working high operational tempo result in battle fatigue, accidents and low morale, creating an environment for additional losses. | | |
| | Responsible Agencies G1, USAG-V | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1. Improve communication between JTF, MACOM and CENTCOM regarding personnel replacement issues. | 31 Jan 2006 - Commander and steering committee felt this issue should not be in this forum. | Complete 31 Jan 2006 |
| 2. Establish a separate unit identification code for non-deployable personnel. | See above. | Complete 31 Jan 2006 |
| 3. Develop a more efficient process for maintaining combat force strength while preserving stable deployed troop numbers. | See above. | Complete 31 Jan 2006 |

| Issue Number | Issue Title | Issue Status |
|---|---|--------------------------|
| G3-02-06 | Inconsistent Gate Force Protection | COMPLETE 29 June 2006 |
| | Issue Scope | |
| Force protection for the Vicenza military installation is not consistent. Department of Defense contracted security does not adhere to policy 190-16 simply because the Status of Forces Agreement does not require the local national security forces to do so. Military Police, Carabinieri and CIVIS personnel do not properly check identification cards or vehicles according to policy. The three week period reservist and national guard serve on gate duty is not sufficient for training and enforcing force protection policies. This leaves facilities vulnerable to attacks. | | |
| | Responsible Agencies SJA, DES, DPTMS | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1. Revise Status of Forces Agreement (SOFA) for local national security personnel to adhere to Department of Defense force protection policies. | Can not modify the SOFA agreement. | Complete 31 January 2006 |
| 2. Increase guard and reserve force rotation from three weeks to 90 days. | See above. | Complete 31 January 2006 |

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| 3. Enforce consistent ID and vehicle inspections. | The PMO is currently staffing a new Standing Operating Procedure (SOP) with the Italian Base Commander and the Carabinieri Commander for all personnel working access control at the gates. These procedures will instruct all personnel working access control to use the same standard to check documentation for access to all installations. The staffing of new SOP should be completed by 15 March 06. Meanwhile, the leadership has given verbal instruction to subordinates to make sure that uniform procedures for access control are followed at the gates. SC wanted to remind community that consistency can cause harm and we can not allow ourselves to be vulnerable. Let's allow the experts to do their jobs therefore SC guidance was to Complete the issue. | Complete 29 June 2006 |
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| Issue Number | Issue Title | Issue Status |
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| G3-03-06 | Community Action Council | COMPLETE 31 Jan 2006 |
| Issue Scope | | |
| The Community Action Council (CAC) was established as a forum for the community to address unresolved issues; however it has become a means for community members to publicly embarrass the agency leaders. Community members are not using the proper channels to resolve their issues rather than speaking directly to the manager or supervisor, the individual seems to go for shock value. Often times issues are embellished or simply hearsay. When used properly the CAC can be a positive process that can resolve community concerns. | | |
| Responsible Agencies USAG-V, PAIO | | |
| Issue Recommendations | | |
| Agencies' Responses | | |
| Recommendation Status | | |
| 1. Require accountability of concerned party that protocol has been followed prior to Community Action Council and provide recommendation for solution. | Community members are advised to "give agency an opportunity to work the issue(s)" before representing at the CAC; however, this forum was created to provide open communication between community members and senior leadership. There is always the opportunity for the element of surprise and tension during the Open Forum session because this section of the CAC is not rehearsed or edited. | Complete 31 Jan 2006 |
| 2. Establish and educate community on bylaws, procedures and protocol for Community Action Council. | Information Paper and CAC MOI establishes procedures, protocol, etc. | Complete 31 Jan 2006 |

| Issue Number | Issue Title | Issue Status |
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| G4-01-06 | Resumix Referral Phase | COMPLETE 31 Jan 2006 |
| Issue Scope | | |
| The Resumix system focuses more on skill sets and work experience than on education during the referral phase. In this phase, there is an unequal balance between work experience and education, and job descriptions do not always accurately describe the skill sets of the job. Qualified applicants are being overlooked for jobs. | | |
| Responsible Agencies CPOC, CPAC | | |
| Issue Recommendations | | |
| Agencies' Responses | | |
| Recommendation Status | | |
| 1. Establish a balance between Resumix required skill sets and education in the referral phase. | In accordance with the federal OPM Qualifications Standards Handbook, applicants must meet minimum qualification requirements, which can be met, based on experience or by substituting education for experience. In addition, the Dept of Army process requires that applicants meet sufficient skill sets to be deemed among the best qualified. Initially, a skills search is conducted in RESUMIX to identify applicants who meet the highly qualifying skills criteria prescribed by management for successful performance of the position. Applicants who meet management's skills criteria are then rated for OPM specialized experience requirements. At this point, applicants may be given credit for specialized experience based on actual work experience or education, or a combination of both. To substitute education for experience, the education must be directly related to the position. Substitution of education for experience does not apply to all grade levels. Those applicants who fail to meet the skill sets identified by management are not referred. The Resumix skill sets are identified by management based on duties that are taken directly from the position description. Many positions do not have educational requirements; therefore, education may not be a consideration during the rating process. Once a best qualified applicant has been referred, management may incorporate training and education into their matrix when | Complete 31 Jan 2006 |

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| | making a selection. The Vicenza CPAC will be increasing their efforts to provide guidance on the Resumix referral process to ensure that applicants understand how their experience and education is considered during the rating process. | |
| 2. Provide a more accurate job description that includes manager-requested skill sets. | Prior to recruiting, the selecting official is required to review and certify the accuracy of the position description. Since the Resumix skills are developed from the duties in the position description, excerpts of these duties are included in the vacancy announcement. The selecting official is provided with a long list of skills which has been developed from the duties listed in the position description. Management selects the skills that are critical and most relevant to successful performance of the position. This will be the determining factor in identifying those applicants who are among the best qualified and ultimately will be referred. This is the short list that is used to identify those candidates who are among the best qualified. | Complete 31 Jan 2006 |

| Issue Number | Issue Title | Issue Status |
|--|---|-----------------------|
| G4-02-06 | Pet Relocation Services | COMPLETE 29 June 2006 |
| | Issue Scope | |
| There are limited accommodations for pets during in- and out-processing. The Ederle Inn Towers is the only place available for pets; rooms are limited and often booked. It is difficult for families with pets to in process and out process. | | |
| | Responsible Agencies DMWR | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1. Establish a kennel on post under the supervision of the veterinarian to accommodate pets during in- and out-processing. | Army Lodging standard is 10% of room inventory is to be identified as pet friendly. The Ederle Inn has 117 rooms and is required to have 12 pet friendly rooms. Currently Lodging has 13%, or 15 rooms, designated as pet friendly. During the period of 10 May – 11 Oct 06, an additional 16 rooms have been designated as pet friendly. The current total is 31 pet friendly rooms. Lodging will see the completion of a 58-room addition in May 2008. This addition will increase the total room inventory to 132 rooms. Twenty of the rooms will be pet friendly. These 20 rooms will represent 15% of the inventory exceeding the standard by 5%. MWR has included a Pet Kennel project on the annual CPMC project list. Pet Kennel will be located in Longare and has been added to the Vicenza Master Plan. Proposed kennel project will accommodate cats and dogs, 20 available spaces, pet runs, exercise areas, storage rooms, lockers, food prep area, bathrooms, heating & air conditioning, and parking. Project is subject to available funding. DMWR will provide a listing to ACS to advertise what kennel services are available. There is also a listing at the Longare Vet Clinic. Funding is unavailable at this time and space is unavailable to look at putting a pet kennel on this post. SC felt satisfied and issue was Complete. | Complete 29 June 2006 |

| Issue Number | Issue Title | Issue Status |
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| G4-03-06 | Substandard Vicenza Housing Conditions | COMPLETE 31 Jan 2006 |
| | Issue Scope | |
| Inadequate housing is still being offered to the Vicenza military community. Families receiving lower housing allowance are being offered housing that does not meet basic safety and health standards. Housing choices impact morale and welfare of Soldiers and family members. | | |
| | Responsible Agencies DPW | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1. Eliminate substandard housing | As a matter of policy, all of our government leased or private rental housing units are surveyed in advance, by qualified housing inspectors, to meet basic suitability, health, safety, welfare and security criteria before we are willing to bring them into our inventory or offer them up as private rental candidates. Not all of our units are palaces, but must meet the aforementioned criteria and fall into an affordability range that basically corresponds to housing allowance standards set forth for junior enlisted on one end of the spectrum and senior officers on the other end of the spectrum; therefore a tangible perception in size, | Complete 31 Jan 2006 |

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| | <p>amenities and quality will exist.</p> <p>Furthermore, we are living in Italy- a foreign country- and housing in Italy will seldom replicate that experienced in America in terms of size, design, utility and standard amenities. To have American housing expectations living in Italy is simply not realistic.</p> <p>We are very much aware that available housing does have a tremendous impact upon soldier and family member welfare and morale. We try to find the best units available and are, in fact, in the process of culling less desirable government leased units, in terms of age, location, amenities, etc., out of the inventory, to be replaced with newer, more desirable properties that will enhance QOL.</p> | |
| 2. Require Preventative Medicine and Safety to be an active participant in the selection and inspection of housing | <p>We are professionals in what we do and new acquisitions will not have health or safety problems. Sometimes down the road, in rare instances, unique situations develop with one of our units, which will require the active participation of Preventive Medicine and/or the Safety Office to assist in determination of a corrective course of action or disposition of a unit. Preventive Medicine and the Safety Office have better uses for their time than to be hanging on Housing's coat tails. They are not staffed to attend every survey that we perform. When their expertise is needed we will bring them in.</p> | Complete 31 Jan 2006 |

| Issue Number | Issue Title | Issue Status |
|---|--|-----------------------|
| G5-01-06 | Army Post Office and Community Mail Room Service Window Hours | COMPLETE 31 Jan 2006 |
| | Issue Scope | |
| Hours of operation at APO and CMR service windows do not meet the needs of our total workforce. Presently, they fall within normal duty hours making it difficult to utilize these services. This situation results in legal, financial and readiness issues, late bills, forfeited lunch and lower morale. | | |
| | Responsible Agencies DHR, APO | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1. Revise by expanding the hours to include times outside the normal duty day. | <p>This issue was addressed in the CAC in 2005. The APO promised to expand hours by one hour, one day per week. However, due to changes in operations (in the effort to alleviate the amount of wet mail received by this community), the APO was unable to execute. At the time of this issue in the CAC, mail truck dispatch time was in the AM. Operations changes that occurred as a result of wet mail changed the mail truck dispatch time to 1700. The evening dispatch also allows mail to travel at a faster rate to and from CONUS. The APO closes at 1600 each day in order to bag out mail and prepare it for dispatch to the airport. Postal regulations maintain that mail taken in each day cannot remain in the APO overnight; therefore, it must be taken to the airport that same day. This change required APO personnel to be divided up into various shifts throughout the day to meet mission requirements. The APO currently has three shifts, with ongoing operations from 0630-2200, Monday through Friday and 0900-1500 on Saturdays. And due to the fact that the APO is currently running on minimum manning, personnel constraints and mission requirements prevent the extension of customer service hours. As a side note: The APO currently provides 31 hours of customer service per week. The USAREUR requirement for a community the size of Vicenza is 30 hours per week.</p> <p>We are open on average more than other CMR's in USAREUR by an average of 2 hours or more daily. Examples listed below: Heidelberg open 1100 - 1700 (we stay open 1.5 hours longer) Mannheim open 1200 - 1700 (Wed stay open until 1730) (we stay open 2.5 hours longer) Wiesbaden open 0900 - 1730 (one hour more) but they are a much bigger installation with more employees as well</p> | Complete 31 Jan 2006 |
| 2. Designate military in uniform priority time from 11 a.m. -1:00 p.m. | <p>This was tried for a brief period by the APO in 2005. Finance clerks rotate out for lunch during the hours of 1100-1300. In that time, we attempt to keep at least 2-3 finance windows open to accept packages. Additionally, the APO lacks the manpower of permanent employees and Soldiers who are qualified to handle postal stamp stocks. Due to these constraints, a military priority line during the prime lunch hours is not a possibility at the present.</p> | Complete 31 Jan 2006 |

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| | However, the issue can be re-looked in the future if increases in permanent personnel should happen. | |
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| Issue Number | Issue Title | Issue Status |
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| G5-02-06 | Child Care Financial Assistance Program | Forwarded to IMA-E – Returned as not prioritized - COMPLETE |
| | Issue Scope | |
| There needs to be a financial assistance program to off-set the cost of child care. A 10% multiple child discount program is in place and a case by case hardship process that requires a Garrison review and approval. This financial hardship affects retention, Soldier readiness, and quality of life which can result in violation of family care plans, counseling, Uniform Code of Military Justice action and involuntary separation from service. The dignity of soldiers and families is negatively impacted causing a reluctance to apply under the current hardship procedure. | | |
| | Responsible Agencies DMWR | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1. Create a Department of Defense based standardized financial assistance program that considers total dependents, family income and additional financial factors that impact the ability to pay for child care. | <p>The fees for childcare are determined by the Department of the Army. It is important to note that no customer pays the full cost of childcare. Fees are established on a sliding scale based on the total family income of the patron. The Army subsidizes every single patron to a greater or lesser extent depending upon the fee that is charged to them. Fees for childcare within CYS are significantly lower than fees for childcare of similar quality in the United States, especially in the case of infants.</p> <p>CYS offers several discounts that reduce the cost of childcare. The Multiple Child discount applies to the second and subsequent children in full time care, with a 10% discount given for each of these children. Employees of CYS receive a 20% discount on childcare fees. Parents who help in one of the CYS programs with specified volunteer tasks can also earn credit towards a discount on fees.</p> <p>11 April 2006 - Forwarded issue to IMA-E for conference 6-10 June 2006.</p> | 11 April 2006 - Forwarded to IMA-E |

| Issue Number | Issue Title | Issue Status |
|--|---|------------------------|
| G5-03-06 | ID Card Checks | COMPLETE |
| | Issue Scope | |
| Privileges are being compromised at all AAFES and DECA facilities. At the moment, anyone can enter without showing a valid ID which creates a security risk. Allowing free access exhausts an already limited supply for authorized patrons, forcing them to shop elsewhere. | | |
| | Responsible Agencies AAFES, DECA | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1. Re-establish full time ID Card checks before entering all AAFES and DECA facilities thereby demonstrating their commitment to supporting military families. | <p>AAFES has 100% ID checks at the cash register policy in all our Europe main stores. As an extra measure out Vicenza main store is doing a random 100% ID check at the door. Our associates receive extensive training on the AAFES policies regarding who is authorized to purchase at our facilities. Our associates are also aware of the policy of unauthorized persons asking authorized patrons to buy for them. If an authorized patron is caught purchasing merchandise for an unauthorized person that is not a bonafided gift both parties could face stiff penalties, as they would be violating the Status of Forces Agreement and jeopardizing the tax free privilege given to the NATO Forces in Italy.</p> <p>On 28 Feb, 2006, The Vicenza Commissary began checking ID Cards of all patrons entering the commissary. Those without the proper credentials are not allowed entrance into the facility. Select members of the Carabinieri and Italian Military and their dependants are authorized commissary privileges as specified in the SOFA. Guests of authorized ID Cardholders must present a</p> | Complete 11 April 2006 |

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| | passport and remain accompanied by the ID Cardholder while in the commissary. However, guests who possess an Italian Passport are prohibited from entering the facility IAW the SOFA. | |
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FY 2005 AFAP Conference Issues

| Issue Number | Issue Title | Issue Status |
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| GY-01-05 | Café / Roller Rink for Youth | COMPLETE |
| | Issue Scope | |
| <p>GY-01-05 Issue: Current places for teens in the community are not appropriate for socializing. The bowling alley is not appealing, the movie theater will not let you hang out and socialize, and there is not a place open late nights and weekends for teens. Youth need a place in the evenings where teens can hang out and stay out of trouble.</p> <p>G6-3-02 Issue: Current teen center is too small. Cooking clubs, craft clubs and study groups are not possible due to lack of space.</p> | | |
| | Responsible Agencies DMWR / CYS | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| <p>1. Construct a café/ roller rink staffed with youth on Caserma Ederle</p> <p>June 2005-Combined w/2002 issue #G6-3-02</p> | <p>The Army has moved away from a recreation type Teen Center to a more structured (classes, etc.) type Teen Center. DCA will obtain from headquarters the Army's focus for teen programs and educate the youth population while concurrently trying to meet the needs of the youth. Currently the Teen Center closes at 10PM Friday nights. DCA/CYS will assess staffing levels to test opening until 10PM on Saturdays as well for three months. Proposed test period is April-May-June 2005. CYS is still assessing staffing levels in order to test operating on weekends. Our intent is to use the summer as a trial period for Saturday openings. Anticipate schedule of activities and operating hours to be ready by 1 June 2005</p> <p>Steering Committee agreed to combine 2002 issue #G6-3-02-Issue Scope---Current teen center is too small. Cooking clubs, craft clubs and study groups are not possible due to lack of space.</p> <p>CYS IMA is working with CYS on current teen center issue target at December-6 months for decision. Also suggestions to relocate SAS to Villagio. New SAS & Youth Director coming in. Proposed test period for April, May & June will be reviewed in August 3rd Quarter Steering Committee Meeting. The following plans were developed:</p> <ol style="list-style-type: none"> 1. Open the Teen Center on Saturdays from 1100-1800. Management will introduce this for a 6 weeks trial period. The C.u.B. is currently open until 11pm on the 1st Friday of the month. 2. Plan and execute a camping trip to Lake Garda and plan other similar events throughout the year. The date for these trips are to be announced based on input by the Teen Council. 3. The Teen Center will operate concerts/dances in the pavilion on Friday or Saturday nights, especially after athletic events such as home football games. Management will begin planning such events with the assistance of the Teen Council. The Teen Center will continue offering "Freestyle Friday" and "C.u.B Late Night". 4. The pavilion will be available for a dance team to practice in if and when the team is formed (based on interest from the teens). 5. Teen Center will increase effective advertising. Management will enlist the Marketing office to distribute "C.u.B" event calendars and broadcast the "C.u.B" radio show via AFN 106FM to promote programming and participation on the 1st Thursday of every month from 3:30pm to 5:30pm. | <p>June 2005 Recommendation:</p> <p>Combine 2002 issue #G6-3-02 w/this current issue whereas issues main points being very similar.</p> <p>Complete - September 29, 2005</p> |

| Issue Number | Issue Title | Issue Status |
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| GY-02-05 | Lunch Options for VHS Students | COMPLETE 29 June 2006 |
| | Issue Scope | |
| <p>VHS students are faced with limited time and long lines at food outlets. Students do not have enough time to eat. Students currently do not utilize the cafeteria because of the quality and variety of food they offer.</p> | | |
| | Responsible Agencies AAFES, SLO, DECA, DPW | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1. Coordinate Soldier and youth lunch hours to avoid crowds | See number 2 | See number 2 |
| 2. Improve quality and variety of food in the school cafeteria | OPTION 1: The DoDDS lunchroom facility has the throughput capacity to | |

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| | <p>serve 200 people (max.) at a given time. USDA standards regulates that AAFES cannot fry food for school lunches. The items need to be steamed or baked.</p> <ol style="list-style-type: none"> (1) AAFES will provide the SC Team the annual DoDDS Contract Cost. (2) AAFES will evaluate the Al La Carte line to determine which items are/ aren't moving and AAFES will also solicit the student body for recommended additions/changes. (3) During the week of 2 FEB AAFES will have a rep. on site who will be evaluating the lunchroom area to make recommendations on the food lines / traffic flow to speed up the process. <p>OPTION 2: Investigate other lunch supplier options, i.e.: DECA Deli, Local Contract, etc. for improving the quality and time issues.</p> <p>The school meal program is a service only function that AAFES provides as the School food authority for the USDA and based on the guidelines in DOD 1015.5. When serving USDA qualifying lunches AAFES receives funds for operating the school meal program from USDA and DoDDS.</p> <p>Free Lunches \$2.63 Reduced Price Lunches \$2.23 Full Price Lunches \$.25</p> <p>Any losses to the school meal operation are charged to DODDS at year-end. The primary function of this program is to feed our children USDA pattern meals. When space and equipment are provided and space is allocated we offer a la carte menu. The a la carte offers alternative food choices to our students as well as helps to defer the operating cost of the school meal program. A la carte meals are not reimbursed by USDA, as they do not meet the USDA guidelines as our regular pattern meals do.</p> <p>For the new school year we would like to propose a salad bar to offer a healthy choice (it needs to be purchased by DODDS or DPW). We would also like to propose 2 feeding lines of the regular pattern school meals so we can get students through the line quicker. If space permits we would also like to offer a daily special for a la carte instead of the separate offering we currently have as the space will be limited and needed to accommodate 2 pattern meal-feeding lines.</p> <p>June 1,2005- See Recommendation- Aviano has salad bar and usage is between 10-15%-community is happy about it. Possible draw back majority of our students are young elementary. Also working on 2 pattern meal-feeding lines for new school year.</p> <p>September 15, 2005- We have installed 2 pattern meal lines for the elementary students this school year. We pass the feeding tray behind the line as to expedite the service time and give the child the tray after all food is on the tray except for the milk. We are currently offering a selected a la carte menu and a daily special to grades 7-12.</p> <p>We did propose a feeding line upgrade to the ASG as the equipment is ASG responsibility. It included a salad bar, 2 pattern meal lines and a, a la carte which could be operational during all feeding times. It was denied due to lack of funding from the ASG. However, they will budget for the next FY.</p> <p>We are also offering Subway salads and sandwiches to teachers. All they have to do is order and pay by 0830 at the cafeteria and we will have their food ready for them. This is especially beneficial to the elementary teachers as we serve only pattern meals during their lunch time.</p> | |
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| Issue Number | Issue Title | Issue Status |
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| GY-03-05 | Summer Activities for Youth | COMPLETE |
| | Issue Scope | |
| There is a lack of options for teens in the summer. Advertising of activities does not reach the youth. The teen center opens too late and the pool is too crowded. For new and current teens it's important to meet people, socialize during the summer, and continue educational and cultural experiences. | | |
| | Responsible Agencies | |

| DMWR / CYS | | |
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| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1. Create weekly youth trips involving the youth in the planning process | DCA will work with students during DoDDS seminar/study period to develop new activities and new advertising methods to better reach the youth population. Teen Center offered summer camp activities and additional operating hours in the summer to accommodate youth. With end of summer now approaching, an action plan was developed in coordination with the Teen Council to adjust Teen Center operating hours (including operating on Saturdays) to plan additional weekend and evening activities of interest to the teens. Details are provided in response to AFAP Issue Number GY-01-05. | Complete - September 29, 2005: |
| 2. Implement new Advertising channels for the youth summer programs | May 2005: Teen Center has started a live radio program on AFN, which is hosted by teens that includes interviews with local youth and information on upcoming events for youth of all ages. | Complete - September 29, 2005: |
| 3. Implement a new Teen Day Camp to bridge gap between summer hire and the start of school | Teen Center will be operating summer camp beginning 16 June until school begins again. | Complete |

| Issue Number | Issue Title | Issue Status |
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| G1-01-05 | Community Hospital with 24 hour Care | COMPLETE |
| | Issue Scope | |
| Vicenza Medical Clinic is unable to provide many medical services. Patients must travel to local national or other DOD facilities. Prior to 1994, there was a 24-hour hospital facility on Caserma Ederle. Lack of 24-hour medical care does not adequately meet the needs of our growing community. | | |
| | Responsible Agencies Clinic | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1. Establish a hospital that provides 24-hour emergency care and specialized services to include advanced radiological and surgical capabilities. | Currently, the Vicenza Army Health Clinic is not staffed nor equipped to satisfy stringent American requirements for an emergency care service. San Bertolo Medical Center currently supports the Caserma Ederle with 24 hours emergency care including trauma, cardiac, medical-surgical, pediatrics, high risk OB-GYN and labor and delivery, lab, and radiology. It is located less than 10 minutes away from Caserma Ederle. Additionally, there are liaisons located adjacent to the Emergency Department at San Bertolo 24 hours per day 365 days per year to support any language or interpretive needs any American patient may have. There is even an American physician there on duty Mon-Friday 0700-1700 hrs. On weekends and holidays and after hours an American military physician is on call to the liaisons for any issues, which may arise. There will be an enhanced health and dental care facility with extended hours completed by 2009. Strong marketing campaign to familiarize new comers to San Bertolo ER and the ease to get to less than 8 minutes away from Caserma Ederle. Currently physician and community health nurse providing education. Liaisons on 24 hours duty to assist patients who go there and newcomers have bus trips. | Complete |

| Issue Number | Issue Title | Issue Status |
|---|--|-----------------------|
| G1-02-05 | Medical Support Staffing | COMPLETE |
| | Issue Scope | |
| Local medical staffing is inadequate for the special needs of the community. Currently an orthopedic surgeon visits one day a month and a neurologist one day a week. Some experts are not available onsite. The community suffers because this results in long waiting periods for appointments, as well as patients requiring traveling to other DOD facilities for care. | | |
| | Responsible Agencies Clinic | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1. Expand current medical staffing at the clinic to provide full time physicians in specialties such as a neurologist, orthopedic surgeon, and respiratory therapist. | Currently an OB-GYN, and Pediatric service specialties are being expanded to satisfy increased community needs. Additionally, a 24-hour birthing center will be completed in spring of 2005. Current medical staffing includes specialties that meet patient needs in medicine, physical therapy, family medicine, pharmacy, laboratory and radiology. The orthopedics department has a full time Orthopedic PA and monthly visits by the orthopedic surgeon and surgeon. Neurology has been meeting patient needs within well within the TRICARE standard with one half-day visit per week. The patient perceptions that full time specialties are needed | Complete |

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| | would be a tremendous challenge and not allow demanding skills of the specialties to be maintained. However, increasing specialties will be expanded with the enhanced health care facility to open in 2009, as same day surgeries will be offered for the community members in need. It is planned that orthopedics and surgery will be available. Current expansion of 2 additional pediatric doctors and 2 OB-GYN doctors is successful. Enhanced health care facility starting in 2007 with completion in 2009 will have same day orthopedic and minor surgery capability as well as OB-GYN surgery and deliveries. | |
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| Issue Number | Issue Title | Issue Status |
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| G1-03-05 | Telephonic Medical Appointment System | COMPLETE |
| | Issue Scope | |
| A lack of dedicated telephone operators causes patients to endure long waiting periods and is inefficient for scheduling medical appointments. Long waiting periods result in a loss of productivity for Soldiers, families, and civilians. Additionally, patients calling from home and cell phones are charged for their call. Patients are discouraged from using the appointment services at the clinic due to the financial burden and inconvenience. | | |
| | Responsible Agencies Clinic | |
| Issue Recommendations | Agencies' Responses | Recommendation Status |
| 1. Implement a toll free appointment phone number with dedicated operators. | Appointment phone in lobby to assist patients. Unable to have cell phones with toll free access. Still working to see if regular toll free access is workable. New front desk and appointment management system. | Complete |
| 2. Increase the number of operators and phones. | There are currently three operators devoted to patient appointments and a special call waiting line for expediting when patients call. There have been some problems recently but have been repaired to service the community promptly. Appointment desk has new supervisor. The improvements now exceed the Army standard of less than 3 percent of calls missed per week. Also have extended more appointments out in time for patient convenience. | Complete |

| Issue Number | Issue Title | Issue Status |
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| G2-01-05 | Sensitive items prior to deployments | COMPLETE |
| | Issue Scope | |
| Due to pre-deployment training, weapons systems, night vision equipment and communications equipment become damaged and unserviceable prior to deployments. Even after refurbishment, the equipment continues to have maintenance problems. The refurbished pieces are not repaired in an adequate or timely manner to provide reliable systems for deploying soldiers. | | |
| | Responsible Agencies IMMA / DOL / G4 | |
| Recommendation | Agencies' Responses | Recommendation Status |
| 1. Replace unserviceable weapons, night vision and communications equipment. | This issue is currently being researched – a response is forthcoming. See G4's response to take this outside of the AFAP Process. LTC Angela sent a note to COL Drummer – need his feedback before taking it outside of AFAP..... | Per COL Drummer Issues was removed from AFAP. |
| 2. Shorten the replacement life-cycle for weapons and equipment. | | |

| Issue Number | Issue Title | Issue Status |
|---|---|--|
| G2-02-05 | Compensation for Soldiers Involuntarily Extended | UNATTAINABLE |
| | Issue Scope | |
| Soldiers are being involuntarily extended past their service obligation. They are not being afforded any additional compensation entitlements. Soldiers involuntarily extended are forced to change their post military service plans, causing a breakdown in morale for both service members and family. | | |
| | Responsible Agencies IMA-E | |
| | Agencies' Responses | Recommendation Status |
| 1. Provide additional monthly financial compensation for Soldiers who have been involuntarily extended past their service obligation. | Local GI Response: There are currently no additional benefits given to military personnel, be they active, guard, or other services when they are involuntary extended. There are programs that give benefits when Soldiers VOLUNTARILY extends overseas tours. There are also numerous financial benefits given to military personnel deployed in combat zones, which is where the bulk of | Inform the community and Complete issue. |

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| | <p>Involuntary Extended personnel are or go. Note – a potential problem with implementation of this request - If approved, we would be giving an additional bonus to folks that are involuntarily extended, and not be giving the same bonus to the regular soldier in the same circumstances doing his job. Potential for big morale problems.</p> <p>May 2005-This issue was forwarded to IMA-E to be submitted in the 2005 IMA-E AFAP Conference. Waiting on status.</p> <p>October 24, 2005- IMA-E RESPONSE This issue was forwarded to the 2005 IMA-Europe AFAP Conference and was not prioritized as a Top issue to move forward. The delegates did not fully understand the issue and it was clearly written. The explanation from the issue disposition paper is as follows: The workgroup responded with the following: The issue was not prioritized based on the information paper submitted by the SME noted that implementing a system/program to compensate soldiers for involuntarily extension would require a change to a congressionally mandated law.</p> | |
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| Issue Number | Issue Title | Issue Status |
|--|--|-------------------------------|
| G2-03-05 | Provost Marshall Office (PMO) Facility | COMPLETE – Dec 07 |
| | Issue Scope | |
| The PMO is outdated. Current lobby is not adequate for customer service. The current condition does not provide a customer friendly, welcoming atmosphere. As the SETAF community expands it will only add to the problem. | | |
| | Responsible Agencies PMO / USAG-V/DPW | |
| | Agencies' Responses | Recommendation Status |
| Immediately refurbish Desk SGT/Lobby area into a modern, customer friendly facility. | <p>SHORT TERM: The PMO is working with the Carabinieri Commander and space board to relocate the Escort Teams in order to expand the Military Police Desk area and the lobby in the Military Police Station. The PMO and the Fire station will fall under the Directorate of Emergency Services (DES) and will require a co-located/centralized dispatch area. An assessment by Motorola has been completed for the new centralized dispatch center but the lobby project is still pending. The PMO will request yearend funds to pay for these renovations.</p> <p>LONG TERM: The long term plan is to develop a DES in a location that is more central on the Installation with a customer service lobby, a state of the art center COM for the Desk Sergeant, Dispatcher and Alarm Monitor.</p> <p>10 Dec 07 - Our new Provost Marshal Desk is all but complete now with a larger waiting room, more seating, sliding main door, and wheelchair ramp. I expect to have the new Desk opened by 20 December 2007 and hope to have a grand opening ceremony.</p> | Pending funding |
| Begin a long-term plan to develop a refurbishment/relocation plan for the PMO as SETAF expands. | DPW to begin long-term plan. Work order non-compliant w/ADA standards. Part of Master Plan. Location to be vicinity of Building #17. | Complete - September 29, 2005 |

| Issue Number | Issue Title | Issue Status |
|---|--|-----------------------|
| G3-01-05 | Communications for Soldiers in Forward Operation Bases (FOB) | COMPLETE |
| | Issue Scope | |
| Soldiers deployed in FOB's have limited means of communications to call or email home. Currently there are plans to increase the number of phones, Internet, and Spawar (video teleconferencing) in the most populated areas, however there are no definitive plans to install or increase phones in FOB's. Communication with family strongly affects the Soldier's morale, which in turn affects Soldier performance and ultimately affects missions. | | |
| | Responsible Agencies G6 / CSFC / DMWR / CENTCOM | |
| | Agencies' Responses | Recommendation Status |
| 1. Install dedicated moral call communications in FOB with a minimum of 7 phones/100 Soldiers deployed. | Once in theatre, SETAF will do an assessment of the Communications in Theatre, FOB's included. Current conditions will be reviewed and assessed for the need for improvement. Committee discussed and felt communications were very good during this deployment cycle. No one in committee has heard any negative feedback on communications from soldiers down range. Currently waiting information from G6 on exact communication details for the FOB's. | |
| 2. Allow Soldiers to make phone calls home at least once a month. | See above | |

| Issue Number | Issue Title | Issue Status |
|---|--|-----------------------|
| G3-02-05 | Rest and Recuperation (R&R) for Deployed Single Soldiers | COMPLETE |
| Issue Scope | | |
| In the past deployments, there were various methods of how R&R privileges were administered. One method used prioritized married Soldiers over single Soldiers. The result was that many single Soldiers did not receive R&R. | | |
| Responsible Agencies J1 | | |
| Agencies' Responses | | Recommendation Status |
| Implement a standardized method on how R & R will be administered such that all Soldiers will be given equal opportunity to take R & R. | <p>Info. Paper on http://www.per.hqusareur.army.mil/rr \SUBJECT: Rest & Recuperation (R&R) Leave Program</p> <ol style="list-style-type: none"> 1. Purpose. To provide current information on the R&R Leave Program 2. Facts. <p>On 25 Sep 03, CENTCOM initiated an R&R Leave Program for all service members, Active or Reserve, and DOD civilian employees assigned to a 12-month tour of duty within the CENTCOM AOR in support of the Global War on Terror (GWOT). The final decision regarding eligibility rests with the commander within theater and is based upon the following factors.</p> <ol style="list-style-type: none"> 1. <u>Mission</u>. The commander may determine that mission constraints require the restriction of R&R leave. 2. <u>Personnel strength</u>. No more than 10 percent of the force within theater can be on leave at one time. 3. <u>Re-deployment activities</u>. In some cases, personnel assigned to units scheduled to re-deploy to their home stations within 90 days may not be able to take R&R leave. <p>Bottom line: although many personnel may be eligible for R&R leave, not every eligible member will be able to take R&R leave, due to mission constraints, personnel strength, or redeployment activities.</p> | |

| Issue Number | Issue Title | Issue Status |
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| G3-03-05 | Rest and Recuperation (R&R) Leave | COMPLETE |
| Issue Scope | | |
| Currently Soldiers that are deployed for 12 months are charged leave for R&R. Deployed Soldiers in combat zones work continuously over a 12-month period with little or no time off. R&R leave strongly affects the Soldier morale, which in turn affects Soldier performance and ultimately affects missions. | | |
| Responsible Agencies IMA-E | | |
| Agencies' Responses | | Recommendation Status |
| Revise R&R regulation so that leave from a combat zone is not charged against annual accrued leave. | <p>Online at http://www.per.hqusareur.army.mil/rr The R&R program consists of 15 days of chargeable leave, not including travel time, which can be taken ANYWHERE the service member desires. Leave begins on the first minute of the day after arrival to the service member's leave address of choice. Ticketing to the airport nearest the leave address is arranged in theater, prior to departure. CONUS-based service members will be processed at either the Dallas Ft. Worth or Atlanta APOD, and USAREUR personnel, or non-USAREUR personnel taking their leave in Europe will be processed at the Frankfurt APOD, prior to onward travel. Onward air travel is paid for, but any further ground transportation beyond the airport closest the leave address is the responsibility of the service member. Per G1: Deployed personnel are NOT charged leave when they go on the 4 day pass program, and again there is no cost to the military member. Similar Item in the Air Force: The Air Force Mobility Command (the folks who handle the cargo planes like C-17s) have documented the policy. Basically, from what we can tell this is a commander's program (which may or may not give horsepower for an argument as to why the Army should adopt the program). Here is a link to an article describing it: http://www.globalsecurity.org/military/library/news/2003/05/mil-030512-amc01.htm AMC regulation: Note paragraph 3.5 on page 23 of the Instruction. Already an issue at the DA Level – not in their issue update book yet so we didn't know it was already being worked. I've forwarded the information I was able to find to the DA POC. The AMC information will be briefed at the DA AFAP In Process Review</p> | Since we have since found out this issue is already a DA AFAP issue being addressed we've Complete this locally. |

| Issue Number | Issue Title | Issue Status |
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| G4-01-05 | Speed in Villaggio | COMPLETE |
| Issue Scope | | |
| There is no effective deterrent for speeding in Villaggio. Caseload pulls patrol out of Villaggio during 75% of the peak traffic hours. Speeding is an unnecessary risk that puts the Villaggio community in danger. | | |
| Responsible Agencies | | |

| | PMO | |
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| | Agencies' Responses | Recommendation Status |
| Install speed-trap picture cameras on main access roads. | We do not have the funds for speed trap cameras because they are too expensive. We will concentrate more enforcement on speeding. | Complete |
| Increase patrol size to ensure a dedicated patrol stays on Villaggio during peak traffic hours. | The PMO will provide a patrol during peak traffic when feasible. | Complete |
| Revise current policy to exclude commander's discretion on assessment of points. | The current regulation states that point assessments are mandatory. If the commander can justify that an offense did not take place then the points will be assessed. | Complete |

| Issue Number | Issue Title | Issue Status |
|---|---|-----------------------|
| G4-02-05 | DPW Service of Government Quarters in Vicenza | COMPLETE |
| | Issue Scope | |
| DPW service orders for government quarters are not being completed in a timely manner. Current policy states that DPW has 30 days to complete service orders. A month is too long to wait, thus quality of life and safety of service members and families are negatively impacted. | | |
| | Responsible Agencies DPW | |
| | Agencies' Responses | Recommendation Status |
| Create a DPW service team specifically responsible for government housing. | In response to this AFAP Issue, DPW has performed an extensive analysis of Service Orders. Priority 1 SO's Standard delivery is 1 Day. Priority 2 SO's Standard delivery is 5 Days. Priority 3 SO's Standard delivery is 30 Days. <u>Government Quarters</u> : Met all Standards. <u>(CMR) Leased Quarters</u> : Contractor CMR accomplished many Priority 3 work orders by appointment; these averaged 12 days from the time the calls were received. <u>Barracks</u> : Total service orders performed = 569. Of these 569 23 Priority 2 and 53 Priority 3 SO's were accomplished beyond the standard time. Reasons include. DPW will ensure constant monitoring of all late service orders. DPW will improve DPW supply capability and response time by cross training employees. May 2005—Following the deployment, the DPW was funded for and is now performing a total barracks renovation that will address all problems related to these buildings. | Complete |
| Revise category 3-service order completion time to a maximum of 10 days. | May 2005- DPW will continue to monitor late service orders and has cross-trained two supply employees. | Complete |
| Mandate that any service orders not completed within 30 days must be reported to 22 nd ASG Commander on a bi-weekly basis and re-classified as emergency status. | Communication with barracks customers will be improved and non-routine (fair wear and tear) service orders that consume our limited resources and time will be minimized by continued involvement with the chain of command. Fair wear and tear items will be replaced and serviced within standards and special items such as doors, etc need special ordering and usually replaced within time frame of 11 days because of what is available due to inventory. Committee felt satisfied with issue and Complete. | Complete |

| Issue Number | Issue Title | Issue Status |
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| G4-03-05 | Relocation Information for Vicenza Soldiers | COMPLETE – Dec 07 |
| | Issue Scope | |
| Soldiers do not have enough information on relocating to Vicenza prior to arrival. Orders for Soldiers assigned to Vicenza do not contain contact information for the relocation office. Soldiers and their families are unprepared to deal with relocation and needlessly stressed. | | |
| | Responsible Agencies G1 / ACS | |
| | Agencies' Responses | Recommendation Status |
| Mandate all orders cut to Vicenza contain phone number, e-mail address and website for the relocation office. | Historically speaking, the Army HRC is cautious to add information to orders. However, Mr. McLean is sending a formal request to the Army HRC to have the following added to Orders cut for Vicenza: Caserma Ederle Relocation Office Phone: (39) 0444-71-8525 Caserma Ederle Relocation Office E-mail: acs.vicenza@setaf.army.mil Request was sent to HRC, Washington, DC and they have indicated they will add the information to the orders for soldiers coming to Vicenza. Committee would like to see visual confirmation on orders to ensure the | Update September 29, 2005 questions for committee April 11, 2006- Steering Committee would like to see visual confirmation on orders to see if this is being done. Pending copy. |

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| | <p>information is getting to our soldier's coming to the Vicenza community. Secondly, what is the possibility of getting additional information added such as the photos needed for Soggiorno's and Soggiorno information?</p> <p>July 24, 2006- CSM Filipp & CSM Kelly sent an email requesting information our community would like to see added on soldiers orders under special instructions coming to Vicenza. ACS sent the following information:</p> <p>For all relocation issues concerning relocation to the Vicenza Military Community please see the following contact phone number, email address & website: Phone: 011-39-0444-71-8525 Email: acs.vicenza@setaf.army.mil Website: www.vicenzamwr.com</p> | <p>10 Dec 07 - Orders now include website information that provides link to local installation. The website listed on orders provides links to local ACS and relocation services. http://www.hqda.army.mil/acsim/relocate.htm.</p> |
| Forward Relocation Office phone calls during off duty hours to 22nd ASG staff duty that will deliver the contact information to the relocation office for follow-up. | The relocation Office will have an answering machine on as of tomorrow 11 Feb. It had been turned off for the office move. Not many individuals call from the US, most contact the Relocation Office directly though email but...It is better to have 2 means of communication! | Complete |
| Require Relocation Office personnel to forward all obtained contact info. to assist G1 in the sponsorship program. | The Relocation Office has established a general relocation email acs.vicenza@setaf.army.mil , which comes directly to the Relocation Officers inbox. When messages are received the RO will be more than happy to share them with G1 LTC Waters or whomever he will appoint for this job. | Complete |

| Issue Number | Issue Title | Issue Status |
|---|--|-----------------------|
| G5-01-05 | Vehicle Registration Procedures | COMPLETE |
| Issue Scope | | |
| The current vehicle registration procedure is unnecessarily complicated. Due to the remote location and the lack of a renewal notification system, community members may unknowingly drive unregistered vehicles. Drivers are at risk of incurring avoidable legal and financial penalties. | | |
| Responsible Agencies Vehicle Registration | | |
| Agencies' Responses | | Recommendation Status |
| Move vehicle registration office to in/out processing center on post. | The Provost Marshal and 22nd ASG are currently in the process of looking at moving Vehicle Registration to Caserma Ederle. Due to lack of space on the installation the move will occur when space is available. On post would be most convenient for vehicle registration. However, at this time it is not feasible by means of making it a one-stop shop whereas it is currently a one-stop shop. Committee | Complete |
| Establish a vehicle registration renewal notification system. | The notification system has been updated to include a form that will be sent to each sponsors CMR box 30 days prior to expiration. | Complete |
| Establish a worldwide vehicle registration process. | AAFES, NAVEX, and the MVRO in Naples are currently electronic gas car system for Italy allowing customers to purchase fuel at any exchange facility. Technologically not feasible at this time. Sofa agreements not worldwide. Committee satisfied and issue Complete. | Complete |

| Issue Number | Issue Title | Issue Status |
|---|---|-------------------------------|
| G5-02-03 | Private Nursing Areas for Mothers | COMPLETE |
| Issue Scope | | |
| This community lacks a clean, private place for mothers to nurse their infants. Health care professionals encourage breastfeeding. The current options are to nurse in an unsanitary restroom, in public view, or to occupy a dressing room. This situation results in reduced availability of facilities for everyone and reduced comfort and privacy for mothers. | | |
| Responsible Agencies DMWR / USAG-V | | |
| Agencies' Responses | | Recommendation Status |
| Provide a convenient, private, sanitary location with comfortable seating for breastfeeding in selected public areas. (i.e. food court, commissary, clinic, and library). | The VHC provides all breastfeeding mothers the opportunity to breastfeed in any of their examination rooms not in use. The New Parent Support Program Manager arrived at the end of August. Her office is now available for nursing mothers during normal duty hours. | Complete - September 29, 2005 |

| Issue Number | Issue Title | Issue Status |
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| G5-03-05 | Personal Computer (PC) Services | COMPLETE |
| Issue Scope | | |
| AAFES | | |
| Responsible Agencies | | |
| AAFES | | |
| Agencies' Responses | | |
| Create a PC Service and Assistance Center that, similar to the Auto Skills Center, offers a wide range of services, such as repair, installation, training, assistance, trouble-shooting, and technical support. | September 29, 2005-Committee agreed to Completethis issue as it is not feasible at this time. However AAFES will continue to revisit this issue. | Recommendation Status Complete - September 29, 2005 |