

## **Your local Army Family Action Plan (AFAP) at work: West Point success stories**

The following success stories and results were reported by West Point agencies at the Commander's AFAP Steering Committees held in 2008. 14 issues have been completed in 2007-2008 indicating a great success for the AFAP process at West Point.

### **Local Completed Issues:**

**West Point AFAP Issue #0703: Army Family Stability for Short-Term Permanent Change of Station (PCS)** The Army has addressed the issue and initiated a waiver program allowing Soldier to receive the higher Basic Housing Allowance (BAH) if the Family is separated due to a short term PCS, medical condition, unit deploying, or spouse's employment. Service members can request the waiver through the Adjutant General (AG) office. Soldiers can request an exception to policy for short term requests to remain in West Point housing. The requests will be reviewed by the Garrison Commander and decisions will be determined after reviewing the housing needs for Soldiers currently assigned to West Point.

**West Point AFAP Issue #0708: Lack of Advertisement and Opportunity for Teen Employment:** The Teens reported the lack of advertisement reduces the opportunity for teens to find employment and obtain job experience. Teen workshops designed to inform youth about resumes, interviewing skills and job searches are now being held at the Youth Center as of February 2008. The Civilian Personnel Advisory Center (CPAC) increased the promotion of the summer hire opportunities and developed a pamphlet on student employment programs. Additionally, a link for the CPAC website has now been included on the Family and Morale, Welfare, and Recreation (FMWR) website under the Child and Youth Service School Liaison. CPAC has also created a Student Employment Program Informational Pamphlet. A Teen Employment Board has been established at the Youth Center. Both ACS and CYS are working closely with local schools to provide information on job opportunities for teens.

**West Point AFAP Issue #0709: Appointment Availability at Keller Army Community Hospital (KACH):** KACH is currently fully staffed. Unbooked appointments automatically turn into routine appointments and then roll down to same day appointments. Additionally, KACH has added appointments to accommodate the current demand for school physicals. When appointments were not available last summer due to staff shortages, which is not currently a problem, authorizations were permitted for patients to go to the outside network.

**West Point AFAP Issue #0710: Mental Health Issues and Support for Family Members of Active Duty Soldiers:** The Mental Health facility is located in Building 606. Recently, they have hired additional staff. KACH has two psychologists and one military psychiatrist. Additionally, they hired another psychiatrist, and a social worker has been hired to work specifically with the WTU Soldiers and Families. Furthermore, Health Benefit Advisors are available to advise people on the TRICARE network and a

toll free number providing information 24/7 is available through the Military OneSource Hotline: 1-800-342-9647.

**West Point AFAP Issue #0711: Waiting Family Stress:** Information on Waiting Family stress is currently available through Army Community Service (ACS) and the MEDDAC Family Readiness Group (FRG). Further, MEDDAC has created and provided briefing materials on their website. ACS has conducted staff sensitivity training at the West Point Schools and the Child Development Center (CDC).

**West Point AFAP Issue #0712: Women, Infant, & Children (WIC) Items at the Commissary:** All staff including cashiers receives ongoing training at the Commissary and are informed of WIC items carried at the Commissary.

**West Point AFAP Issue #0714: Unsupervised Minors on West Point:** This topic was addressed at the Community Advisory Council meeting. The West Point Child Supervision Policy was sent by email to the West Point Community in the spring. Additionally, the supervision policy is provided at Newcomer's briefings and in Newcomer's welcome packets. The Garrison Commander has approved the implementation of MPs checking IDs after hours in random areas of housing to see if there are any trends, neighborhoods or activities of concern. Balfour Beatty, the new housing contractor will work to place signage on playgrounds posting the West Point child supervision guidelines.

**West Point AFAP Issue #0716: Employment Information Services:**

The Civilian Personnel Advisory Center (CPAC) completed and distributed the Family Member Employment Handbook and developed a Student Education Employment Program (STEP) Informational Pamphlet. ACS continues to provide numerous workshops and services to assist Family members with employment opportunities in the local community. These services are published in the local media and organization newsletters. CPAC and ACS are working closely together to make this information available online through the CPAC and ACS websites.

**West Point AFAP Issue #0604: Keller Army Community Hospital (KACH) Emergency Room (ER) Lack of Efficiency and Responsiveness from Providers:**

KACH reported the ER scores increased from 79 to 94.2 percent on the recent satisfaction surveys. KACH ranked #1 in patient satisfaction by the North Atlantic Regional Medical Command for the 4<sup>th</sup> month in a row. Additionally, KACH received the highest score for patient satisfaction at a medium sized facility and received an award from the Department of Defense (DOD). Customer service has increased and patient satisfaction is among the highest in the DOD.

**West Point AFAP Issue #0611: Priority of In/Out PCS Reservations for the Five Star Inn:** The Standard Operating Procedure was changed from 30 days to 15 days from the period of 1 April to 1 December. In addition, three rooms are reserved daily for PCS needs. Metrics have been provided by the Five Star Inn to report that this policy has lowered the number of Statements of Non-availability for PCSers during this time frame.

**West Point AFAP Issue #0615: Coffee, Internet & International Calling Café:**

FMWR has created a Youth Center Technology Lab with full Internet access and offers a cyber café to the youth. Additionally, the Ski Lodge, the Bowling Center, and Round Pond are now fully equipped with WIFI access. AAFES will offer wireless Internet connection at the Main Exchange and at the Subway Shop on lower post. Testing on this project began in May 2008.

**West Point AFAP Issue #0507: Single Soldier Living Conditions in Barrack:** The Directorate of Public Works (DPW) has performed a great deal of work to improve troop barracks (Buildings 620 and 624) since this issue was submitted in 2005. Due to these renovations, the space is now considered adequate. DPW reported completing 60 service orders for Building 620, and 45 orders for Building 624 resulting in a total expenditure of \$93,893.

**West Point AFAP Issue #0517: Insufficient Support for the Soldiers and Families of West Point:** AAFES solicited for concession food vendors. The bid went out to five concessions which will offer a variety for customers. The Directorate of Cadet Activities (DCA) has increased its product line in an effort to satisfy customer needs by adding Mexican Food at Grant Hall. The Commissary reported the new produce company allows rejection of substandard products.

**West Point AFAP Issue #403: Child Care Options for Dual and Single Military:**

This issue involves single and dual military Soldiers whose children are enrolled in full time care at the CDC. Due to mission related requirements outside of the CDC's normal operating hours, additional childcare needs are supplemented to retain space at the CDC; thus, relieving the financial burden from additional childcare costs. The issue recommended that Soldiers be reimbursed for these additional childcare costs instead of paying out of pocket. An SOP is now in place. On 15 Apr 08, a letter informing of the policy change and reimbursement procedures was sent out to 34 Dual Military/Single Soldiers with children enrolled in the full time day care program. Additional FCC homes have been opened that can support weekend and evening childcare requirements.

**Progress on Local Active Issues**

**West Point AFAP Issue #0701: Pedestrian Safety on Delafield Road.** DPW has trimmed the trees to improve visibility and ensure lights are not blocked on Delafield Road. A work order was submitted to address this issue. Construction of sidewalks from Delafield Pond to the Tennis Center is projected to begin in June and is scheduled to be completed in mid July 08.

**West Point AFAP Issue #0707, Limited Modified Sports at West Point.** This school year, Child and Youth Services (CYS) and the West Point Middle School (WPMS) created a partnership designed to offer modified sports. Both shared the cost, administration, and oversight for basketball this season. Due to the success of this partnership with the basketball program,

WPMS will research expanding the partnership and ask FMWR to support sports programs for all 3 seasons.

**West Point AFAP Issue #0601: Child Development Center Not Growing with Community Needs:** The Child and Youth Services (CYS) Wait List Policy changed to allow the Garrison Commander flexibility to reassign childcare slots. Plans are underway to build a new multi-purpose center in FY08 to accommodate the SKIES (Schools of Knowledge, Inspiration, Exploration and Skills) programs. As a result of this new facility, more hourly slots will become available at the SKIES Bldg and the CDC. The CDC has renovated four rooms. In 2008, the CDC has increased their slots for full time care from 94 to 173. Additionally, there are no military children on the waiting list for full time day care. FCC homes have increased from 6 to 10 in 2008.

**West Point AFAP Issue #0417: Opportunity for WP Youth to Participate in Paintball:** Two areas at Round Pond have been identified as a site for one inflatable mega-ball structure for paintball programs and two woods ball arenas. The Northeast Region of the Installation Management Command partnered with FMWR to help fund this initiative. By mid- summer, FMWR will have the inflatable mega ball structures and a grand opening is projected for late summer 2008. FMWR will partner with the Directorate of Cadet Activities (DCA) Cadet Paintball Club to develop both areas.

**West Point AFAP Issue #9809: Community Master Plan:** The only portion of this issue that remains open is building enclosures (bus shelters) on the shuttle bus route. DPW reported bus shelter materials have been ordered and the sites have been prepared. The contractor will be installing the concrete pads in five designated locations. Completion is anticipated in mid-July 2008.