



USAG Schinnen

Army Family Action Plan



Army Family Action Plan Conference Report Out

JFC Conference Center
February 24, 2011



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Critical Six HQDA AFAP Active Issues

- 1. Fund Shipment of a Second POV for OCONUS Tours**
- 2. Direct all States to Grant Compensation to Spouses Who PCS**
- 3. Grant Funding for Movement of Family Members for Deployments Greater than 179 Days**
- 4. Establish a Permissive TDY Category for Bereavement**
- 5. Award Contracts for Household Goods (HHG) Shipments to Moving Based on Performance**
- 6. Increase Enlisted PCS Weight Allowance to More Closely Match Across the Board**



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Rotterdam Community



Work Group Members

Elizabeth Schott
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Heather Gunter
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Pamela Farrell
Mike Farrell

William Tatom
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Spokesperson: Elizabeth Schott





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Rotterdam Community Issues

TITLE: Department of the Army (DA) Summer Hire Program wages for eligible Family members

SCOPE: Wages in the DA Summer Hire Program are not competitive with civilian jobs stateside. The majority of youth working in the United States receive the minimum wage. The summer hire wage of \$5.50 is not competitive with the minimum wage of \$7.25 set by the Federal Labor Standards Act (FLSA) or the General Schedule (GS) 1 Step 1 hourly wage which is \$8.53. Increasing the hourly summer hire wage will encourage students to choose summer hire employment over civilian employment. An increase in wages may improve job performance and encourage youth to explore the Department of the Army for future career opportunities.

RECOMMENDATION: Increase DA summer hire wages to be more competitive with current wage standards.



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Rotterdam Community Issues

TITLE: TRICARE Europe's International SOS providers for Active Duty Service members and their Family members

SCOPE: Deficiencies in TRICARE Europe Office's International SOS program, the contracted medical provider in many remote locations, cause inadequate medical services in remote areas. International SOS recruitment of potential host nation primary care providers (PCP) in remote areas has not produced results. For example, the Rotterdam area currently has only one PCP enrolled in the International SOS network. A site visit to enroll providers was last conducted by International SOS in 2003. Medical care authorization letter delays have taken up to three weeks. Claims delays often result in non-refundable late fees. Service members and their Families are not receiving timely treatment and are paying out of pocket medical costs.

RECOMMENDATIONS:

1. Adapt International SOS recruiting practices in remote areas to encourage more participation of host nation providers.
2. Expedite the authorization and claims processes.



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Teens





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AFNORTH International School Teen Work Group Members

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AFNORTH International School Teen Work Group Members

TITLE: Nutritional Breakfast at AFNORTH International School (AIS)

SCOPE: AIS does not provide breakfast for students and faculty. Students and faculty that arrive after long commutes may not have had an opportunity to consume a balanced meal. Some sports including basketball have early morning practices, causing a greater need for energy to push them through the day. By serving breakfast, more students will be able to concentrate and focus on academics and teachers will become more productive in the classrooms.

RECOMMENDATION:

Provide breakfast items daily for the AIS campus in the morning.



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AFNORTH International School Teen Work Group Members

TITLE: AFNORTH International School (AIS) Friday Activity Buses for the Netherlands

SCOPE: AIS does not currently provide activity buses on Fridays to students living in the Netherlands. Activity buses travel to Belgium and Germany on Fridays. Not attending practices could prevent participation of students in **sports' competitions and affects varsity lettering.** The absence of activity buses on Friday cuts into participation in the extracurricular activities. Having the buses will increase student involvement in after school activities and boost team performance.

RECOMMENDATION:

Provide activity buses on Friday to transport students home who live in the Netherlands.



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Single
Soldiers/
Civilians



FRTI Team &
Work Group



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Army Family Action Plan



Single Soldiers/Civilians

Work Group Members

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Spokesperson: Sarah Jeansimon

FRTI Team

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Single Soldiers/Civilians Work Group Issues

Title: Functional Academic Skills Training (FAST) Course for Tri-Border Community Soldiers

Scope: The FAST course is not currently offered to Soldiers at USAG Schinnen's Education Center. The FAST program provides Soldiers instruction to improve basic educational competencies necessary for job proficiency, advanced schooling and career progression. Soldiers with a General Testing (GT) score of 109 and below face limited career options and advancements and the FAST course allows Soldiers the opportunity to improve GT scores. The lack of a FAST course for Soldiers in the Tri-Border area limits their career advancement and flexibility to reclassify and/or re-enlist.

Recommendation: Provide a FAST course at USAG Schinnen Education Center.



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Single Soldiers/Civilians Work Group Issues

Title: USAG Schinnen Defense Commissary Agency (DeCA) and The Exchange Operating Hours

Scope: The hours of operation for The Exchange and DeCA facilities at USAG Schinnen are not feasible for Soldiers and eligible identification (ID) card holders. Weekday closing times of 1900 are not workforce friendly and place time limitations on commuting Tri-Border community shoppers. Current operating hours force shoppers to utilize non-military affiliated businesses instead of using military retail stores, which may result in reduced Morale, Welfare and Recreation fund payouts. Limited operating hours deprives consumers and the USAG Schinnen community of the advantages of shopping at these facilities.

Recommendation: Tailor The Exchange and DeCA evening workweek operating hours on USAG Schinnen to accommodate commuting Soldiers and eligible ID card holders.



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Single Soldiers/Civilians Work Group Issues

Title: Weekend Fitness Center Hours on Joint Forces Command (JFC) Brunssum

Scope: The JFC Fitness Center on JFC Brunssum is currently closed on weekends. North Atlantic Treaty Organization (NATO) identification (ID) holders do not have access to an on-site gym on weekends, which contributes to a decrease in personal health and fitness. Lack of weekend fitness hours has a negative impact on military readiness and overall community morale.

Recommendation: Offer limited weekend operating hours at the Fitness Center on JFC Brunssum.



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**Consumer &
Family Support**



**Work Group &
FRTI Team**



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Consumer and Family Support



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Spokesperson: Ellen Jeffries

FRTI Team

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Consumer and Family Support Work Group



Title: After-Hours Childcare Availability for Single Parent and Dual Military Families

Scope: There is a lack of after-hours subsidized childcare in the Tri-Border community. The Child Development Center (CDC) and School Age Center (SAC) operate from 0700 until 1800, which does not accommodate the needs of service members who perform shift work and/or those who are required to be present for morning physical fitness training. Failure to fulfill the childcare needs of single parent and dual military Families causes financial hardship and adversely impacts overall mission readiness.

Recommendation: Screen Soldiers before initiating permanent change of station orders to ensure adequate childcare options exist at potential assignments.



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Consumer and Family Support Work Group



TITLE: Drop- off and Pick-up Procedures for AFNORTH International School

Scope: AIS policy currently does not allow vehicle drop-off and pick-up of children within the AIS campus. During 0835-0900 and 1510-1545 vehicle access to the AIS campus is prohibited. Students are dropped-off and picked-up in the adjacent neighborhoods, where there is minimal legal parking, limited loading zones, and no supervision. The absence of a designated vehicle drop-off/ pick-up location exacerbates traffic congestion and causes substantial safety and security risks for AIS Families.

Recommendation: Develop an AIS vehicular pick-up and drop- off area.



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**Civilian / Military
Force Support**



**Work Group &
FRTI Team**



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Civilian/Military Force Support



Work Group Members

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FRTI Team

Piet Schulteis

Lyra Kramer

Kelley Kagele

Barbara Rivers



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Civilian/Military Force Support Work Group Issues

Title: Dual Military Parent Simultaneous Deployments

Scope: There are approximately 40,000 dual military parents, yet there are no official control measures in place preventing dual military members from deploying concurrently. Military children are put through enough hardships without having to deal with both parents being deployed at the same time. Studies show that simultaneous deployments of both parents have traumatic impacts on children and often have life-changing ramifications including the perception of being abandoned by their parents; behavioral and self-esteem problems; academic downfalls; trouble re-bonding with parents; and the stress of potentially losing both parents to war. Mission readiness is impacted when one military member requests separation from the military to secure stability for the Family. Simultaneous deployments of dual military parents negatively impacts military children and often leads to the loss of well-trained service members.

Recommendation: Ensure dual military parents do not deploy concurrently.



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Civilian/Military Force Support Work Group Issues

Title: NATO Air Base Geilenkirchen West Gate Hours of Operation

Scope: : Limited operating hours of AB GK West gate create manning and educational issues for JFC Brunssum, USAG Schinnen and AB GK personnel due to the extra time required to travel to and from the AB GK main gate in order to utilize shared resources. Affected agencies include AB GK medical and dental clinics, area Child Development Centers, U.S. Identification card office, AFNORTH International School and all Morale and Welfare branch facilities. The additional 20-30 minutes of travel currently required to and from AB GK results in excessive absences from duty, school absences for children, and decreased community involvement. The AB GK West gate closure impacts mission readiness, Family morale, and revenues for Tri-Border military installations.

Recommendation: Open AB GK West gate during standard workweek duty hours.



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USAG Schinnen Commander, LTC Chad Arcand
American Spouses Club
American Women of Geilenkirchen
The Exchange

Andrews Federal Credit Union
Community Bank
United Furniture
Subject Matter Experts

Facilitators, Recorders/Transcribers,
Issue Support & Room Managers
Conference Staff

AFAP Planning Committee and Volunteers
Army Community Service (ACS) Staff

Directorate of Family and Morale, Welfare & Recreation
USAG Schinnen Garrison Staff

**Special
Thanks**



ARMY FAMILY COVENANT:

Keeping the Promise

ARMY FAMILY COVENANT: KEEPING THE PROMISE

In the words of our Secretary and Chief of Staff of the Army, never before in the history of our Army have we asked so much of our Families. They are serving side-by-side with our Soldiers, enduring their hardships and providing the unconditional love and support that truly make our Army strong. The Army Family Covenant pledges our commitment to support Soldiers and their Families and resource programs to provide them a quality of life commensurate with their service.

AMERICA'S ARMY: THE STRENGTH OF THE NATION™



Kenneth O. Preston

Kenneth O. Preston
Sergeant Major of the Army

George W. Casey, Jr.

George W. Casey, Jr.
General, United States Army
Chief of Staff

John M. McHugh

John M. McHugh
Secretary of the Army



SOLDIERS • FAMILIES • ARMY CIVILIANS
ARMY STRONG.

EMPLOYEE AND CUSTOMER *Covenant*

EMPLOYEE COVENANT

Taking care of our customers begins with taking care of you, our employees.

We are committed to providing a strong, supportive environment where you can thrive.

To that end, we promise to position our employees for success with:

- A robust orientation to welcome you to the Family and MWR team
- Clear performance standards for service excellence
- Formal and informal training to develop your skills
- Performance support tools to assist you on the job
- A holistic program of recognition and incentives to reward excellent service
- Career development opportunities to reach your full potential



ABE VEGA
Command Sergeant Major



J.C. ABNEY
Deputy to the Commanding General



CUSTOMER COVENANT

We are committed to providing quality through service excellence to our Soldiers and Families commensurate with the quality of their service to our Nation.

We understand that we create value for our customers through predictable, consistent, efficient and customer focused service.

To that end, we promise our customers they will:

- Always be respected and treated as individuals who are valued
- Receive a prompt and friendly greeting in a professional and courteous manner
- Experience aesthetically-pleasing facilities
- Receive timely, accurate and helpful information
- Be offered high quality products and services
- Have an opportunity to provide feedback



REUBEN D. JONES
Major General, U.S. Army
Commanding, Family and MWR Command



RICH GORMAN
Executive Director/Chief Operating Officer



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Thank You

*We would like to thank our sponsors,
delegates, leaders, volunteers,
and the Tri-Border community
for their support of AFAP*

We hope to see you next year!