

**Community FIRST/AFAP
Completed Issues
(FY 08)**

1. This is a list of issues are currently in a “Completed” status broken down by organization. Issues were worked by the responsible organizations or directorates on Fort Sill. The issues were obtained through quarterly focus groups and the annual AFAP conference.

2. Issues

- a. **Army And Air Force Exchange Services**

- b. **Civilian Personnel Advisory Center (CPAC)**
No Completed Issues at this time

- c. **Defense Military Pay Office (DMPO)**
No Completed Issues at this time

- d. **Dental Activity (DENTAC)**
No Completed Issues at this time

- e. **Department of Logistics (DOL)**
No Completed Issues at this time

- f. **Directorate of Emergency Services (DES)**
No Completed Issues at this time

- g. **Directorate of Family Morale, Welfare and Recreation (DFMWR)**

08-003

ISSUE 1: Extended Gym Hours

Gyms on post are not open long enough to accommodate all Soldier’s schedules. Currently the gyms on post close at 10 p.m. and this does not allow Soldiers who have to work odd hours, or just want to workout later in the evenings, to utilize the gym facilities. Soldier’s who need to stay in shape, or get in better shape, have to take advantage of whatever time they have to workout. By extending the gym hours everyone who would like to workout later in the evenings would be able to utilize the gym.

Recommendation:

[Extend the hours of one gym on post](#)

Response: [Once Rinehart Fitness Center is reopened, MWR will relook the operational hours of all three fitness centers and propose new operating hours to the Garrison for approval. Fitness Centers are funded for 90 hours of operations weekly, therefore, in order to stay within our budget, the hours of the centers will most likely be](#)

staggered, i.e., open late to stay open late or open early and close early. We will attempt to structure the total operating hours to ensure coverage of the most used times based on demands.

Update: Rinehart Fitness has reopened. Hours have been relooked. Hours are currently staggered.

Status: Completed (FY 09)

08-004

ISSUE 2: More Entertainment On-Post

Currently there is not enough for Soldiers and their Families to do on post. The only entertainment for Soldiers and their Families is off-post. With the rising gas prices people are trying to stay on-post and find things to do. By increasing the activities on-post Soldiers and Family members would be able to spend more time and money on base than driving and spending money on gas.

Recommendation:

1. Build a dance club on-post
2. Add new restaurants like a steakhouse

Response:

1A. We currently have dance music and karaoke at the Impact Zone Thursday, Friday and Saturday from 7:30 to 1AM with a \$3 cover charge. We also have pool tables, video games and IMPOG internet gaming (fee required).

2A. MWR is currently pursuing opportunities to introduce additional food and beverage facilities if business case supports we will proceed.

New construction of a dance club is probably not in the mix, however, in FY10, MWR is in the MILCON to completely renovate the existing Rec Plex into a state-of the-art Warrior Zone which will include a dance capability along with many other modern amenities. As for new restaurants, MWR is working toward a Name Brand Casual Dining facility in the very near future.

3. There are options on post for family entertainment, such as Twin Oaks Bowling, Sheridan Movie Theatre, a splash park, swimming pools,

Status: Completed FY09 (FY 08)

08-005

ISSUE 3: MWR Facilities Close Too Early

There are several MWR facilities on-post that start closing before the designated time. Soldiers or Family Members will be working out in the gym, or bowling in the bowling alley, and the employees will start turning out lights and shutting equipment down before they are suppose to close. The activity facilities are actually closing at least 30 minutes before the

declared time. By closing down the facilities early patrons are not being able to take full advantage of the facilities offered to them.

Recommendation:

Start the cleanup procedures after the facilities close

Response: 1A. Review of this issue reflects that the bowling center closes at the posted time and sometimes even stays open later to accommodate customers. The snack bar hours are scheduled to close 30 minutes prior to the bowling center to allow staff time to clean the snack bar and prepare for the following day. Customer traffic does not support additional hours of operation. The fitness centers have been instructed to remain functional throughout the assigned tour of duty and to commence cleanup and shut down procedures only after the doors have been secured.

Status: Completed (FY 09)

08-48

ISSUE 4: On-Post Entertainment Facilities for Service Members and Families

Fort Sill currently has inadequate entertainment facilities for Service Members and Families. The current entertainment facilities are too small, out-dated, and do not provide a variety of entertainment options. Not only are these entertainment facilities unable to accommodate the current population, the influx of personnel scheduled to arrive at Fort Sill will further hinder Service Members' entertainment options.

Recommendation:

1. Construct a multi-screen theater with a current venue of movies and increased operational hours.
2. Build a new entertainment complex that will provide computers with free internet/Wi-Fi access, state-of-the-art video games, sports lounge with large televisions, and variety of other entertainment amenities.

Response

MWR through its Youth Services program has a new Youth Center that will be coming online in FY09. MWR has also completed a Project Validation Assessment for a Warrior Zone which would renovate the existing Rec Plex into a high-tech, state of the art Recreation Center.

Status: Complete (FY09)(AFAP)

08-121

ISSUE 5: Absence of a Teen Support Program for Deployment

There are multiple ongoing deployments and no teen support program. Teens handle deployments differently than parents or siblings and would benefit from other teens deployment experiences. Teens need their own support program for deployment. A teen deployment program would ease teen deployment stress by providing an outlet to connect with other teens dealing with the same issues.

Recommendation:

Build and develop an ongoing teen support program for coping with deployment.

Response: Work with Military Family Life Consultants to develop program for teens and siblings needs to be available at all times within the Youth Services and Army Community Services, and needs to have a consistent time on the calendar and publicized for all youth as an ongoing outreach program. CYS Trainers are to coordinate the programs, add to the calendar, develop a marketing plan for DMWR approval by 1 Jan 2009. Implementation to occur NLT 15 Jan 2009.

Update: A program called Hearts Apart II - A support group for Teens & Youth of deployed Soldiers meets bi-weekly.

Status: Completed (FY09)

h. Directorate of Human Resources (DHR)

08-26

ISSUE 1: Criteria for Issuing and Updating ID Cards

It is difficult to obtain the criteria for updating Family Member's ID cards when a sponsor is absent or deployed. A standardized list of required documents is not readily available prior to arrival at the ID card service center. Limited access to the correct information results in multiple trips, long waits, and frustration for the customer.

Recommendation:

1. Provide an online reference where a list of required documents for obtaining or updating ID cards is published. Link this online reference to popular Army websites easily accessible to Family Members.
2. Create an online appointment system for the ID card section.

Response:

The Military Personnel Division website has been updated with a list of the required documents for obtaining or updating ID Cards as well as a "Frequently Asked Questions" section. Information sheets are available at the ID card facility. The ID card facility is presently preparing to transition to an appointment only system. The employee will explain the list of required documents to the customer at the time the appointment is made. The appointment system will be phased-in beginning mid-November with full implementation in January 2009, which will assist in providing more efficient customer service.

Status: Completed (FY09)

i. Directorate of Information Management (DOIM)

No Completed Issues at this time

j. Directorate of Plans, Training, Mobilization, and Security(DPTMS)

No Completed Issues at this time

k. Directorate of Public Works (DPW)

08-12

ISSUE 1: Substandard Off-post Rental Housing

Soldiers are making decisions on off-post rental properties based on the information provided by the housing office which is insufficient or out of date. Due to inadequate staffing, the current housing office is unable to properly assess housing standards set forth by AR 420-1 for rental properties off-post. By providing better information, Soldiers are empowered to make informed decisions regarding their rental choices.

Recommendation:

1. Assign more personnel to Housing Office to inspect rental properties and update rental information.
2. Educate soldiers about rental standards during out-processing and in processing briefings.
3. Require surveys and inspections before and during occupancy of rental property for accurate assessment of property upkeep.

Response: The Housing Services Office was officially established and operational in November 2008. We have four assigned personnel responsible for inspecting off-post rental properties in Lawton and nearby communities such as Elgin and Medicine Park. They have updated rental information for surrounding Ft. Sill housing communities and are educating service members of rental standards. They are continually providing off-post housing information to personnel during in/out processing and have begun providing home buying seminars. They provide surveys for continuous feedback from service members and families.

Status: Completed (FY 09)

l. Garrison

No Completed Issues at this time

m. Installation Safety Office (ISO)

No Completed Issues at this time

n. Picerne Housing

o. Public Affairs Office (PAO)

08-009

ISSUE 1: Lack of communication for units

There is a lack of communication for Units stationed here at Fort Sill. There is no way to extend general information about local units to the public. By providing a medium of communication it would increase

community awareness, improve the cohesion and interaction within the Fort Sill community.

Recommendation:

1. Create a section within the Cannoneer that allows units to input information on current events within their units.
2. Inform the units of the opportunities to input their information.

Response: *The Cannoneer does cover units in its news and family sections, and the "Sill Shorts" and "Nothing to Do" columns are also available to units to publicize activities. The solution lies at the brigade-level PAOs. They know how to submit full-fledged stories or column items to the Cannoneer. Recommend that unit POCs contact their brigade PAOs to discuss their concerns.*

Status: *Completed (FY 09)*

p. Reynolds Army Community Hospital (RACH)

08-007

ISSUE 1: Lack of Continuity between Doctors On-post and Off-post

There is a lack of continuity in prognosis and rehabilitation time between doctors' off-post and those doctors' on-post. WTU Soldiers are given referrals to see specialty doctors off-post but have to continue with their follow-up care and physical therapy on-post. The specialty physician's prognosis and rehabilitation instructions for the WTU Soldier may not coincide Army physician's diagnosis and instructions. The lack of continuity in the care between the two doctors leaves the Soldier feeling confused and resentful that his care does not warrant more consistency in prognosis and rehabilitation.

Recommendation:

Communication between specialty physicians and Army physicians to establish continuity with prognosis and rehabilitation time lines.

Response *Nurse Case Managers coordinate on a daily basis with off-post providers to ensure continuity of care. It is true that Soldiers are given referrals to specialty doctor's off-post and continue with their follow-up care and physical therapy on-post. At times the specialty physician's prognosis and rehabilitation instructions require clarification and interpretation to meet Army language and profiling requirements. Each Soldier's care plan is individualized based on their needs. The nurse case manager and Soldier should be communicating regularly, particularly if confusion develops. It is incumbent upon us to keep the Soldiers fully informed and knowledgeable regarding their healthcare and answer any questions as they develop.*

Status: *Complete (FY 08)*

08-114

ISSUE 2: Non Availability of Medical Appointments

Currently patients have difficulty receiving medical appointments in a timely manner. The shortage of medical self-help resources causes staff to be inundated with patients who could otherwise benefit from self-care. An increase in the number of patients due to Base Realignment And Closure (BRAC), and no current viable solution for the shortage of Primary Care Managers, will create additional difficulties for patients to receive care.

Recommendations:

1. Establish a 24 hour Nurses hotline.
2. Provide educational material comparable to "Taking Care of Yourself".
3. Create a website on Tricare site to assist military Families in triage on their own medical issues.

Response:

a. We met with a couple of different contracted nurse advice line services during the winter of 2007-2008. At that time, the RACH Commander determined the service was too costly and \$360K per year was not available to pursue a contracted service. We will once again review the feasibility of a nurse advice line service and obtain Board of Director decision by 15 February 2009. We believe the true issue here is the inability to obtain an appointment. As a fix to that issue, we have recently added physicians and physician extenders to our primary care clinics so that patients will be able to get an appointment in a timely manner.

b. The "Taking Care of Yourself" book was included as a contract deliverable under the prior DoD TRICARE Contract. The requirement for issuance of this book was not included in the current TRICARE Contract that began on 1 November 2004. However, it should be noted that there are numerous educational materials available online that can be accessed via the Humana Military Healthcare Services website at www.humana-military.com. The staff at the TRICARE Service Center is willing to print materials for patients who may not have internet access. Additionally, self-care books are available for check out at the Lawton Public Library or can be purchased at most bookstores.

c. There are numerous websites available to assist families with self-care. The www.tricareonline.com site includes personal health and general health links. The www.tricare.mil site includes TRICARE smart booklets, pamphlets, brochures, handbooks, and flyers. In June 2008, Reynolds Army Community Hospital's website was revised and includes in-depth self-care information under "Health and Fitness". The site can be accessed at www.rach.sill.amedd.army.mil.

5. MEDDAC POSITION: Recommendation #3a is actively being researched, but we have no source of funding. We expect to have a

completed recommendation ready for the RACH Commander's decision by 15 February 2009. At that time we will know whether this issue is unattainable or should be forwarded to higher headquarters for funding. Recommendations 3b and 3c should be closed.

Status: Complete (FY09) – Appointments are not an issue anymore due to the increase in Primary Care Physicians. Issue will continuously be worked with the influx of Soldiers and Family Members.