

**Community FIRST/AFAP  
Unattainable Issues  
As of 4th Qtr FY 09**

These issues were submitted by the community through Community FIRST/AFAP. Responses are provided by the organizations/directorates on Fort Jackson. These issues were deemed “unattainable” through the voting members of the Installation Action Council or the Installation Commander.

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## **ARMY & AIR FORCE EXCHANGE SERVICES (AAFES)**

### **Issue 1: Professional Clothing at the PX.**

Soldiers are retiring and transitioning to a civilian career, they need to have a professional attire section at the PX.

**Recommendation:** Bring in a Professional section: Men's suits, coats, dress pants, overcoats; and Women's suits, coats, dress pants, skirts, and overcoats.

**Response:** *AAFES clothing buyers shop the same fashion markets that buyers for U.S. department stores and specialty clothing stores shop. (E.g. JC Penney, Target, Kohl's, Mervyn's, Old Navy, and the Gap) The clothing you see in AAFES PXs/BXs is reflective of what you would find in the U.S. shopping malls and department stores. However, our clothing assortments vary from exchange to exchange and are based on customer demand and available space. At Ft Jackson, we do stock and sell dress clothing, but the vast majority of sales is casual wear. Adding a line of suits or other "professional clothing", would require us to reduce or eliminate other, more popular departments and while we try to satisfy every customer with special order or internet options, just don't have the physical space to carry every line in the PX.*

*Satisfying all our customers in regard to clothing styles and sizes has always been a challenge, but we will continue to work hard to offer the best possible selection.*

**Status: Unattainable (1<sup>st</sup> Qtr FY05)**

### **Issue 2: DOD Civilian employees can not purchase items at the Commissary, Post Exchange, or Shoppettes other than food.**

These establishments are losing out on DOD Civilian business. These employees are purchasing items from privately owned businesses off post.

**Recommendation:** Allow DOD Civilians to shop and purchase items at the Fort Jackson Commissary, Post Exchange, and Shoppettes. If tax payment is the issue, have the DOD Civilians pay taxes on items as is done at off post businesses.

**Response:** *Shopping privileges are set by DOD and Congress, AAFES does not have any control over this issue. The common roadblock to allowing this is local businesses that believe they will be hurt by unfair competition in terms of no tax etc... AAFES is more than willing to expand our customer base however we do not have the authority to accomplish this. I would suggest the customer address this issue through their Congressional Representative.*

**Status: Unattainable (3<sup>rd</sup> Qtr FY05)**

### **Issue 3: Civilian Employees having access to Shoppette/PX**

#### **Recommendation:**

- Allow Civilian Employees the opportunity to use the Shoppette/PX.
- Have "Civilian Employee" special shopping days.

**Response:** Previously submitted (3<sup>rd</sup> Qtr FY 04)-

*First, AAFES does not determine the qualifications under which individuals are granted exchange privileges. Only those personnel approved by the House Armed Services Committee and authorized by Department of Defense (DOD) directives may shop in exchange facilities. The duty of AAFES in this area is to ensure those using our facilities are authorized to do so. Under AR 60-20/AFJI 34-210, exchange privileges are*

*authorized for: Active duty military, Retirees, Reservists, National Guardsmen, Dependent family members of these categories, other categories of individuals affiliated with the armed services (which includes 100% disabled veterans). Some government civilian employees have shopping privileges when they are assigned or TDY overseas-or they are "TDY and residing" in government quarters on posts/bases in the United States. Other exceptions are determined by local command.*

**Status: Unattainable (Civilian Employee Focus Group) (1<sup>st</sup> Qtr FY 07)**

#### **Issue 4: Post Exchange privileges for Purple Heart Veterans**

Veterans who received the Purple Heart do not have Post Exchange privileges unless they are separated in a retirement status. This affects Veterans who have served in the military; were wounded fighting for their country; but were not discharged with retirement benefits as well as those that are medically disabled. Veterans who have received the Purple Heart may have disabilities that limit their financial income, placing a burden on them and their family members.

#### **Recommendation:**

- Authorize Purple Heart Veterans access to the Post Exchange.
- Authorize Purple Heart Veterans access to the Post Exchange on a limited basis.

**Response:** *AAFES does not determine the qualifications under which individuals are granted exchange privileges. Only those personnel approved by the House Armed Services Committee and authorized by Department of Defense (DOD) directives may shop in exchange facilities. The duty of AAFES in this area is to ensure those using our facilities are authorized to do so. Under AR 60-20/AFJI 34-210, exchange privileges are authorized for:*

*Active duty military, Retirees, Reservists, National Guardsmen, Dependent family members of the categories above. Other categories of individuals affiliated with the armed services (which includes 100% disabled veterans). Some government civilian employees have shopping privileges when they are assigned or TDY overseas-or they are "TDY and residing" in government quarters on posts/bases in the United States. Other exceptions are determined by local command.*

**Update (Mar 07): Issue has been approved and forwarded to TRADOC level AFAP Conference.**

**TRADOC DISPOSITION:** *Workgroup determined Issue was too broad in scope. While we owe many thanks to those who serve; the fact remains that we can not put a value on whether it's a great or small injury. Delegates felt it unfair to grant that entitlement base on one award - - where would we draw the line?*

**Update (June 07): Presented issue to WB Action Council and voted Unattainable.**

**Status: Unattainable (1<sup>st</sup> Qtr FY 07)**

#### **Issue 5: Inadequate Post Exchange**

The Post Exchange does not serve all customers adequately. Non-transient customers are forced to shop off post to find a better variety of services and products. This creates a financial burden on customers who have to compete with the local populus for limited merchandise, leaving the customer with a loss of entitlements.

#### **Recommendation:**

- Offer two Post Exchange locations, with one that caters specifically to non-transient personnel.
- Build a larger Post Exchange that can offer more variety and quantity of items.

**Response:** *AAFES has changed to centralized selection and buying based on installation demographics and sales information. The current PX is 7 years old and has a 25 year turn around. This issue is broad; there are specific issues within the AAFES manager capability to solve.*

**Update (June 08):** *This issue was voted unattainable at this time by the Installation Action Council.*

**Status: Unattainable (2<sup>nd</sup> Qtr FY 08)**

**Issue 6: Ethanol and Diesel Fuel Availability from AAFES on Fort Jackson**

Currently neither type of fuel is available on post. As the price of regular gas rises, there is an increasing demand for alternate fuels. Stocking ethanol would continue to put the Army on the cutting edge of environmental reform. Additionally, family members who travel to visit Soldiers for graduation come from areas where these fuels are more common.

**Recommendation:** *Install ethanol and diesel fuel pumps at service stations on Fort Jackson.*

**Response:** *Currently ethanol and diesel fuel pumps are under review by AAFES.*

**Update (Dec 08):** *In order to carry E85 or any other alternative fuel, an entire underground tank would have to be devoted to this type of gas.*

*Currently, our gas stations have 4 underground tanks and both gas stations are very stressed as it is with regular fuel. If we were to convert to E85, we would lose 25% of our capacity for regular fuel. While E85 is becoming more popular, it is not at the point yet where it has become 25% of our market. This is why you rarely see any E85 fueling stations off post. We will continue monitoring the market and as more customers switch to E85 we will consider converting our tanks as well.*

**Update (Dec 08):** *The Installation Action Council voted this issue unattainable.*

**Status: Unattainable (2<sup>nd</sup> Qtr FY 08)**

## **CIVILIAN PERSONNEL ASSISTANCE CENTER (CPAC)**

### **Issue 1: I am a low grade GS employee and I am having trouble affording housing around Fort Jackson.**

I hear all the talk about how there are duplex's and apartments on base that are sitting empty and have been for a very long time. Is there some way that civilian employees could use some of the housing? (Put some \$\$ back into FJ). My concern is that the housing around FJ is very costly because of FJ's position in Columbia's economy. I realize we receive a cost of living allowance but it is still not cutting it with the high cost of rentals in the Columbia area.

**Recommendation:** If this is not possible, could there be some kind of assistance for off-post housing for civilian employees? Thank you for your time. Make some of the empty quarters available to civilian employees. For example, base it on their grade and income, or provide some assistance for off-post living for civilian employees to help with the high cost of rental property in the Fort Jackson/Columbia area.

**Response:** AR 210-50, paragraph 3-6 j. states "DOD civilian employees, except key and essential personnel as determined by the installation commander, shall rely on private communities for housing support."

**Status: Unattainable (3rd Qtr FY05)**

### **Issue 2: Ability to donate sick leave instead of having to use annual leave.**

There have been several requests asking for time donations to someone that has an extended illness. We are forced to use our annual leave if we would like to help.

**Recommendation:** Allow employees to donate sick leave instead of annual leave.

**Response:** The Voluntary Leave Donation Program is authorized under 5 U.S.C. 6331-6340; 5 CFR part 630, subpart I. This law allows Federal employees to donate annual leave only to other Federal employees who have a personal or family medical emergency and who have exhausted their available paid leave. Any changes to this law would have to be made by Congressional action.

**Update (March 07):** Upon review, the CG decided not to forward this issue for consideration. As he explained, the sick leave provision is for the protection of the workforce. [It is not designed as an entitlement for discretionary use for any purpose other than illness of the individual earning the entitlement.] Unlike normal leave which is completely predictable, both in timing and duration, sick leave is for the purpose of covering those unforeseen circumstances that occur unexpectedly and can last for an indeterminate period of time. While it is admirable that people would be willing to assume this additional risk for their fellow employees, in the end it would be unfair to the donors, and compel them to depend on the situationally dependent generosity of others -- not a guaranteed course of action. For this very reason, sick leave is non-transferable and, therefore, readily available to the workforce at the time they least expect to need it.

**Update:** Issue was voted to be forwarded by WBAC.

**Update (Mar 07):** Issue was not recommended for forwarding by CG.

**Status: Unattainable (Civilian Employee Focus Group) (1<sup>st</sup> Qtr FY 07)**

### **Issue 3: The use of Post Laundry by Civilian Employees.**

CONUS Civilian Federal employees are not authorized to use the on post laundry facilities in accordance with AR 210-130, Para. 2-3, and 2-4. Currently Civilian Federal Employees in Overseas areas are authorized use of on post laundry facilities. Usage of post laundry facilities by government employees would be a convenience and time-saver, not to mention increasing the patronage of the laundry facility.

**Recommendation:**

- Amend AR 210-130 Para.2-3 and 2-4 to include access for civilian Federal employees employed on the military installation in CONUS.
- Amend AR 210-130 Para.2-3 and 2-4 to assign authority to the CONUS Installation Commander to make decisions as to the usage of post laundry facilities.
- Amend AR 210-130 Para.2-3 and 2-4 to include limited access for civilian Federal employees employed on the military installation in CONUS.

**Response:** (Previously submitted – 1<sup>st</sup> Qtr FY 06)

AR 210-130 Para. 2-4 states that Federal employees and contract civilians may be authorized to use laundry facilities overseas only with Commander's approval under existing DOD policy. Para 2-3 states that Active duty personnel and their dependents, to include Reserve, and Retired personnel are authorized to use laundry facilities in CONUS.

**Update (Mar 07): Issue has been approved and forwarded to TRADOC level AFAP Conference.**

**TRADOC DISPOSITION:** This issue was deemed not clearly written by the work group. Laundry was too vague. Cleaning or Washers/dryers? AAFES contracted services or Army contracted services? Group felt that in CONUS there are plenty of places that offer these services. Discussion determined this issue does not impact the Army community as a whole.

**Update (June 07): Voted unattainable by WBAC.**

**Status: Unattainable (Civilian Employee Focus Group) (2<sup>nd</sup> Qtr FY07)**

**Issue 4: NAF Retirement System**

NAF Retirement System does not allow a NAF employee covered by TRICARE as a family member to take NAF Health insurance into retirement. It does allow a NAF Employee who is a prior military member and the primary holder of TRICARE to take NAF Health Insurance into retirement. Appears that military family members who are on their spouses' TRICARE for dependents is not provided at no cost so why is the fact that the individual that is not the primary holder of the insurance a factor in what benefits are available at retirement. Seems that the employee is saving the NAFI funds while covered under their spouses' insurance and then penalized for doing so. It should not matter whether or not the individual is the primary member covered or a covered spouse, eligibility should be based on coverage in a DoD health plan at retirement. This fine point on health insurance is not explained to employees when they come on board and finding out at the end of your career impacts negatively on your future standard of living.

**Recommendation:** Change the NAF retirement system to eliminate the requirement that the coverage in TRICARE is for primary members only not spouses of the primary

member. Afford NAF employees who are family members on their military sponsor's TRICARE the same opportunity to elect NAF health insurance in retirement.

**Response:** *An employee who retires under the NAF retirement system must have a minimum of five years of participation immediately preceding retirement to be eligible to receive the subsidized retiree medical and dental insurance. Also an active employee who retires between the ages of 62 and 65 on an immediate annuity and has 15 years of participation in the Army NAF medical program, of which five years must immediately precede retirement, will receive free medical and dental insurance until age 65. After age 65, the retiree is eligible for subsidized retiree medical and dental insurance. During in-processing, employees who are eligible to enroll in medical and dental insurance are provided information regarding coverage as employees and a pamphlet on the insurance program. That pamphlet provides information regarding an employee's eligibility to continue health insurance after retirement.*

**Update:** *This issue was returned to CPAC for further clarification, upon receiving clarification, will be forwarded based on IAC recommendations.*

**Update:** *In determining eligibility for retiree medical in the NAF retirement system, cumulative participation in all federal health insurance plans, including Federal Employee Health Benefit Program (FEHBP) and Department of Defense Health Benefit Program (DODHBP) (including HMOs) is counted. However, TRICARE is not. Recommendations for changes to the NAF Health Benefit Plan can be submitted to the Chief, US Army NAF Employee Benefits Office, P. O. Box 10057, Arlington, VA 22210-3057*

**Update (May 08):** *Issue was not prioritized at the TRADOC level AFAP Conference; will re-evaluate pending issue disposition from TRADOC.*

**TRADOC Disposition:** *According to Human Resources Department the information stated in this Issue is incorrect. Neither the Military Member nor the covered dependent under TRICARE can count that time toward retiree medical eligibility, and neither the NAF Health Benefit Plan nor FEGBP count TRICARE participation for retiree medical eligibility. Therefore the delegates chose not to work this issue.*

**Update (Sep 08):** *Voted unattainable by the IAC.*

**Status: Unattainable (1<sup>st</sup> Qtr FY08)**

#### **Issue 5: FERS Retirement System**

FERS retirement system does not allow federal employees to add their accumulated sick leave to their number of years of service upon retirement. Both the CSRS retirement system and the NAF system do. It is not fair that individuals holding the same position in the different retirement systems do not have a comparable benefit. In addition, not allowing employees to add their accumulated sick leave to their years of service at retirement encourages abuse of sick leave by employees and does not encourage accumulation of sick leave. This impacts on mission as employees see no real benefit from not using all the sick leave that they accumulate and consequently use their earned leave increasing absenteeism.

**Recommendation:** *Change the FERS retirement system to allow accumulated sick leave to be added to years of service at retirement.*

**Response:** *The Office of Personnel Management (OPM) is the authority for making changes to the Federal retirement system, upon Congressional approval.*

**Update:** *This issue was voted by the IAC to forward beyond Fort Jackson.*

**Update:** *This issue has been forwarded to the Commanding General for approval to forward beyond Fort Jackson.*

**Update (May 08):** *This issue was prioritized at the TRADOC Level AFAP Conference and is currently being staffed for forwarding to HQDA.*

**TRADOC Disposition:** *This issue was prioritized and forwarded to HQDA.*

**Update (Feb 09):** *This issue was not prioritized at the HQDA AFAP Conference; awaiting disposition from HQDA.*

**Update (May 09):** *This issue was voted unattainable at HQDA. Current AFAP policy prevents this issue from being re-submitted for 3 years.*

**Status: Unattainable (1<sup>st</sup> Qtr FY08)**

### **Issue 6: Potential Bias with NSPS Pay Pool**

The pay pool panel members for employees under the National Security Personnel System (NSPS) are a part of the employee's organization. This method (using panel members within the organization instead of outside agencies) may lead to biases, which impacts the monetary awards given at the end of the rating period. All employees under NSPS could be adversely affected in the area of pay raises and promotions.

**Recommendation:** *Provide statistics on rebuttal successes and failures. Also, form a committee comprised of different organizational employees that are affected by the NSPS pay pool to oversee the process and ensure proper procedures are being followed.*

**Response (Jun 09):** *DoD implementing issuances provide that pay pool panel members are usually "senior management officials" over those employees in the subject pay pool (SC 1940.11.4 and SC 1940.AP2.17 of DoD 1400.25-M). The pay pool panel process is an extension of the higher level rating official's performance review and reward function. The primary function of the pay pool panel is to ensure the consistency of ratings of record, share distribution, and payout allocation decisions within a pay pool. The panels review and discuss recommended ratings to establish a common shared understanding of rating levels and ensure that the common standard is applied to each employee in the pay pool, thus promoting equity within the pay pool. The functions performed by pay pool panel members are more typical of higher level rating officials (typically second and third level). Therefore, it appears advisable that, as a general rule, panel members should likewise be higher level rating officials. While pay pool panels will consist of higher level rating officials, in some cases first level rating officials are panel members. This usually occurs in smaller pay pools for which other pay pool membership is not an option. Pay pool panels may rely on a variety of advisors, such as resource managers, human resource specialists, legal counsel, and EEO specialists. Advisors are not panel members and do not participate in panel deliberations. Rather, they advise the panel on pay pool processes, regulations, business rules, funding, and/or the conduct of deliberations.*

**Update:** *This issue was voted unattainable by the IAC.*

**Status: Unattainable (Civilian Employee Focus Group) (2<sup>nd</sup> Qtr FY09)**

**Issue 7: Pay Grade for LPNs**

LPN's at Fort Jackson are General Schedule (GS)-5, while at other installations they are GS-6. The difference in salary between the two grades is at least \$2,900 annually. A pay disparity for nurses doing the same or comparable work as their counterparts on other installations is inexcusable.

**Recommendation:** Hire LPN's on Fort Jackson at the GS-6 grade level.

**Response (Jun 09):** *Licensed Practical Nurse positions located at Moncrief Army Community Hospital are graded out as GS-5 due to the nature of their work in a small hospital. Whereas the same position located at a larger hospital may be graded out as GS-6. Management makes the determination as to what grade levels they need to recruit for their structure/organization.*

**Update:** *This issue was voted unattainable by the IAC.*

**Status: Unattainable (Civilian Employee Focus Group) (2<sup>nd</sup> Qtr FY09)**

## **COMMISSARY**

### **Issue 1: Commissary privileges for Purple Heart Veterans**

Veterans who received the Purple Heart do not have Commissary privileges unless they are separated in a retirement status. This affects Veterans who have served in the military; were wounded fighting for their country; but were not discharged with retirement benefits as well as those that are medically disabled. Veterans who have received the Purple Heart may have disabilities that limit their financial income, placing a burden on them and their family members.

#### **Recommendation:**

- Authorize Purple Heart Veterans access to the Commissary.
- Authorize Purple Heart Veterans access to the Commissary on a limited basis.

**Response:** *This is a Congressional issue. Only Congress can make that change. The Commissary can not recommend this be forwarded. The constituent group representative must submit through channels.*

**Update (Mar 07):** *Issue has been approved and forwarded to TRADOC level AFAP Conference.*

**TRADOC DISPOSITION:** *Workgroup determined Issue was too broad in scope. While we owe many thanks to those who serve; the fact remains that we can not put a value on whether it's a great or small injury. Delegates felt it unfair to grant that entitlement base on one award - - where would we draw the line?*

**Update (June 07):** *Voted unattainable by WBAC.*

**Status: Unattainable (1<sup>st</sup> Qtr FY 07)**

## **DEFENSE MILITARY PAYROLL OFFICE (DMPO)**

### **Issue 1: Special Duty Pay for Drill Sergeants**

Drill Sergeants spend the majority of their time training and working with new recruits. The hours are EXTREMELY long and it can sometimes be a very “thankless” job.

**Recommendation:** Increase Special Duty pay for Drill Sergeants to that of a Recruiter – from SD-5, to SD-6 (\$375 - \$450).

**Response:** *This issue was previously submitted by the Soldier Focus Group in 4th Quarter, FY05. Issue will be resubmitted to DMPO for an update.*

**Update:** *The local Military Pay Office cannot increase or decrease amounts set by Congress for a soldier's pay. The Deputy Chief of Staff G1 must approve all changes for Special Duty Assignment Pay. It is recommended that the council is allowed to vote to elevate this matter to a higher authority.*

**Update:** *IAC voted to forward issue. Issue submitted to CG for approval for forwarding to HQDA.*

**Update:** *The issue was submitted to the Commanding General and was not recommended for forwarding at this time.*

**Status: Unattainable (3<sup>rd</sup> Qtr FY 07)**

### **Issue 2: Post Hazardous Duty Compensation Pay**

There is an inconsistency in deployment of Soldiers into hazardous duty areas. Some Soldiers have never deployed while others have had multiple deployments. However as both Soldiers deploy into a hazardous duty area compensation is the same. This has an adverse impact on Families and Soldiers decreasing moral in the units.

**Recommendation:** Establish Post Hazardous Duty Compensation Pay determining compensation based on deployment time by months and location where hazardous duty pay was received. If Post Hazardous Duty Compensation Pay is adopted, establish permanent benefits while on active duty.

**Response (May 08):** *The local DMPO cannot authorize entitlements without Congressional authority. With the many entitlements already being paid to Soldiers downrange this may be difficult to push. DMPO recommends a vote by council to forward to the CG for approval/disapproval.*

**Update (June 08):** *The Installation Action Council voted this issue unattainable.*

**Status: Unattainable (AFAP – 3<sup>rd</sup> Qtr FY 08)**

### **Issue 3: Increase in Pay for Career Soldiers**

Newly enlisted Soldiers are receiving bonuses from \$10,000-\$50,000, while the Soldiers responsible for their training are offered little incentive to remain committed to the military. Soldiers that have served more than 10 years and are not currently offered additional incentives to remain on active duty. This affects the morale and welfare of career soldiers who are most likely going to remain on active duty until they reach retirement eligibility.

**Recommendations:** Offer monetary incentives to career soldiers with more than 10 years, or an increase in pay.

**Response (May 08):** *The local DMPO cannot authorize a special pay without Congressional Authority. We are offering large dollar amounts to new recruits, early*

reenlistments, and special reenlistments. There are no incentives for the mid-term Soldiers who are over the ten/twelve year mark to remain on active duty. It is recommended the council is allowed to vote to elevate this matter to higher headquarters.

**Update (June 08):** *The Installation Action Council voted this issue unattainable.*  
**Status: Unattainable (3<sup>rd</sup> Qtr FY08)**

#### **Issue 4: Financial Assistance for Active Duty Families to Visit Home**

Active duty Service Members and Families are often stationed great distances from home for extended periods. It takes significant personal funds for a Service Member and/or Family to travel from a duty station to home, many times depleting savings or placing the service family in debt. It takes almost a year of savings just to get a family home to visit families. Implementing a program that financially supports a visit home would encourage these visits and enhance the quality of life of the Service Member, his/her Family, and his/her relatives. This would also have the added benefit of positively affecting recruitment and retention. Specific criteria for the program can be outlined (e.g., authorize if service member is stationed away from family greater than an 8-hour drive, or whatever travel regulations say is a reasonable driving day).

**Recommendation:** [Implement a policy that financially assists active duty service members and family members to visit home at appropriate intervals \(not less than every two years\).](#)

**Response (May 09):** *Originally sent to DFMWR for a response- ACS does not have the power to resolve or to even begin addressing this request. This is a DoD DMPO issue because it addresses the request for a new financial entitlement (money to go home on leave).*

**Per DMPO-** *The local DMPO cannot make or approve changes to the Joint Federal Travel Regulations. This request would have to be approved for all services, requiring Congressional and DoD approval.*

**Update (Jun 09):** *The IAC voted this issue unattainable.*  
**Status: Unattainable (3<sup>rd</sup> Qtr FY09)**

## **DENTAL ACTIVITY (DENTAC)**

**Issue 1:** It is unreasonable to have to wait 6 months for a crown from dental.

**Recommendation:** Contract outside Dental offices.

**Response:** *This issue only affects Soldiers since family members, civilians, retirees and veterans are not authorized routine treatment in military dental facilities. It is unfortunate that Soldiers cannot get a crown placed on a tooth in a timelier manner. Currently the Army Dental Corps is understaffed by over 200 dentists and Fort Jackson shares this shortage of providers. With the Global War on Terrorism, many of our dentists are either deployed or pulled away from their normal clinical duties to perform mobilization missions for active duty units, Individual Ready Reservists (IRR), Army Reserve and National Guard Soldiers; providing dental examinations and required treatment to make them deployable. Our first priority of care is the treatment of Class 3 dental disease. This is dental disease (decay) that is significant in size often requiring extraction or root canal therapy. The second priority of care is treatment of Class 2 dental disease (typically decay that is less extensive). Once dental disease is controlled, more elective procedures such as crowns and bridges can be performed. Many times this third priority of treatment is delayed due to mission requirements and staffing shortages. The law allows us to send Soldiers to civilian dentists to have Class 3 dental treatments performed when we are unable to provide this service but we are not authorized to outsource treatment for less severe conditions. Our goal is to provide all necessary dental treatment to our patients in a timely manner; however, when faced with increasing mission requirements and staffing shortages we must prioritize our treatment to ensure we eliminate dental disease first. Often this means delaying treatment that is not directly related to the elimination of dental disease. You may contact the DENTAC commander for additional information at 751-6213.*

**Status:** Unattainable (1st Qtr FY05)

**Issue 2:** Dental Benefits of Family members

Currently the Dental Activity on Post does not provide dental care for Family members. The dental care given to Family members through the TRICARE Dental program pales in comparison to that given to Soldiers.

**Recommendation:** Provide dental care for Family members through the Dental Activity on Post.

**Response:** *This issue surfaced in 2<sup>nd</sup> Quarter, FY04 and is being resubmitted to the DENTAC.*

**Update (June 07):** *After DENTAC review, issue was presented to the WBAC. Voted unattainable by WBAC.*

**Status:** Unattainable (3<sup>rd</sup> Qtr FY07)

Below is the issue that was previously submitted (2nd Qtr FY 04):

**Issue:** Family Member Dental Costs

The associated insurance costs covered by Concordia is falling short. The standard payment for family members regarding specialized dental care is steadily increasing. Increase the amount taken out of the Service Members pay to bridge the gap between coverage and actual cost or put a standard rate specialized treatment. (i.e. root canal, bridge work, orthodontist visits). Change from Concordia to another carrier.

**Response:** *Military Dental Treatment Facilities are not staffed or budgeted to treat anyone other than uniformed personnel. In order to provide a treatment option for family members, the TRICARE Dental Program (TDP) was implemented on 1 February 2001. The TDP is a voluntary dental insurance program that is available to eligible active duty family members, Selected Reserves (SELREA) and Individual Ready Reserve (IRR) members and their eligible family members. The TDP is managed by United Concordia Companies, Inc. (UCCI). The dental plan offers an excellent benefit package of low monthly premiums (subsidized by the government) combined with low member co-pays. The low monthly premiums are designed to meet the dental needs of all family members with a wide variety of dental needs.*

*Diagnostic (exams) and preventive (cleaning) treatments are performed at no cost to the member while basic restorative (fillings) are performed with member paying only 20% of the dentist's fee. Cost shares for other services vary by type of service. The plan also provides reduced cost shares for pay grades E-1 through E-4. To ensure the least amount of "out of pocket" expense, it is important for the member to choose a "participating provider" who has agreed to accept an established fee schedule. A "participating provider" is required to charge a set rate for all treatment to include specialized treatment in accordance with United Concordia's fee schedule. If a family member chooses a non participating provider, the service member assumes risk and will be required to pay the difference between United Concordia's rates and the provider's fees.*

*For more information about the TDP, to obtain a list of participating dentists, or to download a copy of the benefit handbook, beneficiaries may log onto the UCCI website at: [www.ucci.com](http://www.ucci.com) or call United Concordia toll-free at 1-800-866-8499. Information concerning the TRICARE Dental Program can also be obtained at any Fort Jackson Dental Treatment facility.*

### **Issue 3: Dental Coverage**

Currently there is not enough coverage for major dental procedures. Several Family Members are denied coverage based on the high cost of treatment which exceeds the dental cap of \$1500. This causes emotional and physical issues for those who cannot receive the care needed.

#### **Recommendation:**

- Provide more coverage for Family Members on a case by case basis
- Allow families to choose their own coverage plans
- Raise the percentage cap that United Concordia covers.

**Response:** *We (Fort Jackson Dental Activity) are a subordinate Command of the South East Regional Dental Command (SERDC) which in turn is one of 6 Regional Commands in the U.S. Army DENCOCM. The TRICARE Dental plan (Currently United Concordia) for OTAD (other than active duty) family Members is a DOD program. The contract between the DOD and the insurance provider is determined at the TRICARE Management Activity (TMS) <http://www.tricare.mil/> and not the local DENTAC Command. This issue should be forwarded to that activity. By way of explanation, in response to the challenge of maintaining medical combat readiness while providing the best health care for all eligible personnel, the Department of Defense introduced TRICARE. TRICARE is a regionally managed health care program for active duty and*

*retired members of the uniformed services, their families, and survivors. TRICARE brings together the health care resources of the Army, Navy and Air Force and supplements them with networks of civilian health care professionals to provide better access and high quality service while maintaining the capability to support military operations. Further information regarding TRICARE medical benefits, including the phone numbers of local benefits counselors is available at [www.tricare.osd.mil](http://www.tricare.osd.mil).*

*Additional information is available from UCCL at 1-800-866-8499 for CONUS inquiries.*

**Update:** *Moncrief Army Community Hospital reviewed this issue and responded: Currently the dental coverage for Active Duty Family Members, Reserve Component Members, and their families has an annual maximum benefit limit of \$1,200 per enrollee per TRICARE Dental Program contract year (Feb 1 – Jan 31 each year) for non-orthodontic treatment. Increase in benefits is a Congressional Issue.*

**Update:** *This issue is HQDA AFAP Issue #509, which is currently active. It resurfaced during the Family Members Focus Group.*

**Update (June 08):** *This issue was voted unattainable at HQDA. Current policy prevents this issue from being re-submitted for 3 years.*

**Status:** **Unattainable (Family Members Focus Group) (1<sup>st</sup> Qtr FY08)**

## **DIRECTORATE OF FAMILY MORALE, WELFARE, & RECREATION (DFMWR)**

**Issue 1:** CDC-Why do they include BAH and BAS as a part of our income when determining our ability to pay?

**Response:** *This issue has already been addressed at the DA AFAP Conference – DA AFAP Issues #368, Child Care Cost. Regulatory and legislative guidance authorizes childcare as an employment issue, not an entitlement. TFI definition resulted in a more effective way of determining a family’s ability to pay a “fair share”. The other branches of service did not support the change. GOSC declared this issue unattainable based on the absence of support from DOD or the other Services.*

**Status:** Unattainable (2<sup>nd</sup> Qtr FY04)

**Issue 2:** The CAC does not have adequate locker rooms for males.

Lockers are small. Seating is limited. Floor is always wet (moisture). Locker room always hot due to the fact that the steam room/sauna and showers are located in the same area. Professional employees should not have to “hang” their suits on the clothes rack, especially when there have been instances of theft.

**Response:** *Due to cost restrictions when designing the CAC, the original square footage of the project was cut in half. Subsequently, the locker rooms had to be downsized from the original plan. Unfortunately, it would be cost prohibitive to expand the locker rooms.*

**Status:** Unattainable (3<sup>rd</sup> Qtr FY04)

**Issue 3:** Currently, there are limited options: Junior High at Decker and High School at Northeast. Alternative schools providing better curriculum and less “issues” (i.e. Blythewood and Spring Valley HS) are only accessible if child/family member provides transportation.

**Response:** *Expanded choice is offered to each student in Richland School District II once a year. The policy does allow parents to choose an alternative school based on certain criteria. However, district policy makes it very clear that the decision to choose a school other than the one the child is zoned for is with the understanding that it becomes the parent's responsibility to provide transportation to and from school for his/her child. No student, going to a school other than his/her home school is provided transportation. Individual requests for changing schools may be made to the school district; however, transportation will not be provided because of cost and logistical issues over such a large district.*

*DLE Transportation Division has indicated that regulation does not allow them to provide transportation to school when provided by the local school district. Since the school district does provide transportation to and from the schools for which children are zoned, providing school bus transportation to alternative schools would require a revision of the regulation and sufficient funding to offset the costs.*

**Status:** Unattainable (3<sup>rd</sup> Qtr FY04)

**Issue 4: By living on post we don't have a choice on where our Junior High and High School student attend school.**

My question to you is if they have to go off post could there be some kind of activity bus that could take them from their after school activities back to post.

**Response:** *Living on post does not impact on a parent's ability to choose an alternative school for his/her child. Expanded choice is offered to each student in Richland School District II once a year. Inherent with the decision to select an alternative school, however, is the understanding that the parent will provide transportation.*

*Richland II School District does not support activities before or after the regular school hours. Although the school provides busing to and from school, it does not provide a bus for early bird classes or extra-curricular activities. DLE Transportation Division has indicated that regulation does not allow them to provide transportation to school when provided by the local school district. The regulation does not address transportation to extra-curricular activities. Providing transportation to and from extra-curricular activities would require additional funding.*

**Status: Unattainable (3<sup>rd</sup> Qtr FY04)**

**Issue 5: Housing priorities for Single Parents**

The cost of Guest housing should be changed to Housing allowance rates. Example \$39 X 30 = \$1170. SFC and below do not get paid this high for housing allowance.

**Recommendation:** *Need to be on the same priority as Drill Sergeants. Guest housing should cost what the Soldier is allowed for Housing.*

**Response:** *Installation Temporary Lodging Facilities are operated as a supplemental mission activity that is primarily supported by Appropriated Fund Training and Travel dollars. Rates are established in accordance with AR 210-50 and Community and Family Support Center in an amount sufficient to cover annual costs of operations, required capital renovations/maintenance, and to support the congressionally approved Lodging Capital Assessment. Lodging regulations prohibits us from setting different rates for any individual or group of users to include PCSing travelers. The Army does provide for soldiers on PCS orders entitling them up to 10 days of Temporary Lodging Expense, which partially pays for lodging/meal expenses when a member/dependent(s) occupy temporary quarters in CONUS.*

**Status: Unattainable (1<sup>st</sup> Qtr FY05)**

**Issue 6: Car Care Center is not open on Tuesdays and Wednesdays.**

**Response:** *The Auto Craft Shop is a CAT B activity and receives minimal Appropriated Fund (APF) support. Until funding support increases, we can only afford to open five days a week. These days were determined based on participation and customer surveys.*

**Status: Unattainable (ICE) (2<sup>nd</sup> Qtr FY05)**

**Issue 7: MWR doesn't offer facilities/instruction for Arts and Crafts and families do not have a facility to do basic arts and crafts or a store that sells arts and crafts items.**

**Recommendation:** *MWR to provide facility for craft instruction/store for user fee, with additional charge for classes and supplies. For example: pottery, woodcraft/framing.*

**Response:** *The arts and crafts facilities were closed on FJ several years ago when APF funding was eliminated. Additionally, the amount of revenue generated by the arts and crafts operations was not enough to sustain these types of activities.*

**Status:** **Unattainable (Family Member Focus Group) (2<sup>nd</sup> Qtr FY05)**

**Issue 8: Go-Cart or Laser Tag activities on Fort Jackson.**

Fort Jackson does not have a facility that offers Go Carts and Laser Tag. The only Go Carts or Laser Tag facilities are located off post and are a long distance from the installation. A Go Cart and Laser Tag facility would increase morale and offer alternative forms of recreation on Fort Jackson. The activities would also increase military Youth participation on Fort Jackson.

**Recommendation:** **Create a facility for Go Carts and Laser Tag on Fort Jackson.**

**Response:** *The installation population is not sufficient to support these types of recreational facilities. These facilities would need to operate as a business and continual use by a small population would probably not be financially feasible for families. At one time, the Youth Services Program offered Laser Tag at the Youth Center. The primary users were younger school age children and the program did not make sufficient income to break even. Trips to off posts facilities for go-carts and Laser Tag will be considered at the next Keystone Club meeting.*

**Status:** **Unattainable (Teen Focus Group) (4<sup>th</sup> Qtr FY05)**

**Issue 9: Swimming Pool Hours**

**Recommendation:** **Extend the Knight Swimming Pool hours so family members and soldiers are able to swim on a regular basis. Have some late afternoon/early evening and weekend hours for the indoor pool. This is the only place on post to swim laps. It is a great pool, but the current hours do not always work for those who have duty, work, or school responsibilities. Exercise is important!**

**Response:** *It is always a difficult decision to reduce hours in any program. These decisions are made only after every option and alternatives have been explored. With the seemingly endless budget cuts, we could not operate the same number of hours in a safe manner with the funds available to us. We researched the participation records from Knight Pool and adjusted the schedule to accommodate the majority of the users. It was found that we only had a total of 72 users after 1400 hrs on weekdays and on weekends per month (estimate of 8 actual patrons per day). This equates to a per patron cost of \$85.00 per month to operate those off peak hours for just those 8 people. After reducing the hours we were able to save approximately \$100,000.00 per year. Facilities such as: pools, gyms, libraries, and sports should be supported by Appropriate Funds (APF). Unfortunately, Appropriated Funds are not sufficient to cover these costs and the fees assessed for pool users does not begin to cover the annual operating costs at Knight Pool.*

**Status:** **Unattainable (1<sup>st</sup> Qtr FY06)**

**Issue 10: DOD Domestic Dependent Elementary and Secondary Schools (DDESS) opportunities for off-post dependant children**

Soldiers with dependent children stationed at Fort Jackson and living off-post, must take one of four courses of action:

1. Use the state-provided education;
2. Home school;
3. Pay the costs associated with private schooling; or
4. Live in Fort Jackson's antiquated and small housing in order to use DDESS.

In some cases none of these options are favorable to the Soldier.

**Recommendation:** Allow Soldiers living off-post the opportunity to use DDESS.

**Response:** DDESS must follow a Federal statute in regard to school eligibility. Section 2164 of Title 10 United States Code specifies DDESS enrollment eligibility. Children of military members on Active Duty assigned permanent living quarters on a military installation are eligible to enroll in DDESS. DDESS has no waiver authority of this statute. There is allowed a "good cause continuation of enrollment" when it is in the National interest. That would allow a child already legitimately attending on post schools to continue despite a move off-post. That has been limited to the following: 1. Dependents of severely disabled or deceased service members. 2. Rising seniors. 3. Children already legitimately enrolled in on post schools that move off-post may finish that school year. In addition, those waiting for housing, but not yet living on post are granted a provisional 90 day enrollment. The soldier must move on post to maintain that enrollment. In the case of housing unavailability due to the Residential Communities Initiative renovations, the commander can request of DDESS an additional 90 days extension of eligibility. There is no waiver for service members who make the personal choice to live off-post.

In order for those living off-post to attend Domestic Dependent Elementary and Secondary Schools, not only would Section 2164 of title 10 United State Code need to be changed, but the financing system for DDESS would need to change as well. The issue of "antiquated housing" will soon be made moot due to the privatization of Fort Jackson housing. September 2008 will see an RCI take over of Fort Jackson housing.

Soldiers are encouraged to contact the School Liaison Office to assist them in getting information regarding school options in their new location prior to any move. Contact the Fort Jackson School Liaison Officer (SLO) at 751-6150 or find a SLO for your upcoming post by going to SITES at <https://www.dmdc.osd.mil/appj/sites/index.jsp> or by contacting MWR at your new installation.

**Update:** Issue submitted to the Commanding General, not recommended for forwarding.

**Status:** Unattainable (AFAP – 2<sup>nd</sup> Qtr FY07)

### **Issue 11: Respite Care for Family Members of Drill Sergeants**

There is no designated Respite Care for Drill Sergeants and Family Members. Drill Sergeants endure long hours leaving the spouse responsible for maintaining the household. This imposes stress on both the Drill Sergeant and the spouse, not allowing for personal time and time needed for appointments due to a lack of funding for childcare.

**Recommendation:** Allow Respite Care funding for Drill Sergeants and their Family Members.

**Response:** Contacted MWR in reference to regulatory guidance and funding. The Family, Morale Welfare & Recreation Command (FMWRC) received FY07 GWOT funds for EFMP Respite Care to be used for deployment-related stress of EFMP families in

Mar 07. This approval came from the Dept of the Army. In accordance with policy letter dated 4 June 07, respite care is only provided for EFMP family members.

**Update:** Voted unattainable by the IAC.

**Status: Unattainable (Drill SGT Spouse Focus Group) (4<sup>th</sup> Qtr FY 07)**

### **Issue 12: Post Gym Shower/Locker Rooms**

Post gym locker/shower rooms are inadequate and outdated for usage. Facilities cannot accommodate the number of users.

**Recommendation:**

- Renovate and expand existing facilities to accommodate the patron usage.
- Build new Permanent Party Fitness Center.

**Response:** Fort Jackson currently has 4 fitness centers available for eligible patrons to utilize. According to Army standards Fort Jackson is authorized 96,000 square feet for fitness and we currently meet that base line standard. Effective June 1, 2008, we stopped charging for Fitness at Andy's Fitness Center and all patrons may now use their more modern locker rooms. While we have invested in new state-of-the-art exercise equipment in all four facilities, the modernizing of the other locker rooms is too low a priority on Fort Jackson to be considered attainable at this time.

**Update (June 08):** The Installation Action Council voted this issue unattainable.

**Status: Unattainable (Soldier's Focus Group) (4<sup>th</sup> Qtr FY 07)**

### **Issue 13: Dedicated Space for Children's Play Group**

The Family Advocacy children's play groups do not have a dedicated space to meet. Currently the play groups for children under 4 years old are meeting at the Child and Youth Services Gymnasium. This space is inadequate and unsafe for the ages of the children in the group. The floor is slick and there are bleachers that the children climb. Continued use of this location could lead to injuries.

**Recommendation:** Provide a building for this group that has been approved and designated for play group activities, with a playground, an area for story time, singing and dance, arts and crafts, pretend play, and infant crawl areas.

**Response (May 08):** ACS will ensure that the current area is safe, that the floors are not slippery, and that the children are closely supervised to avoid any potentially harmful situations. The reality is that this program has to compete for available space, and we do not have enough space to give every activity its own dedicated space. We will continually search for ways to make the program better and our facilities more conducive.

**Update (June 08):** The Installation Action Council has voted this issue unattainable.

**Status: Unattainable (3<sup>rd</sup> Qtr FY 08)**

### **Issue 14: Post Recreation Center**

Currently, there is no recreation center for the WTU, families and guests. This adversely affects the WTU community because there is no family friendly location for Soldiers to spend time with their families/guests while rehabilitating on Fort Jackson. Having a community recreation center will positively impact the WTU's morale and welfare, as well as provide a positive social atmosphere to share with their families/guests.

**Recommendation:**

- Build a recreation center (billiard tables, air hockey, video games, & movies) for WTU
- Acquire existing space for a recreation center

**Response (May 08):** *We currently have a recreation center in the SFAC that provides a safe haven whereby the WTs and their Family members enter a warm, relaxed and welcoming environment. The WTs and their Family members may socialize in the lounge that is open to them 24 hours a day. They may visit the TV room to watch movies or just relax on the couch. We have tables in the lounge that they may use to study/complete educational requirements. We have tables that they may play games (cards, dominos, chess, etc.). We have three PCs available that are connected to the internet and they may print documents as needed. We provide MWR sponsored recreational events to them and their Family members. We provide social gatherings for them and their Family members once a month. Although we are in the process of building a new SFAC that should be completed in late August, it will not be large enough to contain large game equipment.*

**Update (June 08):** *The Installation Action Council has voted this issue unattainable.*

**Status: Unattainable (WTU Focus Group) (3<sup>rd</sup> Qtr FY 08)**

**Issue 15: Free Child Care for Drill Sergeant (DS) Families**

Currently there is no free childcare for DS Families. DS Families have to pay regular childcare fees. Due to cost, availability and demands on DS spouses, there is little opportunity to have stress-free time. Having to pay for childcare is an additional stressor on DS spouses.

**Recommendation:** *DS should be considered mission-essential when determining childcare fees, in line with dual-military, single, and deployed Soldiers who receive this consideration.*

**Response (Sep 08):** *A similar issue regarding Respite Care was surfaced during a Drill SGT Spouse Focus Group, 4<sup>th</sup> Qtr FY 07 and was voted “unattainable”. The response from DFMWR regarding policy guidelines was as follows: “The Family, Morale Welfare & Recreation Command (FMWRC) received FY07 GWOT funds for EFMP Respite Care to be used for deployment-related stress of EFMP families in Mar 07. This approval came from the Dept of the Army. In accordance with policy letter dated 4 June 07, respite care is only provided for EFMP family members”. The Installation Action Council requested that CMS research and provide more detailed recommendations (desired days, hours, etc.) before voting whether or not to forward this issue.*

**Update (Dec 08):** *Per DFMWR: The Army has not funded respite care for families of Drill Sergeants. The only authorized respite care at this point is for families with exceptional family members, families with a deployed soldier, families of soldiers with a temporary change of station, families of soldiers on a permanent change of station unaccompanied tour, families of a Wounded Warrior or Warrior in Transition and families of Fallen Warriors. Fort Jackson Child, Youth and School Services has no authorization or funding to provide free child care for families of Drill Sergeants other than the care associated with the extended mission hours.*

**Update (Dec 08):** *The IAC voted this issue unattainable.*

**Status: Unattainable (Drill Sergeant Spouse Focus Group) (4<sup>th</sup> Qtr FY08)**

### **Issue 16: Support for Families of Deployed Soldiers**

Family members of deployed Soldiers are not being provided adequate support and some are not aware of the services available to them. Despite the fact that the numbers of deployed families are small, it is important that they are contacted on a monthly basis and are made aware of programs such as “Hearts Apart”. The current “Hearts Apart” program does not have someone devoted to marketing it and supporting families on a full-time basis. Not having adequate support affects all family members of deployed Soldiers and can have a negative effect upon mission readiness and retention.

**Recommendation:** Hire a full-time person to take on “Hearts Apart” and other family member support groups.

**Response (Dec 08):** *Hearts Apart is a component of the Mobilization and Deployment Program under Army Community Service. It fills the gap for families that do not have an active Family Readiness Group. Events are conducted monthly and are open to Fort Jackson Families as well as other Families in the area who have a spouse/parent who is deployed or serving on an "All Others" tour. Hearts Apart is a link between Army services and programs and the Family and events are placed in the Fort Jackson Leader, on the ACS website, and distributed through locations on post where families are likely to go such as the PX and Commissary. Fort Jackson e-mail distribution list: Jackson All/C&S Distribution is also used. In the past the State Newspaper published an article about the program at Fort Jackson; Mobilization/Deployment Staff conducted an awareness and information event at North Springs Recreation Center in NE Columbia, and information was mailed via USPS regarding upcoming events. Current initiatives include notifying all families using e-mail distribution monthly; personally calling families; using Family Readiness Group Leaders to participate in Hearts Apart and to communicate the program to those who may need it; and a Family Readiness Support Assistant has been hired to work at the installation level that will be a real asset in helping to get the word out. It is not recommended to hire a full time person for Hearts Apart.*

**Update: (Dec 08):** *The IAC voted this issue unattainable due to lack of resourcing for a new hire.*

**Status: Unattainable (1<sup>st</sup> Qtr FY09)**

### **Issue 17: Parking at the Solomon Center**

Use of the Solomon Center for special events creates a problem for routine patrons. On days that there is a special event (usually Saturdays), the routine patrons are forced to park farther away. This sends the message to them that they are not valued customers. Patrons should have the courtesy of using the gym without having to park far away, even on days that there are special events.

**Recommendation:** Set aside parking spaces for gym patrons to use on days when special events are being held.

**Response:** *Fort Jackson currently has four fitness centers available for eligible patrons to utilize. Andy's located in the Solomon Center, Perez Fitness Center, Coleman and Vanguard gyms. All of the Fitness Centers have state of the art cardio and strength equipment. FMWR does not want to assign special parking only for fitness center*

patrons, this would be difficult to enforce and supervise. Please be assured that all of our FMWR patrons are valued customers and we appreciate your concern.

**Update (Dec 08):** This issue was voted unattainable by the IAC.

**Status: Unattainable (1<sup>st</sup> Qtr FY09)**

### **Issue 18: Cost of Childcare**

Childcare rates per household income are too extreme. Rates are not competitive with off-post facilities. Total family income is considered, not debt to income ratio. This causes financial strain on families which results in families finding alternate means of childcare.

**Recommendation:** Change policy to lower current childcare rates. Consider debt to income ratio (disposable income) when setting fees.

**Response:** Childcare rates are based on Department of the Army and Department of Defense Fee Policies. Fees are based on total family income in 6 different income categories in accordance with those policies. Fort Jackson fees are competitive with off-post facilities in the Columbia area. A January 2009 survey of 4 off-post facilities (3 chains and 1 church-related program) revealed that childcare on Fort Jackson is less expensive for most families and that infant/toddler care is significantly less expensive. Setting childcare fees based on debt-to-income ration would actually reward individuals who do not manage their finances well and could encourage individuals to take on additional debt rather than living within their means. Individuals who are experiencing a financial hardship can request "hardship consideration" by contacting the ACS Financial Readiness Program. Financial counselors will do an assessment of income and living expenses and provide a recommendation to CY5 for potential lowering of their childcare fees. Fees, when lowered, are normally done so on a temporary basis to assist the Family in bringing expenses in line with income.

**Update (Dec 08):** This issue was voted unattainable by the IAC.

**Status: Unattainable (Soldier Focus Group) (1<sup>st</sup> Qtr FY09)**

### **Issue 19: Extended Gym Hours**

The gyms across the installation close at 9:00pm on weekdays and between 2:00pm and 6:00pm on weekends. These hours are not convenient for patrons such as Drill Sergeants who work odd hours. Current hours prevent maximum utilization of the facilities and could create a hindrance to those desiring to exercise.

**Recommendation:** Extend the hours at one or two of the primary gyms on the installation (Coleman's and/or Andy's) to midnight.

**Response (Feb 09):** Per FMWR: "Community Recreation Division currently operates 4 fitness facilities on Fort Jackson. The fitness centers operate a total of 104 hours per week. Fort Jackson currently exceeds the Army baseline standards for hours of operation for fitness centers. Fitness facilities open at 0500 and close at 2100 Monday through Friday, 0800 until 2000 on Saturdays and 0600 until 2000 on Sundays. There has not been a demand for the facilities to be open later during the week or on weekends. Several of the Brigades also have fitness equipment in their day rooms that are available for Drill Sergeants. The Sports and Fitness department conducts periodic needs assessments and the facility hours will be surveyed". The IAC voted this issue unattainable.

**Status: Unattainable (Soldier Focus Group) (2<sup>nd</sup> Qtr FY09)**

**Issue 20: FMWR Discounts for EFMP Families**

Families enrolled in the Exceptional Family Member Program (EFMP) would like to participate in more on-post FMWR activities such as bowling, water park, and miniature golf. The only time these Families can receive a discount is with EFMP-sponsored activities. Family participation in recreational activities relieves some of the stress on these Families and provides an opportunity for them to spend time together. Discounts for these Families may encourage them to use the on-post FMWR facilities without additional stress such as financial issues due to special needs requirements.

**Recommendation:** FMWR provide discounts for Families with special needs who are enrolled in the EFMP, and who participate as a Family at the bowling center, water park and miniature golf.

**Response (Feb 09):** *Per FMWR: “ACS operates with Appropriated Funds and is prohibited from using them to purchase tickets for entertainment events or food. Certain types of donations can be accepted by ACS and used for this purpose. We agree that the discounted tickets are a great benefit to our families with special needs and will continue to try to get more donations so these activities can continue”.*

**Update:** *The IAC voted this issue unattainable.*

**Status: Unattainable (EFMP Focus Group) (2<sup>nd</sup> Qtr FY09)**

**Issue 21: Lack of Funding for Childcare During EFMP Support Group Meetings**

Army Community Service’s Exceptional Family Member Program (EFMP) provides monthly support groups that are very informational. Families that attend the meetings bring their children because they do not have the funds to pay for additional childcare. Many EFMP Families are experiencing financial difficulties due to medical expenses, household expenses, etc. During the meetings, parents are constantly distracted with attending to children’s needs, causing them to miss important information they may need to assist them with caring for their special needs child(ren). Childcare cannot be provided by the EFMP staff or other parents due to childcare regulations on the installation.

**Recommendation:** Provide funding for EFMP support group meetings so that parents may attend the meetings to obtain needed information and also encourage parents to attend who are unable to due to childcare issues.

**Response (Feb 09):** *After discussion among council and community members, the IAC voted this issue unattainable.*

**Status: Unattainable (EFMP Focus Group) (2<sup>nd</sup> Qtr FY09)**

**Issue 22: Variations in FMWR Program Fees**

The variation in the cost associated with the rank of the customer as it relates to the MWR facilities.

**Recommendation:** Set one standard cost for programs and services without regard to the individual’s rank or status.

**Response (Jun 09):** *The current tier-pricing was established by previous leadership in order to charge junior enlisted personnel less than senior ranking personnel. The tier-*

pricing for childcare and youth program fees is established by Department of the Army. The 3<sup>rd</sup> quarter IAC voted this issue unattainable.

**Status: Unattainable (3<sup>rd</sup> Qtr FY09)**

**Issue 23: AA Support for Family Members with Free Childcare**

Need childcare support for Army mothers afflicted with addictions so that they may receive treatment via outpatient treatment centers and self-help groups where children aren't allowed.

**Recommendation:** Have one to three hour childcare so that Spouses of Soldiers can receive treatment for addiction. Self-help groups and treatment centers do not allow mothers to receive help while being the primary care providers of young children. Always having the children prevents addicted mothers from seeking help because children are not allowed at outpatient treatment centers and self-help groups discuss material children do not need to hear. Soldiers' Spouses are without family and their Spouses for support most times and without the time to be alone to receive treatment, the Army family suffers and children are placed in danger as long the Army Spouse is without treatment options for recovery.

**Response (DFMWR) (Dec 09):** DFMWR does not provide free childcare. Community members who need free childcare need to coordinate the approval of those services with the agency for which they are seeking support from.

**Response (DHR) (Dec 09):** *After careful review and research of the attached Community FIRIST issue, we determined that this issue regarding child-care services (paid or free) should be addressed by the Directorate of Family and Morale Welfare and Recreation (DFMWR). We do not provide or coordinate child-care services for clients involved with our ASAP services.*

**Response (ACS) (Dec 09):** In accordance with the Department of the Army guidelines for respite care; substance abuse is not a qualifying condition for EFMP respite care. There is a list which identifies the qualifying conditions.

**Response (MACH) (Dec 09):**

**Status: Active (Community Member) (1st Qtr FY10)**

## **DIRECTORATE OF HUMAN RESOURCES (DHR)**

### **Issue 1: Family Member Tuition Assistance.**

**Recommendation:** Family members would like to have tuition assistance money to attend college. At present there are no funds available to assist in the education process.

**Response (Nov 03):** Issue previously submitted and declared unattainable. The May 03 GOSC declared this issue unattainable based on the cost of a spouse TA program and the continuous demand for Soldier TA funding.

**Status: Unattainable (FY 03)**

### **Issue 2: Lack of Full-Time Veteran Affairs Representative on Fort Jackson**

Retirees, Veterans, Active Duty and their beneficiaries are not able to obtain VA information on a regular basis due to assigned VA Rep only being on Fort Jackson part-time. Fort Jackson is used as a primary resource for Veterans' information on a daily basis.

**Recommendation:** Recommend Fort Jackson establishes a full-time Veteran Affairs Liaison on Fort Jackson.

**Response:** The Director of Human Resources has previously requested that Mr. Ferguson, our Veterans Representative, be assigned at Fort Jackson on a full-time basis. Due to limited resources, increased workload and budgetary restraints, the Department of Veterans Affairs is unable to provide the additional man-hours.

**Status: Unattainable (AFAP – 2<sup>nd</sup> Qtr FY 06)**

### **Issue 3: Retiree Pin (Retired/US Army)**

The new Retiree Pin just issued this year is too large for the lapel of a male or female jacket. The pin could also represent the US Army Reserve (USAR) and the Army National Guard (ARNG).

**Recommendation:**

- Reduce the pin in size.
- Leave the star with the black background as it easily recognized by Veterans and Civilians.
- The only word on the pin should be RETIRED placed at the bottom, this way the pin could also represent the US Army Reserve (USAR) and the Army National Guard (ARNG).

**Response:** The Directorate of Human Resources does not have anything to do with the design or size of the Retiree Pin and has no authority to change it. This recommendation should be forwarded to CSA Retiree Council, at the address below, for consideration:

CSA Retiree Council  
200 Stovall Street  
Alexandria, VA 22332

**Update (June 07):** Voted unattainable by WBAC

**Status: Unattainable (3<sup>rd</sup> Qtr FY07)**

#### **Issue 4: Loss of Survivor Premiums when Retiree Spouse predeceases Retiree**

The premiums paid to survivor benefits are lost at the death of the spouse. There are Retirees that have invested in the Survivors Benefit Plan (SBP) who have lost their spouse and subsequently lost all money paid into the program. The monetary loss over an extended period of time affects the financial well-being of our Retirees.

#### **Recommendation:**

- Allow a change in regulation to stipulate conditions for refund.
- Require and enforce effective training/discussion with Retiree and Spouse.
- Authorize children as beneficiaries.

**Response:** *SBP Primary Coordinator located in Alexandria, Virginia was contacted in reference to the AFAP issue. By law, SBP premiums cannot be refunded to retirees if their spouse predeceases them.*

#### To further clarify the issue:

*SBP was designed as the sole means for retiree to continue a portion of their retirement pay to their designated survivors. The retiree pays only part of the SBP premium and the government subsidizes (47.5%) the remainder. The retiree's pay premiums for SBP coverage after retirement and annuity payments start at the retiree's demise. Therefore, no premiums are refunded if the designated survivors/beneficiary predeceases the retiree.*

*The Survivor Benefit Plan (SBP) was signed into effect 21 Sept 72. SBP was not designed as an insurance policy to accumulate a cash value or a return of the monies paid into the plan. All retirees are briefed on SBP prior to retiring. Retirees cannot process out of the Armed Forces without making an election.*

*Child (ren) Option: Eligible until age 18, or 22 if full-time, unmarried student. Unmarried incapacitated child (ren) is eligible forever (if condition was incurred pre-18 or 22). The cost stops when no eligible children remain.*

*Spouse Option: Annuity provided 55% (pre-62), 35% (post-62). Post-62 incrementally increased to 55% effective 1 Apr 08. Annuity paid forever (unless remarriage occurs pre-55), if remarriage ends, annuity are reinstated. Annuity increases by annual COLA. The websites that provides question and answer for SBP issues are:*

*<http://www.military.com/benefits/survivor-benefits/survivor-benefit-plan-explained>*

**Update:** *Issue submitted to the Commanding General; was disapproved for forwarding.*

**Status: Unattainable (AFAP – 2<sup>nd</sup> Qtr FY 07)**

#### **Issue 5: Full-Time Veterans Affairs Representative**

There are currently no provisions for a full-time Veterans Affairs (VA) Representative at Fort Jackson. Due to the influx of Operation Enduring Freedom / Operation Iraqi Freedom (OEF/OIF) veterans, Warriors in Transition, and those retiring, there is not enough manpower to adequately serve these individuals in a timely manner. Without a full-time VA Rep on Fort Jackson, these Soldiers are not being adequately advised on their critical veteran's rights, thereby affecting their morale and quality of life.

**Recommendation:** *Provide a full-time VA Representative at Fort Jackson.*

**Response (May 08):** *The above issue falls under the purview of the Department of Veteran's Affairs and therefore cannot be addressed by the Directorate of Human Resources. This issue was forwarded to the Columbia Regional Office, Department of Veterans Affairs @ 1801 Assembly Street, Columbia, SC 29201. The point of contact*

*(POC) is the Assistant Veterans Director. Contact the POC for further guidance and assistance.*

**Update (Nov 08):** *The Department of Veterans Affairs is mandated under a Memorandum of Understanding to provide a veteran's service representative to Fort Jackson on a bi-weekly basis. This has been determined as sufficient based on the documented workload.*

**Update (Dec 08):** *This issue was voted unattainable by the IAC.*

**Status: Unattainable (Retiree/Veteran Focus Group) (3<sup>rd</sup> Qtr FY 08)**

**Issue 6: *Expanding Access to Information for Retirees and Veterans in Remote Locations***

*Insufficient information is being disseminated to retirees and veterans residing beyond the Fort Jackson and Midlands areas. Upstate is the fastest growing area for Retirees and Veterans, and this sector is not being consistently reached. There appears to be no proactive information push and outreach for remote Retiree and Veteran participation in Fort Jackson events. Therefore, this population is unable to take advantage of the services offered, such as Commissary/PX sales, military benefits and MWR on-post events.*

**Recommendation:** *Identify retirees and veterans and establish an information network that would disseminate timely information to this population. Suggestions for information dissemination include: provide the "Leader" in outpatient clinics in remote areas; coordinate with VA offices in outlying counties to distribute flyers about upcoming events; start an e-mail "buddy list" similar to that utilized by AAFES.*

**Response (May 09): Originally sent to PAO-** The Public Affairs Office is not staffed or funded to provide promotional outreach. The Leader newspaper is our primary means of communication with the Fort Jackson website a secondary communication source. Newspaper distribution is provided by contract agreement and is limited to 15,000 in the Midlands area. The newspaper is also online through two different websites for access by every member of the Fort Jackson community and beyond. The fort's website also contains links that provide information for veterans and retirees.

**From DHR-** A retiree bulletin is sent to all Army retirees and to civil service organizations. Cost prohibits distribution to other branches of service.

**Update (Jun 09):** Vetted by IAC and considered unattainable.

**Status: Active (Retiree/Veteran Focus Group) (3<sup>rd</sup> Qtr FY09)**

## **DIRECTORATE OF INFORMATION MANAGEMENT (DOIM)**

### **Issue 1: Post Operator**

There is no live post operator for Fort Jackson. The current automated system, 751-1110, is not user-friendly (too many prompts) and is confusing for those who are not familiar with the structure of Fort Jackson. As a result, callers call key agencies/organizations- such as IOC, Range Control, Red Cross, etc.- to get general information. Not having a post operator takes away from the productivity of these organizations because they have to stop and respond to incoming calls that are not related to their mission. This is more than an inconvenience- it interferes with day-to-day operation and overall mission. It reflects to outside agencies and individual callers that we as an installation are not organized. This issue also poses a possible safety risk because in the event of an urgent situation (when time is essential), the caller could have problems locating appropriate personnel by phone.

**Recommendation:** Hire a "live" post operator for Fort Jackson.

**Response (Dec 08):** *A Department of Defense (DoD) Business Initiatives Council (BIC) studied base operator functionality for CONUS locations and as a result the Interactive Voice Response System was certified and fielded for Army installations which is the "Automated Directory Assistance System (ADAS)". The tangible benefits in going to this system were elimination of telephone operators (costs savings) and reduced phone call expenses through the exclusive use of an automated system. This process has been implemented in both DoD and industry where a standardized menu has been established for platform convergence. That said, the standardized menu's are only as good as structured and updated by the customer in concert with DOIM technical support. In the future, an OPORD will be submitted to organizations to engage in the structure and update of applicable menu (minor) changes that will not conflict with BIC objectives. It will be a prolonged process and will not alter current business practice to bring back "live" operators.*

**Update (Dec 08):** *This issue was voted unattainable by the IAC.*

**Status: Unattainable (1<sup>st</sup> Qtr FY 09)**

## **DIRECTORATE OF LOGISTICS (DOL)**

### **Issue 1: School Buses for on Post Housing**

Lack of school buses on post causes an inconvenience to Soldiers and Families during times of increased mission readiness. In the past year there have been a couple of attempted child abductions while walking to and from school. This causes parents undue stress and concern for their child's safety.

**Recommendation:** Change DOD regulation and policy to include all quarters on Post to be eligible for bus service.

**Response (June 08):** *This issue was resurfaced during the 2008 Fort Jackson AFAP Conference. This issue was voted unattainable by the Installation Action Council.*

**Status: Unattainable (AFAP – 3<sup>rd</sup> Qtr FY 08)**

### **Issue 2: Families with special needs children who PCS from one CONUS location to another are having difficulty transporting two vehicles.**

Some Families that have two POV's and have special need children are having issues driving from one CONUS location to another with their child(ren) who have medical conditions. Driving two vehicles separates the parents and may cause the parent transporting the child with special needs to have additional stress and distractions placed upon him/her while driving. For example, if a child has an asthma attack and there is only one adult in the vehicle, the driver could easily become distracted trying to drive the car to a safe location to assist the child and could unintentionally cause an accident. If both parents are in the same car then the adult not driving could provide assistance while the driver could concentrate on driving safely to a location.

**Recommendation:** Department of the Army authorize CONUS shipment of one POV for Families PCSing with two POV's who have Family Members with qualifying medical conditions (ex. Autism, ADD/ADHD, asthma, medically fragile conditions, etc.).

**Response (Feb 09): Per DOL:** *“The Joint Federal Travel Regulation, U5417, entitles Uniformed Service Members the opportunity for transporting the entire family in one vehicle. There are limitations to the entitlement. The Member is required to make his/her own arrangements to have the vehicle transported and then apply for reimbursement. Members would be advised to contact their finance travel office for specific details, prior to making these arrangements. This entitlement and reimbursement procedures are not handled, arranged or settled by the transportation office. This entitlement is associated with MALT and should be discussed with the finance office”. The IAC voted this issue unattainable.*

**Status: Unattainable (EFMP Focus Group) (2<sup>nd</sup> Qtr FY09)**

## **DIRECTORATE OF LOGISTICS AND ENGINEERING (DLE)**

### **Issue 1: Bus Service to On-Post Schools.**

There is no bus service for all children to the three on-post schools. Distances to the school can exceed 1.5 miles. Children are either required to walk unsafe distances and the traffic at schools is excessively heavy.

**Scope:** Provide daily bus service to and from all on-post schools for all children living in the Fort Jackson Family Housing area.

**Response:** *This issue deals with walking distance and heavy traffic at crossing areas. This issue was voted on by the Well-Being Action Council for forwarding to the Department of Defense Education Activity (DODEA). It will be prepared for submission to the commanding General for approval and forwarding.*

**UPDATE:** *This issue was forwarded to TRADOC AFAP Conference – to be held June 06.*

**UPDATE:** *This issue was returned to Fort Jackson from TRADOC – stating it is a local issue between local school districts and Fort Jackson.*

**UPDATE (June 07):** *This issue has been deemed Unattainable by the Well-Being Action Council*

**Status: Unattainable (Family Member Focus Group) (1<sup>st</sup> Qtr FY 06)**

## **DIRECTORATE OF PLANS TRAINING MOBILIZATION AND SECURITY (DPTMS)**

### **Issue 1: Use of Alcohol and Tobacco by Initial Entry Training (IET) Soldiers**

Underage drinking and the illegal use of alcohol and tobacco products between AIT and BCT Soldiers is a problem. This is causing an increase of crime throughout the training environment. As a result, there is a high strain on Cadre, Chain of Command and Emergency Services.

#### **Recommendation:**

- Eliminate consumption and possession of alcohol and tobacco in the IET environment.
- Do not issue CAC cards to IET Soldiers as a replacement for lost “green” Teslin ID cards.

#### **Response:**

*The following regulatory guidance outlines the possession of alcohol and tobacco in the Basic Training and AIT environments.*

1) *BCT Soldiers are not allowed to use Alcohol or Tobacco during the course of their training.*

2) *For AIT Soldiers, TRADOC Reg. 350-6, para. 2-2 states the following:*

*(7) Upon the completion of Phase IV (AIT). Soldiers are granted privileges up to and including permanent party privileges. Privileges may be withheld or withdrawn based on the Soldier’s conduct and performance.*

*(a) AIT Soldiers who pass the initial APFT test with only 50 points in each event will not be authorized to consume alcoholic beverages and tobacco products.*

*(b) Alcoholic beverages and tobacco products may only be used if the Soldier is of legal age. Alcoholic beverages will not be used within 8 hours prior to reporting for duty. Soldiers granted these privileges will not consume alcoholic beverages or use tobacco products in the presence of those Soldiers who have not been granted these privileges.*

**Update (June 07):** *Presented to the WBAC, voted unattainable.*

**Status: Unattainable (AFAP – FY 07)**

### **Issue 2: Post Museums**

Museums are scattered across the installation, not easily found, and in some cases (Main Post Museum) in buildings that are in need of repair. The majority of Soldiers on post and visiting Family members learn about the Army and Fort Jackson from these museums. The Post Museum is a main tourist attraction, yet it is in need of great repair.

#### **Recommendation:**

- Consolidate all of the post museums into one new structure.
- Locate new structure near Hilton Field so that it is more visible and can be easily accessed by the BCT Soldiers, graduation attendees, and by the many visitors to pos (4<sup>th</sup> of July, AF Day, etc.) who will see it. It would be a great recruiting tool and instill pride into the post.
- Attempt a partnership with the local community (Hospitality Tax) could be used to help build a structure that could be a huge attraction similar to the Special Forces Museum at Fort Bragg.

**Response:** *This has been addressed before in another forum. Due to a lack of a single building that could possibly house all of the exhibits, we would have to construct a building and to date there are not enough funds to do this. We will request that this project be added to the Installation MILCON List for consideration.*

**Update (June 07):** *Voted unattainable by the WBAC.*

**Status: Unattainable (3<sup>rd</sup> Qtr FY 07)**

## **DIRECTORATE OF PUBLIC WORKS (DPW)**

### **Issue 1: Inconsistent Heating and Cooling of Post Facilities**

The heating in on-post facilities turn on and off at certain times of the year, resulting in varying temperatures inside the facilities. For example, temperature at the Chapel was 65 degrees and 85 degrees later on that month (December). This was in the facility where children were being cared for. The heat in Hood Street School Annex is still not on (as of December 2008); therefore, patrons utilizing the building get cold. Inconsistent heating and cooling can result in illnesses and a reluctance to continue to use the facilities.

**Recommendation:** Provide the means to heat and cool each facility on site.

**Response (Jun 09):** *Vetted at the 3<sup>rd</sup> qtr FY09 IAC: It is not feasible to provide a means to heat and cool each facility on the installation. Issue was voted unattainable.*

**Status: Unattainable (Family Member Focus Group) (1<sup>st</sup> Qtr FY09)**

### **Issue 2: Lack of Parking in Transient and School Areas**

Due to lack of parking (i.e. SSI, Chaplain School, and all lodging facilities), Soldiers are parking illegally and receiving tickets. Because of the tickets, Soldiers incur costs, must take additional safety classes and are subject to administrative actions.

**Recommendation:**

- Provide more parking to accommodate the increase in students
- Relocate the motorcycle safety course
- Add parking garage

**Response (Jun 09):** *There are no plans to increase the size of parking lots- it is financially and logistically not feasible.*

**Update:** *The IAC voted this issue unattainable.*

**Status: Unattainable (AFAP – 2<sup>nd</sup> Qtr FY09)**

## **DIRECTORATE OF RESOURCE MANAGEMENT**

### **Issue 1: ATM Machine at Century Lanes**

There is currently no automatic teller machine (ATM) at Century Lanes Bowling Center. Anyone who needs money has to leave and go to an ATM at another location. Having an ATM machine onsite would be more convenient for Century patrons.

**Recommendation:** Place an ATM machine at Century Lanes.

**Response (Jun 09):** *Originally sent to FMWR- FMWR would like to put an ATM in Century Lanes as well as many other facilities, however, the current banking agreements between the installation (DRM) and the two financial institutions (Wachovia and All South Credit Union) specify that the locations of ATMs will be in areas determined by the financial institutions. Any other ATMs not provided by Wachovia or All South Credit Union are violations of the banking agreements.*

**From IAC-** *Wachovia and All South Credit Union have declined to add an ATM at the location. This issue was voted unattainable.*

**Status: Unattainable (2<sup>nd</sup> Qtr FY09)**

## **DOMESTIC DEPENDENT ELEMENTARY AND SECONDARY SCHOOLS (DDESS)**

### **Issue 1: Grade-Level Breakdown at Elementary Schools**

Because of the grade-level breakdown at the schools on post (C.C. Pinckney and Pierce Terrace), there are parents who have children who attend the two separate schools. This creates a dilemma because, in such cases, one of the children is too young to travel to and from school alone. The current breakdown creates an inconvenience for parents and poses a safety issue for the young children.

**Recommendation:** Have at least one of each grade level attend the schools so siblings will not be required to attend two different schools.

**Response (Feb 09):** *“Pierce Terrace Elementary and C.C. Pinckney Elementary were designed with children of different ages in mind. The libraries are designed to accommodate children of specific ages. At Pierce Terrace, the bathrooms, furnishings, display boards, sinks, etc. were all designed with younger children in mind. Each school is able to focus on the ages and needs of the students that attend these schools.*

*As per Policy Memorandum 5-3 Supervision of Children; Children 6<sup>th</sup> grade and under may not babysit siblings. Having an older sibling escort a younger sibling to school may be more convenient, but it is not necessarily the best option for the safety of younger students. Children first grade and up may walk to school alone or in groups only after the parent has considered the child’s level of maturity and the hazards of the route. Children younger than first grade must be accompanied by an adult or responsible caregiver.*

*There are children attending Pierce Terrace with no older siblings in the family as well as children who attend half day programs who also need to get to school safely. Parents are encouraged to escort or drive their children to school. If a parent’s schedule does not allow for this, Child and Youth Services provides before and after school care with transportation for students in these schools. Younger children in half day programs can get transportation to and from Pierce Terrace if enrolled in the full day care program”.*

*This issue was voted unattainable by the IAC.*

**Status: Unattainable (Soldier Focus Group) (2<sup>nd</sup> Qtr FY09)**

## **GARRISON**

### **Issue 1: Access to Fort Jackson**

Service-connected disabled Veterans (20% or more) do not have easy access to Fort Jackson to utilize services. These Veterans have to go through the same security measures as those of a Civilian. This impacts their morale by making them feel forgotten.

**Recommendation:** Provide a DoD decal to 20% or more service-connected disabled Veterans.

**Response:** AR 190-5 specifically refers to the registering of vehicles on post and who is authorized the decals: Military Members, Military Retirees, Civilian employees, and NG or Reservists. The Fort Jackson supplement also outlines who is authorized to register their vehicles (receive decals) on post. If these service-connected disabled veterans are members of one of the MWR facilities they may seek a Fort Jackson pass through MWR.

**Update:** Veterans can join an entity on post and obtain a decal. Will require further research.

**Update (Dec 07):** IAC voted this issue unattainable.

**Status: Unattainable (Veteran Focus Group) (3<sup>rd</sup> Qtr FY 07)**

### **Issue 2: Access to Entitlements on Fort Jackson**

Entitlements are not provided to service-connected Veterans (20% or more). Any Veteran under 100% disabled (service-connected) receives no entitlements on Fort Jackson. Veterans are excluded from the military community due to this lack of access. They are entitled to these services because of their service and commitment to our Nation.

**Recommendation:** Require Fort Jackson to make the same commitment to service-connected Veterans as they do to 100% disabled Veterans.

**Response:** Garrison Commander will review this action for possible implementation.

**Update (Dec 07):** IAC voted this issue unattainable.

**Status: Unattainable (Veteran Focus Group) (3<sup>rd</sup> Qtr FY 07)**

### **Issue 3: Separate APFT Track for Permanent Party Service Members**

The installation has no physical training (PT) track designated exclusively for permanent party service members. The current track at Darby Field is shared by Soldiers in training, civilians, and permanent party. There also is a perception of limited availability to other training facilities. Overpopulation of running tracks jeopardizes the safety of the runners and confuses those taking the APFT (Army Physical Fitness Test).

**Recommendation:**

- Re-educate units on Fort Jackson Regulation 350-1 (Fort Jackson Training Guidance).
- Publicize the scheduling procedures and post the confirmed reservations.
- Build an additional track designated for permanent party APFT.

**Response (June 08):** The GC stated that each unit/organization on post has access to a running track. This issue was voted unattainable by the Installation Action Council.

**Status: Unattainable (AFAP – 3<sup>rd</sup> Qtr FY 08)**

**Issue 4: Pregnant Lady Parking**

There are no pregnant lady parking spaces at facilities on post- Commissary and PX. Not having these spaces available makes it more difficult for pregnant women to patronize these facilities since walking a great distance is sometimes a problem for them.

**Recommendation:** Provide pregnant parking spaces at these facilities.

**Response (Sep 08):** *DES response: Per Section 5-2 of the FJ Supplement to AR 190-5 the issue needs to be handled by the directorate or agency head, with coordination through the DES. Areas or entities that don't have an agency head would fall to the Garrison Commander, by default. Additionally, there is no regulatory requirement to put this type of parking at any of the installation facilities.*

*Garrison response: There would be no way to determine if the user of the parking space is actually pregnant. Furthermore, a pregnant woman with limited mobility can see her physician to get a statement to submit to the DMV and receive a temporary handicapped parking decal.*

*The Installation Action Council voted this issue "unattainable".*

**Status: Unattainable (4<sup>th</sup> Qtr FY08)**

**Issue 5: Access to Fort Jackson**

Veterans with a 50% or more service connected disability do not have access to Fort Jackson unless they have access due to some other affiliation (e.g., as a retiree or a civilian employee). These veterans have to go through the same security measures as those of a civilian in order to utilize services on the installation. This negatively affects all non-retired veterans who have a 50% or more service connected disability.

**Recommendation:** Give access to 50% service connected veterans to installation by providing a sticker for their vehicle.

**Response (Feb 09):** *After reviewing a similar issue that was submitted 3<sup>rd</sup> Qtr FY 07, the IAC voted this issue unattainable.*

**Status: Unattainable (1<sup>st</sup> Qtr FY09)**

## **INSTALLATION HOUSING OFFICE / PRIVATIZED HOUSING**

### **Issue 1: Rent Disparity for On-Post Housing**

The policy for on-post housing specifies that a Soldier pays his entire BAH for rent. This means that an E-3 residing next to an E-5 both give up their BAH- \$1129 and \$1283, respectively- regardless of unit size, number of bedrooms, condition, etc. Furthermore, the E-5 does not receive any additional benefit despite paying over \$150 more than the E-3. The disparity in rent has a negative effect upon the morale of Soldiers and family members residing in housing.

**Recommendation:** Change rental rates to reflect unit size and/or number of bedrooms rather than solely on rank.

**Response (Feb 09):** *This is a Department of Defense Issue. Current legislation requires that members residing in on post housing pay an amount equal to their Basic Allowance for Housing (BAH). The IAC voted this issue unattainable.*

**Status: Unattainable (Soldier Focus Group) (2<sup>nd</sup> Qtr FY09)**

### **Issue 3: Living Arrangements for NCOs**

Single Soldiers at the grade of E-5 and below are required to reside in the barracks. This results in Non-Commissioned Officers (NCOs) living in the same quarters as the Soldiers of which they are in charge. Requiring NCOs to live in the barracks with their Soldiers leads to low morale, potential fraternization, and high stress levels for all residents.

**Recommendation:**

Change policy to allow NCOs (specifically, Corporals and Sergeants) the option of residing off post, or construct separate barracks for NCOs.

**Response (May 09):** In accordance with AR 420-1, Facilities Management, k(1) "Permanently assigned personnel in the grade of staff sergeant (E6) and above who are entitled to BAH at the "without dependent" rate may elect to reside off post." Therefore, Soldiers in the rank of E1-5 are required to reside in the barracks. Fort Jackson now allows Promotable E5s to reside off post. Requests must be provided to the RCI Office for processing. Since the current occupancy rate in the barracks is 86% and barracks space is available approval cannot be granted for all E5s to live off post. Additionally, the current Military culture is to ensure command and control in the barracks by allowing E1-5s to reside together.

**Update (SEP 09):** The IAC voted this issue as unattainable.

**Status: Unattainable (AFAP – 2<sup>nd</sup> Qtr FY09)**

### **Issue 4: Dog Park**

There is currently no dog park on Fort Jackson. Owners do not have a designated area where they can take their dogs and allow them to run around free of a leash.

**Recommendation:** Provide a dog park on Fort Jackson.

**Response (May 09):** During the project development process, the possibility of a "Bark Park" was raised by one of our Focus Groups. Installation Reps, RCI, the Vet Cdr and Balfour Beatty researched the issue. Concerns on keeping the area clean, tick/flea infestations, and the cost to maintain the park were raised and discussed in detail. Since there is a Bark Park located in Columbia (Sesquicentennial State Park located on

*Two Notch), the recommendation was to forgo the park for other amenities that would benefit a larger number of residents.*

**Update (Sep 09):** *The IAC voted this issue as unattainable.*

**Status: Unattainable (Town Hall) (3<sup>rd</sup> Qtr FY09)**

## **MONCRIEF ARMY COMMUNITY HOSPITAL (MACH)**

### **Issue 1: Coverage of Infertility through Tricare**

Not only coverage of the medication but also for the IVF process.

**Response:** *Issue needs to be raised to a higher level; infertility is not a covered TRICARE benefit. This is not a local MTF decision.*

**Status: Unattainable (3<sup>rd</sup> Qtr FY 04)**

### **Issue 2: With the medical and dental insurance having to pay for this benefit as a retiree spouse.**

**Response:** *Issue needs to be raised to a higher level; as submitter indicates, "this would require Congressional approval." This is not a local MTF decision.*

**Status: Unattainable (3<sup>rd</sup> Qtr FY 04)**

### **Issue 3: Dependents going to a civilian doctor and having to pay a bill without parent consent.**

Tricare should help put a stop to this.

**Response:** *Issue needs to be raised to a higher level. This is not a local MTF decision and has other implications (HIPPA etc.).*

**Status: Unattainable (3<sup>rd</sup> Qtr FY 04)**

### **Issue 4: OB/GYN on staff at MACH.**

Twice my wife went to MACH for emergency medical care as a result of two miscarriages and twice I was sent away to another hospital. Family Members help decide if a Soldier stays in the Army.

**Recommendation:** [Have an OB/GYN on staff at MACH.](#)

**Response:** *The number of doctors we have is determined by the Army Office of the Surgeon General based on our enrolled TRICARE Prime/Plus beneficiaries, and our mission. We do not provide OB services at MACH; therefore, when a patient arrives with an OB related issue, they are referred to a hospital where they can receive the appropriate care. TRICARE receives funding to treat these patients outside of MACH, when we treat these patients within MACH we are not funded. We do have a GYN doctor who is on staff at MACH and does treat acute GYN issues.*

**Status: Unattainable (3<sup>rd</sup> Qtr FY 05)**

### **Issue 5: Civilian Wellness Physical Training Program**

Current Policy only allows one-time six month duration of physical fitness training. Due to current world situations and resource shortages, stress plays a great part in our daily work environment. Without the ability to participate in a continuous physical training program, the well being of the entire work force will decline.

**Recommendation:** [Change the current policy to eliminate the six month time limit.](#)

**Response:** *Covered under AR 600-63, Army Health Promotion. This is a medical regulation.*

**Update (Jan 07):** *Presented issue to WB Action Council and voted Unattainable*

**Status: Unattainable (Civilian Employee Focus Group) (1<sup>st</sup> Qtr FY 07)**

### **Issue 6: Medical Benefits of Family members**

Currently, the medical care given to Family members pales in comparison to the care given to the Soldier. For example Soldiers are authorized to have Lasik Eye Surgery and Liposuction procedures at no cost. Family members are not authorized.

**Recommendation:** Increase medical benefits so that the benefits provided to Family members is equal to the care provided to the Soldier.

**Response:** Moncrief Army Community Hospital stated that this is a Congressional issue.

**Update:** As for the Lasik Eye Surgery, there is a special funding for that paid by the Army War Fighter Refractive Program.

**Update (June 07):** Voted unattainable by WBAC

**Status: Unattainable (3<sup>rd</sup> Qtr FY 07)**

### **Issue 7: Nurse Advice Line**

Fort Jackson does not have an emergency room and the wait to be seen at the Urgent Care Clinic (UCC) can be long. There are illnesses that are not serious enough to be seen at the UCC; however, there is no way to know prior to being seen. This impacts Soldiers and family members when there may be no reason (emergency) to go to the UCC.

**Recommendation:** Establish a Nurses Advice Line.

**Response:** Currently, MACH does not have an official advice nurse. Someone does assist on the phone but we have no one hired as an advice nurse.

**Update (May 07):** Moncrief currently has a nurse in the UCC that can assist, answer questions and recommend treatment to callers. However, Moncrief does not have a specific 24-hour Nurse Advise Line. Moncrief does not have funds to pay for this service. Moncrief is currently reviewing this process.

**Update:** Currently, MACH is conducting a mission analysis in order to determine the necessity of a Nurses Advice line. If it is determined that a Nurse Advice line will be established, the entire process will take approximately four to five months to hire and train an individual.

**Update:** Voted unattainable by the Installation Action Council

**Status: Unattainable (2nd Qtr FY 07)**

### **Issue 8: Orthotic Coverage for Retirees**

TRICARE does not cover orthotics (shoe inserts) for Retirees off post, and Moncrief Army Community Hospital does not supply them for Retirees. Some Retirees have a medical condition requiring the use of orthotics, but live on a "fixed income" and cannot afford to purchase orthotics. This affects the well-being of some Retirees as they are unable to improve/stabilize their medical condition due to the cost associated with purchasing the necessary medical equipment.

**Recommendation:** Moncrief Army Community Hospital provide orthotics for Retirees at the Podiatry Clinic.

**Response (May 08):** Unfortunately, our facility does not make orthotics. Orthotics are not a TRICARE covered benefit. TRICARE benefits are based upon the law. The authority for this is contained in Title 32 to the Code of Federal Regulations, part 199 (32 CFR 199). The TRICARE Policy Manual, which explains the benefit set by law,

Chapter 7, Section 4.3 addresses orthotics. Orthopedic shoes, which are not an integral part of a brace, are specifically excluded from TRICARE coverage.

**Update (June 08):** *The Installation Action Council voted this issue unattainable.*

**Status: Unattainable (3<sup>rd</sup> Qtr FY 08)**

**Issue 9: Over the Counter Medication at Moncrief Army Community Hospital**

Patrons who are eligible to receive over the counter (OTC) medication from the pharmacy should be given more than one option when using this service. The way the program is presently administered at Moncrief Army Community Hospital, it takes over an hour to receive the OTC medication. Under the current system, you are placed in line or receive a number in the same category as patients with off-post prescriptions. This affects the amount of people and their time spent waiting in the pharmacy, when it could be something as simple as throat lozenges.

**Recommendation:**

- Place patrons waiting for OTC medications in the same line with Active Duty Soldiers to allow for shorter wait times.
- Make OTC medication available at other facilities, such as the PX pharmacy and the Occupational Health Facility.

**Response (May 08):** *For the safety of our patients, OTC medications are entered as new prescriptions into the patient's medication profile to check for possible drug interaction with any current medications. Additionally, there is potential for abuse with some of the OTC medications that we have visibility of through OTC tracking at the main pharmacy, to ensure continuation of this program. On a good note, wait times in our pharmacy have dramatically improved. Over 90% of patients are served in less than 30 minutes.*

**Update (June 08):** *The Installation Action Council voted this issue unattainable.*

**Status: Unattainable (3<sup>rd</sup> Qtr FY08)**

**Issue 10: DoD proposal to increase TRICARE rates for Retirees**

Increased cost to Retiree rates will have an adverse affect on morale and quality of life for Retirees. Loss or reduction of retirement benefits will adversely affect retention of all Armed Forces personnel. Retirees may not be able to afford an increase in TRICARE rates.

**Recommendation:** *Eliminate the pursuit of increasing TRICARE rates.*

**Response:** *Moncrief Army Community Hospital has stated that this is a Congressional issue.*

**Update:** *Issue is currently being re-staffed for submission to the Commanding General for approval for forwarding to HQDA.*

**Update:** *Issue has been forwarded to the Commanding General for approval for forwarding beyond Fort Jackson.*

**Update:** *Issue has been forwarded to TRADOC.*

**Update (May 08):** *Issue was prioritized at the TRADOC level AFAP Conference and is currently being staffed for forwarding to HQDA.*

**TRADOC Disposition:** *Although this Issue was ranked by the delegates in the top 3, CG did not approve for forwarding to HQDA. This issue is currently being worked in Congress and has not yet been mandated.*

**Update (Sep 08):** *The Installation Action Council voted this issue “unattainable”.*  
**Status: Unattainable (AFAP – 2<sup>nd</sup> Qtr FY07)**

**Issue 11: Pregnant Lady Parking**

There are no pregnant lady parking spaces at Moncrief (MACH). Not having these spaces available makes it more difficult for pregnant women to patronize the facility since walking a great distance is sometimes a problem for them.

**Recommendation:** *Provide pregnant parking spaces at this facility.*

**Response (Sep 08):** *DES responded that per Section 5-2 of the FJ Supplement to AR 190-5 the issue needs to be handled by the directorate or agency head, with coordination through the DES. Areas or entities that don't have an agency head would fall to the Garrison Commander, by default. Additionally, there is no regulatory requirement to put this type of parking at any of the installation facilities.*

*Garrison response: There would be no way to determine if the user of the parking space is actually pregnant. Furthermore, a pregnant woman with limited mobility can see her physician to get a statement to submit to the DMV and receive a temporary handicapped parking decal.*

*The Installation Action Council voted this issue “unattainable”.*

**Status: Unattainable (4<sup>th</sup> Qtr FY08)**

**Issue 12: WTU Specialty Care Clinic**

Currently there is no consistent specialty care for WTU Soldiers. Soldiers see multiple doctors for a single medical issue leading to different plans of care and rehabilitation. This confuses Soldiers and their Chain of Command causing hardship to the Soldier, disposition of medical condition or case and longer rehabilitation time.

**Recommendation:** *Establish a Specialty Care Clinic with consistent specialty providers for WTU.*

**Response (Dec 08):** *There are very specific access to care standards for WTU Soldiers. When Moncrief Army Community Hospital is unable to provide care within the standards, or when the specialty needed is not available, we send those Soldiers to the civilian community for care. We have been very successful in meeting WTU access to care standards for our WTU Soldiers. Each WTU Soldier is assigned a Case Manager and any confusion or medical care issue should be addressed to the Case Manager, who in turn can resolve the conflicting information. Due to the small number of WTU Soldiers (approximately 100) and the easy access to specialty care within our facility or civilian community, it is not feasible to have dedicated specialty providers for WTU Soldiers.*

**Update (Dec 08):** *This issue was voted unattainable by the IAC.*

**Status: Unattainable (WTU Focus Group) (3<sup>rd</sup> Qtr FY08)**

**Issue 13: Refills at the Pharmacy**

Fort Jackson's refill pharmacy requires 3 working days to fill a refill. If you call in a refill on a Saturday morning, it is not available for pick up until Wednesday after 1200. This does not seem reasonable. Pharmacies in surrounding areas refill prescriptions in 15 to 20 minutes. The services on Fort Jackson should be comparable with the types of

services that you can receive off post; otherwise, pharmacy customers will take their business off post.

**Recommendation:** *Change wait time to 24 hours, with the exception of controlled substances. If you call in by noon one day, the refill should be available by noon the next day.*

**Response (Dec 08):** *A review of the ICE Comments over the last 6 months from the pharmacy and refill pharmacy did not show any that had issues with the 3 working day refill requirement. The volume of refills for our facility is much larger than the pharmacies in the surrounding area. We average 2,300 prescriptions filled each business day and each prescription filled or refilled must be verified for accuracy. Patient safety, as well as timely service, is very important.*

**Update (Dec 08):** *This issue was voted unattainable by the IAC.*

**Status: Unattainable (1<sup>st</sup> Qtr FY09)**

#### **Issue 14: Retiree and Family Medical / Dental Entitlements**

Soldiers, who entered the Army years ago and have since retired, have experienced a decline in Medical and Dental benefits. Medical and Dental benefits have gone from free entitlements to requiring a co-pay. Most Retirees are on a fixed income and some cases cannot afford the increase in co-pays for Medical and Dental causing undue hardship to the Retirees and Families.

**Recommendation:** *Eliminate policies, procedures that result in Retirees and their Family Members having to pay out of pocket expenses for medical and dental services.*

**Response (May 08):** MACH has stated this is a Congressional Issue. MACH is unable to affect benefits of Retirees at installation level.

**Update (June 08):** The Installation Action Council voted to forward this to the Commanding General for approval to forward beyond Fort Jackson.

**Update (Feb 09):** This issue has been forwarded to the TRADOC AFAP Conference.

**Update (May 09):** After review by Southeast Region AFAP Program Manager, issue was returned to installation for further issue development/revisions. CMS presented the issue to delegates of the 3<sup>rd</sup> Qtr Retiree Focus Group and they did not prioritize it. On the contrary, they expressed satisfaction with current entitlements and either considered this a non-issue or stated confidence that it is being addressed via other channels (i.e., veteran's groups lobbying for benefits).

**Update (Sep 09):** The IAC voted this issue as unattainable.

**Status: Unattainable (AFAP – 3<sup>rd</sup> Qtr FY08)**

#### **Issue 15: Hospital Mainframe Location**

The MACH server is located at Shaw AFB. MACH has multiple network outages lasting 5 minutes to 3 hours. Outages lock providers (labs, X-Rays, pharmacy) out of patient records for long periods of time. This adversely affects patient quality of care and safety and the hospital's routine. Hospital and laboratory accreditation could be at risk.

**Recommendation:**

- *Place hospital server at MACH*
- *If shared, make it more accessible to both parties.*

**Response (Sep 09):** *This is an issue that is being addressed through MEDCOM Information Management. Moving the server is very expensive.*

**Update (Sep 09):** The IAC voted this issue as unattainable.

**Status: Unattainable (AFAP – 2<sup>nd</sup> Qtr FY09)**

**Issue 16: Streamline TRICARE/Moncrief In-processing**

In order to in-process, a Soldier must visit three stations in three different locations – DEERS, TRICARE, and Patient Administration Department (PAD). This process takes half a day, resulting in loss of duty time and loss of care.

**Recommendation:** *Consolidate two of the three in-processing stations (PAD and TRICARE) into a one-stop location.*

**Response (Sep 09):** Due to contractual limitations we are unable to co-locate the TRICARE Service Center with PAD or DEERS in processing. Wait times in the TRICARE Service Center have consistently been less than 10 minutes for the past 6 months.

**Update (Sep 09):** The IAC voted this issue as unattainable.

**Status: Unattainable (AFAP – 2<sup>nd</sup> Qtr FY09)**

**Issue 17: Trainee Drop Off at MACH**

Drill Sergeants often drop off injured or ill trainees at Moncrief at the end of the day instead of as injuries/illnesses occur. This prevents the timely administration of care and creates a long wait for Soldiers and others needing care.

**Recommendation:** *Facilitate the development of a plan that would allow and/or encourage Drill Sergeants to drop off trainees as injuries/illnesses occur instead of at the end of the day.*

**Response (Sep 09):** Our facility works closely with Post regarding injured or ill Soldiers and the process for initiating/receiving care. Our Urgent Care Clinic is open 24/7 in order to care for our beneficiaries.

**Update (Sep 09):** The IAC voted this issue as unattainable.

**Status: Unattainable (Civilian Employee Focus Group) (2<sup>nd</sup> Qtr FY09)**

**Issue 18: Subject Matter Expert (SME) for the Warrior Transition Unit (WTU)**

There is currently no SME for Warriors transitioning out of the military. There are several points of contact available from different agencies but not one single person. In one instance, a Soldier sought assistance from the Veterans Administration (VA) who referred him to the Social Security Administration only to be referred back to the VA. Not having a SME prevents Soldiers from receiving accurate information that meets their needs in a timely manner, and they can be deprived of benefits and entitlements.

**Recommendation:**

- *Hire an additional WTU Ombudsman to meet demand for services*
- *Designate a SC Vocational Rehab Counselor to be the WTU POC*
- *Have a quarterly WTU Information Fair that will coordinate service agencies*

**Response (Sep 09):** *Each WTU Soldier is assigned a Case Manager to assist them. Additionally, there have been workshops held with the various agencies present to enable the WTU Soldiers to have access to information and agency representatives.*

**Update (Sep 09):** The IAC voted this issue as unattainable.

**Status: Unattainable (AFAP – 2<sup>nd</sup> Qtr FY09)**

### **Issue 19: MEDDAC Civilian Employee/Military Interface**

There is a lack of understanding between the differing military and civilian employee priorities and concerns, particularly as this relates to employees of MEDDAC. The lack of understanding affects the entire community including Soldiers, civilians, Family members, and retirees. It consequently has an adverse effect on patient care, morale, communication, employee turnover, respect, training and team building. Forming a committee would yield better communication between the civilian employees and military members, an understanding of differences, positive team dynamics, and an improved work environment.

**Recommendation:** *Implement an open monthly forum with a mandatory committee in attendance, comprised of the Chief of Primary Care and the entire demographics that encompass the workforce (mixture of civilians and military). The hospital commander's involvement would be to review minutes and address concerns.*

**Response:** *The MEDDAC is planning focus groups to include the beneficiary population and the workforce to better understand the needs. There are numerous avenues already in place for concerned employees, both civilian and military, to address their concerns.*

**Update (Sep 09):** The IAC voted this issue as unattainable.

**Status: Unattainable (Civilian Employee Focus Group) (2<sup>nd</sup> Qtr FY09)**

### **Issue 20: Wounded Warrior Handicap Parking**

Wounded Warriors who do not have a handicap sticker often have to park far away from the entrance to facilities. Warriors who have mobility problems that do not warrant "handicap status" still need privileged access because there is no parking for them. Units as diverse as WTU require special consideration especially as it pertains to quality of life issues.

**Recommendation:** *Add designated Wounded Warrior parking slots at key post facilities.*

**Response:** *Requirements on how to obtain a handicap decal will be reviewed with South Carolina Department of Motor Vehicles and Staff Judge Advocate to research if decals are transferrable from state to state. An information paper with instructions on how to obtain a handicap decal will be available at the Vehicle Registration Office. Updated information on the handicap decal process will be briefed at the WTU Town Hall meeting.*

**Update:** *Voted unattainable by the IAC.*

**Status: Unattainable (Warrior Transition Unit Focus Group) (4<sup>th</sup> Qtr FY09)**

## **PUBLIC AFFAIRS OFFICE**

### **Issue 1: Inadequate Means of Communication**

Currently the means of communication available to get information to on/off post military personnel and family members is inadequate. Some installations have a dedicated TV channel where only installation information is publicized. In order to better reach our Soldiers and Family Members, Fort Jackson needs a better way to communicate rather than the post newspaper, marquee, and email.

**Recommendation:** Establish a dedicated television channel to publicize installation information.

**Response:** *The Public Affairs Office does not have the personnel, equipment or funding required in order to accomplish the recommendation.*

**Update:** *The Installation Action Council voted this issue unattainable.*

**Status: Unattainable (2<sup>nd</sup> Qtr FY 08)**

## **STAFF JUDGE ADVOCATE**

### **Issue 1: S.C. Vehicle Tax Exemption**

As current South Carolina law stands, Soldiers are exempt from vehicle taxes but their spouses are not. If a vehicle is registered in both the Soldier's and the spouse's names, they are required to pay ½ of the full tax rate. The consequence of this is that some Soldiers are registering vehicles solely in their name and some spouses are removing themselves from the vehicle title in order to avoid the tax. Doing this limits the spouse's ability to handle vehicle issues, especially when the Soldier deploys.

**Recommendation:** [Change the S.C. military tax exemption to include military spouses.](#)

**Response (May 09):** *Non-military spouses who own property in their own right or who are joint owners of property with their military spouse are subject to state tax laws. As this historically has been an issue, and is present in most every state where military members are assigned, many military couples have registered personal property only in the name of the military member. Registering personal property such as a vehicle, only in the military member's name, exempts the property from South Carolina taxation. The military spouse can then provide the non-military spouse with a Power of Attorney to handle any and all matters relating to the vehicle. The military spouse can execute such a Power of Attorney Monday through Friday from 0900 until 1600 at the Legal Assistance Office, 9475 Kershaw Road, Fort Jackson. Any changes to the South Carolina Tax Code would have to be made by the South Carolina legislature and then signed into law by the Governor.*

**Update (Jun 09):** Vetted at the 3<sup>rd</sup> Qtr IAC and voted unattainable

**Status: Active (2<sup>nd</sup> Qtr FY09)**