

2011

Tobyhanna Army Depot  
Army Family Action Plan (AFAP) Issues

*Sorted by Subject Area*



# AFAP ISSUE UPDATE BOOK

#	Issue Title	Status	Subject Area	Entered	Final Action
17	Child Care Fees/Computation	Unattainable	Child Care	03/96	5/96
154	Child Care Facility at Tobyhanna Army Depot	Unattainable	Child Care	7/03	9/03
14	DRMO	Complete	Consumer Svcs	03/96	10/96
15	PX and Commissary Closing/AAFES Gas Prices	Complete	Consumer Svcs	03/96	9/96
16	IG Sessions	Complete	Consumer Svcs	03/96	5/96
18	Family RV Park	Complete	Consumer Svcs	03/96	6/96
19	Counseling Services	Complete	Consumer Svcs	03/96	5/96
22	Gym Equipment	Complete	Consumer Svcs	03/96	8/97
23	MWR	Complete	Consumer Svcs	03/96	10/96
24	Field house Membership	Complete	Consumer Svcs	03/96	5/96
29	Indoor Swimming Pool	Unattainable	Consumer Svcs	03/97	10/97
30	Commissary Hours	Complete	Consumer Svcs	03/97	9/97
37	Hours in Post Restaurant	Complete	Consumer Svcs	03/97	10/97
39	Lack of Entertainment	Unattainable	Consumer Svcs	03/97	10/97
41	Sundry Items	Unattainable	Consumer Svcs	03/97	10/97
42	AAFES Supply for Enlisted	Complete	Consumer Svcs	03/97	9/97
49	Closure of Cafeteria Annex 4	Unattainable	Consumer Svcs	03/97	10/97
63	Need Quiet Work Environment	Complete	Consumer Svcs	3/00	11/00
74	Army Family Action Plan Results	Complete	Consumer Svcs	3/00	6/00
81	Torn & Dirty Furniture in Restrooms	Complete	Consumer Svcs	3/00	11/00
82	Answering Machines	Complete	Consumer Svcs	3/00	7/00
83	Enhance Quality of Life During Break Times	Complete	Consumer Svcs	3/00	3/01
84	Air Quality in the Control/Material Requisition Area and Mezzanine of Bldg. 1A	Active	Consumer Svcs	3/00	
85	Carlson Wagonlit Travel (5 issues)	Unattainable	Consumer Svcs	3/00	11/00
86	The Landing	Complete	Consumer Svcs	3/00	11/00
88	Hunting on Depot Property	Unattainable	Consumer Svcs	3/00	7/00
89	Mack Field house	Complete	Consumer Svcs	3/00	6/01
90	PX and Commissary (2 issues)	Complete	Consumer Svcs	3/00	11/00
92	SKUNKS	Unattainable	Consumer Svcs	3/00	9/00
93	Wood Shop Hours	Complete	Consumer Svcs	3/00	7/00
95	Lack of Visitor Information	Active	Consumer Svcs	3/01	
102	Rotten Food	Unattainable	Consumer Svcs	3/01	10/01
108	Indoor Pool/Running Track	Unattainable	Consumer Svcs	3/01	10/01
115	Horseshoe Pit in Maintenance Complex	Complete	Consumer Svcs	3/02	7/02
121	Tobyhanna Community Action Plan	Complete	Consumer Svcs	3/02	3/03
122	List forms by name and number	Complete	Consumer Svcs	3/02	11/02
126	Music after work at The Landing	Complete	Consumer Svcs	3/02	7/02

#	Issue Title	Status	Subject Area	Entered	Final Action
135	Use of interoffice envelopes	Complete	Consumer Svcs	3/02	7/02
139	Location of Military Personnel Office to Admin Bldg.	Active	Consumer Svcs	3/02	
142	Post Exchange/Commissary (3 issues)	Complete	Consumer Svcs	3/02	9/02
143	Larger Commissary	Unattainable	Consumer Svcs	3/02	9/02
151	Recreation Information to the Workforce	Complete	Consumer Svcs	3/02	6/02
152	Games in Cafeteria Annex 1	Complete	Consumer Svcs	3/02	8/02
159	Pass and ID Location	Active	Consumer Svcs	7/03	
20	On-Post Hunting	Unattainable	Consumer Svcs	03/96	5/96
66	Internal and External Building Identification markings	Active	Consumer Svcs	3/00	
170	Wading Pool for Infants	Unattainable	Consumer Svcs	3/04	6/04
174	Childcare Computation Fees (#368)	Unattainable	Consumer Svcs	3/04	6/04
177	Drop-In Child Care	Active	Consumer Svcs	3/04	
178	Archery Range on Post	Active	Consumer Svcs	4/06	
184	AFAP Issue Statue	Active	Consumer Svcs	4/06	
79	Dental Coverage for Retirees and Dependents	Unattainable	Dental	3/00	11/00
160	Dental Coverage for Civilian Workforce	Unattainable	Dental	7/03	8/03
28	Permanent Promotions (2 issues submitted)	Complete	Employment	03/97	9/97
48	Directorate Secretaries	Complete	Employment	03/97	6/99
50	Tour of Duty	Unattainable	Employment	03/97	10/97
52	Sick Leave and FERS employees	Unattainable	Employment	3/00	11/00
53	Method of Requesting Leave from Off-Base Location	Unattainable	Employment	3/00	11/00
54	GS Promotion and slots going to "outsiders"	Complete	Employment	3/00	11/00
55	Employee Morale	Unattainable	Employment	3/00	11/00
58	Morale & Discipline (2 issues)	Complete	Employment	3/00	11/00
69	Handicap Parking in Main lot	Complete	Employment	3/00	6/00
110	Job Opportunities	Unattainable	Employment	3/01	10/01
113	Job Openings for NAF Employees	Unattainable	Employment	3/02	10/02
117	Employment	Complete	Employment	3/02	10/02
123	Computer Training	Complete	Employment	3/02	6/02
133	Reinstitute Quality Step Increase	Complete	Employment	3/02	7/02
137	Net Operating Result Breakdown	Complete	Employment	3/02	7/02
150	Leaving Work Early/Arriving Late (2 issues)	Complete	Employment	3/02	7/02
157	Working Holidays	Complete	Employment	7/03	8/03
158	Environmental Differential Pay for Dual Lens Microscope Usage	Complete	Employment	7/03	8/03
161	Different Shifts	Unattainable	Employment	7/03	8/03
120	Inappropriate Language	Complete	Employment	3/02	10/02
138	30 Years of Service Ceremonies	Complete	Employment	3/02	8/02
183	Admin time off for 30 years of service	Active	Employment	4/06	

#	Issue Title	Status	Subject Area	Entered	Final Action
61	Inconsistency in pay and Benefits in DOD Civilian and Military Members	Unattainable	Entitlements	3/00	11/00
47	Rumors in Housing	Unattainable	Family Support	03/97	10/97
114	Transferee Treated as an Outsider	Complete	Family Support	3/02	10/02
118	Out of control children	Complete	Family Support	3/02	4/02
156	Families of Local Deployed Service Members	Complete	Family Support	7/03	8/03
11	BEQ Snow Removal	Complete	Force Support	03/96	7/96
31	Awareness of Senior Military on Depot	Complete	Force Support	03/97	9/97
32	Soldiers getting around on the depot	Complete	Force Support	03/97	9/97
34	Improper titles attached to soldiers in Reporter articles	Complete	Force Support	3/97	7/97
38	BOSS Activities	Complete	Force Support	03/97	10/97
40	Security	Complete	Force Support	03/97	9/97
44	Military Issues in the Reporter	Complete	Force Support	03/97	9/97
45	Inaccuracies on Electronic Bulletin Board	Unattainable	Force Support	03/97	9/97
51	Soldier Awareness on Depot	Complete	Force Support	03/97	10/97
65	Stroudsburg Gate Closure	Complete	Force Support	3/00	11/00
70	Double Doors Exiting Security Building 20	Complete	Force Support	3/00	9/00
71	Main Parking Lot/K Lot	Complete	Force Support	3/00	6/00
91	Deployment Office/Follow-up	Complete	Force Support	3/00	8/00
96	Soldiers & Veterans	Unattainable	Force Support	3/01	10/01
97	Day Room for Bachelor Enlisted Quarters (BEQ) Residents	Complete	Force Support	3/01	2/02
153	Telephones/Refrigerators (2 issues)	Complete	Force Support	3/02	5/02
94	Housing Playground Equipment	Complete	Housing	3/00	6/01
35	Excessive speeding in Family Housing	Complete	Housing	03/97	4/02
109	Street Lamps along Hap Arnold Boulevard	Complete	Housing	3/01	10/03
119	Swings for babies in Family Housing	Complete	Housing	3/02	6/02
149	Parking in Housing Area	Complete	Housing	3/02	12/03
172	Family Housing Standards	Complete	Housing	3/04	6/04
2	R & A Meetings	Complete	Leadership	03/96	7/96
3	Word Perfect Mail	Complete	Leadership	03/96	5/96
8	Depot Clean Up	Complete	Leadership	03/96	10/96
9	Use of Excess	Complete	Leadership	03/96	7/96
10	Why is money being spent on renovations/construction?	Complete	Leadership	03/96	9/96
12	Staff Meetings/Decision Making by Leaders and Supervisors Team Building (issues were combined due to similarity)	Complete	Leadership	03/96	10/96
13	Morale (5 issues received) and Privatization (these issues were combined due to the scope of the issues being interrelated)	Complete	Leadership	03/96	5/96
25	Black History Month	Complete	Leadership	03/96	8/96
27	Parking Lot Protocol	Complete	Leadership	03/97	9/97

#	Issue Title	Status	Subject Area	Entered	Final Action
33	Labor Starved Areas	Unattainable	Leadership	03/97	7/97
36	Budget Cuts	Unattainable	Leadership	03/97	7/97
43	Overtime Abuse	Unattainable	Leadership	03/97	10/97
46	Team Power	Active	Leadership	03/97	
56	CA Studies (2 Issues)	Unattainable	Leadership	3/00	11/00
57	Total Quality Work Force	Complete	Leadership	3/00	11/00
59	Lack of Professionalism in Office Environment	Complete	Leadership	3/00	6/00
60	Improve/Update the Way We Do Business	Complete	Leadership	3/00	11/00
64	Status of Depot	Complete	Leadership	3/00	11/00
67	Safety in the Industrial Complex	Complete	Leadership	3/00	11/00
68	Badges	Complete	Leadership	3/00	6/00
76	Professional Image	Unattainable	Leadership	3/00	11/00
98	Army Communities of Excellence (ACOE) Funds	Complete	Leadership	3/01	10/01
99	Quality Control	Complete	Leadership	3/01	10/01
100	Computers	Complete	Leadership	3/01	10/01
101	Van Pool Fees	Complete	Leadership	3/01	4/01
112	Flexible Work Schedule (2 issues)	Unattainable	Leadership	3/01	10/01
116	Employee Appreciation Day (EAD)	Complete	Leadership	3/02	7/02
124	Diesel engines running in work areas	Complete	Leadership	3/02	6/02
125	Favoritism	Unattainable	Leadership	3/02	10/02
127	Misuse of Government Property	Unattainable	Leadership	3/02	7/02
132	Industrial Safety	Complete	Leadership	3/02	7/02
134	Process Certification	Complete	Leadership	3/02	7/02
136	Business Practice Accountability	Complete	Leadership	3/02	7/02
140	Editing Correspondence through Command Group	Complete	Leadership	3/02	9/02
144	Smoking Policy	Complete	Leadership	3/02	9/02
145	Army Communities of Excellence	Complete	Leadership	3/02	9/02
26	Smoking Policy	Complete	Leadership	03/97	10/97
62	Smoking Policy	Complete	Leadership	3/00	11/00
167	BAH Rate too low for TYAD	Complete	Leadership	3/04	1/05
168	Snow Removal	Complete	Leadership	3/04	6/04
169	Condition of Youth Center, Bldg. 1006	Active	Leadership	3/04	
171	TYAD Webpage	Complete	Leadership	3/04	5/04
173	Alternate Work Schedule	Unattainable	Leadership	3/04	6/04
175	Condition of Bldg. 1009	Active	Leadership	3/04	
176	Telecommuting	Unattainable	Leadership	3/04	6/04
182	Internal/External Building Numbers	Active	Leadership	4/06	
180	Tricare Benefits	Active	Mecial	4/06	
1	Vision/Safety Protection	Complete	Medical	03/96	10/96

#	Issue Title	Status	Subject Area	Entered	Final Action
4	Health Issues and Smoking	Complete	Medical	03/96	5/96
5	CHAMPUS	Complete	Medical	03/96	5/96
6	X-Ray Technician	Complete	Medical	03/96	7/96
7	Blood Pressure and Stress Testing	Complete	Medical	03/96	7/96
75	Health Care	Complete	Medical	3/00	10/00
77	Changing Health Care Coverage	Unattainable	Medical	3/00	
78	Optometry Services Provided by TRICARE	Unattainable	Medical	3/00	11/00
80	Dental and Eye Insurance for Employees (3 issues)	Unattainable	Medical	3/00	11/00
103	Health benefits	Unattainable	Medical	3/01	10/01
104	Health Care Options	Unattainable	Medical	3/01	10/01
105	Health Care	Unattainable	Medical	3/01	10/01
106	NAF Insurance Rates	Unattainable	Medical	3/01	10/01
107	Change of the Army Clinic to Occupational Health	Unattainable	Medical	3/01	10/01
111	CPR Training (2 issues)	Active	Medical	3/01	
128	Pharmacy	Complete	Medical	3/02	7/02
129	Medical Care	Unattainable	Medical	3/02	7/02
130	Medical Coverage	Unattainable	Medical	3/02	7/02
131	Medical Records	Complete	Medical	3/02	7/02
141	Reduction of Health Clinic Services	Unattainable	Medical	3/02	9/02
146	Medical Plans for NAF	Unattainable	Medical	3/02	9/02
147	Health and Dental Benefits	Unattainable	Medical	3/02	9/02
148	Medical and Dental Benefits	Unattainable	Medical	3/02	9/02
155	Alternate Benefits Plan for NAF flex employees	Unattainable	Medical	7/03	9/03
162	TRICARE Liaison for Remote Locations	Unattainable	Medical	3/04	6/04
163	Health Coverage for Civilian Workforce	Unattainable	Medical	3/04	6/04
164	Limited Amount of Primary Care Provides in TRICARE	Unattainable	Medical	3/04	6/04
165	TRICARE Terminology Confusing	Unattainable	Medical	3/04	6/04
166	TRICARE Remote s/b same as Prime	Unattainable	Medical	3/04	6/04
179	Dental Care Plan	Active	Medical	4/06	
21	Cooperation Youth Services/Monroe County	Complete	Youth	03/96	5/96
72	Bus/Van Service for Before and After School Program for students in school other than Pocono Mt. North (2 issues)	Complete	Youth	3/00	9/03
73	Summer School and Vacations	Complete	Youth	3/00	6/00
87	Limited Youth Services Hours	Complete	Youth	3/00	7/00
181	Child Care Waiting List	Active	Youth	4/06	
200	Cashing AER Checks at the Commissary	Complete	Family Support	4/07	9/07
205	Mack Field Working Equipment Geared Towards Women	Active	Consumer Srvc	6/08	

#	Issue Title	Status	Subject Area	Entered	Final Action
206	Affordable Housing	Complete	Family Support	6/08	
207	No Consistent Staff in Youth Services	Active	Youth	6/08	
201	Pool Hours	Complete	Consumer Srvc	6/08	
202	The Effect of Third Shift on Workforce and Family	Complete	Employment	6/08	
203	New York City Pay Scale	Active	Employment	6/08	
208	Lactating/Nursing Mothers Program	Complete	Employment	2/09	
209	Defense Travel System (DTS) for all Employees who Travel	Active	Employment	2/09	
210	Discounted Childcare for Disabled Veterans on Military Post	Complete	Youth	2/09	
211	Reduction of Veterans Affairs (VA) Deductible and Treatment Cost for Combat Disabilities	Complete	Medical	2/09	
212	Military Spouse Career Experience Training	Active	Employment	2/09	
213	Dog Park	Unattainable	Consumer Srvc	2/09	
214	Doggie Daycare	Unattainable	Consumer Srvc	2/09	
215	Department of Defense (DoD) Access to Defense Commissary Agency (DeCA)	Active	Consumer Srvc	2/09	
216	Ladies Locker Room at Mack Field House	Complete	Consumer Srvc	2/09	
220	Youth Service Middle School Teen	Complete	Youth	2/09	
221	Tobyhanna Pines Club House	Complete	Housing	2/09	
222	Healthy Food Choices at Post Restaurant	Complete	Consumer Srvc	2/09	
223	24-Hours Gas at Post Exchange Army & Air Force Exchange Service PX	Complete	Consumer Srvc	2/09	
224	Barracks Refrigerator and Microwave	Active	Housing	2/09	
225	Childcare for Exceptional Family Members Program (EFMP)	Complete	Youth	2/09	
226	Clothing and Sales Store	Complete	Force Support	11/10	11/10
227	Emergency Dental for Retirees	Complete	Medical	11/10	11/10
228	Transportation to Veterans Administration (VA) Hospital for Medical	Complete	Medical	11/10	11/10
229	Adjusting Tri-Care Medical \$3000 Deductible for Family Members	Complete	Medical	11/10	11/10
230	The Commissary Prices are not Competitive	Unattainable	Consumer Srvc	11/10	7/11
231	Medical Care Physical Therapy	Complete	Medical	11/10	11/10
232	Soldier/Retiree Passes Away Before Age 60	Complete	Entitlements	11/10	11/10
233	Army Freedom Team Salute	Unattainable	Force Support	11/10	7/11
234	Adult Day Care	Unattainable	Family Support	11/10	7/11
235	Benefits for Surviving Spouse/Children of all Reserve and national Guardsmen who die off duty	Unattainable	Entitlements	11/10	7/11
236	Tobyhanna Housing Upgrade of Floors	Active	Housing	11/10	
237	Dental Care from Tri-Care Insurance	Complete	Medical	11/10	11/10
238	Expand Tobyhanna Army Depot (TYAD) Legal Services	Unattainable	Legal	11/10	9/11
239	Increase Awareness of the Record of Emergency Data (DD93)	Unattainable	Force Support	11/10	7/11
240	Support for Dependent Family Members of the	Unattainable	Family Support	11/10	7/11

#	Issue Title	Status	Subject Area	Entered	Final Action
	Delayed Entry Program				
241	Emotional Support and Services for Surviving Spouse/Children of deceased Reserve/National Guardsmen Who Die Off Duty	Unattainable	Family Support	11/10	7/11
242	Hearing Aid Financial Support Tri-Care	Complete	Medical	11/10	11/10

### **Issue #1: Vision/Safety Protection**

- a. **Status:** Complete
- b. **Entered:** 03/96
- c. **Final Action:** 03/96
- d. **Subject Area:** Medical
- e. **Scope:** Items such as glare blockers and wrist pads for computers should be made available.
- f. **Recommended Solutions:**
  - 1. Catalogs are available to acquire equipment in the contracting office.
  - 2. Usage is optional
  - 3. Equipment requested through supervisor should be attained in a timely manner.
  - 4. Each Directorate should inform their workforce on their responsibility on the type of equipment they choose to have.
- g. **Steering Committee Suggestions** Concur with above information
- h. **Directorate Response:** None

### **Issue #2: R & A Meetings**

- a. **Status:** Complete
- b. **Entered:** 03/96
- c. **Final Action:** 07/96
- d. **Subject Area:** Leadership
- e. **Scope:** Too resource intensive, ties up too many people for a very long time
- f. **Recommended Solutions** Suggest: Command and Staff review current procedure and try to streamline.
- g. **Steering Committee Suggestions:** The Steering committee concurs with above statement. The Command and Staff have already taken steps to streamline the R & A Meetings. They are being held quarterly.
- h. **Directorate Response:** None

### **Issue #3: Word Perfect Mail**

- a. **Status:** Complete
- b. **Entered:** 03/96
- c. **Final Action:** 05/96
- d. **Subject Area:** Leadership
- e. **Scope:** Some addresses do not read their mail, or addresses are not updated when someone moves to another office, resulting in an information flow problem.
- f. **Recommended Solution:**

- 1. Designate back up or alternate to read mail.
- 2. Provide/attend WP training.
- 3. Communication – follow through.
- g. **Steering Committee Suggestions:** The Steering Committee concurs with the above suggestions. It is the users responsibility to ensure that he/she reads WP mail sent to him/her.
- h. **Directorate Response:** None

### **Issue #4: Health Issues and Smoking (3 Issues submitted)**

- a. **Status:** Complete
- b. **Entered:** 03/96
- c. **Final Action:** 05/96
- d. **Subject Area:** Medical
- e. **Scope:** Concerns that the smoking policy is not being followed or enforced. Therefore, second hand smoke is present in work sites.
- f. **Recommended Solutions:**
  - 1. There is a DoD regulation on smoking that does apply to the depot. The depot also has a written smoking policy.
  - 2. There isn't enough enforcement of the regulation.  
Disciplinary action must be taken when the policies are not followed.
  - 3. Supervisors are responsible to enforce this policy.
  - 4. A smoking committee has been established on the depot.
  - 5. Our Health Clinic offers Smoking Cessation Program.
- g. **Steering Committee Suggestions**
  - 1. Concur with #3 and #4 above. Identify to work force that any violations can be forwarded to the Commander by e-mail or anonymous correspondence with the name of the violator. Appropriate action will be taken.
  - 2. D/PW – survey work force to identify location for appropriate shelters – determine funding options to construct here. Re-evaluate the ventilation system.
  - 3. Health Clinic – publicize Smoking Cessation classes – how frequently are they held?
- h. **Directorate Response:**

1. Coordination with Pocono Medical Center to present on-going Smoking Cessation classes. Health and Wellness Committee formed to evaluate and assure/assess health needs of employees. Program follows American Cancer Society guidelines.
2. As far back as June 1994, D/PW has investigated the issue of obtaining smoking shelters for the depot. A survey of locations where smokers assemble was completed and three locations were marked on a depot site map. Cost estimates were also obtained from a manufacturer of these shelters. The issue as how to fund this effort has not yet been resolved.

#### **Issue #5: CHAMPUS**

- a. **Status:** Complete
- b. **Entered:** 03/96
- c. **Final Action:** 07/96
- d. **Subject Area:** Medical
- e. **Scope:** Improving customer service at the Health Clinic for CHAMPUS related issues.
- f. **Recommended Solutions**
  1. Coordinate with CHAMPUS representative and the Retiree Service Office as necessary when the 1-800 number is not helpful.
  2. Contact the CHAMPUS contractor servicing the area.
  3. Establish a contact person with the CHAMPUS carrier for our district.
  4. Timely return and phone calls from our CHAMPUS representative.
  5. Mandatory training for our CHAMPUS representative and alternate.
- g. **Steering Committee Suggestions:**  
Commander will prepare a memorandum to CG at Walter Reed to discuss CHAMPUS support at FT Meade's poor bill paying record.
- h. **Directorate Response:** The Health Benefits Advisor at the Health Clinic has a number to call when individuals cannot get through on the 1-800 number. Phone calls are returned as soon as possible. There has been training offered; however, there has been no funding for TDY from Ft Meade.

#### **Issue #6: X-Ray Technician**

- a. **Status:** Complete
- b. **Entered:** 03/96
- c. **Final Action:** 07/96
- d. **Subject Area:** Medical
- e. **Scope:** Availability of replace for staff out on illness/extended leave.
- f. **Recommended Solutions:** Arrangements are made when notice is given through Ft. Meade. Due to staffing at Ft. Meade and funding – we were denied.
- g. **Steering Committee Suggestions:**  
Commander will address with the Health Clinic and MEDDAC
- h. **Directorate Response:** None

#### **Issue #7: Blood Pressure and Stress Testing**

- a. **Status:** Complete
- b. **Entered:** 03/96
- c. **Final Action:** 07/96
- d. **Subject Area:** Medical
- e. **Scope:** Request for preventative health care.
- f. **Recommended Solutions:**
  1. Screening for blood pressure is done through the Health Clinic upon request.
  2. Increase screening for stress testing at Health Clinic.
  3. A Health Fair is in the planning stages, coordinated with Pocono Medical Center.
  4. Health Clinic is planning programs for preventative medicine and screening for health problems.
  5. Publicize Health Clinic is planning programs for preventative medicine and screening for health problems.
  6. Publicize Health Clinic programs in the Reporter, PA system and flyers.
  7. Maintaining personal health is also the responsibility of the individual.
- g. **Steering Committee Suggestions:** Concur
- h. **Directorate Response:** Employees are screened at any time during working hours in the Health Clinic. They are given individual health records to record their blood pressure. Pamphlets are also given to them. We also discuss medication and other concerns the individual may have. The "Clinic Corner" will be part of the Reporter when health programs are being offered.

### **Issue #8: Depot Clean Up**

- a. Status:** Complete
- b. Entered:** 03/96
- c. Final Action:** 10/96
- d. Subject Area:** Leadership
- e. Scope:** TYAD looks shoddy, especially outside
- f. Recommended Solutions:**
  - 1. Supervisors should check their areas and create a clean up plan, delegate clean up items. Request assistance from D/PW and other departments as needed.
  - 2. Snow and ice removal should be done more often.
- g. Steering Committee Suggestions:**
  - 1. D/PW repair any damage done by snow removal
  - 2. Spring and Fall clean ups are scheduled through the housing areas.
- h. Directorate Response:** D/PW is aware of the damage done by snow removal and will correct this damage as soon as ground conditions and weather permit.

### **Issue #9: Use of Excess**

- a. Status:** Complete
- b. Entered:** 03/96
- c. Final Action:** 07/96
- d. Subject Area:** Leadership
- e. Scope:** With BRAC, there are many closing installations, which now have excess equipment, furniture, materials, and supplies. Tap into those resources.
- f. Recommended Solutions:**
  - 1. Publicize the depot's effort in the area.
  - 2. Publicize the process to identify and obtain available equipment.
- g. Steering Committee Suggestions:** Concur
- h. Directorate Response:** The Equipment Management Division is constantly monitoring the availability of excess equipment. When excess becomes available they make the information public to those who could possibly use the equipment. As an example of their efforts, there were three people at Seneca Army Depot reviewing available excess equipment. Specifically, they were attempting to obtain refrigerators for the barracks.

### **Issue #10: Why is money being spent on renovations/ construction?**

- a. Status:** Complete
- b. Entered:** 03/96
- c. Final Action:** 09/96
- d. Subject Area:** Leadership
- e. Scope:** Money should be used on BRAC related issues, i.e. retaining/obtaining jobs for the depot
- f. Recommended Solutions:** None
- g. Steering Committee Suggestions:**
  - 1. Explain to the work force why dollars are spent on projects; list the projects.
  - 2. Provide information on why we invest in our infrastructure
- h. Directorate Response:**
  - 1. Mission Requirements: In many cases (e.g. the COMSEC facility) renovation or construction is necessary in order to perform a certain workload. In these instances the construction directly benefits our ability to obtain or retain jobs.
  - 2. Health, Safety, Morale: Many construction projects are performed in order to address one of these issues. As an added benefit these projects can also increase worker productivity. As an example, a simple lighting retrofit project can reduce energy costs while also providing increased worker productivity by supplying proper lighting to a work area. The long-term financial benefits of these projects are well worth the initial investment.
  - 3. Maintenance and Upkeep: There is a constant effort to insure that our facilities are kept in the best operating condition. It simply makes good sense to spend a small amount of money to maintain an item rather than wait for them to deteriorate to the point where it requires replacement.
  - 4. Beautification: While the depot has proven many times that it does first-class work, it is also necessary to convey this image to those who visit the depot but are not aware of our reputation. A person's first impression when visiting can influence their overall attitude of our operations. The planning of trees, resurfacing of buildings and other landscape projects are all intended to

convey a first-class image to go along with our already established reputation

**Issue #11: BEQ Snow removal**

- a. **Status:** Complete
- b. **Entered:** 03/96
- c. **Final Action:** 07/96
- d. **Subject Area:** Force Support
- e. **Scope:** Why is the depot paying to have the sidewalks of the BEQs shoveled?
- f. **Recommended Solutions:**
  - 1. Soldiers should shovel the areas
  - 2. On-post youth utilization
- g. **Steering Committee Suggestions:**
  - 1. Concur with #2 above
  - 2. How much money will be saved if contract is modified to remove the BEQs and Barracks?
- h. **Directorate Response:** In the past the depot has attempted to use soldiers for snow removal work at the BEQ with varying degrees of success. Since contracted custodial workers maintain the BEQs it is absolutely necessary that snow removal be done properly in order to provide safe access for these workers. The depot has found that contracted snow removal for this area is generally more reliable than other options. In addition, the savings to be gained from deleting the BEQ from the snow removal contract would at best be minimal.

**Issue #12: Staff Meetings/Decision Making by Leaders and Supervisors Team Building (issues were combined due to similarity)**

- a. **Status:** Complete
- b. **Entered:** 03/96
- c. **Final Action:** 10/96
- d. **Subject Area:** Leadership
- e. **Scope:** Employees are not given enough opportunity for input.
- f. **Recommended Solutions:**
  - 1. Communication must improve between management and employees.
  - 2. Staff meetings should be held weekly as required.
  - 3. Consider employee's input in decision-making process.
  - 4. Suggestion boxes in each work area to allow employees to provide input for staff meetings.

- g. **Steering Committee Suggestions:**
  - 1. Team directed work force concept.
  - 2. Have TDD provide status on training.
- h. **Directorate Response:** On 21 Feb 96 Competitive Solutions, Inc. (CSI) conducted a Team Directed Work Force Executive/Leadership Workshop. This Workshop included an in-depth review of the process for successful business team implementation, and management's role as change agents in this process. From 29 Apr through May 96 CSI conducted a Business Team Readiness Assessment (BTRA) in which 300 personnel were interviewed through the random sample process. This assessment was the first step in transitioning TYAD to a team based organization where business teams are the core work unit. This assessment will enable CSI to make educated recommendations as to the most effective levels of management involvement and authority appropriate for successfully sustaining a team culture at TYAD. CSI briefed the senior leaders of the results of the BTRA. If TYAD's senior leadership determines it is feasible to implement the team directed work force concept at TYAD, the next step would be a two day Strategic Plan Development Workshop. At this workshop the command Group, Union President, Directors and Special Staff would develop a plan for the implementation of business teams. This plan will ensure an efficient and sustainable transition resulting in business success. Next, the primary team consisting of our senior leadership will be given a Communication Strategies Course, a Manager to Facilitator Workshop, and a series of business team development modules. The Division Chiefs will participate in a Team Directed Work Force Executive/Leadership Workshop, Manager to Facilitator Workshop, and a series of business team development modules. The next step would be to train a cadre of in-house trainer/facilitator Workshop, and a series of business team development modules to the entire TYAD work force, i.e. Team Building, Team Interpersonal Skills, Team Listening Skills, Team Behavior/Rules, Team

Brainstorming, Team Meetings, Team Decision Making, Team Roles and Responsibilities, Team Business Focus and Team Recognition. An additional HEARTS/Experiential Learning type module could be added to this training program to accelerate the team building process. The above approach will allow every employee at TYAD to be creative and innovative in accomplishing their own particular job, and to offer assistance and expertise to the overall mission's timely and quality completion.

**Issue #13: Morale (5 issues received) and Privatization (these issues were combined due to the scope of the issues being interrelated)**

- a. **Status:** Complete
- b. **Entered:** 03/96
- c. **Final Action:** 05/96
- d. **Subject Area:** Leadership
- e. **Scope:** Workforce is unsure of what is going on with the depot. What is being done to preserve my job? Overall job in the depot's morale. What can we do to address the increased privatization and decreased workload for Tobyhanna?
- f. **Recommended Solutions :**
  - 1. Publicize depot's efforts in this area.
  - 2. Restart Blue Ribbon Task Force and Esprit-de-Corps activities.
  - 3. Marketing of Tobyhanna both within and outside the depot should be increased and publicized.
  - 4. Conduct Commander's Forums quarterly to address questions and publicize employee concerns.
  - 5. Emphasize chain of command, the importance of information flow to the lowest level.
- g. **Steering Committee Suggestions:**
  - 1. Provide workforce with update on current efforts.
  - 2. Publish information paper to work force describing what we are doing to get more work – what's being done to make the depot more efficient – what is planned through maintenance efficiency.
  - 3. Provide latest status on McClellan workload. How are we aggressively trying

to convince Congress to transfer work load prior to 2001.

**h. Directorate Response:**

- 1. Personnel at TYAD have been working diligently in an attempt to facilitate the transition of the Ground Communication-Electronic (GC-E) workload from the Sacramento Air Logistics Center, Sacramento, CA. This is a highly charged political issue, which extends beyond DOD into the White House. However, in spite of these and other pressing issues, personnel from both SM-ALC and TYAD have established a cohesive team of dedicated individuals in an aggressive effort to begin preparation of the transition.

On 8 Apr 96, a team of ten TYAD specialists visited the Air Force Base for an initial survey. As a follow on, TYAD hosted the initial transition meeting on 30 Apr 96. On 14 May 96, the Air Force Material Command at Wright Patterson Air Force Base in OH, held a meeting in which both parties identified costs, concepts, transfer methods, and milestones in order to budget program dollars in the FY98 Program Objective Memorandum (POM).

Other developments include the rejection of the House and Senate Committee to accept any effort to repeal the 60/40 rule. This law states that for all defense appropriations, 40% must be given to the private sector and 60% remains in-house, or organic. Further more, there is serious scrutiny of the DoDs Policy to privatize defense organizations.

All in all, things are looking up. Of course, given the fast pace, this could change in a moments notice. TYAD has established a Special Analysis Team, which is tasked with facilitating the SM-ALC workload, monitoring and analyzing DOD efforts to privatize, and any attempts to repeal current laws such as the 60/40 rule. Periodic updates will be published as the team progresses.

- 2. See attached Information Paper on Attracting Workload to TYAD.

#### **Issue #14: DRMO**

- a. **Status:** Complete
- b. **Entered:** 03/96
- c. **Final Action:** 10/96
- d. **Subject Area:** Consumer Services
- e. **Scope:** Assessing DRMO accessibility to employees
- f. **Recommended Solutions:**
  - 1. Improve communications (flyers, Reporter).
  - 2. Allow supervisors to grant 59 minutes of administrative leave for employee to go to DRMO.
  - 3. Have Saturday hours
- g. **Steering Committee Suggestions** Concur
- h. **Directorate Response:** DRMO submits over the course of a year four to six news items for inclusion in the Reporter. When DRMO conducts sales, the information is disseminated at Commander's meetings as to when, where, what, as well as flyers sent to customers. It is up to the Directors to pass on the information to their people. Since DRMO is a DOD/DLA activity, allowing TYAD supervisors to grant 59 minutes is not in our jurisdiction. As had been mentioned several times at the Commander's meetings, DRMO asks that Directors be liberal in their utilization of the 59-minute option. DRMO does not hold Saturday sales due to the type of property received here. There is also the money and manpower crunch that has to be considered for Saturday sales as well as Security, Safety, and health assistance from TYAD. DRMO receives phone calls daily requesting people be placed on our mailing list, which currently consists of 1500 plus names. Our sales are held monthly in conjunction with 13 other DRMOs. Flyers are mailed telling who, what, and where each sale is. DRMO is also on the World Wide Web. DRMO's doors are open the same time as the other Directors on TYAD. We do not close for lunch or breaks. People walking by the DRMO office can come in anytime to ask questions.

#### **Issue #15: PX and Commissary Closing/AAFES Gas Prices**

- a. **Status:** Complete
- b. **Entered:** 03/96

- c. **Final Action:** 09/96
- d. **Subject Area:** Consumer Services
- e. **Scope:** The PX and Commissary close on the days following a holiday, thus reducing service. Why? Also, why are gas prices dictated by the local economy and can it be changed?
- f. **Recommended Solutions:** Forward to the PX/Commissary Council
- g. **Steering Committee Suggestions:** Concur
- h. **Directorate Response:**
  - 1. Commissaries will generally close in observance of all US Federal Holidays. When a holiday falls on Monday, the Commissary should close the preceding Saturday, but due to Saturday being the busiest (most frequent shopping day), to maximize customer service, the Commissary closes on Tuesday versus Saturday. In addition, due to budget constraints, holiday funding (double time) is not available for manpower to operate the Commissary on the observance of the holidays.
  - 2. The PX only closes on the day after a Monday holiday in order to be open on Saturday, which is our busiest shopping day. We are always closed on Sunday and Monday, which are regular days off. When a legal holiday falls on a Monday, we are compelled to give our entitled employees that Tuesday off as their holiday or pay them holiday pay for working. We have in the past tried to open on a Tuesday after a Monday holiday; however, sales did not cover the added labor costs or operating expenses to be open.
  - 3. The PX, as a government instrumentality, is immune from State and local taxes unless Congress waives the immunity. Congress has waived this immunity with respect to motor fuel sold by AAFES. The Hayden Cartwright Act 4, U.S.C. 104. AAFES pays all Federal, State, and Local motor fuel taxes, as well as underground tank storage fees, etc. AAFES pays the same cost for gasoline as the local customers. Under Normal circumstances, our pricing policy is to survey the nearest service

stations to the installation and establish the AAFES price equal to the lowest price surveyed. Our gasoline prices are fair and competitive with the local community, yet allow enough income to cover operating expenses and generate money for MWR funds.

#### **Issue #: 16 IG Sessions**

- a. **Status:** Complete
- b. **Entered:** 03/96
- c. **Final Action:** 09/96
- d. **Subject Area:** Consumer Services
- e. **Scope:** Soldier issues were addressed. It appears civilian issues were overlooked.
- f. **Recommended Solutions:** Determine status and proposed actions/results of the IG issues and publicize.
- g. **Steering Committee Suggestions:** Process complaints for appropriate action and feedback to workforce.
- h. **Directorate Response:** When a complaint is logged to the IG or through IG sessions, the response is sent back directly to the individual who lodged the complaint. The response is not publicized. If you have an IG complaint that is unanswered, go through your supervisor for resolution.

#### **Issue #17: Child Care Fees/Computation**

- a. **Status:** Unattainable
- b. **Entered:** 03/96
- c. **Final Action:** 05/96
- d. **Subject Area:** Child Care
- e. **Scope:** Why is total family income considered when the soldier and spouse are separated?
- f. **Recommended Solutions:**
  - 1. Review DOD guidelines – develop local policy
  - 2. Geographical separation versus legally separated
- g. **Steering Committee Suggestions:** None
- h. **Directorate Response:** IAW AR 608-18 and the Military Child Care Act, fees for childcare are based on total family income. Depending on the nature of the separation (legally or geographically) the fees would be categorized accordingly. Exceptions to policy may be granted based on the individual's request for such exception. Suggest the

individual meet with the Child Care Director to discuss.

#### **Issue #18: Family RV Park**

- a. **Status:** Complete
- b. **Entered:** 03/96
- c. **Final Action:** 05/96
- d. **Subject Area:** Consumer Services
- e. **Scope:** Military, active and retired, travel across the county. Need a place to stop for food, gas, etc. There was a plan to build campsites – what happened?
- f. **Recommended Solutions:**
  - 1. Re-visit the plan
  - 2. Bring in a Reserve Engineer Company to analyze, develop, and construct.
  - 3. Benefit to Commissary, PX, Club and community at large
- g. **Steering Committee Suggestions:** None
- h. **Directorate Response:** An in-depth study was done on this project. D/PW, Environmental Management Division, Recreation Division-MWR, and the Corps of Engineers were all consulted. There was a concern with wetlands in that area. Also, the “camping season” in this area is very short. The cost of this project would be difficult to re-coup. There are two State Parks with in a few files of the depot, which provide adequate camping services

#### **Issue #19: Counseling Services**

- a. **Status:** Complete
- b. **Entered:** 03/96
- c. **Final Action:** 05/96
- d. **Subject Area:** Consumer Services
- e. **Scope:** Availability of services when both the Chaplain and the Employee Assistance Program Manager are both TDY
- f. **Recommended Solutions:**
  - 1. Alternate Avenues: Health Clinic, Help Line, Fire Department, Security
  - 2. 24-hour access should be available
- g. **Steering Committee Suggestions:**
  - 1. Both should not be gone at the same time – coordinate scheduling.
  - 2. One should be available at all times.
  - 3. Designate a back up in the event that both must be gone at the same time.
- h. **Directorate Response:**
  - 1. The Counseling Center uses the Health Clinic doctor as a back up when they are

out of the office. It is not often that both the Chaplain and EAP manager are away at the same time.

2. Security can always be called for any emergency situation.
3. Army Community Service can also be called for a referral in the event of an emergency.

#### **Issue #20: On-Post Hunting**

- a. **Status:** Unattainable.
- b. **Entered:** 03/96
- c. **Final Action:** 05/96
- d. **Subject Area:** Consumer Services
- e. **Scope:** Presently no hunting is allowed on-post
- f. **Recommended Solutions:** No
- g. **Steering Committee Suggestions:** Concur – this is a safety requirement
- h. **Directorate Response:** There is a local regulation that specifically states there is not hunting on the installation. The post boarders state games lands and state parks, there is ample hunting nearby in these areas.

#### **Issue #21: Cooperation Youth Services/Monroe County**

- a. **Status:** Complete
- b. **Entered:** 03/96
- c. **Final Action:** 05/96
- d. **Subject Area:** Youth
- e. **Scope:** More cooperation between Youth Services and the Monroe County Recreation Program (for sports and activities for the youth)
- f. **Recommended Solutions**
  1. Benchmark military installation already conforming
  2. Task Youth Services to form support committee to investigate options.
  3. Activity organizations: Little League, Dance Studio, YMCA
- g. **Steering Committee Suggestions** Concur
- h. **Directorate Response** School Ages Services and Youth Services offer programs to youth ranging from kindergarten through high school, which are developmentally appropriate. The Monroe County Recreation Program works cooperatively with the Pocono Mountain School District, which SAS and YS service. Most of the programs mentioned are

being offered through the school district, which all children are eligible to participate in. SAS and YS run recreational activity trips each month, i.e. bowling, roller skating, movies, etc. If you have any suggestions please contact the director.

#### **Issue #22: Gym Equipment**

- a. **Status:** Complete
- b. **Entered:** 03/96
- c. **Final Action:** 08/97
- d. **Subject Area:** Consumer Services
- e. **Scope:** Much of the gym equipment is in a poor state of repair.
- f. **Recommended Solutions:**
  1. Look into DRMO/installation closures for available equipment.
  2. Borrow/loan appropriate personnel.
  3. Use service contract if necessary.
- g. **Steering Committee Suggestions:**
  1. Identify the type of equipment we need to obtain.
  2. What type of funds will be used?
  3. Has the Needs Assessment Survey been done?
  4. Determine options on procuring new equipment.
- h. **Directorate Response:** At the time this issue was raised there was virtually no staff in the Recreation Division. Since then a Recreation Chief has been hired and many of the vacancies have been filled through details. A complete package has been put together to procure new gym equipment and redesign the current floor space with the new equipment. This has been put on the FY97 budget and the project should be complete by the end of the fiscal year.

#### **Issue #23: MWR**

- a. **Status:** Complete
- b. **Entered:** 03/96
- c. **Final Action:** 10/96
- d. **Subject Area:** Consumer Services
- e. **Scope:** Lack of MWR presence within the military community. Very few organized events, no personnel.
- f. **Recommended Solutions:**
  1. Redefine standards of job descriptions to effectively and immediately fill positions.

2. Letter writing campaign to recoup lost funding.
3. Use borrowed military manpower
- g. **Steering Committee Suggestions:**
  1. Hire Recreation Chief.
  2. Assign additional duties to NCOs
- h. **Directorate Response:** Since this issue was submitted a Director and Recreation Chief have been hired. Also, several vacant positions within recreation have been filled with details. Many new programs have been implemented.

#### **Issue #24: Fieldhouse Membership**

- a. **Status:** Complete
- b. **Entered:** 03/96
- c. **Final Action:** 05/96
- d. **Subject Area:** Consumer Services
- e. **Scope:** Current membership fee for gym is \$60/yr. An additional \$1 is required for each aerobics class attended. Most people who go to aerobics do not use other equipment in the gym.
- f. **Recommended Solutions:**
  1. Release a clearly defined SOP and use responsibility/commitment.
  2. Clarify fee structure
- g. **Steering Committee Suggestions:** Concur
- h. **Directorate Response:** The aerobics instructors are hired on a contract basis and we must pay them for their services. We charge \$1 for the class to help offset the cost of the fee we are charged.

#### **Issue #25: Black History Month**

- a. **Status:** Complete
- b. **Entered:** 03/96
- c. **Final Action:** 08/96
- d. **Subject Area:** Leadership
- e. **Scope:** Need to develop more interest in all heritages
- f. **Recommended Solutions:**
  1. EEO Office needs to take a more pro-active role in organizing events related to cultural heritage.
  2. Allow more time for planning and request for volunteers.
  3. Public Affairs to continue to improve on distributing information through the Reporter and all other media access.

4. The work place needs to take a more active role in their culture and heritage.
- g. **Steering Committee Suggestions:**
  1. The depot celebrates heritage month each year in June. Combine all cultural events into one week with different events.
  2. EEO publish their plan for diversity training – include tenants
- h. **Directorate Response:** Each year a committee is formed to plan events for Black History and American Heritage Months. They try to incorporate all aspects of the cultures with seminars, luncheons, displays and demonstrations. Careful consideration is put into each event. The activities are published in the Reporter, flyers, and the depot PA system. If you have any specific requests, please provide them to the EEO Office.

#### **Issue #26: Smoking Policy**

- a. **Status:** Complete
- b. **Entered:** 03/97
- c. **Final Action:** 10/97
- d. **Subject Area:** Leadership
- e. **Scope:** Not Enforced
- f. **Recommended Solutions:**
  1. No smoking at all inside Federal buildings
  2. All smoking to be done outside.
  3. Place smoking/non-smoking signs in all areas.
- g. **Steering Committee Suggestions:** None
- h. **Directorate Response:** This issue is being worked at the command level

#### **Issue #27: Parking Lot Protocol**

- a. **Status:** Complete
- b. **Entered:** 03/97
- c. **Final Action:** 09/97
- d. **Subject Area:** Leadership
- e. **Scope:** Speed limit, staying in lane, no crossing over between lanes
- f. **Recommended Solutions:**
  1. Have Security monitor parking lot.
  2. Reevaluate parking and exiting practices.
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:**
  1. When manpower permits an officer is stationed at the end of the parking lot to observe traffic flow.
  2. Due to the one shift, the present exiting of the parking lot is the most practical

departure because ¾ of the parking lot is empty by 1615

**Issue #28: Permanent Promotions (2 issues submitted)**

- a. **Status:** Complete
- b. **Entered:** 03/97
- c. **Final Action:** 09/97
- d. **Subject Area:** Employment
- e. **Scope:** TYAD has many people working on sets of duties who are really working above their job descriptions. There are also many critical vacancies. No promotion potential.
- f. **Recommended Solutions:**
  - 1. Recommend waiver to fill vacancies and/or promote permanently.
  - 2. Review job descriptions for possible upgrades.
  - 3. Suggest desk audits for questionable positions
  - 4. Apply for higher graded positions which are vacant (if hiring freeze is lifted)
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:**
  - 1. Set of Duties: An “Unclassified Set of Duties” is a tool provided to Managers. A manager may elect to sue an unclassified set of duties to fill a one time need for the performance of duties that are not expected to be an on going requirement for the organization. Employees are assigned to an Unclassified Set of Duties for a period of 120 days and may stay in the position for an additional 120-day assignment, but the total time of assignment cannot exceed one year without special permission from the Commander. The employee, who is assigned to perform the duties addressed in the Unclassified Set of Duties, will retain his/her current classification (title, series and grade).  
An Unclassified Set of Duties does not have a title, series or grade assigned to it. The duties are not expected to be a regular or reoccurring requirement for the organization and therefore a standard Job Description is not established.
  - 2. Waiver to fill vacancies: Tobyhanna currently has a number of vacancies to include 24 supervisory positions.

D/Personnel has already requested a waiver from AMC, which would allow us to fill these positions. We are currently waiting for a response from AMC.

**Issue #29: Indoor Swimming Pool**

- a. **Status:** Unattainable.
- b. **Entered:** 03/97
- c. **Final Action:** 10/97
- d. **Subject Area:** Consumer Services
- e. **Scope;** Because of long winters, pool is not used much. Indoor pool would be used all year for training, exercise, etc. Or, partner with local community for use of a pool.
- f. **Recommended Solutions:**
  - 1. Conduct a feasibility study.
  - 2. Enclose existing pool.
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:** The Recreation Division received a cost estimate to enclose the current swimming pool. The estimate came in at over \$100,000. We do not have the funds to do such a project and we would probably not re-coup the cost. We would also have to hire full-time staff for the pool, which again, would not be feasible cost wise. If the pool were to be used for military training, we would not be able to charge a fee for use.

**Issue #30: Commissary Hours**

- a. **Status:** Complete
- b. **Entered:** 03/97
- c. **Final Action:** 09/97
- d. **Subject Area:** Consumer Services
- e. **Scope:** Commissary is almost empty the last hour on Thursdays and not open early enough on Saturday.
- f. **Recommended Solutions:**
  - 1. The current schedule was implemented from a suggestion at a Town Hall Meeting.
  - 2. Practice has always been to have one late night for individuals who cannot shop early.
  - 3. Survey the patrons to see if there is a need for this change.
  - 4. Staff to Commissary/PX Council.
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:**
  - 1. Commissary policy is to establish one or more late shopping days for the benefit of those patrons who work during the day.

While activity reports do indicate that this is a slower shopping period, the percentage of patrons during that hour is consistent with the last hour of all other shopping days. The Tobyhanna Commissary's current hours of operation begin at 0900 on Saturdays. Activity reports indicate that this, too, is a slower hour.

2. A "Customer Survey" was conducted at the commissary the first week of June 1997. The survey indicated that a majority of our patrons would prefer to hop earlier during the week, but have little interest in a change in any other way.
3. Based on the interest to ACS at the Community Forum and the survey results, a request to change the commissary operating hours will be generated through the appropriate channels for approval.

#### **Issue #31: Awareness of Senior Military on Depot**

- a. **Status:** Complete
- b. **Entered:** 03/97
- c. **Final Action:** 09/97
- d. **Subject Area:** Force Support
- e. **Scope:** Do the senior military know where the soldiers on the depot work?
- f. **Recommended Solutions:**
  1. Military leaders are not aware of where the soldiers work.
  2. Colonel is currently attempting to make quarterly walk-through of the areas.
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:** The senior military are aware of where their soldiers work. Periodic walk-throughs are done by the senior staff. If there is a specific concern, it should be addressed through the chain of command.

#### **Issue #32: Soldiers getting around on the depot**

- a. **Status:** Complete
- b. **Entered:** 03/97
- c. **Final Action:** 07/97
- d. **Subject Area:** Force Support
- e. **Scope:** Soldiers without "A" placards need a vehicle for getting around on the depot, especially soldiers on the back part of the depot, i.e. SATCOM, COMSEC

- f. **Recommended Solutions:** This should be addressed through the soldiers' chain of command.
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:** Soldiers that actually need "A" placards have them. This has been addressed several times. Any soldier that needs transportation to and from their work site can be taken in the HQ Detachment Van.

#### **Issue #33: Labor Starved Areas**

- a. **Status:** Unattainable
- b. **Entered:** 03/97
- c. **Final Action:** 07/97
- d. **Subject Area:** Leadership
- e. **Scope:** Some organizations are under resourced while others have too many people. Balance the resources with the workload.
- f. **Recommended Solutions:** There is a borrow and loan detail policy in place, workload is reviewed regularly.
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:** This issue is being addressed on a continual basis. As stated above, workload is reviewed regularly and every effort is made to manage the resources with the workload.

#### **Issue #34: Improper titles attached to soldiers in Reporter articles.**

- a. **Status:** Complete
- b. **Entered:** 03/97
- c. **Final Action:** 07/97
- d. **Subject Area:** Force Support
- e. **Scope:** PAO does not use proper abbreviations for military rank when soldiers are named in an article.
- f. **Recommended Solutions:**
  1. Have articles reviewed by someone who knows the proper rank abbreviations.
  2. Publish a list of ranks and abbreviations in the Reporter for depot's general knowledge.
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:** Department of the Army Reg. 360-81, Command Information, requires Army newspapers to use the Associated Press style guide for military ranks. A copy of that guidance is available upon request from the Public Affairs Office.

**Issue #35: Excessive Speeding in Family Housing**

- a. **Status:** Complete
- b. **Entered:** 03/97
- c. **Final Action:** 04/02
- d. **Subject Area:** Housing
- e. **Scope:** The speed limit in the housing area is 15 mph. Children play in this area. Cars and trucks go speeding through the area.
- f. **Recommended Solutions:**
  - 1. Stop signs placed on the first court in each direction.
  - 2. Rumble strips – however there would be a noise actor to consider
  - 3. Speed bumps make sure there are markers by the speed bumps to alert snowplows.
  - 4. Place a speed monitor at each end of the area.
  - 5. Place security guards in the area during high traffic hours.
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:**
  - 1. The stop signs that are in place in family housing are within regulation and in accordance with PA vehicle code. If stop signs were placed in each direction it would be confusing to other motorists driving through that area.
  - 2. There would be a noise factor with rumble strips. Ice and water would build up during inclement weather, which would cause a safety hazard for individuals walking in the area.
  - 3. Speed bumps are against regulation.
  - 4. A speed-monitoring device is a good suggestion if it could be enforced at all times.
  - 5. Security guards do monitor traffic during peak hours when manpower permits.

**Issue #36: Budget Cuts**

- a. **Status:** Unattainable
- b. **Entered:** 03/97
- c. **Final Action:** 07/97
- d. **Subject Area:** Leadership
- e. **Scope:** 50% budget cut on all Directorates on overhead expenses. How do we accommodate fixed costs?
- f. **Recommended Solutions:** Clarify what “across the board” means. Do we cut coal, electric, etc. fixed cost items?

- g. **Steering Committee Suggestions:**
- h. **Directorate Response:** The 50% budget cuts on non-labor overhead elements of resource were imposed in order to address the HQ IOC imposed “Cost Authority Goal”, which to put it simply, is the amount of total expenditures that they will allow for depot operations. The intent of the cuts was to impress upon the business areas the importance of conducting TY97 operations at the most conservative, cost efficient level possible. It is recognized that there are certain items (coal, electric) that are of a relatively fixed nature. As such, it will be difficult or impossible for some organizations to reduce expenditures to such a point that they do not exceed their revised budget numbers. These organizations should focus on the aspects of their budget, which are discretionary and thus controllable. For those items, managers should carefully consider the benefits of any proposed expenditure. At year-end, the depot as well as all dept managers with budget authority will be expected to explain any variance from the revised budget numbers. Toward that end, it will be important to demonstrate a knowledge of all of the cost items for a particular resource (e.g. travel), and that measures ere taken to control cost, wherever possible.

**Issue #37: Hours in Post Restaurant**

- a. **Status:** Complete
- b. **Entered:** 03/97
- c. **Final Action:** 10/97
- d. **Subject Area:** Consumer Services
- e. **Scope:** I have a 1230 lunch, by the time I get to the cafeteria, all the lines are closed.
- f. **Recommended Solutions:**
  - 1. Serving hours should be until 1300 daily.
  - 2. Look at keeping annex open for coffee, etc in the afternoon.
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:** The Post Restaurant proposes to change the lunchtime and afternoon break operating hours. Recommendations are as follows:
  - 1. Lunch – Main Cafeteria and Annex 1 open at 1130 and close at 1245. The depot workforce lunch schedule does not begin

until 1130 and the last lunch is at 1230. The dining areas and the cashier/snack areas will remain open until 1315 each day.

2. Afternoon break – Main Cafeteria and Annex 1 open at 1345 and close at 1500.
3. Once approved, the Post Restaurant will change all signs and market the new operating times.

#### **Issue #38: BOSS Activities**

- a. **Status:** Complete
- b. **Entered:** 03/97
- c. **Final Action:** 10/97
- d. **Subject Area:** Force Support
- e. **Scope:** Lack of a facility for the BOSS to hold activities
- f. **Recommended Solutions:** Check into feasibility of utilizing building 209 for activities and functions with no charge from The Landing.
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:** The Landing has agreed to allow the BOSS Program to utilize Bldg 209 and the Founder's Room in Bldg 33 free of charge. The BOSS Program like any customer of The Landing must reserve the area in advance to guarantee availability. Activities that require set-up will be the responsibility of the BOSS Program. Services such as food and beverage will be considered additional services and must be negotiated for each function.

#### **Issue #39: Lack of Entertainment**

- a. **Status:** Unattainable.
- b. **Entered:** 03/97
- c. **Final Action:** 10/97
- d. **Subject Area:** Consumer Services
- e. **Scope:** Movies
- f. **Recommended Solutions:** Re-open Post Theater
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:** The Post Theater building has been turned over to D/PW, Roads and Grounds and is now being used for storage. The building is in very poor condition and would not be able to be used as a theater. Past history has shown that the theater, when it was in operation, had extremely poor attendance.

#### **Issue #40: Security**

- a. **Status:** Complete
- b. **Entered:** 03/97
- c. **Final Action:** 09/97
- d. **Subject Area:** Force Support
- e. **Scope:** Increase security state on post
- f. **Recommended Solutions:**
  1. Train security force on regular basis. Review budget and enforce training standard.
  2. Increase security – supplement with Reserve MPs
  3. Implementation and strict enforcement of Army/DOD traffic and safety regulations
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:**
  1. Training is our top priority. We do in-house training and send officers to local seminars when the budget permits. Last year the PA State Police conducted PA Vehicle Code updates.
  2. We have an inner-service agreement with the 320<sup>th</sup> MP Battalion from Ashley, PA. We are looking into other Army Reserve units with military police to cross train here.
  3. The Security force is short handed but we are strictly enforcing the traffic/safety laws on the installation. We issue warnings and 1805's where you must appear to pay the fine with a Federal Magistrate.

#### **Issue #: 41 Sundry Items**

- a. **Status:** Unattainable
- b. **Entered:** 03/97
- c. **Final Action:** 10/97
- d. **Subject Area:** Consumer Services
- e. **Scope:** Inside the depot there is no place to buy small items such as lotion, tissues, personal items, etc.
- f. **Recommended Solutions:** Reserve a space in the cafeteria for a small shoppette to be utilized by all depot employees.
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:** AAFES has no authority to sell items to depot employees for personal use. This issue should be addressed to the Post Restaurant. (\*Will forward for a response)

#### **Issue #42: AAFES Supply for Enlisted**

- a. **Status:** Complete
- b. **Entered:** 03/97
- c. **Final Action:** 09/97
- d. **Subject Area:** Force Support
- e. **Scope:** The PX stocks a large supply of officer rank to a relatively small officer population
- f. **Recommended Solutions:**
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:** The PX stocks rank and insignia from an O-6 (rank of base commander) to an E2 and every rank in between. We service not only this base but also the approximately 3000 Army Reserve and National Guard in Northeastern PA. Selection of items carried was based on recommendations made by the depot's Sergeant Major. If a service member feels that something should be added they might make their suggestion through their chain of command to be brought up at the quarterly PX/Commissary Meeting or stop in at the PX and make the request through customer service or directly to the manager.

#### **Issue #43: Overtime Abuse**

- a. **Status:** Unattainable
- b. **Entered:** 03/97
- c. **Final Action:** 10/97
- d. **Subject Area:** Leadership
- e. **Scope:** Overtime should not be authorized in situations where work that could be accomplished during the day hasn't been done yet.
- f. **Recommended Solutions:**
  - 1. Do assigned work in a timely manner.
  - 2. Supervisors maintain control
  - 3. Better enforcement of guidelines/regulations needs to be accomplished. This problem affects entire depot.
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:**
  - 1. The determination of overtime is a supervisory responsibility, and we entrust each manager to control such budget related issues, as well as ensure that we are receiving "a days work for a days pay." Hopefully, such cases of overtime abuse are not a frequent occurrence; however,

whenever there is a question regarding a supervisor's lax approach to this issue, we may certainly review such circumstances to ensure workload compliance is enforced.

- 2. One problem, which may be contributing to the above concern, is that we currently have 24 vacant supervisory positions at the depot. Since in some instances there are acting managers performing the supervisory functions, (who may be inexperienced, or possess the perception that someday they may return to the bench) this may be contributing to the overtime concern in this case. However, in time we expect to permanently fill these positions, which may resolve some of the concerns expressed here.
- 3. While there is no real answer to this issue aside from reminding supervisors of their responsibilities to work within the workload requirements, we will review any concerns on the above subject and that are brought to our attention, and correct any abnormalities found. In the near future, we will prepare a Supervisors Bulletin on this subject.

#### **Issue #44: Military Issues in the Reporter**

- a. **Status:** Complete
- b. **Entered:** 03/97
- c. **Final Action:** 09/97
- d. **Subject Area:** Force Support
- e. **Scope:** Issues important to military personnel and their families aren't given enough coverage in The Reporter
- f. **Recommended Solutions:**
  - 1. Anyone can submit a story to THE Reporter
  - 2. Implement a "SGM Corner" to contain soldier issues. Tenant activity soldiers should contact SGM; HQ Det. Soldiers contact the 1SGT.
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:** Recommend military personnel to select a single point of contact to coordinate with PAO on articles for publication in The Reporter. The POC could meet weekly with The Reporter editors to discuss/review story ideas, as well as new articles received through Army channels.

#### **Issue #45: Inaccuracies on Electronic Bulleting Board**

- a. **Status:** Unattainable.
- b. **Entered:** 03/97
- c. **Final Action:** 09/97
- d. **Subject Area:** Force Support
- e. **Scope:** EEB welcomed SSF Cartledge back from his 6 month TDY saying “Thanks for supporting Joint Endeavor” – he was in Honduras, not Bosnia.
- f. **Recommended Solutions:**
  - 1. Human nature accounts for some errors. To ensure accuracy of submission, submit written message to Public Affairs.
  - 2. If you notice an error, contact PAO as soon as possible.
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:** We apologize for this error. Concur with recommendations. Information mentioned above was submitted orally and was inputted as received. Correction would have occurred immediately if we had been notified.

#### **Issue #46: Team Power**

- a. **Status:** Active
- b. **Entered:** 03/97
- c. **Final Action:**
- d. **Subject Area:** Leadership
- e. **Scope:** Fear that it will die like so many other TYAD initiatives, especially with a new commander in August.
- f. **Recommended Solutions:**
  - 1. New commander has already been briefed on Team Power concept.
  - 2. Division Chiefs need to maintain and insure implementation and execution of Team Power down to the lowest level.
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:**
  - 1. Competitive Solution Inc. will brief the new commander on the Team Power concept on 25 Aug 97.
  - 2. Division chiefs have been trained in Team Power and they are now going through division home team training with their employees to provide support to them.
  - 3. There is a team process audit system in place to ensure that the team process learned at the Primary Team, Directorate Team, and Division Home Team levels are

understood by supervisors and employees and are being properly implemented.

#### **Issue #47: Rumors in Housing**

- a. **Status:** Unattainable
- b. **Entered:** 03/97
- c. **Final Action:** 10.97
- d. **Subject Area:** Family Support
- e. **Scope:** Rumors fly through housing like wild fire.
- f. **Recommended Solution:**
  - 1. HQ Det has previously addressed this issue.
  - 2. Future issues of this nature should be addressed through the chain of command.
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:** Soldiers have been told to control the “rumor mill”. There is really nothing anyone can do to control gossip except to act like adults.

#### **Issue #48: Directorate Secretaries**

- a. **Status:** Complete
- b. **Entered:** 03/97
- c. **Final Action:** 6/99
- d. **Subject Area:** Employment
- e. **Scope:** Directorate secretaries are GS06’s in Building 11 and only GS05’s in all other areas of the depot. They should all be graded at the same level.
- f. **Recommended Solutions:** This is a personnel/civil service issue. Does grade depend on hierarchy?
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:**
  - 1. The Office of Personnel Management (OPM) Job Grading Standard (JGS) for Secretaries, GS-318 Series is used to determine the grade level to be credited to all Secretary positions on the depot. Page #8 of the GS-318 Standard, list the following directions for the classifier: “Evaluate each position individually. No position should be placed in a particular grade simply because, all branch secretaries are that grade. Even positions in the same organization may have different duties and responsibilities.”
  - 2. The grade of a secretary position in Building 11 and all other buildings on the depot are based on three factors: (1) The

complexity and size of the organization;  
(2) The level of knowledge required by the Secretary; (3) The size, complexity and the duties and responsibilities associated with subordinate organizational units and the clerical positions assigned to those units.

3. There are four Directorates in Building 11 that have GS-318-06 positions. The directorates of Personnel, Contracting, and Industrial Risk Management are also in Building 11 and have Secretary GS-318-05 positions. Building 11 also has the Legal Office, which has a Secretary GS-318-05, and Public Affairs Office that has a Secretary GS-318-04.

#### **Issue #49: Closure of Cafeteria Annex 4**

- a. **Status:** Unattainable
- b. **Entered:** 03/97
- c. **Final Action:** 10/97
- d. **Subject Area:** Consumer Services
- e. **Scope:** Inconvenience for employees to have sufficient time to have a hot meal. Decreased moral for those affected by the closure. Need cleaner atmosphere and better prices.

#### **f. Recommended Solutions:**

1. An internal review of the organization needs to be accomplished. Things to be looked at are morale of employees, and compliance with health regulations.
2. Increase accessibility time, such as a longer open time during lunch in the two remaining facilities.
3. Look into the feasibility of a mobile unit for delivery of outlying areas.

#### **g. Steering Committee Suggestions:**

#### **h. Directorate Response:**

1. The morale of the Post Restaurant employees is not good. Unfortunately, the restaurant is suffering through a tough period of being unprofitable. Management has scheduled a reduction in force and at least one employee will lose his/her job. Our problems are a result of continued uncertainty and reduction in the military. The restaurant is experiencing the same morale problems that all depot tenants and the depot workforce is experiencing due to the uncertainty that exists with BRAC related issues.

2. The restaurant is subject to monthly-unannounced pre-med food service inspections by the military from Carlisle Barracks. All facilities within the Post Restaurant, The Landing, and Youth Activities pass these inspections the majority of the time. Corrective actions are initiated immediately to correct any deficiencies found during the inspection.
3. The restaurant has proposed to change the operating time for the Main Cafeteria and Annex 1. The new operating hours will be as follows: Lunch 1130 to 1245 and afternoon break from 1345 to 1500.
4. The restaurant closed the Mobile Snack Truck in April 1993 due to poor business. The outlying areas are self-supportive. Most areas have coffee funds, refrigerators and microwaves. Our Mobile Snack Truck could not compete with this and was forced to shut down. The restaurant is rolling out two new programs in June to provide service to our outside customers. We will offer a new pick up service menu. Each day the restaurant will feature a hot and cold special for carry out orders. We will also offer a picnic cookout ever Wednesday on the lawn between bldgs. 72 and 73. If successful we will expand the program. \*\*Since this response was submitted, the program has been discontinued due to low patronage.

#### **Issue #50: Tour of Duty**

- a. **Status:** Unattainable
- b. **Entered:** 03/97
- c. **Final Action:** 10/97
- d. **Subject Area:** Employment
- e. **Scope:** Depot should re-look flex time, compressed schedules, etc.
- f. **Recommended Solutions:** Directors and Unions should examine this issue for feasibility.
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:**

1. This issue has been looked at numerous times over the past several years. During recent negotiations for the depot's Labor Management Agreement, the union proposed two separate tests. Over the course of negotiations, it was agreed that

both proposals would not be included in the agreement. Therefore this issue cannot be reopened with consent of both parties until negotiations for the next agreement are held in 1999.

2. Alternate work schedules have been determined numerous times in the past to be unfeasible in the depot's production type environment. Flextime would require the depot to remain open for longer tours, and could hamper productivity in the shops where man operations are interdependent. More importantly, time keeping and employee accountability problems have become unmanageable in some organizations where supervisors have 30 or more employees, and keeping track of all employees' start and quit times, lunch periods, and breaks would be extremely difficult. Time clocks would be the only solution, and they would create additional costs and other administrative problems. Further negative impacts include additional energy costs for the expanded workday and decreased usage of mass transportation and car/van pools due to irregular start times.
3. Regarding compressed schedules, this can either refer to a week consisting of 4-10hr days or what is called 5-4-9 schedule (five 9 hour days one week, four 9 hours days the second week of the pay – one of the days becomes an 8 hour day). These systems have been analyzed for adoption here many times, and the end result has always been that the perceived disadvantages: increases in sick leave usage and operation costs, decreases in productivity and customer service outweigh the potential advantages, and thus were never adopted.

#### **Issue #51: Soldier Awareness on Depot**

- a. **Status:** Complete
- b. **Entered:** 03/97
- c. **Final Action:** 10/97
- d. **Subject Area:** Force Support
- e. **Scope:** Civilians are not aware of soldiers and their responsibilities to military commitments. (i.e. PT, hair cuts, command functions, etc.)
- f. **Recommended Solutions:**

1. Civilians supervisors need to be educated on soldier responsibilities: primary mission is soldier skills – PT, training, secondary mission – TYAD mission.
2. NCO support channel/chain of command need to review and clarify, and get involved.
3. There should be no punishment, retribution or time given back to directorate for official military or military-sanctioned activity.

#### **g. Steering Committee Suggestions:**

#### **h. Directorate Response:**

1. Supervisors are required to complete a Basic Supervision course and part of that course relates to having military personnel assigned to their organization. Most depot supervisors are aware of the additional responsibilities that military personnel have and adjust their schedules to accommodate these requirements.
2. Civilian Personnel Directorate does not have very many dealings with problems related to military personnel and therefore this issue has been forwarded to the HQ Detachment for a more detailed response.

#### **Issue #52: Sick Leave and FERS employees**

- a. **Status:** Unattainable
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Employment
- e. **Scope:** Sick Leave usage seems to be a big issue. FERS employees do not gain anything by saving sick leave. FERS employees need some type of incentive to save sick leave.
- f. **Recommended Solutions:**
  1. Add leave in retirement calculations
  2. Possibly forward to high headquarters
- g. **Steering Committee Suggestions:**
  1. Beyond depot scope
  2. Possibly forward to HQ AMC
- h. **Directorate Response:**
  1. Unattainable. We briefed this very issue to the Director of OPM within first few months. It is a legislative issue. We agree with the recommendation, but cannot implement/change. Remember that FERS designed was to be “portable” and to facilitate movement between public and private sector. Crediting sick leave under FERS would make

it less portable; that may be why the system does not credit sick leave.

#### **Issue #53: Method of Requesting Leave from Off-Base Location**

- a. **Status:** Unattainable
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Employment
- e. **Scope:** Inability to make personal contact with supervisor. Use an alternate contact or have e-mail capability for requesting leave.
- f. **Recommended Solutions:**
  - 1. Set up policy to allow leave requests from off-site location via e-mail or voice mail.
  - 2. Have supervisor appoint an alternate person to call in the event the supervisor is unavailable
  - 3. Check Union rules and policy
- g. **Steering Committee Suggestions:** Agree with bullet #2 above
- h. **Directorate Response:** Abide by the established Absence and Leave Regulation 690-6 and the Labor Management Agreement, implement existing procedures outlined in the referenced documents, as necessary.

#### **Issue #54: GS Promotion and slots going to “outsiders”**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Employment
- e. **Scope:** Unable to get promoted in our own area. Due to the PPL we don't even get a chance to compete for jobs. Promote from within then announce vacancies to outside.
- f. **Recommended Solutions:**
  - 1. PPL applicants were not promoted into positions; they were matched by series and grade.
  - 2. Clarify PPL policy to the work force through effective communication channels
- g. **Steering Committee Suggestions:**
  - 1. Publish employee bulleting that explain policy
  - 2. Publicize in Reporter
- h. **Directorate Response:** We'll publish bulletin or Reporter article within 30 days. Employees understand PPP; they don't like it.

#### **Issue #55: Employee Morale**

- a. **Status:** Unattainable
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Employment
- e. **Scope:** Morale is very bad because of CA Studies, Privatizing, etc. Need more solid information about future workload.
- f. **Recommended Solutions:** Elevate to Commander to have CECOM representatives visit TYAD and discuss current workload and CA Study issues with work force.
- g. **Steering Committee Suggestions:**
  - 1. Command to address
  - 2. Does GEN Nabors meetings address workload issues?
- h. **Directorate Response:** Workload and CA updates are provided at our Supervisors' Quarterly meetings, and the minutes from the meetings are posted in the Command Group's Supervisors' Quarterly Meetings Public Folder for all employees to read. Periodic meetings are held with all employees in the directorates under the CA Study. The next update for those employees is scheduled for November 9<sup>th</sup>.

#### **Issue #56: CA Studies (2 Issues)**

- a. **Status:** Unattainable
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Leadership
- e. **Scope:** CA Studies are viewed by management as good for overall way to reduce the size of the federal government. The cost of this should be fully evaluated before this is implemented across the board.
- f. **Recommended Solutions:** Directed by DA, not local issue
- g. **Steering Committee Suggestions:**
  - 1. Possibly forward to HQ AMC
  - 2. Educate work force on how/why this is happening
  - 3. Seems to be confusion over gaining workload and contracting out.
- h. **Directorate Response:** In accordance with the Congressionally mandated 1997 Quadrennial Defense Review requirements, Tobyhanna was directed to participate in the Commercial Activities Program. The objective of this program, which is governed

by OMB Circular A-76, Performance of Commercial Activities is to improve management and productivity through fair competition.

**Issue #57: Total Quality Work Force**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Leadership
- e. **Scope:** TYAD currently uses the Quality Control Inspection Process. This method has been proven ineffective by industry and eliminated. Turn work force into self-certifying organization.
- f. **Recommended Solutions:**
  - 1. Elevate to Command for review
  - 2. Eliminate QC inspections
  - 3. Implement self-certifying inspections
  - 4. Let QC become a QA function
  - 5. Keep QA inspections, makes individuals accountable for their work
- g. **Steering Committee Suggestions:**
  - 1. Point/Counterpoint: there was much discussion about this issue at the forum with bullet #3 & 5 above
  - 2. Should do an analysis of pros and cons
- h. **Directorate Response:** In the early 1990's, Tobyhanna instituted the concept of a Total Army Quality and an empowered workforce. Since then, many improvements to the existing quality system have occurred. Quality Inspectors and Quality Specialists have been assembled as part of the Production Directorate's Team. The renovation of the data-collection systems, the rewrite of a new online Quality Manual, and the establishment of a web-based customer satisfaction reporting system have all been realized. Other programs that have been developed are the Depot's Audit and Certification Programs. The Certification Program was developed to recognize functional elements of the Mission Directorates that consistently deliver a high-quality level of products and services. The Business Management Directorate's, Quality Management Division (QMD), administers the Certification Program for product lines, process lines, and work centers. The intent of the Certification Program was to place greater authority in the hands of the production

elements in day-to-day operations and permit more effectual use of quality resources, without impacting the quality level of output products (in other words a "self certifying organization").

During the same period, QMD has developed a comprehensive internal audit program to audit Cost Centers to International Standards outlined in ISO 9000. The QMD auditors have had extensive Lead Auditor Training in order to participate in this program. They TYAD Internal Audit Program is contained in TYAD Regulation 702-12. The major emphasis of the program is on ISO 9000 Compliance; compliance to documented products/processes; identifying areas for improvement and verifying the effectiveness of corrective actions. The audit program demonstrates to our customers that we have an effective and continually improving quality program. TYAD's goal is to audit one Cost Center in each Production Directorate on a quarterly basis. All non-compliances are entered in to the Corrective Action Tracking system (CATS) and monthly performance metrics are posted on each Mission Directorates Scorecard.

During the Fourth Quarter FY99, the Productivity Management Division performed a study of the quality functions at TYAD and reported out to the Primary Team (senior management) on the strengths and weaknesses of the organizations. The deployment of Inspectors was also addressed, and the study portrayed the Inspectors as value-added positions. Many of the Production Directors do not want to see the Inspector role eliminated, rather increase the presence within the Directorates.

Product quality and pride of workmanship has never been a problem; rather, depot falls short in compliance to the standards, procedures and regulations that govern how we do business. The reporting of production-acceptance data and audit findings are analyzed on a monthly basis and reported to the Primary Team during our Scorecard Meetings. Historical-data analysis does not support the concept of self-acceptance, nor depict Certification as being superior within the Certified Cost Centers, which are currently being tracked and

corrected. A self-certifying organization may not be the answer at this time. Many things are happening at the present time that will soon be implemented within the Quality organization. During the Third Quarter FY00, QMD was tasked to put together a presentation to look at quality, and define the direction the Depot should take in the future. Part of this presentation was to benchmark “world-class” organizations and look at how their quality organizations are structured. The Primary Team was already committed resources to pursue ISO 9000 Certification, and approved the hiring of a consultant to help us achieve Certification. The “self-certified workforce” concept can surely fit into an overall quality system. The Depot’s Primary Team will determine the details of the quality system in the next few months. The Primary Team will establish the optimal balance of quality control, quality assurance, and customer service to assure an effective and continually improving quality system.

**Issue #58: Morale & Discipline (2 issues)**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Employment
- e. **Scope:** Perceived lack of supervisor involvement and unfair disciplinary actions.
- f. **Recommended Solutions:**
  - 1. Review the number and frequency of meetings
  - 2. Have directors and supervisors spend more time with employees
  - 3. CO2 implemented – need effective communications  
12 phase training
- g. **Steering Committee Suggestions:**
  - 1. Command should address to the Primary Team
  - 2. Agree with bullet #1
  - 3. What is the status of CO2 training, this will/should be helpful.
- h. **Directorate Response:** Our continuous efforts to keep employees informed include such events as our weekly staff or mission meetings, directorate meetings, employee rallies, and supervisors’ quarterly meetings.

Minutes from all these events are posted in public folders for all employees to read. Anyone feeling that this is not being accomplished should feel free to contact the Command Group with his or her concerns. The Consideration of Others training for this year has been completed, and is in the process of being scheduled for next year.

**Issue #59: Lack of Professionalism in Office Environment**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 6/00
- d. **Subject Area:** Leadership
- e. **Scope:** Employees are eating lunch and breakfast in cubicles, having parties, looks bad when visitors come in.
- f. **Recommended Solutions:**
  - 1. Use suggestion box
  - 2. Bring to management’s attention
  - 3. Team Power concept of open door policy
  - 4. Build trust between workers and supervisors
- g. **Steering Committee Suggestions:**
  - 1. Committee felt this was a non-issue. It appears that this is a personal situation with one individual.
  - 2. Go to supervisor and address the concern.
- h. **Directorate Response:** Result published in the 30 June 00 issue of the Reporter

**Issue #60: Improve/Update the Way We Do Business**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Leadership
- e. **Scope:** Have a clear understanding of what our customers want. Focus on all customers (not just Army). Listen to ideas from the work force.
- f. **Recommended Solutions:**
  - 1. Listen to work force, implement ideas
  - 2. Total inter-service depot
  - 3. Recognize efforts of employees for a job well done
  - 4. Slogan that reflects all the customers of TYAD  
“Tobyhanna - DoD’S Depot Now And Beyond 2010”

- g. Steering Committee Suggestions:**
1. Employees should be given the Command Overview.
  2. There is a lot of good information, which explains the direction that the depot is going. Many employees are not aware of what we actually do here and where we are headed.
  3. Include in the New Employee Orientation
  4. We have a slogan, which addresses our new focus.

**h. Directorate Response:** The scope of this action was for the depot to have a clear understanding of what our customers want; focus on all customers (not just Army); and, listen to ideas from the work force. The next iteration of the depot's Strategic Planning Process (SPP) is scheduled to begin in Nov 00. This process will address issues, policies and trends critical to the long-term success of Tobyhanna Army Depot to include the identification of current, former, and potential customers and their needs/requirements. Part of the SPP will be to revisit our depot Vision as we move toward becoming the "DoD Communications-Electronic Depot of Choice". Our Vision statement defines the future business boundaries of the depot. It is not considered a slogan, but reflects all the present and future customers of TYAD. Currently, work is being done for the Army, Navy, Air Force and Marines, as well as the National Security Agency, Coast Guard, General Services Administration, State Department and others. It is projected that by the end of 2001, approximately 40% of your workload will be for the Navy, Air Force and Marines. Employee involvement in the strategic planning process will include a Workforce Survey to determine the current level of employee satisfaction, as well as employee feedback on the strengths and weaknesses of our business process. Employees' continue to be recognized for their hard work through the depot Incentive Awards Program. Our FY00 numbers are as follows:

- Commander's Coins – 218
- Special Act Awards – 36
- On-the-Spot Cash Awards – 155
- Time-Off Awards – 5
- Teamwork Awards – 5

- Length of Service (30+ years) – 88
- Honorary Awards – 620
- FY00 NOR Payout - \$2.196 Million Dollars - \$900/Eligible Employee

In order to address to the workforce "what we do and where we are going", the Command Overview could be video taped and shown at a weekly home team meeting. If this were to happen, the same video could be shown at the New Employee Orientation. It should be noted that some of the Command Overview charts have numbers that are continually changing so we will most likely develop a generic format for these charts. We are requesting approval of this initiative from the Command Group.

Once the Strategic Plan is completed the results will be cascaded to the work force during weekly home team meetings. The briefing will discuss "where we are headed in the future".

Finally, at the 2<sup>nd</sup> and 3<sup>rd</sup> Quarterly Supervisors' meeting a briefing will be given by CECOM representatives on the mission and functions of CECOM and its Logistics Readiness Center where 64% of our workload comes from. The information will then be cascaded to the employees at their Division Home meeting. The Command Group has approved this initiative.

**Issue #61: Inconsistency in pay and Benefits in DOD Civilian and Military Members**

- a. **Status:** Unattainable
- b. **Entered:** 06/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Entitlements
- e. **Scope:** Civilians and military doing the same type of job, however military is on duty 24-7. Pay does not compensate for the extra tasks associated with being military.
- f. **Recommended Solutions:** Send to higher headquarters, regulated by law
- g. **Steering Committee Suggestions:**
  1. Committee felt that this is a non-issue and one that is directed by Congress
  2. Suggest that folks exercise their right to vote. Depending who is in office, determines military support.
- h. **Directorate Response:** Result published in the 30 June 00 issue of the Reporter

**Issue #62: Smoking Policy**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Leadership
- e. **Scope:** Smoking Policy is not working. The policy is not enforced.
- f. **Recommended Solutions**
  - 1. Currently being addressed at Command level
  - 2. Policy letter being published
  - 3. Regulation
- g. **Steering Committee Suggestions:**
  - 1. This issue is already addressed at the Primary Team level.
  - 2. Publicize information when available
  - 3. Policy is Policy
- h. **Directorate Response:** Result published in the 30 June 00 issue of the Reporter

**Issue #63: Need Quiet Work Environment**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Consumer Services
- e. **Scope:** Piped music is loud, music is not office music
- f. **Recommended Solutions**
  - 1. Use volume control
  - 2. Quiet Wednesday being implemented
  - 3. Music is prerecorded with a wide variety
- g. **Steering Committee Suggestions:** Provide instructional information on how to use volume control and where it is located.
- h. **Directorate Response:** Each area may or may not have volume controls. The location is different for each area. We will answer any questions and/or provide training regarding the PA system in the area based on individual complaints or work orders. Most of the office areas have volume controls on the speakers. If you are in an office area that requires a volume control, please submit a work order to the DAIT Help Desk. The music is provided by a satellite system and contains 31 separate music channels. The COR for maintenance of the PA system is Caroline Jurosky at X8680. Complaints regarding the type of music played may be addressed to Jack Bravyak at X7205.

**Issue #64: Status of Depot**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Leadership
- e. **Scope:** When the depot is to be closed for snow or inclement weather, the announcement needs to be made earlier. Some people leave at 5:30 a.m. and the announcement are not on radio or TV.
- f. **Recommended Solutions:**
  - 1. Make announcements earlier
  - 2. Check with local TV/Radio stations
  - 3. Use Liberal Leave Policy
- g. **Steering Committee Suggestions:**
  - 1. Work with media to change to earlier announcement times.
  - 2. Implement alert roster.
  - 3. Call the 800 number for weather related closing, publicize number
- h. **Directorate Response:** Current information needed to make an informed decision as to whether or not to delay the start of a shift or to close the depot is not always available before 5:00 a.m. Depot management must assess current road and weather conditions, extended weather forecast, along with the progress depot personnel are making in keeping depot roads and parking lots open. Furthermore, television and radio stations that announce closing information don't usually begin broadcasting closing until approximately 5:30 a.m. Labor and management have agreed upon the current process used to notify the work force and time frame notification is to be made.

**Issue #65: Stroudsburg Gate Closure**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Force Support
- e. **Scope:** Stroudsburg gate is closed too early
- f. **Recommended Solutions**
  - 1. Leave gate open later during summer months
  - 2. Gate is kept open late for special functions at the Landing, Security must be notified
  - 3. Gate is closed for safety issues, Force Protection
- g. **Steering Committee Suggestions:**

1. Publicize the policy to housing residents
2. This is a Commander's Policy
3. Security issue

*h. Directorate Response:* The Commander has not approved any later closing times for the Stroudsburg Gate. The gate will continue to be closed at 9:00 p.m. The gate is available for late closure on special occasions at The Landing, etc. with prior written request and approval of Security.

**Issue #66: Internal and External Building Identification markings**

- a. *Status:* Active
- b. *Entered:* 03/00
- c. *Final Action:*
- d. *Subject Area:* Consumer Services
- e. *Scope:* Many buildings are not marked with numbers or names, new personnel have trouble finding places, especially in the warehouses.

*f. Recommended Solutions:*

1. Repaint or stencil locations with building numbers/names
2. Place new and updated "you are here" maps throughout warehouses and other large buildings
3. Update signs and numbers
4. Update directional signs in outlying areas

*g. Steering Committee Suggestions:* Agree with above comments, Should be a phased plan

*h. Directorate Response:* The history of this project goes back to 1991 when the previous Exterior Signage contract was awarded. Signs from the contract have deteriorated, are damaged, missing, or no longer apply. That project divided the depot into three basic areas, The Industrial/Administrative Complex, the Community Services/Recreation Area, and the Family Housing area. This concept is still valid. However, since that time, many more buildings, structures and roadways have been added to the depot. We will be removing, salvaging, replacing, and adding new signage and modify sign locations as needed. We will be adding new buildings, structures, information, warning and road signs dept-wide. These signs were not incorporated or needed in the 1991 contract.

The exterior signage will conform to the guidelines of the Army's Technical Manual

TM 5-807-10 in regard to basic design and construction, color, and letter style in order to bring the depot into conformance with the Army standards. The project will follow the originally specified Signage Contract, as it was cost effective and in line with the TM 5-807-10 recommendations. The D/PW Project Manager will be coordinating the recommendations and requirements with all involved organizations.

Interior signage will be researched and recommendations provided on recommended type and style. These will be chosen to reflect the professional image of the depot.

Rough estimated cost range is \$200-300K, depending on how extensive we implement the interior signage portion of the project. The project can be programmed for the FY02 Facilities Engineering Project Program.

Estimated time frame for implementation is Jul 02 through Oct 02.

Recommend this project be implemented in one project, rather than to phase the implementation over a period of time. Under a phased approach, the sign type, finish, and color may vary slightly and we would lose uniformity.

There are several issues to be considered, however, D/PW Engineering Division will commence design on this project by Jan 01 forward in the FY02 FEP Program.

**Issue #67: Safety in the Industrial Complex**

- a. *Status:* Complete
- b. *Entered:* 03/00
- c. *Final Action:* 11/00
- d. *Subject Area:* Leadership
- e. *Scope:* There is a lot of vehicle traffic in the warehouses, forklifts, bikes, tugs, small utility vehicles, etc. This is dangerous for people who are walking, especially at intersections.
- f. *Recommended Solutions*
  1. Require vehicles to have continuous noise making device
  2. Use mirrors at intersections
  3. If problem with ignorance, report the driver
- g. *Steering Committee Suggestions:* Post walking areas very clearly
- h. *Directorate Response:* Continuous noise making devices on vehicles would be a distraction to the vehicle operator and would

become a background noise to others. Mirrors have been and will continue to be installed where needed. Operators driving in and unsafe manner should be reported to the Security Desk Sergeant at x7550. Routes for walking have been published as Employee's Bulletins. Articles on vehicle and walking safety will continue to be published via Employee's Bulletins.

#### **Issue #68: Badges**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 6/00
- d. **Subject Area:** Leadership
- e. **Scope:** Some people are complaining that badges are not being displayed properly for ID.
- f. **Recommended Solutions:**
  - 1. Use ACOE money to purchase lanyards for all employees to attach badge to
  - 2. Supervisors should enforce
  - 3. Security should monitor
- g. **Steering Committee Suggestions:** Committee felt this is a non-issue, there is a depot policy to wear your badge, common sense
- h. **Directorate Response:** Result published in the 30 Jun 00 issue of the Reporter

#### **Issue #69: Handicap Parking in Main lot**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 6/00
- d. **Subject Area:** Employment
- e. **Scope:** Some people have "H" stickers that don't need them
- f. **Recommended Solutions:**
  - 1. Placards are reviewed annually or as required
  - 2. Must have proper clearances to receive an "H" sticker
- g. **Steering Committee Suggestions:** Committee felt this is a non-issue. There is already a good policy in place for the issuance of "H" placards
- h. **Directorate Response:** Result published in the 30 Jun 00 issue of the Reporter

#### **Issue #70: Double Doors Exiting Security Building 20**

- a. **Status:** Complete

- b. **Entered:** 03/00
- c. **Final Action:** 9/00
- d. **Subject Area:** Force Support
- e. **Scope:** The doors that go in/out of Security to the tunnel are too small. This is a hazard and not handicap accessible, especially for folks visiting the Health Clinic
- f. **Recommended Solutions:**
  - 1. Tear out old doors, install automatic doors
  - 2. Replace with handicap accessible doors
  - 3. Building layout and location should be re-looked
- g. **Steering Committee Suggestions:** Agree with above comments. There is a plan to renovate the Security building. Need to publicize the status and ensure that changing those doors on in the plan
- h. **Directorate Response:** This issue has been forwarded to the D/PW Engineering Division with a suspense date of 7 Aug 00 for an implementation plan. Plans are to replace existing doors with handicap accessible doors. The Security Building 20 renovation will include double glass doors with automatic openers. The project design is complete and is now under contract negotiation through TOCC. Project is scheduled to begin in Sep 00 and will be completed in Feb 01.

#### **Issue #71: Main Parking Lot/K Lot**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 6/00
- d. **Subject Area:** Force Support
- e. **Scope:** The K Lot must exit across the pedestrian walkway for people who park on the Stroudsburg side of the Main parking lot. This is hazardous.
- f. **Recommended Solutions:** Already resolved. Parking lot has been painted with directional signs with new traffic patters
- g. **Steering Committee Suggestions:** This issue has been resolved since the issue was submitted
- h. **Directorate Response:** Result published in the 30 Jun 00 issue of Reporter

**Issue #72: Bus/Van Service for Before and After School Program for students in school other than Pocono Mt. North (2 issues)**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 9/03
- d. **Subject Area:** Youth
- e. **Scope:** School Age Services is not allowed to transport children to and from school for childcare purposes. The school districts will not provide transportation for students other than those who attend Pocono Mt North.
- f. **Recommended Solutions:**
  - 1. Allow SAS to provide transportation using their vans
  - 2. Will enhance Quality of Life for parents in need of child care that wish to utilize TYAD's programs
  - 3. Present to Command and Legal for action
  - 4. Check liability
- g. **Steering Committee Suggestions:** Agree with above comments
- h. **Directorate Response:** As per the Legal Office, we are not authorized to utilize government vehicles for transporting children to school, unless the school district is reimbursing the installation for such use. Pocono Mountain School District is not required to provide transportation from the installation to the child's designated school, other than Coolbaugh Elementary Center and Pocono Mountain Intermediate School North. The school district will not reimburse the installation for transportation to another school. \*\*Note: this program was and approved for the 2003-04 school year.

**Issue #73: Summer School and Vacations**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Youth
- e. **Scope:** When school ends for the summer what do we do with our children? Need summer programs on post.
- f. **Recommended Solutions:** Summer programs are available through Youth Services. Need to publicize the information better so that all folks are aware of services.
- g. **Steering Committee Suggestions:** Better advertising to the work force

- h. **Directorate Response:** Community Services continually tries to make improvements in our marketing efforts. We utilize all resources available to us, which include: The Tobyhanna Reporter, flyers, PA system, PAVIS, and word of mouth. If anyone has a question about a specific program, please call any of the Community Services staff and they will direct you to the appropriate program manager.

**Issue #74: Army Family Action Plan Results**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Consumer Services
- e. **Scope:** We don't see the results of these programs. Need the explanations of the decisions that are made.
- f. **Recommended Solutions:**
  - 1. Do cascade briefing down through Primary Team
  - 2. Directors and supervisors are to be held accountable for cascading information
  - 3. Publish results in newspaper
  - 4. Use Intranet
- g. **Steering Committee Suggestions:** Agree with above comments, Directorates to provide accurate status and proof those actions have been implemented
- h. **Directorate Response:** It is important that the directors be aware of the steps of the process so that when results start to happen, they can brief their people on the status of each issue. AFAP representative met with command group and both have agreed to allow AFAP to be brief at command staff meetings at 30, 60 and 90-day cycle. We ask that this handbook be distributed at home team meetings with employees.

**Issue #75: Health Care**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 10/00
- d. **Subject Area:** Medical
- e. **Scope:** Limited access to services available at West Point. Referrals are made to Baltimore/DC area. West Point is much closer than Walter Reed.
- f. **Recommended Solutions:**

1. West Point and Ft. Meade are separate MEDDAC's, each responsible for specific clinics. TYAD falls under Ft. Meade.

2. TYAD Health Clinic is scheduled to transition to West Point in Oct 00.

- g. **Steering Committee Suggestions:** Elevate to MEDDAC
- h. **Directorate Response:** Efforts will be made to make referrals to West Point on a space available basis. It should be noted that spaces and services are extremely limited.

#### **Issue #76: Professional Image**

- a. **Status:** Unattainable
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Leadership
- e. **Scope:** Appropriate grooming, attire and language, not only for our customers, but also for each other.
- f. **Recommended Solutions:**
  - 1. Employees are empowered to enforce policies
  - 2. Supervisor/employee bulletin
  - 3. Supervisors should be held accountable for employee's actions
- g. **Steering Committee Suggestions:** Policy is in place, part of CO2 training.
- h. **Directorate Response:** There are some things that the EEO Office can do related to bring about improvements in the area, and some that we cannot. Language: We currently talk about the use of inappropriate language and the impact it has on others, as a part of CO-2 Training (Sexual Harassment). By making the employees aware of how their actions and language impacts on others around them, may help to make them think before they speak. The supervisor and managers are required to follow up on what is discussed in CO2 and ensure that it is practiced. Dress Code: EEO cannot be a part of making a dress code for the depot or determining what is or is not appropriate dress. An employee accused of dressing inappropriately can file a complaint with the EEO Office, if they are required to take leave and go home to change or are disciplined in any way. There would be a conflict of interest if we were the ones who established the regulation or had many input to it. Management and Union should agree on

what is or is not appropriate and enforce the code accordingly.

#### **Issue #77: Changing Health Care Coverage**

- a. **Status:** Unattainable
- b. **Entered:** 03/00
- c. **Final Action:**
- d. **Subject Area:** Medical
- e. **Scope:** Policies keep changing. TRICARE Prime/Remote. Providers listed are not part of the program. Policy is not consistent for sponsor or family members.
- f. **Recommended Solutions:** This issue was forwarded to HQ AMC
- g. **Steering Committee Suggestions:**
- h. **Directorate Response:** Copy furnish to Health Clinic

#### **Issue #78: Optometry Services Provided by TRICARE**

- a. **Status:** Unattainable
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Medical
- e. **Scope:** There is no TRICARE optometrist in the area
- f. **Recommended Solutions:**
  - 1. Check with Health Clinic for most current list
  - 2. \$12 co-pay
  - 3. Educate military members on the system
- g. **Steering Committee Suggestions:** Publicize better, have a directory of available services
- h. **Directorate Response:** Services are provided by TRICARE. Provider listings were provided at a town Hall Meeting, Retiree Office, and Medical Services Advisory Council. A TRICARE website and listings are available at the Health Clinic.

#### **Issue #79: Dental Coverage for Retirees and Dependents**

- a. **Status:** Unattainable
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Dental
- e. **Scope:** Immediately after my husband retired from the Army, my dentist dropped us.
- f. **Recommended Solutions**
  - 1. Delta Dental is available for retirees and family members

- 2. Refer to Health Clinic for information
- g. **Steering Committee Suggestions:** Publicize better, have directories of services available.
- h. **Directorate Response:** Changes to dental coverage have been distributed via mail through dental carrier to beneficiaries enrolled. Information was also presented at Retiree Day from Delta Dental Representatives. A seminar was presented to interested beneficiaries attending Retiree Day. Information was distributed at the Medical Services Advisory Council and to the Retiree Office.

**Issue #80: Dental and Eye Insurance for Employees (3 issues)**

- a. **Status:** Unattainable.
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Medical
- e. **Scope:** Not all insurance plans offer coverage for dental & eye care
- f. **Recommended Solutions:**
  - 1. Provide information to employees about supplemental insurance to cover dental and vision
  - 2. Need to provide better information to new employees and other employees
  - 3. Educate the work force on their options
- g. **Steering Committee Suggestions:**
  - 1. There are no supplemental plans available to employees unless they belong to the Union
  - 2. This would be an added benefit to employees and one that would probably be well used
- h. **Directorate Response :** This is an OPM issue. Contract and negotiation between carrier and OPM. They take best value for employees. Cannot solicit or encourage other plans. We provide information available regarding FEHB from OPM and remain neutral with rider plans.

**Issue #81: Torn & Dirty Furniture in Restrooms**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Consumer Services
- e. **Scope:** Replace old, worn furniture
- f. **Recommended Solutions:**

- 1. Survey the depot to replace with unused furniture
- 2. Check w/ DRMO
- 3. Use ACOE money
- g. **Steering Committee Suggestions:** Who's responsible for monitoring/replacing furniture in restrooms?
- h. **Directorate Response:** We are unable to locate suitable furniture through excess channels. Recommend purchasing new, using either ACOE money or recycling money. Suggest the Custodial Contract COR be responsible to notify individuals responsible for above referenced funds when items need replacement.

**Issue #82: Answering Machines**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 7/00
- d. **Subject Area:** Consumer Services
- e. **Scope:** Nearly impossible to reach Housing, Community Services, and Medical. Should not be allowed to use answering machines during duty day.
- f. **Recommended Solutions:** Leave alternate point of contact
- g. **Steering Committee Suggestions:** Committee felt this is a non-issue. Voice mail/answering machines have alternate POC.
- h. **Directorate Response:** Result published in 30 Jul 00 issue of Reporter

**Issue #83: Enhance Quality of Life During Break Times**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 03/01
- d. **Subject Area:** Consumer Services
- e. **Scope:** Bldg 1A Mezzanine cafeteria is not being fully utilized. Install entertainment machines, i.e. pinball, shuffleboard table, video games.
- f. **Recommended Solutions:** Refer to D/Community Services for consideration
- g. **Steering Committee Suggestions:** Old computers could be set up with games.
- h. **Directorate Response:** This issue has been raised to the Command Group a number of times over the years. We have been told that this will not be implemented because

employees are likely to spend time other than scheduled breaks and lunch at this location.

**Issue #84: Air Quality in the Control/Material Requisition Area and Mezzanine of Bldg. 1A**

- a. **Status:** Active
- b. **Entered:** 03/00
- c. **Final Action**
- d. **Subject Area:** Force Support
- e. **Scope:** Air is always hot, dry and musty. The filter system does not seem to work.
- f. **Recommended Solutions:**
  - 1. There are several HVAC systems servicing the mezzanine, most are old and need to be replaced.
  - 2. New central system is in design; work to begin Oct 01, complete in 03, cost is \$3M.
  - 3. Inform workforce of this progress
- g. **Steering Committee Suggestions:** Publicize the plan
- h. **Directorate Response:** D/PW Engineering Division contracted with an Architect/Engineer consultant for a study and conceptual design for a complete upgrade of the Heating, Ventilation and Air Conditioning (HVAC) system in Building 1A. This study was just recently completed and we will proceed to the design of the project based on these recommendations. Project will consist of upgrade and replacement of about 18 individual existing HVAC systems serving the Building 1A Mezzanine, the Photo Fabrication Shop, and restroom exhaust in four locations. The upgrade consists of replacement of the chillers serving the Electronics Enclosure, and allows for future expansion of the HAVAC system into the existing paint and plating shops when they are converted to other uses. An Energy Management System will also be installed to monitor and control the entire HAVAC system.  
The current plan of action calls for performing the work over a 3-year period, starting in FY01. Estimated cost of the entire project is nearly \$3M. Personnel occupying these areas would be temporarily relocated during the work. Phase one consists of replacing the existing chiller located in 1A Mezzanine mechanical room serving the Electronics Enclosure. A cooling tower would be located on the roof of Bldg 1A. Phase two involves

the HVAC replacement on the east side of the Bldg 1A Mezzanine and phase 3 would include the remaining area along the north side of bldg 1A. Target completion of all work is Mar 04.

**Issue #85: Carlson Wagonlit Travel (5 issues)**

- a. **Status:** Unattainable
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Consumer Services
- e. **Scope:** Concern that leisure travel is no longer available and web access is too difficult, too costly, and not personal.
- f. **Recommended Solutions:**
  - 1. Send to Recreation Services to investigate alternatives and publish findings
  - 2. List travel agents in the area
  - 3. List websites
  - 4. Designate a web-access computer at Community Services
  - 5. Re-visit possibility of extending/creating a contract for services.
- g. **Steering Committee Suggestions:** Allow Community Service to let contract for these services on a trial period and see how well it works.
- h. **Directorate Response:** Community Services prepared a briefing with all options on this topic, which was presented at an IMWRF Council Meeting. At that meeting Command agreed not to hire an outside contractor to provide these services and that we would provide the web sites that are available. Community Recreation has established a list of websites for employees with the charges to make their own reservations. If an employee does not have computer access, they can come to Building 1009 for assistance.

**Issue #86: The Landing**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 11/00
- d. **Subject Area:** Consumer Services
- e. **Scope:** Cost of dinners need to be reduced to be more affordable for large families.
- f. **Recommended Solutions:** Forward to Community Services, Perform cost comparison with outside food service providers

- g. **Steering Committee Suggestions:**
  1. Prices of lunch too high and inconsistent
  2. Food quality is inconsistent
  3. Same reply every time a suggestion is made.
  4. Need to hire a manager, the director has too much on his plate to be effective
- h. **Directorate Response:** Since this issue was submitted, we have hired a new Installation Food & Beverage Manager. We hope that you will be satisfied with the changes that will be taking place in our dining facilities. If there are any comments or suggestions, please direct them to the manager.

**Issue #87: Limited Youth Services Hours**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 7/00
- d. **Subject Area:** Youth
- e. **Scope:** Hours of operation don't match the needs of the community.
- f. **Recommended Solutions:**
  1. Facility should close earlier on school nights
  2. Operating hours should extend on Friday nights until 9:00 p.m.
  3. Open facility ever Saturday, preferably from 1100 to 2100.
  4. Publish the calendar of events at least one wee in advance of the 1<sup>st</sup> day of the month
  5. Make calendars available in Work format to e-mail to residents
- g. **Steering Committee Suggestions:** Some of these suggestions are already being implemented, Agree with other comments
- h. **Directorate Response:** Youth Services has changed their hours of operation to better accommodate the needs of the community.

**Issue #88: Hunting on Depot Property**

- a. **Status:** Unattainable.
- b. **Entered:** 03/00
- c. **Final Action:** 7/00
- d. **Subject Area:** Consumer Services
- e. **Scope:** Currently there is no hunting permitted on TYAD property. There appears to be an over population of certain species (i.e. deer, geese)
- f. **Recommended Solutions:**
  1. Re-evaluate current policy

2. Publish results
3. Address specific issue of unexploded ammunition in wilderness areas/undeveloped portions of dept property
4. Obtain facts from Environmental and Safety

- g. **Steering Committee Suggestions:** Need to write an SOP
- h. **Directorate Response:** The Environmental Management Division (EMD) has been reviewed the feasibility of allowing hunting on depot property. The review showed that it is currently not feasible for the following reasons:
  1. Currently, almost 483 acres of property in and around the Powder Smoke Ridge area is being fenced in under the Installation Restoration Program. This area contains unexploded ordinance and the depot, the EPA, and the PA DEP has made the determination that allowing hunters in this area would not be a safe practice.
  2. Consideration was given to allowing limited hunting in the small woodlots outside the Industrial Area. Due to the proximity of many buildings and people in this area, it was determined not feasible – there is simply too much of a safety risk involved.
  3. EMD is currently investigating the use of a depredation permit for control of resident Canadian Geese population on the installation. Currently, the US Fish and Wildlife Service has not finalized their Environmental Impact Statement for Canadian Geese control measures. Once finalized, during CY00, the permit will be investigated. It should be noted that hunting of geese would have the same restricting as deer hunting

**Issue #89: Mack Field house**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 6/01
- d. **Subject Area:** Consumer Services
- e. **Scope:** Over crowding of equipment makes people uncomfortable exercising.
- f. **Recommended Solutions:**
  1. Use ACOE money to build an extension/weight room

2. Send to Recreation Services for evaluation
- g. **Steering Committee Suggestions:** Agree with above comments
- h. **Directorate Response:** We have moved some of the older equipment out of the Mack Fieldhouse and placed it in the gym located in 1C1. We do not have the funds available to build an addition onto the Fieldhouse. It is recommended that this suggestion be submitted to ACOE for possible funding consideration.

**Issue #90: PX and Commissary (2 issues)**

- a. **Status:** Active
- b. **Entered:** 03/00
- c. **Final Action:**
- d. **Subject Area:** Consumer Services
- e. **Scope:** Hours do not support military personnel who work off the depot. DOD civilians are not afforded privileges.
- f. **Recommended Solutions:**
  1. Change the PX hours to match the Commissary hours
  2. Publicize DOD's policy concerning privileges
  3. Institute or publicize PX/Commissary Council
  4. Have an accessible suggestion box with form at both locations.
- g. **Steering Committee Suggestions:** Agree with above comments, look into DOD civilian usage at PX and Commissary; this is done at other installations.
- h. **Directorate Response:**

**Issue #91: Deployment Office/Follow-up**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 8/00
- d. **Subject Area:** Force Support
- e. **Scope:** The depot does not have a centralized office to handle past and present deployed personnel. Issues are not followed through and have no continuity. People deploy on 6-month rotations to various locations.
- f. **Recommended Solutions:**
  1. Establish/identify a central office to handle deployed personnel
  2. Develop/update SOP for deployments in regard to personnel

3. Create on-going and complete files on each individual
4. Identify someone to manage all deployment
5. Refer to EOC
- g. **Steering Committee Suggestions:** This issue needs attention; we need better management of our deployed personnel
- h. **Directorate Response:** All deployments are handled through the Emergency Operations Center (EOC). Civilian personnel, along with the Force Protection Officer have a draft SOP (copy available upon request). Ongoing and complete files are currently being kept in the EOC room on each individual. The EOC manages all deployments through he directorates that deploy personnel.

**Issue #92: SKUNKS**

- a. **Status:** Unattainable.
- b. **Entered:** 03/00
- c. **Final Action:** 9/00
- d. **Subject Area:** Consumer Services
- e. **Scope:** Frolicking skunks appear "on the hill". Trapping and releasing is not working. Odor is unbearable.
- f. **Recommended Solutions:** Send to Environmental, seal bottom of all buildings, monitor results
- g. **Steering Committee Suggestions:** Seems to be an on-going problem. Need to figure out a solution
- h. **Directorate Response:** The Environmental Management Division (EMD) has reviewed the issue and is aware of the problems associated with skunks on the depot as well as the inconvenience associated with their odors. Actions available to the depot to control skunks at this time include trapping and relocating, and preventing access to buildings. Actions not available to the depot to deal with skunks include killing them or transporting them off the installation. Preventing access to buildings is and has always been the best solution to the skunk problem. DPW personnel working in and around the depot's facilities need to be cognizant of openings leading to building foundations and crawl spaces, and keep them closed or blocked off to prevent animals, including skunks, from entering these areas.

When called to respond to a skunk problem, EMD personnel close off entryways to buildings when the means are available, or submit work orders to DPW to have openings in building foundations closed. The EMD also sets traps to try and capture skunks living in these areas in order to relocate them to the outlying areas of the depot. Due to the depot's location and abundance of wildlife in the area, skunks will always be found on the depot. And despite the depot's best efforts to control them, there will be times when they either dig their way into building crawl spaces or mark their territory by spraying.

**Issue #93: Wood Shop Hours**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 7/00
- d. **Subject Area:** Consumer Services
- e. **Scope:** Not open enough hours
- f. **Recommended Solutions:**
  1. Send to Recreation Services for evaluation/comment
  2. Do a needs assessment (have you vs. would you use)
  3. Short-term holiday contract.
- g. **Steering Committee Suggestions:** Use military personnel on a rotating basis during their off-duty time.
- h. **Directorate Response:** This is a part-time position run by volunteers. We have conducted surveys and the major response has been that the shop is mainly used and needed during the holiday seasons. We have established a policy that individuals wanting to use the shop may contact the C/Recreation Division to review the rules of the shop, pay membership dues, get a working tour of the shop and sign a "hold harmless" agreement. At that point, the individual can sign out the key for the shop and use it anytime Monday – Friday from 0730-1600. After hours the individual can pick-up the key from the Ceramic Shop attendant.

**Issue #94: Housing Playground Equipment**

- a. **Status:** Complete
- b. **Entered:** 03/00
- c. **Final Action:** 06/01

- d. **Subject Area:** Housing
- e. **Scope:** Playground in housing remains in need of repair despite repeated requests for resolution. Repairs are beyond the scope and expertise of residents as a self-help project.
- f. **Recommended Solutions:**
  1. Use ACOE funds to replace/repair
  2. Use NOR funds to replace/repair
  3. Use housing funds to replace/repair
  4. Identify solution and enact by early Summer 00
  5. Replace with old equipment from CDS but designate a funding source for installing
  6. High priority
  7. Compare replacement vs. repair
  8. Look into non-wood playground
- g. **Steering Committee Suggestions:** This has been an on-going issue for many years and needs to be resolved.
- h. **Directorate Response:** The playgrounds in family housing are currently being replaced. The old playgrounds have been removed and we are waiting on the delivery of the new equipment to be installed.

**Issue #95: Lack of Visitor Information**

- a. **Status:** Active
- b. **Entered:** 03/01
- c. **Final Action:**
- d. **Subject Area:** Consumer Services
- e. **Scope:** Visitors and deliveries entering the depot at the 423 gate are unable to locate buildings & Security
- f. **Solutions** Maps or directions should be posted at both gates with directions and information to Security, Veterans Administration, Post Exchange and Commissary, etc.
- g. **Recommendations:**
  1. Maps/directions should be posted at both gates
  2. An information directory could be erected at both gates.
  3. Incorporate this recommendation with the pending sign contract.
  4. D/PW could look at the cost and possibility of installing electronic maps/signs at the gates.
  5. Consider a paper map at each gate, enclosed in glass that could be changed.
- h. **Steering Committee Suggestions:** Coordinate with Public Affairs & Public Works for Maps

- i. **Directorate Response:** This issue is categorized as active. DPW considered the following options for providing maps or directions for visitors to TYAD based on recommendations from the Community Forum: provide map-type signs at depot entrances and/or key locations. Estimated cost is less than \$5000; construct electronic maps at kiosks at each depot gate with parking area for visitors to access the electronic map. Estimated cost is \$120-160K. DPW recommends incorporating a map-type sign at two or three locations, into the planned depot wide sign repair/replacement contract scheduled for FY03. Target completion is Nov 03. We must consider OPSEC in determining the location of the maps.

**Issue #96: Soldiers & Veterans**

- a. **Status:** Unattainable.
- b. **Entered:** 03/01
- c. **Final Action:** 10/01
- d. **Subject Area:** Force Support
- e. **Scope:** They can use as much help as they can. They are not paid enough for the duties they provide.
- f. **Solutions:** Contribute Army Communities of Excellence (ACOE) money to active duty personnel. Ask depot employees to contribute money to help active soldiers and for Veterans and their families.
- g. **Recommendations**
  - 1. Inadequate pay is an issue for the President's budget and Congress. President Bush has proposed pay increases.
  - 2. Use of ACOE funds to directly support the military/Veterans is limited by regulations. Refer to ACOE committee for consideration of community projects that benefit the military too.
  - 3. Civilians are permitted and encouraged to contribute to the Army Emergency Relief (AER) fund. Increase awareness of this fund and consider requesting civilian volunteers to encourage contributions from the workforce.
- h. **Steering Committee Suggestions:** Advertise AER more to civilians, do fund raising drives
- i. **Directorate Response:** This recommendation will be implemented for the 2002 AER Campaign.

**Issue #97: Day Room for Bachelor Enlisted Quarters (BEQ) Residents**

- a. **Status:** Complete
- b. **Entered:** 03/01
- c. **Final Action:** 2/02
- d. **Subject Area:** Force Support
- e. **Scope:** Military personnel living in the BEQ don't have a place where they can relax and get together on weekends.
- f. **Solutions:** Select one of the extra VIP rooms in the BEQ and turn into a Day Room
- g. **Recommendations:**
  - 1. VIP room is available for a day room. D/Public Works (D/PW) is willing to provide TVs, furniture; however, rooms presently contain asbestos and need some work. Request D/PW prepare a Statement of Work and issue contract for work.
  - 2. Verify with D/Business Management (D/BU) why BEQ residents cannot use the Barracks Day Room
  - 3. Send copy of this to SGM Garcia
- h. **Steering Committee Suggestions:** Do the Reserves use this room?
- i. **Directorate Response:** This issue is being categorized as active. There is no common area in the Senior Enlisted Quarters (SEQs) facilities; it is not required. Asbestos abatement in this area was completed within the last two weeks. Several dayrooms are located in Building 230, directly across the street from the SEQ facility. There has not been any reply regarding the recommendation originally made during the proposal of the issue, as to why SEQ residents cannot use either of the two Barracks Dayrooms. This would be an outstanding location for SEQ residents to relax and get together on weekends and special events, without losing prime soldier living space.
- j. **Progress:** After September 11, 2001 Force Protection Troops were activated to TYAD. As a result, the Day Room was complete redone, new equipment; games, computers, etc were placed in the Barracks.

## **Issue #98: Army Communities of Excellence (ACOE) Funds**

- a. **Status:** Complete
- b. **Entered:** 03/01
- c. **Final Action:** 10/01
- d. **Subject Area:** Leadership
- e. **Scope:** ACOE dollars are “frittered” away
- f. **Solutions:** Stay away from employee incentives and use funds for group “quality of life” improvements/additions
- g. **Recommendations:**
  1. Re-review the way ACOE funds are spent.
  2. Consider less emphasis on personal incentives and more emphasis on depot improvements that affect one group, but increase the morale of the entire workforce.
  3. Suggest a community room that can be used by several organizations on the depot.
- h. **Steering Committee Suggestions:** Review regulations on how money is to be spent
- i. **Directorate Response:**
  1. The committee presented both personal and depot quality of life project to the LMPC for approval. The personal item was based on approximately 1/3 of the total award, with the remaining 2/3 for depot projects. Since the ACOE award is based on both the installation and personnel, it has been the desire of the Command Group to provide an award to each employee in the form of a personal item. The committee agrees that purchasing an item for each employee increases the morale of the entire workforce, as was evident by the positive comments received from the flashlights purchased with 1998 funding. The 1/3 to 2/3 rations were again used for the 2000 award and we believe it to be both fair and equitable.
  2. The ACOE Committee is made up of depot and military personnel who receive guidance from supporting offices, but ultimately the decision as to what ideas to present for approval resides with the committee. The personnel who raised the above issue may want to consider volunteering to serve on the next ACOE EIT committee where he/she can provide input and give supporting arguments on their recommendations.
  3. ACOE dollars should be spent as defined by the current process, that being, as determined by the ACOE Committee. The

overall intent is for the dollars to be spent in a way that benefits the majority of the employees and also generating interest in incentives allowing us continued improvement in the areas, which qualify us as an ACOE. Generally the things that need to be budgeted and funded for related to the business are taken care of via the Army Working Capital Fund budget process. Basically ACOE is utilized as an incentive for all employees to strive for continuous improvement and this is a way to recognize these efforts.

## **Issue #99: Quality Control**

- a. **Status:** Complete
- b. **Entered:** 03/01
- c. **Final Action:** 10/01
- d. **Subject Area:** Leadership
- e. **Scope:** Some shops are “self certified” but ours is not, so I must wait for an inspector. Sometimes 24 hours or more, it ties up my test equipment and wastes precious production time.
- f. **Solutions:** Do away with existing QC. Have all shops self certify and let people in quality concentrate on QDRs. Also, make sure everyone is well educated in soldering and equipment they are working on.
- g. **Recommendations:**
  1. D/BU has started a new Quality Division to address the problem.
  2. Increase self-certification of all shops as per directorate
  3. Supervisors should be advised to contact quality and request an inspector when required to meet production schedules.
  4. Look at the possibility of individual self-certification.
  5. Supervisors should document down time due to lack of quality personnel availability.
- h. **Steering Committee:** This issue was brought up last year and responded to by Mr. Robert Young. Suggest information be re-looked and re-published
- i. **Directorate Response:** The certification of product lines, process lines, and/or work centers is defined in MD-56, the subject areas not “Self-Certified.” These areas were selected for certification because they exhibited a high level of product quality. A certification candidate is required to undergo a

3-phase process with management reviews upon completion of each phase. The management review determines if the candidate advances to the next phase and/or is awarded certification. The period required to execute the 3-phase process has varied from six months to as much as 1 ½ years.

At this point in time, some of the certified areas are experiencing low workload, loss of experienced personnel, and or an influx of new and or inexperienced personnel.

Therefore, in a few cases the management of the certified areas has instituted Quality Control (QC) inspections because it is more cost effective than to update or upgrade their certification process.

There are currently 18 QC inspectors versus approximately 1800 direct charge employees in the mission overhaul and fabrication areas. The ratio of direct charge employees to QC inspector is approximately 100:1. The inspectors are assigned geographically to provide the most efficient inspection coverage for the overhaul mission and fabrication areas. During the period Jan 01 through Jun 01 there were 31000 inspections recorded with 1900 or six percent recorded as carryover from a previous day. There is no heavy concentration of carryovers in any specific area. IF the wait for an inspector seems to be too long, employees should notify their supervisor and he/she should notify the QC branch supervisor or leader. They will promptly respond. The existing QC organization was the Command Group directed the recommendation of a Nov 99 Resource Management study. Certification may not be the answer for a number of reasons. A high level of product quality must be exhibited; many overhaul programs have mandatory inspection criteria required by our customers; a low rate of return on investment does not justify certification; quality audits of both certified and non-certified areas reveal numerous/repeat findings; etc.

The coordination/investigation of Quality Deficiency Reports (QDRs) is only a small portion of Quality Management Division's responsibilities. To employ all quality employees on coordinating and investigating QDRs would be an ineffective use of

resources. Training at the shop level is the responsibility of the division supervisor. All recommendations have been reviewed, but must be categorized as unattainable.

#### **Issue #100: Computers**

- a. **Status:** Complete
- b. **Entered:** 03/01
- c. **Final Action:** 10/01
- d. **Subject Area:** Leadership
- e. **Scope:** Not all depot employees know how to use computers. Not all employees own computers.
- f. **Solutions:** Set up basic skills course for all employees who want training. Give all employees a cash voucher for purchase of computers or components or allow employees to purchase used computers from TYAD.
- g. **Recommendations:**
  1. Computer skill courses are available at the depot. Refer to D/Business Management, Training Division for publication of computer skill courses and times.
  2. If employees believe they are not being afforded the opportunity to take computer courses, the employee should raise the issue with the supervisor or the Union.
  3. The issue of computers for each employee is presently under consideration by Congress. The issue is being tracked on the Command Group Staff Meeting Action Register.
  4. Excess property distribution and disposal is subject to regulation and under authority of Defense Reutilization and Marketing office (DRMO). Federal and State beneficiaries receive priority in the distribution process, and then excess property is sold. Coordinate with DRMO to determine if it is feasible to establish a process for the sale of workable computer to depot employees.
  5. Previously computers have been sold, but there have been problems with the hard drive.
  6. <http://capwiz.com/goveexec/issues/bills/?billnum=H.R.4232&congress=106&size=full>
- h. **Steering Committee:** Publish above information. No need to forward.
- i. **Directorate Response:**

### **Issue #101: Van Pool Fees**

- a. **Status:** Complete
- b. **Entered:** 03/01
- c. **Final Action:** 4/01
- d. **Subject Area:** Leadership
- e. **Scope:** Concerns about the government assistance on fee reimbursement
- f. **Solution** To provide those van pool customers with the proposed fees to adjust the cost of the fees each month.
- g. **Recommendations:** Refer to D/Resource Management for an update on transit subsidy, Distribute information to workforce
- h. **Steering Committee:** Refer to Employee Bulletin #19 Dated 12 Apr 01. No need to forward
- i. **Directorate Response:**

### **Issue #102: Rotten Food**

- a. **Status:** Unattainable.
- b. **Entered:** 03/01
- c. **Final Action:** 10/01
- d. **Subject Area:** Consumer Services
- e. **Scope:** Post Restaurant food is horrible – selection, taste and price ridiculous for what you get
- f. **Solutions:** Buy better, pay more, train more, change more but improve product. Better yet, contract to professional food service company – it works everywhere else.
- g. **Recommendations:**
  1. Refer to Post Restaurant Council including issue of privatization.
  2. Consider looking at restaurant concept in Post Restaurant rather than a cafeteria for hot food. (The food is great at the Landing for special luncheons of over 200 attendees).
  3. Friday service really bad, only leftovers served. See that condiments are replenished.
  4. Limit menu to limit cost.
- h. **Steering Committee:** Utilize comment card suggestions.  
Survey workforce through Home Team meetings
- i. **Directorate Response:** The Post Restaurant is a cafeteria by design. The cafeteria concept is used in large businesses. The cafeteria design meets the depot's requirements to provide a variety of foods and beverages to accommodate the majority of our customer's needs. This mass feeding must be

accomplished quickly in a small window of time since the customer only has 30 minutes for lunch.

The same employees provide the food service at The Landing. The difference is that the menu is very specific and the cost is higher. The Landing is a catering facility that provides feeding to groups of varying sizes that receive a specific menu specially designed for the group. The cafeteria on the other hand, provides a large variety of foods to meet the demands of our customers, which use the cafeteria frequently. The average lunch cost at The Landing is \$9.00 while the average lunch check at the Post Restaurant is less than \$5.00.

A restaurant concept would not meet the needs of the workforce. Limiting the menu will definitely improve food quality but it will also reduce patronage because our customers demand a large variety of foods.

Friday's menu features seafood products, pizza made to order, pasts, etc. Leftovers are very seldom used on Friday's menus because Friday's menus are very different as compared to any other day of the week.

The issue was submitted to the Post Restaurant Manager. The manager submitted the issue to the Post Restaurant Council for discussion.

The council is currently working on a survey that will address all of the stated AFAP issues. The survey designed to solicit feedback on our current menu, our service, and customer preferences. The survey will be presented to the workforce in the near future.

The Post Restaurant Manager has surveyed and visited other military cafeterias. HQ Army Material Command representatives visited the depot in Nov 00 at our request to evaluate our restaurant. The overall rating was favorable. They provided recommendations and actions for improvement. One recommendation was to consider remodeling Annex 1 and create a food court concept of operation.

The restaurant does use comment cards and has made many changes based on our customer's feedback. We will continue to have comment cards available and place them on the tables one-week of each month. When

not on the tables, they will always be by the cash registers.

The restaurant council and management will continue to evaluate the restaurant to ensure quality products and services are provided at reasonable prices to all customers. This issue will remain active, as we will always be working on improving our customer service and food quality.

#### **Issue #103: Health benefits (4 Issues)**

- a. **Status:** Unattainable.
- b. **Entered:** 03/01
- c. **Final Action:** 10/01
- d. **Subject Area:** Medical
- e. **Scope:** Cost is too high for employees, too many plans to choose from, most lacking eye and dental coverage.
- f. **Solutions** Minimize the number of plans and get the best coverage for the money spent.
- g. **Recommendations :**
  - 1. This problem has surfaced every year and the concerns are exactly the same. OPM should look into the possibility of negotiating and contracting with two or three providers that have a comprehensive health care plan include full eye and dental coverage.
  - 2. Personnel should inform the employees in regard to the progress or lack of progress on this issue, suggest using Toby Reporter or Employee Bulletin.
- h. **Steering Committee:** This issue surfaces every year, obviously there is a problem and D/Personnel cannot fix it.
- i. **Directorate Response:** HQ AMC & OPM

#### **Issue #104: Health Care Options**

- a. **Status:** Unattainable
- b. **Entered:** 03/01
- c. **Final Action:** 10/01
- d. **Subject Area:** Medical
- e. **Scope:** Although Tobyhanna has numerous health care providers to choose from, only HMO's are available
- f. **Solution:** Can we expand our options o include Preferred Providers Organizations with the same carriers
- g. **Recommendations:** Presently, Preferred Providers Organizations are included in a number of plans, if an individual desires this

option. This information is available through Personnel.

- h. **Steering Committee:** Make information simpler to understand, take time to explain options to employees instead of handing them a book.
- i. **Directorate Response:** Completed – Federal Plans offer a variety of plans to include Fee-For-Service (FFS) with Preferred Provider Organizations (PPO)), Health Maintenance Organizations (HMO) and HMO with Point of Service (POS).  
Plan coverage is not negotiated at Tobyhanna Army Depot. The individual plan carriers contract with the Office of Personnel Management (OPM). The plan brochures no include “plain language” The President and Vice President are making the Governments’ communications more responsive, accessible and understandable to the public by requiring agencies to use plain language. In response, a team of health plan representatives and OP staff worked cooperatively to make the brochures clearer the plain language team reorganized the brochures and the descriptions of benefits.  
D/Personnel provides brochures and explains information and refers enrollees to plan providers as necessary. During Open Season for Health Benefits, D/Personnel will conduct a Health Fair as we did last year. The Health Fair allows the opportunity for employees to speak directly with Carrier Representatives. Numerous bulletins are distributed to the workforce prior to and during Open Season as well as throughout the year. Plan point of contact is Donna Rymond at X56382

#### **Issue #105: Health Care**

- a. **Status:** Unattainable
- b. **Entered:** 03/01
- c. **Final Action:** 10/01
- d. **Subject Area:** Medical
- e. **Scope:** No supplemental insurance available.
- f. **Solution** Pick a health care provider that also provides supplemental insurance.
- g. **Recommendations:** Only full coverage is available need supplemental coverage to pick up the percentage of what outside provider does not cover.

- h. **Steering Committee:** This issue was surfaced last year, obviously a problem.
- i. **Directorate Response:** HQ AMC & OPM

**Issue #106: NAF Insurance Rates (3 issues)**

- a. **Status:** Unattainable.
- b. **Entered:** 03/01
- c. **Final Action:** 10/01
- d. **Subject Area:** Medical
- e. **Scope:** NAF employees are charged a higher rate for medical coverage than APF employees and choices limited
- f. **Solution** Lower the rates to be in-line with APF, offer same insurance choices, and renegotiate premiums.
- g. **Recommendations:** Send issue to Personnel for explanation to all NAF employees. Ask OPM to combine both APF and NAF insurance to make it more cost effective.
- h. **Steering Committee** Concur with recommendations
- i. **Directorate Response:** HQ AMC & OPM

**Issue #107: Change of the Army Clinic to Occupational Health**

- a. **Status:** Unattainable.
- b. **Entered:** 03/01
- c. **Final Action:** 10/01
- d. **Subject Area:** Medical
- e. **Scope:** This change will eliminate the availability of the clinic to all active duty and retired military. There are over 9000 military retirees in the Northeastern Pennsylvania area that can presently use the TYAD clinic. Many of them do presently use the clinic, particularly the Pharmacy. The options left after elimination of the Pharmacy will cause more expenses or great travel distance to the retirees and family members. Also, Morale, Welfare and Recreation will loose considerable revenue since less retiree traffic to the clinic will mean less traffic the Post Exchange and Commissary. Without sufficient official announced lead time of the change, many retirees in this TRICARE Remote area could be caught with no medical coverage plan in effect when the change happens.
- f. **Solutions:** Clinic should remain as a military treatment facility

- g. **Recommendations:** Has a study been done in regard to usage and impact if it were to close? Contract clinic though the VA
- h. **Steering Committee:** Need Command Support
- i. **Directorate Response:** No date has been established to close the Pharmacy and Primary Care vs. Occupational Health. It is, however the plan for West Point. They indicate that it will be close to a year before they can implement this change. We need to ensure that West Point identifies this date and publicizes to minimize impacts.

**Issue #108: Indoor Pool/Running Track (2 Issues)**

- a. **Status:** Unattainable
- b. **Entered:** 03/01
- c. **Final Action:** 10/01
- d. **Subject Area:** Consumer Services
- e. **Scope:** No indoor pool or running track available.
- f. **Solutions** Employees continue to request user-friendly physical fitness facilities to improve their overall health and fitness. Benefits of a “fit” workforce are obvious. Weather and climate are factors to be considered when creating new facilities.
- g. **Recommendations:** Recommend using ACOE money to build an indoor pool with running track
- h. **Steering Committee:** The issue of an indoor pool was brought up in the past with extensive research on the cost of closing in the existing pool. The quotes came in over \$100,000. The current usage of the pool over the past several years does not justify investing this amount into a project that only a few would take advantage of. In addition to project cost, Community Services does not have the funding or authorization for additional staff to operate the facility. The current layout of the pool could not host a running track being indoors. The surrounding area has obstacles in the way to design a building large enough to host a pool and track. To incorporate this into the design the cost is well over \$400,000, neither ACOE nor Community Services has this type of funding. From past studies individual would mainly use the track during the winter months during cold

weather. The remainder of the year most individuals take advantage for the nice weather and exercise outside. Again the usage does not warrant such a facility. Running areas and distances have been marked off on the depot starting at the Mack Fieldhouse toward the Stroudsburg Gate, by Barney's Lake and through Family Housing. ACOE Committee Chair: This issue has been discussed for both the 1998 and 2000 ACOE awards; however, it was not pursued due to the scope of the project. There are a number of issues, which deterred the committee from selection. First, the installation of a pool would have to be centrally located and space is at a premium, which means a separate building would have to be constructed. This brings about the issue of cost – the total award is for \$200,000 and construction of both a building and a pool (with showers) would far exceed this amount. Another item of even greater importance is that another building would create more real property, which is a major issue for the depot. The Labor Management Partnership Council has already approved the expenditure of funds for the 2000 award, so there is no remaining funding. However, since health and fitness seems to be the issue, approval was given to purchase exercise equipment for DDTP and to provide and furnish an exercise room for the Administration Building.

**Issue #109: Street Lamps along Hap Arnold Boulevard**

- a. **Status:** Complete
- b. **Entered:** 03/01
- c. **Final Action:** 10/03
- d. **Subject Area:** Housing
- e. **Scope:** With all the deer that graze in the fields on the right side of the road near housing, the brightness of those lamps make it hard to see them when they're close to the road and moving in that direction.
- f. **Solutions:** Lower the wattage of the bulbs or alternate the lights that are turned on.
- g. **Recommendations:**
  - 1. People safety takes precedence; lights illuminate roads for drivers but also for walkers, runners and children
  - 2. Post wildlife warning signs

- 3. Slow down speed
- h. **Steering Committee:** We were told lights were to spread further apart when installed. How did the contract conclude if they were installed improperly?
- i. **Directorate Response:** The streetlights along Hap Arnold Boulevard were installed in-house by DPW to provide sufficient lighting for pedestrians to Family Housing. The lighting circuit and controls were designed to switch to half the lights off at a preset time. The existing lights are 150 watt. To retrofit the wattage to 75 watts would require a bulb and ballast refit about \$150/fixture. D/PW will check the control clock to be sure every other light goes off at 1930 hours, or whatever time is recommended by the Steering Committee. D/PW will accomplish this within 45 days from receipt of recommendation timeframes from Steering Committee. When these fixtures approach their expected life and begin to fail, D/PW will re-evaluate the need for fixture spacing and wattage and make appropriate changes at that time. We anticipate this will be in 5-7 years.

**Issue #110: Job Opportunities**

- a. **Status:** Unattainable
- b. **Entered:** 03/01
- c. **Final Action:** 10/01
- d. **Subject Area:** Employment
- e. **Scope:** Tenant activities cannot bid on jobs/Appropriated Fund (APF) employees cannot work as Non-Appropriated Fund (NAF) employees.
- f. **Solutions:** Open all jobs to tenant activities. Allow APF employees to work as NAF Intermittent-on-Call
- g. **Recommendations:**
  - 1. Forward to Personnel and EEO to explain why jobs are restricted.
  - 2. Legislate at the Federal level. Forward to them.
  - 3. Forward to AMC Army Family Action Plan via Personnel
- h. **Steering Committee** Why are these vacancies limited to only select areas?
- i. **Directorate Response:** Jobs must be announced in accordance with our local Merit Promotion Plan (TYAD Regulation 690-1)

which has been negotiated with the AFGE Local 1647. According to this plan, the area of consideration for a job announcement is the smallest area that will produce at least three Highly Qualified candidates. Recently we have entered into an agreement with the Union to open permanent positions to tenant and NAF employees if we are also recruiting under a Delegated Examining Union announcement.

Allowing APF employees to work as Intermittent-On-Call employees in NAF has been completed. A waiver signed by the Depot Commander on 2 May 01, allows APF employees

#### **Issue #110: Job Opportunities (2 issues)**

- a. **Status:** Unattainable
- b. **Entered:** 03/01
- c. **Final Action:** 10/01
- d. **Subject Area:** Employment
- e. **Scope:** Tenant activities cannot bid on jobs/APF employees cannot work as NAF employees.
- f. **Recommended Solutions**
  1. Forward to Personnel and EEO to explain why jobs are restricted
  2. Legislate at the Federal level. Forward to them.
  3. Forward to AMC Army Family Action Plan via Personnel.
- g. **Steering Committee Suggestions:** Why are these vacancies limited to only select areas?
- h. **Directorate Response**

Jobs must be announced in accordance with our local Merit Promotion Plan (TYAD Regulation 690-1), which has been negotiated with the AFGE Local 1647. According to this plan, the area of consideration for a job announcement is the smallest area that will produce at least three Highly Qualified candidates. Recently we have entered into an agreement with the Union to open permanent positions to tenant and NAF employees if we are also recruiting under a Delegated Examining Union announcement. Allowing APF employees to work as Intermittent-On-Call employees in NAF has been completed. A waiver signed by the Depot Commander on 2 May 01, allows APF employees to be employed in certain NAF

positions, provided it does not interfere with depot employment. Applications are begun taken under Open Continuous Announcements for several job categories.

#### **Issue #111: CPR Training (2 issues)**

- a. **Status:** Active
- b. **Entered:** 03/01
- c. **Final Action:**
- d. **Subject Area:** Medical/Leadership
- e. **Scope:** Additional people at TYAD would like to receive CPR training, funding is not available. Benefits aging workforce.
- f. **Recommended Solutions**
  1. CPR training should be made available to as many people who want it
  2. Strongly encourage employees (at least 2-3 in each directorate) to have CPR training.
  3. Provide minimum equipment (facemask) in a visible, central location.
- g. **Steering Committee Suggestions:** Survey is going out to workforce. This issue is currently being worked, no need to forward
- h. **Directorate Response:**

#### **Issue #112: Flexible Work Schedule (2 issues)**

- a. **Status:** Unattainable
- b. **Entered:** 03/01
- c. **Final Action:** 10/01
- d. **Subject Area:** Leadership
- e. **Scope:** Standard workweek does not allow for single parenting, caring for elders, or scheduling appointments. Offer an alternate work schedule; flex time even if management is not willing to allow alternate schedules.
- f. **Recommended Solutions**
  1. This quality of life issue has been raised often in past forms: See Mar 97. To date no attempt has been made to implement a test.
  2. This is beyond our scope to change policy but we support and encourage management and unions to negotiate in favor of flex time.
  3. If studies have been made, publish the results.
  4. Possibly in collective bargaining unit makes it a sensitive issue.
- g. **Steering Committee Suggestions:** This issue is brought up every year; provide results of studies (current) so people understand why this will not be implemented.

- h. Directorate Response:* This subject is currently one of the issues being addressed in the ongoing Labor Management Agreement negotiations. Any agreement with regard to Alternate Work Schedule will be provided to the workforce once all issues have been resolved.

**Issue #113: Job Openings for NAF Employees**

- a. Status:* Unattainable  
*b. Entered:* 03/02  
*c. Final Action:* 10/01  
*d. Subject Area:* Employment  
*e. Scope:* NAF employees request equal employment opportunities. Request areas of consideration to include NAF. Job hiring process should be revamped to include NAF under area of consideration and should focus on most qualified.  
*f. Recommended Solutions:*  
1. D/Personnel educate supervisors on area of consideration and the importance of including all employees on the depot.  
2. NAF and APF should be completely portable. NAF is also part of the Total Army Family.  
*g. Steering Committee Suggestions:* Issue has been addressed in the past, publish a Supervisor's Bulletin that addresses the area of consideration.  
*h. Directorate Response:* When it comes to the "area of consideration" of depot APF vacancies, the status of NAF employees is similar to that of a tenant employee. They are not specifically covered under Merit Promotion plan and must compete for such positions. NAF employees are not part of the competitive service but can be considered for APF vacancies under what is called the NAF Interchange Agreement. If they meet the eligibility requirements of this agreement, they can apply for selected Merit Promotion announcements. They must review the announcement to insure it is one for which NAF applicants. TYAD and AFGE Local 1647 have agreed that when we are announcing a job depot and tenant wide we will also consider NAF employees eligible under the NAF Interchange Agreement. This provides those employees the opportunity to apply to the internal Merit Promotion

announcement as opposed to a Delegated Examining Unit Announcement (DEU).

**Issue #114: Transferee Treated as an Outsider**

- a. Status:* Complete  
*b. Entered:* 03/02  
*c. Final Action:* 10/02  
*d. Subject Area:* Family Support  
*e. Scope:* Smooth transition of transferred employee into the TYAD workforce. Apply equal right for those employees and a more defined process on how to orient the employee to TYAD.  
*f. Recommended Solutions:*  
1. Modify the sponsorship program to accommodate civilians that are transferring to TYAD.  
2. Create a policy that ensures the ACS Relocation staff is notified of all transferring employees.  
*g. Steering Committee Suggestions:*  
1. There is a civilian sponsor program available.  
2. D/Personnel notify ACS of new arrival.  
3. ACS staff meet with Personnel staff to train them on sponsorship.  
*h. Directorate Response:* The ACS Relocation Specialist met with the Personnel staff responsible for transferring employees. It has been agreed upon by both ACS and D/Personnel that the ACS Relocation Specialist will be notified of relocating personnel and assist them with the transition between the two duty sites.

**Issue #115: Horseshoe Pit in Maintenance Complex**

- a. Status:* Complete  
*b. Entered:* 03/02  
*c. Final Action:* 7/02  
*d. Subject Area:* Consumer Services  
*e. Scope:* Request horseshoe pits are made in the park area behind the softball field located behind Bldg. 11  
*f. Recommended Solutions:*  
1. Sent this action to D/Community Services.  
2. Community Services meet with Public Works to discuss the project.  
3. Recommend the horseshoe pits be installed by D/PW.

4. Civilian Welfare Fund will provide the horseshoes and pegs for the pits.
- g. **Steering Committee Suggestions** No additional comments.
- h. **Directorate Response:** Personnel from the Community Services directorate and Public Works Directorate met and discussed the proposal for the horseshoe pits in the recreation area behind the softball field outside of Building 11. Community Services purchased two horseshoe sets for the area. Community Services will place a work order with Public Works to create the horseshoe pits. The project should be complete by the end of fiscal year 2002.

**Issue #116: Employee Appreciation Day (EAD)**

- a. **Status:** Complete
- b. **Entered:** 03/02
- c. **Final Action:** 7/02
- d. **Subject Area:** Consumer Services
- e. **Scope:** Consider another alternative for use of EAD funds. Suggest employee workshops chaired by the Commander. Also suggest free lunch for employee and two hours of administrative leave. Reemphasize to workforce that the EAD Committee is comprised of mainly volunteers from the workforce. Change the format of EAD.
- f. **Recommended Solutions:** Take this issue to the EAD Committee Group for evaluation and consideration.
- g. **Steering Committee Suggestions:** Due to funding cuts, this will change in 2003.
- h. **Directorate Response:** EAD has been well received by the TYAD workforce for the past several years. We hope to continue the event into the future. Employees with specific ideas/suggestions should volunteer to be on the EAD Committee. Please call or E-mail Walter Dorosky X58150 with any concerns, suggestions or questions you may have about the Employee Appreciation Day Committee.

**Issue #117: Employment**

- a. **Status:** Complete
- b. **Entered:** 03/02
- c. **Final Action:** 10/02
- d. **Subject Area:** Employment

- e. **Scope:** Promotion of lower grade employees. Employee needs to aggressively pursue job opportunities. Employee should pursue educational avenues that will increase and expand areas where they would qualify. Employees need to develop and participate in their own Individual Development Plan.
- f. **Recommended Solutions:**
1. Obtain the personnel handbook on how to become more promotable.
  2. Employees pursue self-improvement by checking out and taking the educational courses that are available to include apprentice programs.
- g. **Steering Committee Suggestions:** Publicize where employee can obtain the handbook.
- h. **Directorate Response:** The "How Do I Make Myself More Promotable?" handbook is available on-line in D/Personnel's e-mail public folder in the "Briefings" directory. Hard copies are also available in D/Personnel and in D/BU Tech Development Division. More information can also be found on the TYAD website under Employee Services, Toby Tech Training.

**Issue #118: Out of Control Children**

- a. **Status:** Complete
- b. **Entered:** 03/02
- c. **Final Action:** 4/02
- d. **Subject Area:** Family Support
- e. **Scope:** Children in housing area are vandalizing depot property. Address the situation with all members of the housing area. Identify the children and discuss the issue with the parents. Address the issue with Security.
- f. **Recommended Solutions:**
1. Use the Town Hall Meeting and the monthly court meetings to address the situation.
  2. Establish a Juvenile Review Board.
  3. If you witness vandalism you must call Security.
  4. Enroll children in Skills, Mastery and Resistance Training (SMART) Moves Program at Youth Services
- g. **Steering Committee Suggestions:** This will be addressed at the THM on 24 Apr 02. Security will be enforcing the Child Supervision Policy that is already in place.

- h. **Directorate Response:** This issue was addressed by SGM Lawrence at the 24 Apr 02 Town Hall Meeting. All attendees were provided with a copy of the installation Child Supervision Policy. Those who were not in attendance had a copy mailed to them. CPT Streips, Legal Office; Chief Young, Security Division; and Ms. Sebring, Army Community Service are working jointly on a Juvenile Review Board. The board is designed to review incidents that youth are involved in and hold them accountable for their actions, in cooperation with their parents.

**Issue #119: Swings for babies in Family Housing**

- a. **Status:** Complete
- b. **Entered:** 03/02
- c. **Final Action:** 6/02
- d. **Subject Area:** Housing
- e. **Scope:** No swings available for infants and young children. Install new swings that meet the Army's safety specifications.
- f. **Recommended Solutions:**
  1. D/Community Services will meet with Housing Division and evaluate the situation and make recommendations.
  2. Housing and D/CS will brief the plan of action at the next Town Hall Meeting.
- g. **Steering Committee Suggestions:** Concur
- h. **Directorate Response:** Four new swings were installed to replace the old ones at the Family Housing playground. Included in the new swings were infant/toddler swings.

**Issue #120: Inappropriate Language**

- a. **Status:** Complete
- b. **Entered:** 03/02
- c. **Final Action:** 10/02
- d. **Subject Area:** Employment
- e. **Scope:** Use of inappropriate language in the work areas. Check to see if there is a Command Policy on appropriate behavior of employees. Pass this directly to supervisors in the area.
- f. **Recommended Solutions:** CO2 Training for everyone. Recommend the Division Chief and Director address at home team meetings.
- g. **Steering Committee Suggestions:** No additional comments.

- h. **Directorate Response:** This issue has been address. CO2/Secual Harassment training was provided to all appropriate areas. D/Personnel address this issue in an Employee's Bulleting entitled "Employee Conduct Reminder". Division Chiefs will cascade to all employees in areas cited.

**Issue #121: Tobyhanna Community Action Plan**

- a. **Status:** Complete
- b. **Entered:** 03/02
- c. **Final Action:** 3/03
- d. **Subject Area:** Consumer Services
- e. **Scope:** Not enough space to write in. The form is not well advertised. Provide more space to write in. Advertise over PAVIS and at Home Team meetings.
- f. **Recommended Solutions:** Forward to AFAP Coordinator. Continue marketing efforts. Allow for more space for issues.
- g. **Steering Committee Suggestions:** No additional comments.
- h. **Directorate Response:** The form has been redesigned to allow for benefits and cost savings if applicable. Individuals who submit information to the forum may use an extra sheet of paper if necessary. The Army Family Action Plan Advisory Council suggested that we put the instructions on a separate sheet of paper attached to the issue sheet. We will implement this for the 2003 process.

**Issue #122: List forms by name and number**

- a. **Status:** Complete
- b. **Entered:** 03/02
- c. **Final Action:** 11/02
- d. **Subject Area:** Consumer Services
- e. **Scope:** The filler program for forms only lists the forms by number, if you don't know the number, you should be able to look up by name. Develop a roster or list of available forms by name/number.
- f. **Recommended Solutions:**
  1. Contact forms and publications to find out if there is already something available.
  2. Inform the workforce when/if available.
- g. **Steering Committee Suggestions** No additional comments.

- h. Directorate Response:* This issue is complete. An Electronic Forms Index, Intranet web page has been created by D/AIT. Located under “DAIT Services, E-Forms Index”, the web page provides users the ability to easily search by form type (AMSEL, DA), form number (2802, 1642), or title “keywords” (travel, CAPR) to identify a form when the form number is unknown. Using on-screen instructions, users enter search criteria, and click on “Submit Query” to display a list of available forms or simply select the “Submit Query” button only to view all forms. After the user identifies the desired form they must open Form Flow Filler to access the designed form(s).

**Issue # 123: Computer Training**

- a. Status:* Complete
- b. Entered:* 03/02
- c. Final Action:* 6/02
- d. Subject Area:* Employment
- e. Scope:* Not all employees are given the chance for basic computer training. Supervisors should set up training for their workers.
- f. Recommended Solutions:* Individual initiative, lack of information, supervisor disseminates information.
- g. Steering Committee Suggestions:* Training program is in place, employee needs to be proactive.
- h. Directorate Response:* This item is complete. The D/Personnel, at a recent staff meeting, addressed this issue. The computer literacy class, how many have received it, what it covers and how to request it was be cascaded through the workforce and was part of the official meeting minutes. Training opportunities to include those for information technology and automation are routinely published by the Training and Development Division. Employees are encouraged to take advantage of those opportunities.

**Issue #124: Diesel engines running in work areas**

- a. Status:* Complete
- b. Entered:* 03/02
- c. Final Action:* 6/02
- d. Subject Area:* Leadership

- e. Scope:* Fumes from diesel engines on tugs moving material in closed building. This is an environmental and safety issue. Change diesel to electric.
- f. Recommended Solutions:* Send issue to safety, and review ventilation procedures. Determine health risks and do cost analysis.
- g. Steering Committee Suggestions:* Concur.
- h. Directorate Response:* This concern has come up several times in the past. As a result of the concern, indoor air samples were taken which verified that the diesel exhaust fumes were well below established exposure limits. Production Management is responsible for material movement around the depot; they determine the type of vehicle used to transport materials. They take into consideration the size and type of load and the distance the load has to be transported and under what conditions when selecting the vehicle best suited for the operation, to include the feasibility of electric equipment where appropriate.

**Issue #125: Favoritism**

- a. Status:* Unattainable.
- b. Entered:* 03/02
- c. Final Action:* 10/02
- d. Subject Area:* Leadership
- e. Scope:* Labor practices.
- f. Recommended Solutions:*
- g. Steering Committee Suggestions:* Not an issue for this forum.
- h. Directorate Response*

**Issue #126: Music after work at The Landing**

- a. Status:* Complete
- b. Entered:* 03/02
- c. Final Action:* 7/02
- d. Subject Area:* Consumer Services
- e. Scope:* Have entertainment after work with a variety of music for dancing. Open The Landing up again to the workforce after workday.
- f. Recommended Solutions:* Cover charge for music, patrons do not support it. Open one night for music the other for dinner.
- g. Steering Committee Suggestions:* No additional comments.
- h. Directorate Response:* The Landing has been open in the past on select nights with music

provided by DJ's and small bands. The events were heavily marketed. Unfortunately, the attendance was not enough to continue the program. The Landing was unprofitable every time we provided entertainment. The majority of our potential customers live a minimum of 30 minutes away from The Landing. These customers generally do not attend because of the distance they must travel and the strict drinking and driving laws. The Landing has entertainment on Thursday nights during the summer while the soldiers are in training. This year we had a DJ on Thursdays but discontinued the entertainment due to poor attendance. The Landing will continue to open on Thursday's offering food and drink specials until the winter season. The Landing will offer music entertainment occasionally on Thursday nights. This will be marketed to the workforce.

**Issue #127: Misuse of Government Property**

- a. **Status:** Unattainable
- b. **Entered:** 03/02
- c. **Final Action:** 7/02
- d. **Subject:** Leadership
- e. **Scope:** Professional sports logos painted on government property. This is okay on private/personal property, but does not belong on government assets. Look around the depot and identify government property that has been altered to reflect sports logo or any other inappropriate marketing. Have it removed.
- f. **Recommended Solutions:** Enforce existing regulation on defacing government property.
- g. **Steering Committee Suggestions:** Is there a regulation?  
Person submitting issue did not give a specific location as to where the property is located.
- h. **Directorate Response:** Government property should not be altered or have any inappropriate markings placed on it. The difficulty is in determining where those conditions exist so that they can be corrected. Request that all supervisors check for such inappropriate markings in their area and have those corrected. If D/Public Welfare (DPW) services are required for corrections to building surfaces, please have your building custodian call the DPW Engineering Division Work Order Clerk at X57805. If DPW

services are required for corrections to equipment surfaces, have your hand receipt holder or leader call the DPW Equipment Management Division Work Order Clerk at X56416. The building custodian listing has just been updated by DPW and has been distributed for staffing. When done, that custodian will be able to be accessed by logging onto the TYAD Intranet, Employee Services, Building Custodians, or by going through MS Work's "T" drive, Shared Information, DPW, Building Custodians.

**Issue #128: Pharmacy**

- a. **Status:** Complete
- b. **Entered:** 03/02
- c. **Final Action:** 7/02
- d. **Subject:** Medical
- e. **Scope:** What does a patient do when the Army pharmacy no longer carries a particular medication. Seek the equivalent medication within the system. Go to a civilian pharmacy and purchase that way.
- f. **Recommended Solutions:** Pharmacist inform customers of their options and where to obtain information.
- g. **Steering Committee Suggestions:** Publish alternatives.
- h. **Directorate Response:** What does a patient do when the Army pharmacy no longer carries a particular medication. Seek the equivalent medication within the system. Go to a civilian pharmacy and purchase that way.

**Issue #129: Medical Care**

- a. **Status:** Unattainable
- b. **Entered:** 03/02
- c. **Final Action:** 7/02
- d. **Subject:** Medical
- e. **Scope:** Civilian employees in Monroe County are not permitted to enroll in HMOs, which are accessible to employees in other counties, even if they are willing to travel to these counties for medical care. Publish information regarding enrollment in HMOs.
- f. **Recommended Solutions:** Have OPM look into getting an HMO provider to service employees in the Monroe County area.
- g. **Steering Committee Suggestions:** Beyond local level, this is OPM policy.

*h. Directorate Response:* During the most recent FEHB Open Season, some popular insurance carriers (including at least one Health Maintenance Organization (HMO)) chose to drop their plans for federal employees. This problem was not unique to Tobyhanna Army Depot (TYAD). The Federal Times reported that since 1998, approximately 170 HMOs have left the government's health program. Some federal employees were left without any HOM being available to them; many federal employees had only one HOM to select in their area. Here at TYAD, the Colonel, the Union and elected officials sent letters of concern to OPM. OPM indicated that it was aware of the problem and was taking several steps to address the problem, including contacting state insurance officials and health plan associations to obtain assistance in attracting new plans and considering adding health care organizations not previously considered for the FEHB. It remains to be seen whether those efforts will result in additional HMOs for TYAD employees (including those who live in Monroe County) to consider in the next open season. TYAD communicated all the carrier information available during the last FEHB open season to the workforce. A variety of means were used to include Employee Bulletins, staff meeting minutes, emails, PA announcements, and a two day Health Insurance Fair.

**Issue #130: Medical Coverage**

- a. Status:* Unattainable
- b. Entered:* 03/02
- c. Final Action:* 7/02
- d. Subject:* Medical
- e. Scope:* Why are providers allowed to change after you have already enrolled in them?
- f. Recommended Solutions:*
  1. Have Open Season quarterly instead of twice a year.
  2. Add immediate cancellation clauses in each policy for cancellation/change within 30 days of notification of the change or cancellation.
- g. Steering Committee Suggestions:* Beyond local level, OPM policy.

*h. Directorate Response:* These matters pertain to the Office of Personnel Management (OPM), as the Federal Employee Health Benefit (FEHB) provisions are set by OPM in conjunction with the carriers. FEHM open season currently occurs only once a year. OPM was considering changing the frequency of open season, but it is currently scheduled as an annual event. Given the administrative requirements/costs associated with open season, it seems unlikely that OPM would make it a more frequent event. However, major life changes like birth of a child allow employees to change FEHM outside the open season.

**Issue #131: Medical Records**

- a. Status:* Complete
- b. Entered:* 03/02
- c. Final Action:* 7/02
- d. Subject:* Medical
- e. Scope:* Medical test results are mailed in depot mail in a messenger envelope. Put in a sealed envelop.
- f. Recommended Solutions:* Medical record should be marked "confidential" and sealed in an envelop.
- g. Steering Committee Suggestions* Concur.
- h. Directorate Response:* All medical information is now sent out in a sealed envelope marked "confidential".

**Issue #132: Industrial Safety**

- a. Status:* Complete
- b. Entered:* 03/02
- c. Final Action:* 7/02
- d. Subject:* Leadership
- e. Scope:* Perception that safety policies do not reflect the reality of shop practices. There is also a perception that written policies alone can eliminate safety problems. Create an organizational culture where the safety office sets standards. Educate the workforce on these standards. Compliance is monitored for awareness and application of the standards. Safety should become instinctive.
- f. Recommended Solutions:* Ensure appropriate safety practices are built into the shop processes required to be documented under ISO 9000. Include appropriate individual

training in these processes to include safety aspects of these processes.

- g. **Steering Committee Suggestions** No additional comments.
- h. **Directorate Response:** This issue is closed. We have created an organizational culture through the Occupational Safety and Health Administration's (OSHA) Voluntary Protection Program (VPP) that exceeds industry requirements for OSHA requirements. One of the elements of VPP is the development of Job Hazard Analysis (JHA) by supervisors and employees to eliminate or reduce hazards associated with the work to be performed as described in the depot's safety regulation, TYAD 385-1, Chapter 1-6, Para d, (2). Safety and health is the responsibility of the supervisor and employee. The tools to help safety become instinctive have been provided in the depot's safety regulation, thought handouts, training films, special presentations, training and in direct meetings with employees. Appropriate safety and health practices are required for processes using the JHA system and will be addressed in the validation process in ISO 9000 under the quality management system. The Safety Office provides technical advice on safety issues that are brought to its attention. Safety and health training for employees is available and provided through the Learning Resource Center. Continuous reinforcement of the importance of "living" our safety policies is inherent in the VPP effort.

#### **Issue #133: Reinstitute Quality Step Increase**

- a. **Status:** Complete
- b. **Entered:** 03/02
- c. **Final Action:** 7/02
- d. **Subject:** Employment
- e. **Scope:** The Union negotiated QSIs away in favor of a Net Operating Result (NOR). QSI is an Office of Personnel Management incentive, should not have been negotiated. Verify whether Union did negotiate away QSI. If so, consider revising negotiations.
- f. **Recommended Solutions:** NOR benefits all, QSI benefits few.

- g. **Steering Committee Suggestions** They still are in place, however, TYAD chooses to use the NOR instead.
- h. **Directorate Response:** This information can be found in Employee Bulletin \$#51, dated Oct 1995.

#### **Issue #134: Process Certification**

- a. **Status:** Complete
- b. **Entered:** 03/02
- c. **Final Action:** 7/02
- d. **Subject:** Leadership
- e. **Scope:** What is the status of this initiative? Are all shops certified? Provide a status.
- f. **Recommended Solutions:** None provided.
- g. **Steering Committee Suggestions:** No additional comments.
- h. **Directorate Response:** There are currently 25 cost centers within TYAD that are certified (Active Certification Programs). At this time, there are no additional cost centers that have been nominated as certification candidates. The certification requirements that each nominated cost center must satisfy are contained in TYAD MD-56 (Certification of Product Lines, Process Lines, and Work Centers). Requirements include identification of procedural documentation (Technical Reference Orders, TMs, DMWRs, etc.), TMDE calibration process, QDR process, and quality audit plan, etc. There is no intent at this time to certify all shops. Only shops that demonstrate a high level of quality performance (by evaluation of quality performance indicators) will be considered for certification.

#### **Issue #135: Use of interoffice envelopes**

- a. **Status:** Complete
- b. **Entered:** 03/02
- c. **Final Action:** 7/02
- d. **Subject:** Consumer Services
- e. **Scope:** The directorate secretary opens all "shotgun" envelopes, regardless of who it is addressed to and then places the mail in a division or individual mailbox. Recently, a number of items have been opened with personal information and left outside the envelope (insurance forms, health forms). If it is depot policy for secretaries to open mail that is addressed to a specific individual, then

there should be a disclaimer or clarification with the use of “shotguns.” Notice should also be given to all employees so they are aware of this practice. Or notify the sender of your mail to put it in a sealed envelope marked “confidential.”

*f. Recommended Solutions:*

1. That individual should only open correspondence addressed to a specific individual.
2. If a “shotgun” envelope is used to send personal papers - that paperwork should be placed in a sealed envelop within the “shotgun”.
3. If a manager opens personal mail, it should be safeguarded.

*g. Steering Committee Suggestions:* There is a privacy act policy.

*h. Directorate Response:* Legal Office: The use of shotgun envelopes is not a legal issue. The problem pointed out in the Scope actually deals with the proper safeguards to be utilized when transmitting Personal Information (PI). D/Personnel: PI is any information about and individual other than name, duty station, grade, salary, position description, and performance plan. PI includes such things as Social Security Number, home address and telephone number, leave usage and balances, personnel actions, performance ratings, disciplinary actions, etc. PI is protected by the Privacy Act of 1974 and must be afforded reasonable safeguards to prevent unauthorized or inadvertent disclosure during processing and transmission, including to Government personnel who have no official need to see or utilize such information. There is more adequate regulatory guidance regarding how PI must be safeguarded, see AR 25-55, Chapter IV, Section 4.

**Issue #136: Business Practice Accountability**

- a. Status:* Complete
- b. Entered:* 03/02
- c. Final Action:* 8/02
- d. Subject:* Leadership
- e. Scope:* Current policy has shops charging labor and material to various production control numbers, regardless if these are the actual accounts labor/parts requisitioning is being done for (i.e., labor, overtime and parts

are being charged erroneously to job order numbers). Have Army Materiel Command or Department of the Army perform an audit of all functions at all levels.

*f. Recommended Solutions:*

1. Look into improved projection/time management per project.
2. Look into tracking system for materials/purchases and inventory.

*g. Steering Committee Suggestions* No additional comments.

*h. Directorate Response:* The Production Management Directorate is responsible for the oversight of pre-production planning, along with the centralized analysis and management of assistance to all mission directors. In addition to intensively managing each of the programs on an individual basis, the D/PM facilitates numerous production meetings with the intent of monitoring the efficient use of man-hours and material on each program. Such venues include, the monthly commodity Production reviews, monthly PRON AWPS meeting, Missile Production review, and the latest monthly Recapitalization Production review. In addition, the D/PM performs on-the-spot JO/PCN accountability audits on random cost centers on a monthly basis. The intent of these audits is to monitor the charging of hours to the appropriate job order. A monthly report of these results is forwarded to the appropriate directorates, and on a quarterly basis to Command Group for their review and appropriate action. This audit is in accordance with AMC-R 750-28, Depot Maintenance Program Scheduling, Work loading, and Reporting, and DFAS-IN Regulations 37-1, Chapter 26, Finance and Accounting Policy implementation.

**Issue #137: Net Operating Result Breakdown**

- a. Status:* Complete
- b. Entered:* 03/02
- c. Final Action:* 7/02
- d. Subject:* Employment
- e. Scope:* There is a perception among the workforce that management receives a higher NOR percentage than the general workforce. Release a bulletin clarifying the matter. If management does get a higher amount, release the information by grade level.

- f. **Recommended Solutions:** Will eliminate many questions within the workforce. Will create more TEAM continuity.
- g. **Steering Committee Suggestions** Resource Management to publish information.
- h. **Directorate Response:** As we know from past NOR awards, an Employee Involvement Team eliminated individual performance and quality step awards and developed the Rewarding the Workforce award. This award recognizes the depot workforce as a team and shares the depot's profits (as determined by the NOR) equally among all eligible employees (both management and non-management alike receive an equal award amount.) The Labor Management Partnership Council has previously approved the payout system based upon a sliding scale system. This sliding scale would increase the payout in \$100 increments to a maximum of \$1000 per person based on increasing levels of profit. The NOR represents the difference between the amount of work we accomplish for our customers (revenue) and the expenses (costs) necessary to run the installation. If we maintain the same level of performance as seen in previous fiscal years, we'll have another excellent opportunity to receive a GAP payout. But remember, the opportunity to achieve and exceed the planned NOR requires the dedicated efforts of all employees.

**Issue #138: 30 Years of Service Ceremonies**

- a. **Status:** Complete
- b. **Entered:** 03/02
- c. **Final Action:** 08/02
- d. **Subject:** Employment
- e. **Scope:** Personnel with 30 Years of Service should receive four hours of administrative leave and an American flag. Ceremony could be for those who choose it. Give the employee a choice.
- f. **Recommended Solutions:** Clarity written policy, if one exists.
- g. **Steering Committee Suggestions:** No additional comments.
- h. **Directorate Response:** The D/Personnel, at a recent staff meeting, addressed this issue. This information pertaining to the length of service ceremony and four hours time off was cascaded down through the workforce and

will be part of the official staff meeting minutes.

**Issue #139: Location of Military Personnel Office to Admin Bldg.**

- a. **Status:** Active
- b. **Entered:** 03/02
- c. **Final Action:**
- d. **Subject:** Consumer Services
- e. **Scope:** Customer convenience and safety concerns regarding location of the Military Personnel Office. Relocate Military Personnel to a safer/shorter distance for individuals that use the services.
- f. **Recommended Solutions:**
  1. Consider moving to a more accessible location, which is handicap accessible.
  2. Consider shuttle service for customers with mobility issues, or escort/aide.
  3. Improved signage/mapping/directions.
  4. More to Travel Office of back to Bldg. 100.
- g. **Steering Committee Suggestions:** No additional comments.
- h. **Directorate Response:** D/Public Works is currently assessing plans for the Military Personnel Office to be relocated in the entrance of the D/Advanced Information Technology wing, possibly where Transportation and Carlson Wagonlit are currently located. If feasible, we anticipate the relocation will occur in early February 2003.

**Issue #140: Editing Correspondence through Command Group**

- a. **Status:** Complete
- b. **Entered:** 03/02
- c. **Final Action:** 09/02
- d. **Subject:** Leadership
- e. **Scope:** The editing process can sometimes result in a document being returned several times to the originator for correction. Many times there is a conflict between the two Command Group secretaries editing style. Lost production time/cost of paper. If there is a Command Group standard, make everyone aware of it
- f. **Recommended Solutions:**
  1. Limit number of personnel reviewing and altering correspondence.

2. Reviewing official should correct small mistakes and send forward with corrected copy sent to originator.
3. Refresher course in Basic English to all personnel.

**g. Steering Committee Suggestions:**

1. An employee involvement committee has been formed and issues are being addressed.
2. A quarterly secretary's meeting is being conducted.

**h. Directorate Response**

**Issue #141: Reduction of Health Clinic Services**

- a. Status:** Unattainable.
- b. Entered:** 03/02
- c. Final Action:** 9/02
- d. Subject:** Medical
- e. Scope:** Lack of services for active duty, dependents and retirees. Keep the Congressional focus on this issue and find a good resolution for this much needed service.
- f. Recommended Solutions:** This issue was previously submitted.
- g. Steering Committee Suggestions**
- h. Directorate Response**

**Issue #142: Post Exchange/Commissary (3 issues)**

- a. Status:** Complete
- b. Entered:** 03/02
- c. Final Action:** 9/02
- d. Subject:** Consumer Services
- e. Scope:** Currently PX and Commissary do not stay open late for patrons who work later shifts. Allow the PX and Commissary to be open at least one night a week.
- f. Recommended Solutions:** This issue was previously submitted.
- g. Steering Committee Suggestions**
- h. Directorate Response**

**Issue #143: Larger Commissary**

- a. Status:** Unattainable
- b. Entered:** 03/02
- c. Final Action:** 09/02
- d. Subject:** Consumer Services
- e. Scope:** There was a plan to build a new, larger Commissary - what happened? Resurrect the plan, find out the status.
- f. Recommended Solutions** This issue was previously submitted.

**g. Steering Committee Suggestions**

**h. Directorate Response**

**Issue #144: Smoking Policy**

- a. Status:** Complete
- b. Entered:** 03/02
- c. Final Action:** 09/02
- d. Subject:** Leadership
- e. Scope:** Enforce the Smoking Policy.
- f. Recommended Solutions** This issue was previously addressed.
- g. Steering Committee Suggestions**
- h. Directorate Response**

**Issue #145: Army Communities of Excellence**

- a. Status:** Complete
- b. Entered:** 03/02
- c. Final Action:** 09/02
- d. Subject:** Leadership
- e. Scope:** Stop buying useless trinkets with ACOE money and fix things in the housing area with a percentage of the money.
- f. Recommended Solutions:**
- g. Steering Committee Suggestions** This issue was previously submitted.
- h. Directorate Response**

**Issue #146: Medical Plans for NAF**

- a. Status:** Unattainable
- b. Entered:** 03/02
- c. Final Action:** 09/02
- d. Subject:** Medical
- e. Scope:** There is a limited choice of health plans for NAF employees.
- f. Recommended Solutions** This issue was previously submitted.
- g. Steering Committee Suggestions**
- h. Directorate Response**

**Issue #147: Health and Dental Benefits**

- a. Status:** Unattainable
- b. Entered:** 03/02
- c. Final Action:** 09/02
- d. Subject:** Medical
- e. Scope:** Reduce the number of available health plans to reduce the overall cost of medical care to the employee.
- f. Recommended Solutions** This issue was previously submitted.
- g. Steering Committee Suggestions**
- h. Directorate Response**

**Issue #148: Medical and Dental Benefits**

- a. *Status:* Unattainable
- b. *Entered:* 03/02
- c. *Final Action:* 09/02
- d. *Subject:* Medical
- e. *Scope:* Should be adjusted to meet the needs of the employee. Current benefits need to have much greater service. Offset costs to employees by adjusting benefit package.
- f. *Recommended Solutions:* This issue was previously submitted. Civilian and military employees should seek supplemental dental insurance policies through private agencies to accommodate individual needs.
- g. *Steering Committee Suggestions*
- h. *Directorate Response*

**Issue #149: Parking in Housing Area**

- a. *Status:* Complete
- b. *Entered:* 03/02
- c. *Final Action:* 10/03
- d. *Subject:* Housing
- e. *Scope:* Edison Court has 10 housing units and the smallest area for visitor/additional parking. Enlarge the current parking area or add additional spaces for a common area.
- f. *Recommended Solutions:* Forward to D/Public Works.
- g. *Steering Committee Suggestions:* This issue has been addressed. Housing has completed a survey and the results were that there is adequate parking in the housing area.
- h. *Directorate Response:* A few additional spots have been added.

**Issue #150: Leaving Work Early/Arriving Late (2 issues)**

- a. *Status:* Complete
- b. *Entered:* 03/02
- c. *Final Action:* 07/02
- d. *Subject:* Employment
- e. *Scope:* Unfair labor practices, personnel schedules, some employees allowed to leave early and come in late. Whatever procedure has been implemented must be enforced.
- f. *Recommended Solutions:* A similar issue was submitted in previous year.
- g. *Steering Committee Suggestions:* There already is a policy in place. Needs to be enforced. Send to Command Group as an awareness issue.

**h. Directorate Response**

**Issue #151: Recreation Information to the Workforce**

- a. *Status:* Complete
- b. *Entered:* 03/02
- c. *Final Action:* 06/02
- d. *Subject:* Consumer Services
- e. *Scope:* Marketing, regulations. Individuals need to exercise imitative.
- f. *Recommended Solutions*
  1. Utilize existing means of communication: flyers, email, PAVIS, newspaper, Intranet site, bulletin boards, and home team meetings.
  2. Inform all employees/residents where they can access information; have a standard area in the Tobyhanna Reporter.
  3. Survey the residents/employees about their preference for receiving information.
- g. *Steering Committee Suggestions* Concur.
- h. *Directorate Response*

**Issue #152: Games in Cafeteria Annex 1**

- a. *Status:* Complete
- b. *Entered:* 03/02
- c. *Final Action:* 08/02
- d. *Subject:* Consumer Services
- e. *Scope:* Need more foosball tables in Annex #1 plus add other amusement games. The Civilian Welfare Fund Council has voted in February to purchase a foosball table. Install other amusement games in Annex #1.
- f. *Recommended Solutions:*
  1. CWF consider adding other amusement games to Annex #1
  2. Post Restaurant also consider providing funding to purchase amusement games.
- g. *Steering Committee Suggestions* In progress.
- h. *Directorate Response*

**Issue #153: Telephones/Refrigerators (2 issues)**

- a. *Status:* Complete
- b. *Entered:* 03/02
- c. *Final Action:* 08/02
- d. *Subject:* Force Support
- e. *Scope:* Soldiers from the 363<sup>rd</sup> Military Police (MP) Unit who are residing at the Barracks have requested telephones and refrigerators for their rooms and the Barracks drinking policy to be revised to permit drinking in the Barracks. Equip all rooms

with telephones and refrigerators. Change the drinking policy at the Barracks

**f. Recommended Solutions:**

1. The drinking policy has been favorably changed since this issue was submitted. The installation commander has delegated authority to the 363<sup>rd</sup> MP Unit to create their own drinking policy Standard Operating Procedure (SOP). The new SOP permits drinking in the Barracks and the storage of alcohol in the soldiers' rooms.

2. Resubmit the telephone request to the Command Group and Emergency Operations Center for reconsideration. Provide the soldiers in writing their options for telephone service and the cost associated with each option.

3. Recommend that refrigerators be placed in all the rooms. The soldiers work all hours of the day, which leads them to eating and drinking during non-traditional times. The soldiers need refrigerators to keep meal platters cool until they are ready to eat.

**g. Steering Committee Suggestions:** These issues have been resolved.

**h. Directorate Response**

**Issue #154: Child Care Facility at TYAD**

**a. Status:** Unattainable

**b. Entered:** 3/03

**c. Final Action:** 7/03

**d. Subject:** Child Care

**e. Scope:** Currently there are two separate child care facilities at TYAD; one for infant through pre-kindergarten children and one for school age combined with youth services. The present Child Development Center does not have the capacity to support the demand for childcare. The present school age/youth services' building is in extremely poor state of repair (this building is an old WWII Army hospital/POW camp). TYAD is on the list for a combined facility in FY07, unfortunately, the demand and poor state of buildings will make it difficult to wait another four years for a solution. If a new center is not constructed soon, parents will find childcare elsewhere and programs will suffer because of poor participation, which is a direct result of the unacceptable facilities.

**f. Recommended Solutions:** It is recommended that the AFAP process be used to elevate the request for a childcare center to the highest level possible to enable the project to be pulled up to a more reasonable time frame.

The installation staff and parents of children in care have exhausted every means available to elevate this situation. The Army strives to be a model for outstanding childcare; and therefore, should invest in an adequate facility for a well-utilized program at TYAD.

**g. Steering Committee Suggestions:**

Recommend this issue be forwarded to HQ AMC AFAP.

**h. Directorate Response**

**Issue #155: Alternate Benefits Plan for NAF flex employees**

**a. Status:** Unattainable

**b. Entered:** 3/03

**c. Final Action:** 7/03

**d. Subject:** Medical

**e. Scope:** Currently NAF Flex employees do not receive any benefits. Current position requirement documentation and financial responsibility limits the amount of employees that can receive the benefit package. High turnover results because valuable flex employees obtain employment elsewhere.

**f. Recommended Solutions:** A benefit plan for NAF employees other than full or part-time. The plan would provide health care coverage and annual and sick leave. Annual leave is recommended to be no more than five days (40 hours) and sick leave is recommended to be no more than three days (24 hours) in a calendar year.

**g. Steering Committee Suggestions:** Forward to D/Personnel, however, this will be beyond their scope. After receiving a response from D/Personnel, forward to HQ AMC for their AFAP Conference for consideration.

**h. Directorate Response:** Per Army Regulation AR 215-3, Non-Appropriated Funds Personnel Policy, Chapter 5, Section II, Annual Leave and Section III, Sick Leave, and Chapter 15, Employee Benefits, Section 1, state that only regular full and part-time employees may receive these types of benefits. Chapter 2-2, Appointment categories, defines regular employees as those who serve in a continuing

position on a scheduled basis. Regular employees are further categorized as Regular Full-Time (RFT) if the regular workweek is 40 hours; or, regular part-time (RPT) if the workweek is from 20-39 hours. The minimum workweek for a RPT employee is 20 hours. Flexible employees serve in a continuing position on a scheduled or an as-needed basis. There is no upper limit to the number of hours a flexible employee may work (subject to overtime obligations and work scheduling requirements.) A time limitation of less than one year may be made to a flex appointment by including a not to exceed date in item 25 of DA Form 3434. Flex employees who are guaranteed a specific number of hours each week will have those hours indicated in item 25 of DA Form 3434. Since this is an Army Regulation, the issue is beyond the scope of the NAF Human Resource Office and should be forwarded to the HQ Army Materiel Command.

**Issue #156: Families of Local Deployed Service Members**

- a. **Status:** Complete
- b. **Entered:** 3/03
- c. **Final Action:** 7/03
- d. **Subject:** Family Support
- e. **Scope:** To assist those who are having financial difficulty due to loss of income - especially the Reserve and National Guard families.
- f. **Recommended Solutions:** Programs to assist them in finding available assistance for food, clothing, and financial assistance, i.e., funds raised in support of such family.
- g. **Steering Committee Suggestions:** Forward to D/Community Services, Army Community Service
- h. **Directorate Response:** Army Community Service (ACS) located at Tobyhanna Army Depot (TYAD) offers the Mobilization Services and Support (MSS) Program. The MSS program assists deployable military members and DoD civilian employees and their families as well as Reserve and National Guard components within a 50-mile radius of TYAD. MDS services include readiness briefings and workshops on key issues and steps to consider when preparing for a

deployment, including a 1 ½-hour Financial Planning Workshop. Military and family members will learn to recognize and deal with financial problems associated with deployment and better manage their finances over time. This and other MDS program services are detailed in the MDS brochure available at ACS. ACS also administers the Army Emergency Relief program that provides loans and grants for eligible clients who have an emergency financial need and the Emergency Food Program that provides emergency food assistance for eligible clients. For more information about the ACS programs available to assist families of deployed service members, call (570) 895-6682/7069.

**Issue #157: Working Holidays**

- a. **Status:** Complete
- b. **Entered:** 03/03
- c. **Final Action:** 08/03
- d. **Subject:** Employment
- e. **Scope:** If anyone works on a holiday, why can't he or she get compensatory time issued?
- f. **Recommended Solutions:** The worker should be able to decide if he or she would like straight pay or compensatory time for holiday hours worked.
- g. **Steering Committee Suggestions:** Forward to D/Personnel
- h. **Directorate Response:** In accordance with 5 CRF 532.504, Compensatory Time Off - at the request of an employee, the head of an agency may grant compensatory time off from an employee's tour of duty instead of payment under 532.503 for an equal amount of irregular or occasional overtime. Additionally, in accordance with 5 CFR 532.507, Pay for Holiday Work, (a) An employee who is entitled to holiday premium pay and who performs work on a holiday, which is not overtime work, shall be paid the employee's rate of basic pay plus premium pay at a rate equal to the rate of basic pay; (b) An employee shall be paid for overtime work performed on a holiday at the same rate as for overtime on other workdays. Overtime work as defined in 5 CFR 532.501 is "hours of work performed by an employee in excess of eight hours in a day or in excess of 40 hours in an

administrative work week.” Therefore, the Code of Federal Regulations states that an employee who works on a holiday will be paid their rate of basic pay and, additionally, premium pay at the same rate as their basic pay. Stated also is that to be entitled to compensatory time, you must be entitled to overtime by having worked in excess of eight hours in a day, 40 hours in a work week. Therefore, and also in accordance with guidance issues by HQ CECOM, overtime/compensatory entitlements do not begin to accrue until an employee has completed eight hours in a day or 40 hours in a work week. The eight-hour day, 40-hour workweek provision includes all paid leave and obviously premium pay received for work on a holiday.

#### **Issue #158: Environmental Differential Pay for Dual Lens Microscope Usage**

- a. **Status:** Complete
- b. **Entered:** 3/03
- c. **Final Action:** 08/03
- d. **Subject:** Employment
- e. **Scope:** Environmental Differential Pay (EDP) for dual lens microscope usage at TYAD Sidewinder Clean room only covers soldering. The vast usage of the microscope is used while working on the Gyro component of the seeker guidance assembly. The same microscope is utilized and eye fatigue, strain, and immobilization is effective as if the technician were soldering. Eye and optic damage may be more severe as we use a 150-watt halogen bulb concentrated through approximately 1/2” optical fiber cable and viewed through a 20x lens on to mirror surfaces. Reflective flash is impressive and painful. Essentially the same microscope is used, damage and hazards are inherently the same but technicians are denied EDP.
- f. **Recommended Solutions** Include EDP for any microscope use.
- g. **Steering Committee Suggestions** Forward to D/Personnel
- h. **Directorate Response:** The Office of Personnel Management, Federal Wage System Appropriate Fund Operating Manual, Subsection 8-7 and Appendix J currently approves EDP. Employees that perform

assigned duties that expose him or her to unusually severe hazard, physical hardship, or working conditions as listed in Appendix J (e.g. micro-soldering or wire welding and assembly, working with binocular type microscopes under conditions which severely restrict the movement of the employee and impose a strain on the eyes, in soldering wire welding, and/or assembling miniature electronic components) are entitled to EDP on an actual exposure basis. Thus, it is just not the use of the dual lens microscope, but the use of the binocular type scope in conjunction with soldering of the microelectronic components, which severely restricts employee’s movement and imposes a strain of the eyes. Issues relating to potential eye and optic damage should be forwarded to the Safety Office.

#### **Issue #159: Pass and ID Location**

- a. **Status:** Active
- b. **Entered:** 3/03
- c. **Final Action:**
- d. **Subject:** Consumer Services
- e. **Scope:** Pass and ID should be moved to the ground floor. Older retirees and handicapped have a difficult time finding it and getting to it.
- f. **Recommended Solutions:** Put pass and ID near the Travel Office. This would provide much better service to everyone.
- g. **Steering Committee Suggestions:** This issue was addressed in a previous forum; see response below.
- h. **Directorate Response:** We are currently assessing plans for the Military Personnel Office to be relocated in the entrance of the DAIT wing, possibly where Transportation and Carlson Wagonlit are located. If feasible, we anticipate the relocation will occur in early February 2003.

#### **Issue #160: Dental Coverage for Civilian Workforce**

- a. **Status:** Unattainable
- b. **Entered:** 3/03
- c. **Final Action:** 7/03
- d. **Subject:** Medical
- e. **Scope:** Would like to see some sort of dental plan or discount policy, even if we have to pay

for a portion of the coverage. No plans or choices are even available to the civilian workforce or families.

- f. **Recommended Solutions:** Try to get a program for civilian employees to get dental coverage or have plans we could buy for dental coverage.
- g. **Steering Committee Suggestions:** This issue was addressed in a previous forum.
- h. **Directorate Response:** This issue is an OPM policy and out of the scope of TYAD. Recommend this issue be forwarded to HQ AMC for consideration.

#### **Issue #161: Different Shifts**

- a. **Status:** Unattainable
- b. **Entered:** 3/03
- c. **Final Action:** 08/03
- d. **Subject:** Employment
- e. **Scope:** Presently the first shift at TYAD is 0730 to 1600 with some tenant activities and Public Works employees coming in at 0630 to 1500. TYAD used to have two shifts with no problems, why not look into this again
- f. **Recommended Solutions:** Let the workforce have their choice of either shift (0630-1500 or 0730-1600). This could save on annual and sick leave because people could get to their appointments on time, if scheduled appropriately, instead of taking leave. The buses and vans could make arrangements for whichever shift they need or choose. Most businesses close by 1700 and we can't get there on time unless we take leave.
- g. **Steering Committee Suggestions:** Forward to D/Personnel for response.
- h. **Directorate Response:** While it is true that the depot used to have two shifts, the statement that they existed "with no problems" is not true. In fact, a Special Action Team, composed of both employees and supervisors, was convened to review the problems associated with the split shift and unanimously recommended that the depot go to a single shift. That recommendation was approved and the single shift was adopted in 1992. Several years ago, an analysis of a proposal that the depot change back from a one shift operation to a split shift due to construction on Interstate 380 was conducted. The results of the study and the final conclusion follow.

Numerous depot organizations were contacted for input. It was assumed that at least 1/3rd of the workforce must change shift in order to be worth considering, and that there be no flipping back and forth between shifts. We considered both mandatory assignment of shift by organization, and voluntary movement regardless of organization. While several advantages of switching to a split shift were identified (such as time for appointments), the potential disadvantages far outweighed them. The final recommendation, which was approved by the Commander, stated that voluntary shift selection by employees would cause significant chaos and disruption, and end up being administratively cumbersome to attempt to manage. It was also agreed to by most that mandatory shift assignment would disrupt the mass transportation system in place at the depot (which is now much more extensively utilized), and could cause negative morale problems for the employees assigned to such a shift against their will. Because of the location of the depot workforce in relation to the main parking lot, we must ferry employees to and from the lot before and after work. Splitting the shift adds significant logistical problems and increased costs to the Division responsible for accomplishing this effort. In addition, while many of the advantages of going to the split shift were subjective and vague, the organizations contacted listed several objective and measurable disadvantages. It was, therefore, decided that the depot not change to a split shift, but rather stay with the status quo. The advantages and disadvantages outlined in that analysis are still valid, and the disadvantages for the depot of such a split shift still outweigh the advantages.

#### **Issue #162: TRICARE Liaison for Remote Sites**

- a. **Status:** Unattainable
- b. **Entered:** 3/04
- c. **Final Action:** 6/04
- d. **Subject Area:** Medical
- e. **Scope:** TRICARE billing, enrollment, disenrollment and sharing information processes as it relates to customer service needs improvement. Military members are frustrated

with services and end up paying their own bills without reimbursement. Issues remain unresolved. Military members spend more money and time unnecessarily for services that should be an entitlement.

**f. Conference Recommendations:**

1. Assign and train a person to be a liaison for all TRICARE issues.
2. Recommend a staff member from ACS be assigned as the liaison.
3. Recommend Sierra Military Health provide the necessary training for this position.
4. Refer to Issue #510 (DA Level), provide it for all Army not just RC.

**g. Required Actions:** SGM Lawrence and Dr. Lippin to research the position for a TRICARE Liaison at the Health Clinic, through West Point.

**h. Progress:** After much correspondence between TYAD Health Clinic and West Point, it was determined that West Point will not fund a position for a Health Benefits Advisor. Also, the contract for Sierra is up in a few months and a new provider will take over. Hopefully, better service will result from this new provider.

**Issue #163 Health Care Coverage for Civilian Workforce**

**a. Status:** Unattainable.

**b. Entered:** 3/04

**c. Final Action:** 6/04

**d. Subject Area:** Medical

**e. Scope:** Dental Plans available do not provide ample coverage for cost of plan. Health insurance plans are reducing coverage and adding costs or increasing deductions. Why are health care providers terminating their relationship with the depot?

**f. Conference Recommendations:**

1. Recommend this issue be forwarded to CHRA, Civilian Personnel Advisory Center - Tobyhanna for evaluation. Request that D/Personnel provide feedback via an employee bulletin to educate the workforce on healthcare.
2. Recommend the issue be forwarded to OPM for evaluation and recommendations.
3. CHRA, CPAC TYAD provide information on situation with health

care providers and why they are terminating plans.

**g. Required Actions:** This is an OPM issue and should be forwarded with an endorsement from our CHRA, CPAC TYAD.

**h. Progress:** This issue is not one that can be resolved at the local level. An important step for government workers is before the House Government Reform Committee Bill H.R. 3751 - requires the OPM to study and report to Congress on how to make available better dental, vision and hearing benefits to those covered by the Federal Employee Health Benefits Program.

**i. Lead Agency:** CHRA, CPAC TYAD

**Issue #164 Limited Amount of Primary Care Managers in TRICARE**

**a. Status:** Unattainable

**b. Entered:** 3/04

**c. Final Action:** 6/04

**d. Subject Area:** Medical

**e. Scope:** There are only two network provider facilities with limited amount of doctors to choose from. The lack of available physicians results in an inability to schedule timely appointments and the soldier/family member driving extensive distances for appointments. Military/family members have a difficult time with accessing their doctors and see other medical personnel not as familiar with their personal situation.

**f. Conference Recommendations:** Refer to Issue #517 (DA Level) issue is currently being addressed. The issue intent is to increase TRICARE reimbursement to competitive rates as an incentive to recruit and retain medical providers in remote areas, also see Issue #573 (DA Level).

**g. Required Actions:** None.

**h. Progress:** This issue is beyond the scope of the installation and is being worked at the Department of the Army level.

**i. Lead Agency:** Health Clinic

**Issue #165 TRICARE Terminology is confusing and misleading to both the military and the medical facility.**

**a. Status:** Unattainable.

**b. Entered:** 3/04

**c. Final Action:** 6/04

- d. Subject Area:** Medical
- e. Scope:** Referrals are confusing and cause the military to lose money and spend time resolving problems unnecessarily. TRICARE medical terms are confusing and misleading to the network provider, medical staff and military. TRICARE must become more user friendly.
- f. Conference Recommendations:**
  - 1. Provide TRICARE training to the medical staff of the network providers to ensure referrals and network administration (amount of visits, coverage, payment) are properly communicated and correctly accomplished.
  - 2. Provide a monthly updated network provider list to all network providers and soldiers/family members who enroll in the program.
  - 3. Provide liaison training on the above recommendations.
- g. Required Actions:** None
- h. Progress:** This issue is beyond the scope of the local level and should be forwarded to the next level.
- i. Lead Agency:** Health Clinic

**Issue #166 TRICARE Remote should have the same benefits as TRICARE**

- a. Status:** Unattainable
- b. Entered:** 3/04
- c. Final Action:** 6/04
- d. Subject Area:** Medical
- e. Scope:** Folks in TRICARE remote traveling out of local area are not eligible for medical benefits provided to regular TRICARE customers. TRICARE remote requires you to access your assigned primary caregiver. Military and family members should have the benefit of 100% coverage when traveling outside of the assigned area.
- f. Conference Recommendations:** Provide additional coverage to meet the remote TRICARE plan that provides for medical coverage when traveling outside the assigned area. This coverage should be the same as regular TRICARE medical insurance.
- g. Required Actions:** This issue is beyond the scope of the installation and should be forwarded to the next level.
- h. Progress:** None

- i. Lead Agency:** Health Clinic

**Issue #167 Basic Allowance for Housing (BAH) Rate**

- a. Status:** Complete
- b. Entered:** 3/04
- c. Final Action:** 1/05
- d. Subject Area:** Leadership
- e. Scope:** The BAH rate for Tobyhanna is determined using the Scranton metropolitan area, which is not representative of housing costs in Monroe County, where the installation is located. Increasing BAH rate would allow military families to remain in Monroe County, versus obtaining housing in distant counties.
- f. Conference Recommendations:**
  - 1. Base BAH on Monroe County housing rates instead of Lackawanna County.
  - 2. If unable to base BAH on Monroe County, then incorporate BAH into New York metropolitan rate, instead of Scranton.
- g. Required Actions:** None.
- h. Progress:** The BAH rate for this area did increase effective 1 Jan 05.
- i. Lead Agency:** Military Personnel

**Issue #168 Snow Removal**

- a. Status:** Complete
- b. Entered:** 3/04
- c. Final Action:** 6/04
- d. Subject Area:** Housing
- e. Scope:** The snow is not being removed on weekends until Monday or Tuesday, after a Monday holiday. The snow accumulation makes it unsafe for military families who need to travel on weekends. The prompt removal of snow would ensure safe travel for all on the depot.
- f. Conference Recommendations:**
- g. Required Actions:**
  - 1. There is a plan and procedure in place.
  - 2. Residents can call Security when they feel the snow is accumulating too much.
- h. Progress:** A plan is in place for snow removal on the installation. If there is a specific issue in the housing area, residents are advised to call Security at 895-7550.
- i. Lead Agency:** D/Public Works

**Issue #169 Condition of Youth Center, Bldg. 1006**

- a. Status:* Active
- b. Entered:* 3/04
- c. Final Action:*
- d. Subject Area:* Child and Youth
- e. Scope:* The existing structure is substandard and unsafe for the children and staff due to the crumbling foundation, sagging roof, and flooding every winter. This facility houses up to 200 children and staff during summer months.
- f. Conference Recommendations:*
  - 1. Elevate funding allocation from FY08 to FY05.
  - 2. If first recommendation is unattainable, during the interim, use a modular facility.
- g. Required Actions:* Bldg. 1006 received emergency funding to bring the facility up to standards to provide school age care. The building is scheduled for replacement by a modular facility in 2007.
- h. Progress:* Facility is schedule for replacement with a modular in 2007. A more permanent facility is on the MCA project lest for 2009, MCA Project #49875
- i. Lead Agency:* D/Community Services

**Issue #170 Wading Pool for Infants**

- a. Status:* Complete
- b. Entered:* 3/04
- c. Final Action:* 6/04
- d. Subject Area:* Consumer Services
- e. Scope:* The shallowest end of the pool is 3' deep and over the head of infants and toddlers. Housing currently has over 10 infants and toddlers who would utilize a wading pool.
- f. Conference Recommendations:* Expand the fence around the present pool and install a wading pool.
- g. Required Actions:* Determine a cost to install wading pool IAW regulatory guidance.
- Progress:* We checked with the health inspectors on purchasing a few small wading pools for the swimming pool area. The regulation prohibits the use of wading pools without a filter system. The cost to construct a wading pool is very high and unfortunately there are not funds available to build a wading pool. Recommend the action be closed based on the information provided.

**Issue #171 Tobyhanna Webpage**

- a. Status:* Complete
- b. Entered:* 3/04
- c. Final Action:* 6/04
- d. Subject Area:*
- e. Scope:* The information on the Internet for TYAD is outdated and misleading. At present, the webpage states that the Health Clinic doctor will see active duty military service members and their family members for health concerns. The Health Clinic is purely for the workforce and will not see military members. Updating the web page on a monthly basis will result in accurate information being disseminated to all individuals.
- f. Conference Recommendations:* Update information on the Internet on a monthly basis to ensure accuracy.
- g. Required Actions:* Update the web page to reflect the correct information regarding the Health Clinic.
- h. Progress:* The updates to the Health Clinic web page information is complete. Organizations that have information on the web page should check it regularly and provide updates to D/Business Management.
- i. Lead Agency:* D/Business Management.

**Issue #172 Family Housing Standards**

- a. Status:* Complete
- b. Entered:* 3/04
- c. Final Action:* 6/04
- d. Subject Area:* Housing
- e. Scope:* The condition of the 42 housing units at TYAD is substandard. The tiles on the floor in all living areas lift up and are cracked. The doors are uneven with the floor, causing drafts. Updating the housing units would increase quality of life and reduce utility expenses.
- f. Conference Recommendations:*
  - 1. Develop updated housing standards and correct deficiencies.
  - 2. Adhere to local construction and zoning codes and correct any deficiencies.
  - 3. Upgrade all units to meeting housing standards.
- g. Required Actions:*

1. Find out why TYAD was not included in the Residential Communities Initiative plan with Ft. Monmouth.
2. Address the issue with the back porches and ensure that they are to code

**h. Progress:**

**i. Lead Agency:** D/Public Works

**Issue #173 Alternate Work Schedule**

**a. Status:** Unattainable

**b. Entered:** 3/04

**c. Final Action:** 6/04

**d. Subject Area:** Leadership

**e. Scope:** There is no existing alternate work schedule at TYAD. The option is available at other installations. The availability of an alternate work schedule enables flexibility for the entire workforce and could impact on sick leave and annual leave usage.

**f. Conference Recommendations:** This is a leadership issue.

**g. Required Actions:**

**h. Progress:** This issue is being negotiated with senior leadership and the local Union.

**i. Lead Agency:** Command

**Issue #174 Childcare Computation Fees**

**a. Status:** Unattainable

**b. Entered:** 3/04

**c. Final Action:** 6/04

**d. Subject Area:** Child and Youth

**e. Scope:** The current fee schedule is based on guidance from 1993. Childcare programs are receiving more appropriated fund support, which should translate to a decrease in out of pocket expense for families.

**f. Conference Recommendations:**

1. Reexamine the Total Family Income (TFI) rates. The current rates are based on figures from 1993.
2. Adjust fees schedule according to reexamination of TFI.
3. Base childcare fees on net income not gross income. There are monthly bills that every family must pay that greatly affect the availability of funds for childcare.

**g. Required Actions:** This issue is beyond the scope of the installation and should be forwarded to MACOM.

**h. Progress:** This issue should be addressed at the next level.

**i. Lead Agency:** D/Community Services  
**Issue #175 Condition of Building 1009**

**a. Status:** Active

**b. Entered:** 3/04

**c. Final Action:**

**d. Subject Area:**

**e. Scope:** The existing physical structure is unsafe and a hazard to one's health. There are eight staff who would greatly benefit from a new building, not to mention the thousands of clients served from this building. The side of the building blew off during a windstorm and the heating did not work for several days during the winter. The roof leaks, the floors are falling in, there is vermin inside the building because they get in from the sinking floors.

**f. Conference Recommendations:** Allocate funds for a new building in FY05-06.

**g. Required Actions:** D/PW to do a cost estimate to replace with a new facility.

**h. Progress:**

**i. Lead Agency:** D/Public Works

**Issue #176 Telecommuting**

**a. Status:** Unattainable

**b. Entered:** 3/04

**c. Final Action:** 6/04

**d. Subject Area:** Leadership

**e. Scope:** The ability to complete your workload from home using a personal computer is not available. Other installations allow their workforce this option. The ability to work from home could increase productivity and decrease absence from work.

**f. Conference Recommendation:** This is a leadership issue.

**g. Required Actions:**

**h. Progress:** Currently employees who have Internet access at home can access their email and their "y" drive information. Working from home is at the discretion of the employees, but it is not a feasible alternative for the installation to offer this.

**i. Lead Agency:** D/Of Information Technology

**Issue #177 Drop-in Childcare**

**a. Status:** Active

**b. Entered:** 3/04

**c. Final Action:**

- d. **Subject Area:** Child and Youth
- e. **Scope:** Recently the CDC has eliminated drop-in childcare. Individuals need to pay for full-time slots regardless of full-time need. This decision was based in parting on the waiting list for childcare. The elimination of drop-in care greatly affects the military and civilian community.
- f. **Conference Recommendations:**
  - 1. Utilize the Chapel for drop-in care. The Chapel has a kitchen, changing area, and playroom. A volunteer could be recruited to provide care with the proper training.
  - 2. Ensure drop-in care will be available in the new building scheduled for FY07.
  - 3. Utilize FCC providers.
- g. **Required Actions:**
  - 1. What are the cost issues: Staffing for a drop in care service would cost a minimum of \$26-\$40 per hour for the services requested, at a drop in rate of \$3.50 per child per hour, there would have to be a minimum of 8 children in need of care per hour of care requested
  - 2. Can the Chapel be an Annex of the CDC: the chapel has been approved as an annex for older MST children for summer camp overflow. If the need we're great enough an exception to policy could be requested but as demonstrated above, there would have to be a demonstrated need of 8 children needing care for every hour of care requested.
  - 3. Is the demand there to make it work: The CDC has very limited requests for drop in care and between child absences and the FCC program, the few requests received for services have been accommodated.
- h. **Progress:** Accommodations have been successful based on availability in an FCC home or due to child absence in the CDC. At this time there is no real outstanding demand that CYS has received.
  - 1.
- i. **Progress:**
- j. **Lead Agency:** D/Community Services

#### **Issue #178 Archery Range on Post**

- a. **Status:** Active
- b. **Entered:** 4/06
- c. **Final Action:**
- d. **Subject Area:** Consumer Services
- e. **Scope:** Currently there is no place for archers to sight in their bows or practice shooting arrows. Most installations have such amenities and without it people are forced to pay and travel great distances to practice archery.
- f. **Conference Recommendations:**
  - 1. **Set up a practice range and 3-0 target course**
- g. **Required Actions:**
  - 1. What are the regulatory requirements
- h. **Progress:**
- i. **Lead Agency:** D/Community Services

#### **Issue #179 Need for a Dental Care Plan**

- a. **Status:** Active
- b. **Entered:** 4/06
- c. **Final Action:**
- d. **Subject Area:** Medical
- e. **Scope:** Medical plans that are offered do not have dental plans or only cover about 20%. There should be at a minimum a preventive dental care plan for cleanings and minor work.
- f. **Conference Recommendations:**
  - 1. This issue has been addressed in the past
- g. **Required Actions:**
- h. **Progress:**
- i. **Lead Agency:** Civilian Personnel Office – TYAD

#### **Issue #180 Tricare Benefits**

- a. **Status:** Active
- b. **Entered:** 4/06
- c. **Final Action:**
- d. **Subject Area:** Medical
- e. **Scope:** Survivors and children of soldiers killed in action only have three years of health insurance allotted to them.
- f. **Conference Recommendations:**
  - 1. Health Insurance benefits should continue for children until they are 18 years of age, or out of high school, and continue if they attend college.
  - 2. Spouses should be covered until voluntarily declining, marriage or other coverage available.

- g. Required Actions:**
- h. Progress:**
- i. Lead Agency:** Forward to higher headquarters.

**Issue #181 Child Care**

- a. Status:** Active
- b. Entered:** 4/06
- c. Final Action:**
- d. Subject Area:** Child and Youth
- e. Scope:** My child has been on the “top of the list” for day care for over a year – why is the wait so long.
- f. Conference Recommendations:**  
Unfortunately, unless a child leaves the program, slots will not become available for those on the waiting list. Families do not generally leave the program unless relocating or the child graduates to the next program, ex: CDC to SAS. Family Child Care was offered to those on the waiting list with a top priority as a option for care. The FCC home quickly filled. All efforts to provide additional FCC homes were unsuccessful. Due to the popularity of the program there will always be a large waiting list unless facility expansion is funded.
- g. Required Actions:** CY5 has submitted for a number of alternate facility options to include modular facilities, MCA facilities and/or other avenues to provide additional spaces. Although TYAD has a validated need for care, we do not compete well with other installation with a larger military need. CY5 will continue to pursue all avenues of facility funding and FCC expansion.
- h. Progress:** CY5 is slated to receive a Modular temporary facility in 2007 which would provide an additional 100 spaces. CY5 has an approved MCA Project #49875 which would provide 160 spaces slated for construction in 2009.
- i. Lead Agency:** D/Community Services

**Issue #182 Internal and External Building Numbers**

- a. Status:** Active
- b. Entered:** 4/06
- c. Final Action:**
- d. Subject Area:** Leadership
- e. Scope:** Most buildings do not have the numbers on them. The maintenance area doe not have clear markings on the different bays.

This sent several years ago and nothing has been done.

- f. Conference Recommendations:**
- g. Required Actions:**
- h. Progress:**
- i. Lead Agency:** D/Public Works

**Issue #183 Administrative time off for 30 years of service**

- a. Status:** Active
- b. Entered:** 4/06
- c. Final Action:**
- d. Subject Area:** Employment
- e. Scope:** Employees with 30 years of service should get four hours of administrative leave, scheduled through their supervisors.
- f. Conference Recommendations:**
- g. Required Actions:**
- h. Progress:**
- i. Lead Agency:** Civilian Personnel Office – TYAD

**Issue #184 AFAP – Issue Status**

- a. Status:** Active
- b. Entered:** 4/06
- c. Final Action:**
- d. Subject Area:** Consumer Services
- e. Scope:** Issues requests should come out earlier. We never see the results published anywhere. There also need to be a sincere attitude on the part of the group reviewing the issues and making recommendations, instead of making them unattainable.
- f. Conference Recommendations:**
- g. Required Actions:**
- h. Progress:**
- i. Lead Agency:** D/Community Services

**Issue #185 AFAP - Issue Status Archery Range on Post**

- a. Status:** Active
- b. Entered:** 4/06
- c. Final Action:**
- d. Subject Area:** Consumer Services
- e. Scope:** Currently there is no place for archers to sight their bows or practice shooting arrows. Most installations have such amenities and without it people are forced to pay and travel great distances to practice archery.
- f. Conference Recommendations:**

1. Set up a practice range and 3-0 target course.

**g. Required actions:**

1. What are the regulatory requirements?

**h. Progress:** Transferred this action to the Security Division of the Directorate of Risk Management MWR will submit a work order to provide the Archery Range after security approves.

**i. Lead Agency:** D/Community Services transferred to Security Division of Risk Management 6/07 per D/Community Services

**Issue #186 AFAP - Need for a Dental Care Plan**

**a. Status:** Complete

**b. Entered:** 4/06

**c. Final Action:** 6/07

**d. Subject Area:** Medical

**e. Scope:** Medical plans that are offered do not have dental plans or only cover about 20%. There should be at a minimum a preventive dental care plan for cleanings and minor work.

**f. Conference Recommendations:**

1. This issue has been addressed in the past

**g. Required Actions:**

**h. Progress:** Dental (and vision) plans are available for enrollment. Employee Bulletin #66, published 25 Sep 06, #79, published 5 Oct 06 and #82, published 25 Oct 06, provide details and instructions for enrolling in a dental plan. For more instructions for enrolling in a dental plan. For more information contact Joanne Everett, Civilian Personnel Advisory Center TYAD, Classification, Staffing and Benefits Division X56026.

**Issue #187 AFAP - Tricare Benefits**

**a. Status:** Active

**b. Entered:** 4/06

**c. Final Action:**

**d. Subject Area:** Medical

**e. Scope:** Survivors and children of Soldiers killed in action only have three years of health insurance allotted to them.

**f. Conference Recommendations**

1. Health Insurance benefits should continue for children until they are 18 years of age, or out of high school, and continue if they attend college.

2. Spouses should be covered until voluntarily declining, marriage or other coverage available.

**g. Required Actions:**

**h. Progress:**

**i. Lead Agency:** Forward for higher HQ

**j. Note:** sent email to AFAP HQ for assistance in researching this issue before sending it on to MACOM./ smf/8/10/07

**Issue #188 AFAP - Child Care**

**a. Status:** Complete

**b. Entered:** 4/06

**c. Final Action:** 6/07

**d. Subject Area:** Child & Youth

**e. Scope:** My child has been on the "top of the list" for day care for over a year - why is the wait so long?

**f. Conference Recommendations:**

Unfortunately, unless a child leaves the program slots will not become available for those on the wait list. Families do not generally leave the program unless relocating or the child graduates to the next program, ex: CDC to SAS. Family Child Care was offered to those on the waiting list with a top priority as a option for care. The FCC home quickly filled. All efforts to provide additional FCC homes were unsuccessful. Due to the popularity of the program there will always be a large waiting list unless facility expansion is funded.

**g. Required Actions:** CY5 has submitted for a number of alternate facility options to include modular facilities, MCA facilities and/or other avenues to provide additional spaces. Although TYAD has a validated need for care, we do not compete well with other installations with a larger military need. CY5 will continue to pursue all avenues of facility funding and FCC expansion.

**h. Progress:** CY5 is slated to receive a modular temporary facility in 2077 which would provide an additional 100 spaces. CY5 has an approved MCA Project #49875 which would provide 160 spaces slated for construction in 2099. The new childcare center scheduled to open in early 2008 will triple the childcare spaces and reduce the waiting list dramatically. 6/07

**i. Lead Agency:** D/Community Services

**Issue #189 AFAP - Internal and External Building Numbers**

**a. Status:** Complete

- b. Entered:** 4/06
- c. Final Action:** 8/07 (see also Issue #66)
- d. Subject Area:** Leadership
- e. Scope:** Most building do not have the numbers on them. The maintenance area does not have clear markings on the different bays. This sent several years ago and nothing has been done.
- f. Conference Recommendations:**
- g. Required Actions:**
- h. Progress:** Currently, 7/07, added to DPW Register. (same as Issue #66)
- i. Lead Agency:** D/Public Works
- j. Directorate Response:** 8/07 Numbering of internal and external areas is an on-going process when necessary. External numbering is complete.

#### **Issue #190 AFAP - Administrative time off for 30 Years of Service.**

- a. Status:** Complete
- b. Entered:** 4/06
- c. Final Action:** 8/07
- d. Subject Area:** Employment
- e. Scope:** Employees with 30 years of service should get four hours of administrative leave, scheduled through their supervisors.
- f. Conference Recommendations:**
- g. Required Actions:**
- h. Progress:** The current administrative time off policy is that honorees who achieve milestones (30,35,40,45 or 50 years of service) and participate in the monthly Length of Service Award ceremony held in the Keystone Room will be granted a Time Off Award consisting of four hours. Tenant activities, not serviced by CPAC are responsible for providing honorees who participated in the Length of Service Ceremony with their four hours of time off.
- i. Lead Agency:** Civilian Personnel Office - TYAD

#### **Issue #191 AFAP - Issue Status**

- a. Status:** Complete
- b. Entered:** 4/06
- c. Final Actions:** 7/07
- d. Subject Area:** Consumer Services
- e. Scope:** Issue request should come out earlier. We never see the results published anywhere. There also needs to be sincere attitude on the part of the group reviewing the issues and making recommendations, instead of making them unattainable.

- f. Conference Recommendations:**
- g. Required Actions:**
- h. Progress:** Due to unforeseen circumstances, the AFAP Issue forms were delayed giving the consumer very little time to prepare. However, this has been remedied by appointing a new AFAP PM who can devote the necessary time to the program. AFAP PM 7/07.
- i. Lead Agency:** D/Community Services

#### **Issue #192 AFAP - CDC Child Enrollment**

- a. Status:** Active
- b. Entered:** 4/07
- c. Final Action:**
- d. Subject Area:** Child Care
- e. Scope:** Spouses of active military service members are not priority on the CDC list if they are not employed. This gives military spouses a disadvantage. They must have day care to find and keep employment.
- f. Conference Recommendation:**
  1. Review present policy regarding the CDC priority list in regard to spouses of active military service members.
  2. Determine if there needs to be a change in the level of priority for this group.
  3. Determine if an exception to the policy should be addressed when the need arises.
- g. Required Actions:** The present policy will be presented to the Commander for review and consideration of any changes.
- h. Progress:** Assigned to Anne Wombacker to complete 6/07. 9/07: The current policy placement list used in CYS was sent up to the Commander on 27 Sept 07 for his review and recommendation. The new (CYS) facility with larger capacity will also positively impact our waiting lists.
- i. Lead Agency:** D/Community Services

#### **Issue #193 AFAP- Dental Care for Civilian Employees**

- a. Status:** Unattainable
- b. Entered:** 4/07
- c. Final Action:** 8/07
- d. Subject Area:** Dental
- e. Scope:** Dental coverage for Civilian Employees is lacking.
- f. Conference Recommendations:**

1. Dental care enrollment was held in December.

2. AFAP PM Will contact signer of the issue to clarify the issue reported.

**g. Required Actions:**

**h. Progress:** Follow up with signer: The depths of the service are not sufficient.

**i. Lead Agency:** Civilian Personnel Advisory Center

**j. Directorate Response:** Civilian Dental Care has been expanded and improved. However, the issuer had requested expanded coverage over what is presently available. There are now several different plans, each with its own fee schedule and and even then some processes are not covered or are only partially covered. The plans have been reviewed and the coverage is there if the employee wants to pay the higher premium.

**Issue #194 Pre-Deployment Support of DoD Civilians and their Families**

**a. Status:** Complete

**b. Entered:** 4/07

**c. Final Action:** 6/07

**d. Subject Area:** Force Support

**e. Scope:** DoD civilian employees are not given any support as they go to Iraq in support of the war fighter and the mission. This particular issue is presented by a DoD employee who is also an Army Reservist.

**f. Conference Recommendations:**

1. Pre-Deployment Civilian check-out list will be reviewed.

2. A comparison of Civilian and Soldier pre-deployment lists will be compared.

3. DoD supervisors are responsible for civilian readiness for deployments

4. ACS services should be listed on the pre-deployment handouts.

5. DoD supervisors should coordinate the Health Clinic for availability.

**g. Required Actions:**

**h. Progress:** After a review of the pre-deployment check lists being utilized by the Emergency Operations Center (EOC), it was found that the EOC had recently changed the lists to include "army Community Service Deployment Briefing (ACS) Bldg. 1015, Ext X56682." This change was made around March 2077 so deploying civilians would be enlightened to all the services ACS provides. This would also explain

why ACS has seen the surge in customers requesting the briefing since March 2007.

**i. Lead Agency:** D/Industrial Risk Management, Security Division.

**Issue #195 AFAP - Prices too High at The Landing**

**a. Status:** Complete

**b. Entered:** 4/07

**c. Final Action:**

**d. Subject Area:** Consumer Services

**e. Scope:** Use of The Landing should be considered a service to the TYAD community and not just a business establishment to make money. The price of food and the use of the facility have gone up in the past year. However the amount of food served and the quality of the food has diminished. The Landing should lower their prices for military related events and activities and improve the quality of food.

**f. Conference Recommendations:**

1. Pricing seems to be in line with outside establishments (approx. 8% profit).

2. Quality of food will be reviewed with restaurant manager.

3. No other reports of poor quality

4. Prices were raised for TWC and AUSA activities

**g. Required Actions:**

**h. Progress:** The pricing at The Landing is cheaper as compared to similar facilities off base. The food quality is above average to excellent based on customer comments. The issue appears to be isolated and not representative of the actual operation.

**i. Lead Agency:** D/Community Services

**Issue #196 AFAP - Confidentiality at the Mack Field House**

**a. Status:** Complete

**b. Entered:** 4/07

**c. Final Action:** 4/07

**d. Subject Area:** Consumer Service

**e. Scope:** When a person first signs up, they are asked for their social security number, name and address and others can hear this information.

**f. Conference Recommendations:**

1. This issue has already been addressed by importing a new Army-wide automated system.

2. CAC card is used or client types in SSN/SSN does not appear on screen.

3. If there are any problems with entering information in the system upon arrival, clients is now taken to back office for privacy.

**g. Required Actions:**

**h. Progress:**

**i. Lead Agency:** D/Community Service

**Issue #197 AFAP - No Clocks at Mack Field House**

**a. Status:** Complete

**b. Entered:** 4/07

**c. Final Action:** 4/07

**d. Subject Area:** Consumer Services

**e. Scope:** There are no clocks in the workout rooms.

**f. Conference Recommendations:**

1. Add Clocks

**g. Required Actions:**

**h. Progress:** Additional clocks have been purchased and installed.

**i. Lead Agency:** D/Community Service

**Issue #198 AFAP - Back Gate Closing Times**

**a. Status:** Complete

**b. Entered:** 4/07

**c. Final Action:** 9/07

**d. Subject Area:** Security

**e. Scope:** The time that the back gate closes varies. Some days are earlier than other days. The times should be consistent.

**f. Conference Recommendations:**

1. A study will be held to determine the number of vehicles entering and leaving this gate on week nights between the hours of 2100 and 2130.

2. Notification to the community will take place to inform them of the study.

3. A report will be prepared and issued to determine the cost impact to keeping the gate open until 2130 each week night.

4. After the study is complete and presented to the Commander for consideration, signs and other means of communication will be presented to inform the community of designated closing times.

**g. Required Actions:**

**h. Progress:** The times for the Stroudsburg gate have changed as follows: Monday - Friday: 0530 hrs - 2030 hrs; Saturday: 0615 hrs - 2000 hrs; Sunday: Closed. This information is being published in the Reporter, a banner is being made

which will be hung at the gate a memorandum will be sent to the housing residents and a flyer is being placed in the PX and Commissary.

**Issue #199 AFAP - AKO Help Desk Response Time**

**a. Status:** Active

**b. Entered:** 4/07

**c. Final Action:**

**d. Subject Area:** Force Support

**e. Scope:** The timeliness of the response time from the AKO Help desk needs to be addressed and improved.

**f. Conference Recommendations:**

1. This is an Army wide issue and needs to be presented to DOIM.

2. The AFAP PM Will draft a letter for the Commander's signature.

**g. Required Actions:**

**h. Progress:** This action needs to be reassigned to DOIM as recommended by the Steering Committee. 6/07

**i. Lead Agency:** D/Community Services, Army Community Service

**Issue #200 AFAP - Cashing AER Checks at the Commissary**

**a. Status:** Complete

**b. Entered:** 4/07

**c. Final Action:** 9/07

**d. Subject Area:** Family Support

**e. Scope:** The commissary at TYAD will not cash AER checks for food. The say it is a two-party check but the DeCA regulation says it will cash a two-party check from the Red Cross.

**f. Conference Recommendations:**

1. Legal will investigate the present SOP with DeCA

2. A letter will be drafted under the Commander's signature addressing the issue to DeCA

**g. Required Actions:**

**h. Progress:** The legal office contacted the TYAD Commissary Manager, Jerry Durham and the Regional Manager, Dana Eldridge. Checks cashed in the Commissary must be made out to DeCA or DFAS. Checks do not need to be written for the amount (of purchase). Checks made out to DeCA or DFAS and cashed while purchasing items from the commissary. AER recipients may also have checks made out directly

to them and cash them at the TYAD Credit Union or other financial institution of their choosing.

**i. Lead Agency:** Legal Office

#### **Issue #201 AFAP - Pool Hours**

**a. Status:** Complete

**b. Entered:** 6/08

**c. Final Action:**

**d. Subject Area:** Consumer Services

**e. Scope:** Based upon the hours from the 2006 Pool Schedule, the hours of operation at the TYAD pool does not allow families to share time together at the evenings and weekends.

**f. Conference Recommendations:**

1. The issue of the schedule is based upon funding

2. The pool is mostly utilized by children attending the day care and summer camps.

3. In past years, the pool had not been utilized by those in housing or Soldiers.

**g. Required Actions:**

**h. Progress:** The Steering Committee answered the issue. The pool is open 1130-1900 on Wednesday and 1030-1900 on Friday. It will remain closed on the weekends.

**i. Lead Agency:** D/Community Services

#### **Issue #202 AFAP - The Effect of Third Shift on Workforce and Family**

**a. Status:** Complete

**b. Entered:** 6/08

**c. Final Action:**

**d. Subject Area:** Employment

**e. Scope:** In COMSEC my Division was split creating a third. This change forced 1/3<sup>rd</sup> of the workforce to adjust their lives to a total opposite lifestyle of what they and their family was used to. We are coping with a messed up body schedule, decreased overall health, less time available to family and family functions, a loss of ambition to complete work at the worksite and at home, forfeiture of van pool benefits, and the added blow of not being able to park in the K-lot. Altogether these issues could easily persuade some, if not many, to look for other employment.

**f. Conference Recommendations:**

1. The group decided that the originator of the issue should take his concerns to Equal Employment Office or Management Employee Relations

2. This issue does not meet the criteria of an AFAP issue

**g. Required Actions:**

**h. Progress:** In reference to the Army Family Action Plan (AFAP) Issue # 202, although the specific comment surrounds the Communications Security Division (COMSEC) and third shift work schedules, the overarching response may discuss third shift operations in general. As a bottom line, third shift operations in the COMSEC facility are driven by infrastructure. The need to implement third shift operations in the Army's single COMSEC facility is due to increased workload requirements. Currently 30-40 technicians work third shift in this facility. Given workload projections for fiscal year 09, third shift operations will be necessary to meet schedules driven by forward operational areas. As a footnote, this is most likely the case for all "off-shift" operations. The Directorate, as a matter of course, seeks volunteers for off-shift operations prior to forced moves. Please keep in mind, employees do have the option of bidding for other positions on other shifts. Their only limitations are if an employee is new to the federal government, they must work in their current position for 90 days before transferring. To view vacancies employees can use <http://acpol.army.mil/employment/> or <http://www.usajobs.gov>. If you have further questions please contact Ms. Regina Hunt at X57770.

**i. Lead Agency:** Civilian Personnel Advisory Center (CPAC)

#### **Issue #203 AFAP - New York City Pay Scale**

**a. Status:** Active

**b. Entered:** 6/08

**c. Final Action:**

**d. Subject Area:** Employment

**e. Scope:** New York City pay scale was given to GS employees at Tobyhanna Army Depot while denied to WG employees.

**f. Conference Recommendations:**

1. This issue should be forwarded to Civilian Personnel Advisory Center – Tobyhanna Army Depot (CPAC TYAD).

2. Suggest that CPAC TYAD publish an article or employee bulletin which explains why Wage Grade employees do not get the New City Pay Scale locality pay.

**g. Required Actions:**

**h. Progress:**

**i. Lead Agency:** Civilian Personnel Advisory Center

**Issue #204 AFAP - Marketing of Fitness Programs**

**a. Status:** Active

**b. Entered:** 6/08

**c. Final Action:**

**d. Subject Area:** Consumer Services

**e. Scope:** Currently the conditioning program at the Mack Field house is not to be advertised via any public forums at the depot. This means it will not be fully utilized since many supervisors are unaware of their employee's health issues, and won't take the time to recommend employees to the program. With obesity and aging workforce, this is an excellent introduction to good exercise programs, but not many employees take advantage of it because they don't know it exists.

**f. Conference Recommendations:**

1. Suggest that MWR market this information to the workforce so that everyone is aware of all the fitness areas and programs available to them.
2. Suggest that MWR be added back into the New Employee Orientation so that new employees are made aware of the services available to them

**g. Required Actions:**

**h. Progress:**

**i. Lead Agency:** D/Community Services

**Issue #205 AFAP - Mack Field working equipment geared towards women**

**a. Status:** Active

**b. Entered:** 6/08

**c. Final Action:**

**d. Subject Area:** Consumer Services

**e. Scope:** Currently in the side room there are four broken pieces of equipment. This room is frequently used by women. Some women prefer the quieter location, and some women may be intimidated using the larger gym at main location because of so many men. Also, in the women's changing/shower area: showers leak all over the floor, cleaning bucket with strong Lysol smell frequently stored in ladies room, and only one bench for changing.

**f. Conference Recommendations:**

1. Currently Morale, Welfare and Recreation (MWR) is working with D/Public Works (D/PW) to convert a racquetball court into a cardio room for women. This room will have new equipment, TVs, and direct access to the woman's locker room.

2. A small wave pool will be installed in the current aerobics room.

3. There are also three fitness areas located throughout the depot, in the mission areas.

4. Suggest that MWR be added back into the New Employee Orientation so that new employees are made aware of the services available to them.

**g. Required Actions:**

**h. Progress:**

**i. Lead Agency:** D/Community Services

**Issue #206 Affordable Housing**

**a. Status:** Complete

**b. Entered:** 6/08

**c. Final Action:**

**d. Subject Area:** Family Support

**e. Scope:** Offering assistance with housing for new employees

**f. Conference Recommendations:**

1. The Relocation Assistance Program at Army Community Service (ACS) can provide information on local communities that are more affordable than others.

2. Suggest that MWR/ACS be added back into the New Employee Orientation so that new employees are made aware of the services available to them.

**g. Required Actions:**

**h. Progress:** ACS has been added back into the New Employee Orientation Roster

**i. Lead Agency:** D/Community Services

**Issue #207 AFAP - No Consistent Staff in Youth Services**

**a. Status:** Active

**b. Entered:** 6/08

**c. Final Action:**

**d. Subject Area:** Child Care

**e. Scope:** Kids aren't happy with the new staff. There's no type of organization or games and snacks don't get restocked. We never do what's on the calendar. The lounge isn't clean. Other people use our lounge and don't clean it.

**f. Conference Recommendations:**

1. With the construction of the new Child Development Center (CDC), many new staff have been hired in Child and Youth Services (CYS). Some staff members were shifted to other work areas. This caused some programs to have new staff.

2. The old CDC, Building 221, will be renovated as the Youth Center. We are waiting for D/PW to award the contract for this work.

3. Suggest that the youth who submitted this issue bring their concerns to the Teen Council.

4. Suggest that a survey be done for the teens to find out what types of programs and activities they would like to see.

**g. Required Actions:**

**h. Progress:**

**i. Lead Agency:** D/Community Services

#### **Issue #208 AFAP - Lactating/Nursing Mothers Program**

**a. Status:** Complete

**b. Entered:** 2/09

**c. Final Action:**

**d. Subject Area:** Employment

**e. Scope:** Nursing mothers working at Tobyhanna Army Depot do not have a place to pump breast milk. Women who want to exclusively feed their baby breast milk, but must return to work are facing a big dilemma. They want to do what is best for their baby but may be embarrassed or afraid to ask to be accommodated. According to the U.S. Department of Agriculture and other sources, some of the benefits of breast feeding for babies are protection against Sudden Infant Death Syndrome (SIDS), lower mortality for infants, fewer allergies and reduced incidents of cancer, just to name a few.

**f. Conference Recommendation:**

1. Conduct a feasibility study on space and need.
2. Determine current and future demand based on workforce.
3. Modify current structures to accommodate the need.
4. Verify current policy to determine if provisions are already in place.

**g. Required Actions:**

**h. Progress:** In accordance with Office of Personnel Management guidance, TYAD is committed to providing each nursing mother with a safe and comfortable environment. After a nursing mother informs her first-line supervisor of her

intentions, the supervisor will coordinate with Tamara Marinaro, Nursing Mothers Coordinator, to grant this request. Management will be responsible for finding a private location for the nursing mother. The space should be clean and have a lock on the door in order to ensure privacy. Refrigerator space should also be nearby for storing the breast milk. Nursing mothers should provide advance notice to the supervisor so the Depot can make suitable arrangements. Our goal is to ensure that a mother returning to work can continue to breastfeed, for her baby's well-being and for her own peace of mind. Tobyhanna wants the nursing mother to know that we are supportive of her choice in providing the best for her and her infant. (Refer to EEO Bulletin #003)

**i. Lead Agency:** CPAC/ Equal Employment Opportunity

#### **Issue #209 Defense Travel System (DTS) for all Employees who Travel**

**a. Status:** Active

**b. Entered:** 2/09

**c. Final Action:**

**d. Subject Area:** Employment

**e. Scope:** Currently employees who are attached to Tobyhanna Army Depot (TYAD) but are located at Fort Bragg are not in the Defense Travel System (DTS). Employees are required to file their vouchers the manual way, therefore taking much longer for payment of Temporary Duty (TDY). By requiring all travelers to be in the DTS system it will speed up the process once TDY is complete. In addition the paper trail is much more efficient.

**f. Conference Recommendations:**

1. TYAD should address the DTS and Logistic Management System (LMP).
2. Better interface with Defense Finance Accounting Services (DFAS), allocate personnel specific to TYAD.
3. Modify current system, plan a lean event to get rid of waste and wait time.

Improve communication in Forward Repair Activity (FRA) section.

**g. Required Actions:**

**h. Progress:**

**i. Lead Agency:** D/Resource Management

#### **Issue #210 Discounted Childcare for Disabled Veterans on Military Post**

**a. Status:** Complete

**b. Entered:** 2/09

**c. Final Action:**

**d. Subject Area:** Child Care

**e. Scope:** Due to having a service connected medical condition, I am restricted from watching my three year old all day. He is enrolled in daycare, costing \$350 monthly, creating a financial hardship.

**f. Conference Recommendations:**

1. Check current policies and programs available.
2. Discount should not be based on percentage of disability or type of disability such as Post Dramatic Stress Disorder (PTSD) or other mental challenges.
3. Verify current Tobyhanna Army Depot (TYAD) policies and programs.
4. Investigate the Respite Care policy.

**h. Progress:** Reduction in fees and financial hardship for eligible patrons are determined by Department of the Army under Army Family Covenant Child & Youth Services (CYS) Programs and Services Implementing Guidance for FY 08-09, Memorandum dated 20 Dec 07. In addition, Tobyhanna's CYS Services program provides limited reduction in fees based on financial hardship through the ACS Financial Readiness Program and ACS Respite Care program. Determination of reduction in fees is available through sources above as well as possible state subsidized programs. Eligibility requirements are determined by Department of the Army, AR 608-10 & AR 608-01. Exceptions to policy are on a case by case basis and can be approved through Garrison Commander.

**i. Lead Agency:** D/Community Services

#### **Issue #211 Reduction of Veterans Affairs (VA) Deductible and Treatment Cost for Combat Disabilities**

**a. Status:** Complete

**b. Entered:** 2/09

**c. Final Actions:**

**d. Subject Area:** Medical

**e. Scope:** I receive care at a VA hospital about four times a month for a combat medical condition. I'm charged \$45 a month as a deductible. This coupled with the high cost of gas for my fifty mile commute creates a financial hardship.

**f. Conference Recommendations:**

1. Stop deductibles for combat related disabilities and medical treatment.

2. Tobyhanna Army Depot (TYAD) being a remote area needs to expand Veterans care by increasing medical staff to provide treatment locally, doing away with Video Teleconference (VTC) and long commutes to Wilkes-Barre.

3. Revisit reopening TYAD clinic.

**g. Required Actions**

**h. Progress:** According to Mr. Collura, this sounds to be a two-fold issue. First, if the Veteran has filed a claim with Veterans Affairs (VA) and has been given a disability of thirty percent or more, there are no co-pays on care of any treatment and the Veteran is entitled to travel reimbursement expenses. If a Veteran is being charged a co-pay and falls under this eligibility, it most likely is due to computer error of which can be fixed. Second, if the Veteran is referring to a deductible, this is linked to the travel reimbursement. There is a deductible of \$18, every month for travel reimbursement, of which can be paid at once or prorated for each visit with a minimum payment of \$6 to go towards the fee. Mr. Collura faxed a copy of VHA Directive 2008-006, January 30, 2008 to support it. Mr. Collura invited the Veteran to give him a call so he could determine the situation. I phoned the issue writer to clarify her VA Eligibility Status. Their status eligibility is a fifty percent vet with a combat injury. They will contact Mr. Collura, to seek resolution.

**i. Lead Agency:** Veterans Affairs Wilkes Barre

#### **Issue #212 Military Spouse Career Experience Training**

**a. Status:** Active

**b. Entered:** 2/09

**c. Final Actions:**

**d. Subject Area:** Employment

**e. Scope:** Tobyhanna Army Depot (TYAD) offers career development employment opportunities to high school and college students in Student Temporary Employment Program (STEP) and Student Career Experience Program (SCEP). Institute a program for military spouses to develop transferable work skills in Business Management, Logistics and Office Administration.

**f. Conference Recommendation:**

1. Create partnerships with Northampton Community College and other local schools for short term training and certification programs.
2. Review short term programs on other installations for military spouses.
3. Provide awareness and outreach to military spouses on how to enroll in existing STEP and SCEP programs.

**g. Required Actions:**

**h. Progress:**

**i. Lead Agency:** Civilian Personnel Advisory Center

**Issue #213 Dog Park**

**a. Status:** Unattainable

**b. Entered:** 2/09

**c. Final Actions**

**d. Subject Area:** Consumer Services

**e. Scope:** The closest dog park is in Scranton. The benefits to having a dog park are: socialization and exercise of dogs within a safe environment, provide elderly and disabled owners an accessible place to exercise companion, enables dogs to run off-leash legally and the owner and dog gets exercise

**f. Conference Recommendations:**

1. Offer two areas, one for smaller dogs and one for larger dogs.
2. Provide a minimum of one acre surrounded by a 6', double gated fence.
3. Amenities should include: shade, water with adequate drainage, parking close to site, grassy areas, pooper scooper stations, benches and wheel chair accessibility.

- Resource for more information: [www.dogpark.com](http://www.dogpark.com)
- This issue was not discussed by AFAP workgroup; it has been prepared as the issuer wrote.

**g. Required Actions:**

**h. Progress:** Unattainable, funding resources and manpower are unavailable under MWR resources.

**i. Lead Agency:** D/Community Services

**Issue # 214 Doggie Daycare**

**a. Status:** Unattainable

**b. Entered:** 2/09

**c. Final Actions:**

**d. Subject Area:** Consumer Services

**e. Scope:** There are no dog daycares in the surrounding area. While the owner is at work, the dog is home bored and alone. This would give the owner a chance to be with the dog at lunch, improving on morale, knowing that the dog is well cared for getting exercise and socializing.

**f. Conference Recommendations:**

1. Provide a building with daycare rooms that range in size for various breeds and temperaments
2. Daycare should not be breed specific, resulting in happier, healthier dogs fostering good behavior. This would be good for the owners who know that their "fur" kids are well cared for.

- This issue was not discussed by AFAP workgroup; it has been prepared as the issuer wrote.

**g. Required Actions:**

**h. Progress:** Unattainable, funding resources and manpower are unavailable under MWR resources.

**i. Lead Agency:** D/Community Services

**Issue # 215 Department of Defense (DoD)**

**Access to Defense Commissary Agency (DeCA)**

**a. Status:** Active

**b. Entered:** 2/09

**c. Final Actions:**

**d. Subject Area:** Consumer Services

**e. Scope:** Currently DoD civilians cannot use the base Commissary. We are however, allowed to use the Post Exchange (PX) for consumables and according to an article in the Tobyhanna Reporter approximately six months ago, the ability to purchase gas was to be determined. Considering that TYAD is predominantly a civilian work force access would boost the sales for DeCA and the morale of the employees.

**f. Conference Recommendations:**

1. Open the base Commissary to the civilian workforce.
2. Consider allowing for a few days out of the month access.

**g. Required Actions:**

**h. Progress:**

**i. Lead Agency:** DeCA

**Issue # 216 Ladies Locker Room at Mack Field House**

**a. Status:** Complete

**b. Entered:** 2/09

**c. Final Actions:**

**d. Subject Area:** Consumer Services

**e. Scope:** The ladies locker room at Mack Field House could use some help. One shower stall and multiple lockers are used for storage of cleaning supplies. The washer and dryer take up more room. When you use the shower, the water runs into the drain in the middle of the room and to the one bench used for changing.

**f. Conference Recommendations:**

1. This issue is currently being addressed. As per the D/Community Services:
2. The ladies locker room and other parts of the Mack Fitness Center are scheduled for renovation. The preliminary drawings have been prepared.
3. The locker room will be totally remodeled. The washer and dryer will be relocated.
4. The plan is to create a hallway from the men's locker room to the racquetball courts. Additional storage will be added in the gym eliminating the need to store supplies in the locker rooms. POC is Jackie Vass X57584.

**g. Required Actions:**

**h. Progress:** Completed, ladies locker room is under contract for renovations with DPW

**i. Lead Agency:** D/Community Services

#### **Issue # 217 Base Allowance for Housing (BAH) Re-evaluation**

**a. Status:**

**b. Entered:** 2/09

**c. Final Actions:**

**d. Subject Area:** Housing

**e. Scope** BAH needs be relative to where a Soldier works. Upon moving to the Wilkes-Barre area we found that the \$1000 allotted was not enough to pay for adequate housing.

**f. Conference Recommendations:**

1. Re-evaluate housing cost for location.
2. Include sliding scale in the evaluation for utilities. Example: oil prices have increased for home heating use.
3. Allow BAH to increase along with pay increases.

**g. Required Actions:**

**h. Progress:** Forwarded to the Mid-Level AFAP Committee.

**i. Lead Agency:** AMC Mid-Level AFAP

#### **Issue #218 Cost of Living Allowance (COLA)**

**a. Status:**

**b. Entered:** 2/09

**c. Final Actions:**

**d. Subject Area:** Entitlements

**e. Scope:** Impact on budgets due to the area we live in, it is normal for a home to have several sources of heat to include: wood, oil, gas, coal and electricity. Some homes use several of these and it can be very expensive.

**f. Conference Recommendations:**

1. Initiate process for Soldiers not living on post to receive COLA to offset costs not covered by Base Allowance for Housing (BAH), due to increased cost output.
2. Allow to determine on a case by case basis and evaluate cost of utilities in remote assignments for those living in the local area.
3. Institute a sliding scale due to unexpected cost increases i.e., oil market.

**g. Required Actions:**

**h. Progress:** Forwarded to the Mid-Level AFAP Committee.

**i. Lead Agency:** AMC Mid-Level AFAP

#### **Issue # 219 TRICARE Co-Pay**

**a. Status:**

**b. Entered:** 2/09

**c. Final Actions:**

**d. Subject Area:** Medical

**e. Scope:** Co-pays for medications are currently difficult to budget for. The co-pays for my medicine vary monthly from \$3.00, \$9.00 or \$27.00 for the same medicine due solely to the availability or stock of the item at the local pharmacy. Legally these medicines can not be mailed from a Department of Defense (DoD) medical facility, so I have to purchase from a local pharmacy. One month my family's cost went from \$70.00 to \$150.00 even though the prescription remained the same.

**f. Conference Recommendations:**

1. Require only one co-pay fee.
2. Provide option to use Veterans Affairs (VA) pharmacy for Soldiers and Families in remote assignments<sup>3</sup>
3. Re-open Tobyhanna Army Depot (TYAD) pharmacy to receive medical prescriptions that other wise could not be mailed to the patient.

**g. Required Actions:**

**h. Progress:** Forwarded to the Mid-Level AFAP Committee.

**i. Lead Agency:** AMC Mid-Level AFAP

**Issue #220 Youth Service Middle School Teen (MST) Class**

- a. Status:** Complete
- b. Entered:** 2/09
- c. Final Actions:**
- d. Subject Area:** Youth
- e. Scope:** Currently we have only three teenagers that live in Tobyhanna Army Depot (TYAD) housing. We have a large number of youth 8-12 years of age who aren't a part of MST.
- f. Conference Recommendations:**
  1. Add another MST class to facilitate this age group.
  2. Split the week to offer a day for teens and another day for pre-teens
  3. Youth Service should consider and accommodate the current on base demographic, in effort to retain funding.
- g. Required Actions:**
- h. Progress:** CYS Services provides programming for children ages 6 weeks through 18 years of age. Programs are available and published monthly in the School Age Services/Youth Services calendar. Programming for this specific age is available in Bldg. 335 daily free to anyone registered for 10 hours per month. Additional programming & activities are available during family events in Bldg. 221. Residence unaware of program offerings can contact the Central Registration Office 0615-1800 at 895-6559.
- i. Lead Agency:** D/Community Services

**Issue #221 Tobyhanna Pines Club House**

- a. Status:** Complete
- b. Entered:** 2/09
- c. Final Actions:**
- d. Subject Area:** Housing
- e. Scope:** Currently housing residents use the post Chapel for parties and meetings. Sometimes it is not available to us so we have to plan for outdoors. Inclement weather often causes us to cancel events.
- f. Conference Recommendations:**
  1. Build a community club in housing.
  2. Provide a space that housing residents will have access to.
- g. Required Actions:**
- h. Progress:** Completed, other resources are available such as the Landing, Community Services Pavillion & Chapel. Housing residence

in request of above resources available can contact the Community Services Directorate Office at x57150 for further information.

- i. Lead Agency:** D/Community Services

**Issue #222 Healthy Food Choices at Post Restaurant**

- a. Status:** Complete
- b. Entered:** 2/09
- c. Final Actions:**
- d. Subject Area:** Consumer Services
- e. Scope:** Most of the food choices are very greasy and fatty. The salad bar is usually the only healthy choice. Many employees are older and suffering from health conditions such as: high cholesterol, obesity and diabetes
- f. Conference Recommendations:**
  1. Offer lower calorie options like steamed chicken or fish entrees.
  2. Consider healthy food trends offered on the local economy.
  3. Survey Tobyhanna Army Depot (TYAD) workforce to see what they want.
- g. Required Actions:**
- h. Progress:** Completed, the Post Restaurant provides nutritional information and healthy choices throughout their serving areas. Individuals with special requests or suggestions could forward comments to the POC above or through the ICE system.
- i. Lead Agency:** D/Community Services

**Issue # 223 24-Hours Gas at Post Exchange Army & Air Force Exchange Service (PX)**

- a. Status:** Complete
- b. Entered:** 2/09
- c. Final Actions**
- d. Subject Area:** Consumer Services
- e. Scope:** The PX is closed Sunday and Monday. Pumps are not turned on for early morning and late evening, even for debit or credit purchases.
- f. Conference Recommendation:**
  1. Allow 24 hour access to gas by debit and credit card.
- g. Required Actions:**
- h. Progress:** Gas pumps are available 24/7 unless the system is down. No Further Action Required.
- i. Lead Agency:** AAFES

### **Issue #224 Barracks Refrigerator and Microwave**

- a. Status:** Active
- b. Entered:** 2/09
- c. Final Actions:**
- d. Subject Area:** Housing
- e. Scope:** Civilians are required to take weekly classes, lasting all day at the Barracks. Since many people use vans, students are dropped off until pick up later in the day. We do not have access to refrigerator or microwave for our packed lunches.
- f. Conference Recommendations:**
  - 1. Provide refrigerator and microwave for students attending American Production and Inventory Control Society (APICS) classes at the Barracks.
- g. Required Actions:**
- h. Progress:** Being worked by Community Services awaiting final notification of installation completion date.
- i. Lead Agency:** D/Community Services

### **Issue #225 Childcare for Exceptional Family Members Program (EFMP)**

- a. Status:** Complete
- b. Entered:** 2/09
- c. Final Actions**
- d. Subject Area:** Child Care
- e. Scope:** Offer childcare discount for EFMP. The provision currently in place is not always equipped with trained personnel to take these children.
- f. Conference Recommendations:**
  - 1. Get certified personnel.
  - 2. All fees for any alternative care site referred should be absorbed if the on post facility cannot provide the care.
  - 3. Type of disability should be considered when considering cost or fees for care, not just household income.
  - 4. Discount cost for EFMP care.
- g. Required Actions:**
- h. Progress:** Per AR 608-75, all CYS Personnel are trained to accommodate special needs children in the least restrictive environment as determined through the Special Need Accommodation Process team. Discounts for child care are available if eligible due to financial hardship through the ACS Financial Readiness Program and ACS Respite Care program. State services

are available for Tobyhanna Army Depot residents through the Colonial Intermediate Unit 20 Early Intervention Program, 610-252-5550

- i. Lead Agency:** D/Community Services

### **Issue #226 Clothing and Sales Store**

- a. Status:** Complete
- b. Entered:** 11/10
- c. Final Actions:**
- d. Subject Area:** Force Support
- e. Scope:** In order to get new Army Combat Uniforms (ACU's), and boots you have to order online or drive far.
- f. Conference Recommendations:**
  - 1. Issue not recommended going further as AAFES Customer Service has a measure already in place.
- g. Required Actions:**
- h. Progress:** Many accommodations are already in effect for purchasing ACU's in remote and local areas. Service members can go to PX to place an order. Uniforms can be received within 24 hours. Uniform items are ordered from West Point and service is offered to any military member i.e.: Active Duty, NG and Reserve.
- i. Lead Agency:** AAFES

### **Issue # 227 Emergency Dental for Retirees**

- a. Status:** Complete
- b. Entered:** 11/10
- c. Final Actions**
- d. Subject Area:** Medical
- e. Scope:** Retirees while traveling should have access to dental care on bases across the United States.
- f. Conference Recommendation:**
  - 1. Issue not recommended going further as measure already in place.
- g. Required Actions:**
- h. Progress:** Retirees can receive emergency and other dental care through The TRICARE Retiree Dental Program (TRDP). A program established 1 Feb 98 with additional service enhancements updated in the fall of 2008. For a complete overview of program benefits refer to: <http://www.trdp.org/bl/overview.html>.
- i. Lead Agency:** Medical

**Issue #228 Transportation to Veterans Administration (VA) Hospital for Medical**

- a. Status:** Complete
- b. Entered:** 11/10
- c. Final Actions:**
- d. Subject Area:** Medical
- e. Scope:** Unable to drive into city for VA appointments.
- f. Conference Recommendations:**
  - 1. Issue not recommended going further service already in place.
- g. Required Actions:**
- h. Progress:** Shuttle services are currently available throughout the country. Contact or Google search the local VA facility to learn of shuttle services offered in the area. Review the attached link for shuttles within the Wilkes Barre VA area, [http://www.wilkes-barre.va.gov/visitors/Transportation\\_Program.s.asp](http://www.wilkes-barre.va.gov/visitors/Transportation_Program.s.asp).
- i. Lead Agency:** VA Wilkes Barre

**Issue #229 Adjusting Tri-Care Medical \$3000 Deductible for Family Members**

- a. Status:** Complete
- b. Entered:** 11/10
- c. Final Actions:**
- d. Subject Area:** Medical
- e. Scope:** Because many of us do not have the \$3000
- f. Conference Recommendations:**
  - 1. Issue not recommended going further.
- g. Required Actions:**
- h. Progress:**

According to TRICARE, depending on beneficiary category an annual deductible can range from \$50 to \$300 with TRICARE generally paying 75 to 85 percent of the costs for outpatient services. The maximum a standard beneficiary may have to pay out of pocket each year for TRICARE covered services is quoted as \$1000 for active duty family members and \$3000 for all other beneficiary categories.
- i. Lead Agency:** Medical

**Issue #230 The Commissary Prices Are Not Competitive**

- a. Status:** Unattainable
- b. Entered:** 11/10
- c. Final Actions:** 7/11
- d. Subject Area:** Consumer Services

**e. Scope:** Prices of goods exceed the cost off base. The surcharge adds to that cost. The surcharge is more than the sales tax in some states.

**f. Conference Recommendation:**

1. This has been determined to not be a local issue as the commissary surcharge is 5% for all locations. This issue should be forwarded to the Mid-Level AFAP Committee.

**g. Required Actions:**

**h. Progress:** AFAP IMCOM Midlevel did not move forward as this was not among the top 6 critical issues.

**i. Lead Agency:** DeCA

**Issue #231 Medical Care Physical Therapy**

- a. Status:** Complete
- b. Entered:** 11/10
- c. Final Actions:** 11/10
- d. Subject Area:** Medical
- e. Scope:** Need medical support needing supplies for rehabilitative therapy.
- f. Conference Recommendations:**
  - 1. Issue not recommended going further.
- g. Required Actions:**
- h. Progress:** Too vague, writer's intent not clear. Not a high priority, not among top issues. Client contact returned no good contact information.
- i. Lead Agency:** Medical

**Issue #232 Soldier/Retiree Passes Away Before Age 60**

- a. Status:** Complete
- b. Entered:** 11/10
- c. Final Actions**
- d. Subject Area:** Entitlements
- e. Scope:** Soldiers/retiree spouses of deceased does not get benefits because soldier member was not 60 years of age.
- f. Conference Recommendations:**
  - 1. Issue not recommended going forward
- g. Required Actions:**
- h. Progress:** Eligible survivors may receive death benefits via Dependency and Indemnity Compensation (DIC) along with other allowable benefits. Refer to the links listed to learn of survivor benefits:  
<http://www.vba.va.gov/bln/dependents/spouse.htm>

<http://www.vba.va.gov/bln/dependents/quicktips.htm>

**i. Lead Agency:** VA

**Issue # 233 Army Freedom Team Salute Program**

**a. Status:** Unattainable

**b. Entered:** 11/10

**c. Final Actions:** 7/11

**d. Subject Area:** Force Support

**e. Scope:** This viable Army program supported spouses and parents of veterans. The program was terminated this year.

<http://www.virtualarmory.com/FreedomSalute/Overview.aspx>

**f. Conference Recommendations:**

1. This has been determined to not be a local issue and should be forwarded to the Mid-Level AFAP Committee.

**g. Required Actions:**

**h. Progress:** AFAP IMCOM Midlevel did not move forward as this was not among the top 6 critical issues.

**i. Lead Agency:** Freedom Salute Team

**Issue #234 Adult Day Care**

**a. Status:** Unattainable

**b. Entered:** 11/10

**c. Final Actions:** 7/11

**d. Subject Area:** Family Support

**e. Scope:** Spouse of retiree cannot provide care during the day. Retirees need transportation to and from day care.

**f. Conference Recommendations:**

1. This has been determined to not be a local issue and should be forwarded to the Mid-Level AFAP Committee.

**g. Required Actions:**

**h. Progress:** AFAP IMCOM Midlevel did not move forward as this was not among the top 6 critical issues.

**i. Lead Agency:** Medical

**Issue #235 Benefits for surviving spouse/children of all Reserve and National Guardsmen who die off duty.**

**a. Status:** Unattainable

**b. Entered:** 11/10

**c. Final Actions:** 7/11

**d. Subject Area:** Benefits

**e. Scope:** National Guardsmen and Reservist who die off duty leave Family members without

benefits even when military member is months from retirement.

**f. Conference Recommendations:**

1. This has been determined to not be a local issue and should be forwarded to the Mid-Level AFAP Committee.

**g. Required Actions:**

**h. Progress:** AFAP IMCOM Midlevel did not move forward as this was not among the top 6 critical issues.

**i. Lead Agency:** Entitlements

**Issue #236 Tobyhanna Housing Upgrade of Floors**

**a. Status:** Active

**b. Entered:** 11/10

**c. Final Actions:**

**d. Subject Area:** Housing

**e. Scope:** Floors in the housing area have tiles that have not been changed in over 10years. Housing is very old; the flooring is very old and has sharp edges. Floors need to be upgraded.

**f. Conference Recommendations:**

1. Install new linoleum for all floors in every housing unit.

2. Have floors serviced or cleaned by an outside source.

3. Replace with new tile with cost effect material.

**g. Required Actions:**

**h. Progress:**

**i. Lead Agency:** D/Public Works

**Issue #237 Dental Care from Tri-Care Insurance**

**a. Status:** Complete

**b. Entered:** 11/10

**c. Final Actions:** 7/11

**d. Subject Area:** Medical Insurance

**e. Scope:** Tri-Care will only cover dental if you are 100% disabled veterans

**f. Conference Recommendations:**

1. Issue not recommended going further.

**g. Required Actions:**

**h. Progress:** Retirees can receive emergency and other dental care through TRICARE Retiree Dental Program (TRDP). A program established 1 Feb 98 with additional service enhancements updated in the fall of 2008. For a complete overview of program benefits refer to:

<http://www.trdp.org/bl/overview.html>

**i. Lead Agency:** TRICARE Dental Program

**Issue #238 Expand Tobyhanna Army Depot (TYAD) Legal Services**

**a. Status:** Unattainable

**b. Entered:** 11/10

**c. Final Actions:** 9/11

**d. Subject Area:** Legal

**e. Scope:** Legal services are limited on the depot to Active Duty (AD) or Unit Identification Code (UIC) persons. Services should be expanded to AD members not assigned to TYAD along with Retirees.

**f. Conference Recommendations:**

1. Provide legal services commensurate with those offered on other Army Garrisons.
2. Arrange for partnership of services through Monroe County legal offices
3. Offer Veterans Administration assistance for additional local assistance.

**g. Required Actions:**

**h. Progress:**

1. Other Garrisons have larger staffs and some attorneys are dedicated to servicing legal assistance clients. Some installations have forty (40) or more attorneys, most of which provide legal support to a wide range of clients. TYAD legal staff is limited and multi-tasked.
2. This office works with the legal referral services of Northeastern Pennsylvania, to include the Monroe County bar. However, it would be unethical for us to secure the services of private counsel for a client; that must be a decision made by the client. For this reason, we provide the names and telephone numbers of the local legal referral offices to the potential client.
3. Not certain if this recommendation relates to legal assistance or Veterans' benefits. The depot has a local Veterans Administration Office on post to provide benefits assistance. To the best of TYAD Legal knowledge, attorneys appointed by the Veterans Administration are not authorized to assist non-Veterans.
4. TYAD Legal has had limited success in securing an Active Duty JAG Reserve Unit to support the TYAD legal assistance program. We were able to get the services of two units in the past, but budget constraints have limited their abilities to travel to TYAD. Regrettably the TYAD Legal resources are not sufficient to address every legal client or case.

**i. Lead Agency:** D/Legal

**Issue #239 Increase Awareness of the Record of Emergency Data (DD93)**

**a. Status:** Unattainable

**b. Entered:** 11/10

**c. Final Actions:** 7/11

**d. Subject Area:** Force Support

**e. Scope:** Provide standard information to deploying military members and civilians explaining the details and limitations of: Power of Attorney and Living wills.

**f. Conference Recommendations:**

1. Offer standard briefings
2. Provide standard checklist for deployment briefing
3. Make mandatory for all Soldier Members: Reserve, NG and Active Duty
4. This has been determined to not be a local issue and should be forwarded to the Mid-Level AFAP Committee.

**g. Required Actions:**

**h. Progress:** AFAP IMCOM Midlevel did not move forward as this was not among the top 6 critical issues.

**i. Lead Agency:** Force Support

**Issue #240 Support for Dependent Family Members of the Delayed Entry Program**

**a. Status:** Unattainable

**b. Entered:** 11/10

**c. Final Actions:** 7/11

**d. Subject Area:** Family Support

**e. Scope:** Provide support for family members of new recruits who are in a delayed status. Family members are not yet indoctrinated into the Army family and are often at a loss for information and emotional support. Family members are often overwhelmed by the newness of the Army experience without getting the support.

**f. Conference Recommendations:**

1. Connect family member with local Family Readiness Group (FRG)
2. Develop FRG for dependent families

**g. Required Actions:**

**h. Progress:** AFAP IMCOM Midlevel did not move forward as this was not among the top 6 critical issues.

**i. Lead Agency:** Leadership

**Issue #241 Emotional support and services for surviving spouse/children of deceased Reserve/National Guardsmen who died off duty.**

- a. Status:** Unattainable
- b. Entered:** 11/10
- c. Final Actions:** 7/11
- d. Subject Area:** Survivor Outreach Services
- e. Scope:** National Guardsmen and Reservist who die off duty leave family members without military connection for continued support and services.
- f. Conference Recommendations:**
  1. Create a support system, assign an Action Officer.
  2. Offer continual counseling services.
  3. Keep Family aware of unit activities and events.
  4. Have open door policy at unit level for surviving Family members
- g. Required Actions:**
- h. Progress:** AFAP IMCOM Midlevel did not move forward as this was not among the top 6 critical issues.
- i. Lead Agency:** Survivor Outreach Services

**Issue #242 Hearing Aid Financial Support – Tri-Care**

- a. Status:** Complete
- b. Entered:** 11/10
- c. Final Actions:**
- d. Subject Area:** Medical
- e. Scope:** Hearing aids are very expensive costing \$5000. Having hearing loss due to military service within an Armor Unit is very difficult.
- f. Conference Recommendations:**
  1. Issue not recommended going further.
- g. Required Actions:**
- h. Progress:** The VA provides a Medical Benefits Package to all enrolled Veterans. This plan offers a full range of preventive outpatient and inpatient services within the VA health care system along with the coverage of medicine and supplies. Once a member is enrolled in the VA's health care system they can be seen at any VA facility across the country. The reference link provides information assistance <http://www1.va.gov/opa/newtova.asp>.
- i. Lead Agency:** TRICARE