



ARMY FAMILY ACTION PLAN (AFAP)

Issue Booklet FY 2015

(FY15 Conference Held 4-6 Nov 2014)

For more information contact:

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Fort Carson, Colorado

“THE BEST HOMETOWN IN THE ARMY – HOME OF AMERICA’S BEST



DEPARTMENT OF THE ARMY
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28 August 2015

MEMORANDUM FOR FORT CARSON COMMUNITY

SUBJECT: Army Family Action Plan (AFAP) Issue Booklet, FY 2015 Conference

1. Fort Carson conducted its annual AFAP Conference from 4-6 November 2014. Over 90 Fort Carson community members attended the conference serving as delegates, subject matter experts, and administrative staff. Delegates included Active Duty Soldiers, Reservists, National Guard, Family members, retirees, and Department of Army civilians. The purpose of the AFAP Conference is to generate issues and concerns from the Total Army Family to improve quality of life, satisfaction with Army life, and increase Soldier retention.
2. This booklet provides the reader with the 8 issues that were prioritized as most important of the 61 issues presented to the conference delegates. It also includes the top 15 local issues – those issues with the potential for resolution at the installation level. All issues were evaluated and reviewed by the Installation Army Family Action Plan Steering Committee. I serve as the chairman of the committee. It meets quarterly to review and determine the status of issues. Issues that cannot be resolved at Fort Carson were forwarded to Installation management Command (IMCOM) and Department of Army (DA) to be addressed at the appropriate level AFAP Conference or agency.
3. I invite everyone to get involved with this process as we want to continue its growth and impact on our Fort Carson Community. We want to hear from you; it is our desire to work together with our Community to resolve issues like those outlined in this AFAP booklet. Your involvement will ensure that we continue to have the Best “Hometown” in the Army. Issues may be submitted at any time during the year. Look for continuing issue updates on the Fort Carson Website at www.carson.army.mil.
4. The POC for the Fort Carson Army Family Action Plan is Nathaniel Nugin. Mr. Nugin can be contacted at Army Community Service, 526-0471/4590 or at nathaniel.nugin.civ@us.mail.mil.


JOEL D. HAMILTON
COL, FA
Garrison Commander

FY15 AFAP PRIORITIZED ISSUES

- 1. Advocacy and Appeals Process for Traumatic Servicemember's Group Life Insurance (TSGLI) for Very Seriously Injured Soldiers**
- 2. Traumatic Servicemember's Group Life Insurance (TSGLI) Education for All Soldiers, Family Members, and/or Caregivers**
- 3. Spousal Preference Job Offer Refusal Disqualification**
- 4. Amendment to Age Limitations for Elective Orthodontics for Military Dependents**
- 5. Volunteer Management Information System (VMIS) Deficiencies**
- 6. Military Spouse Career Advancement Accounts Program (MyCAA) Ineligibility by Rank**
- 7. Patient Referral Education Reform**
- 8. Standardization of Garrison Environment Work-Rest Cycle for Soldiers**

**Issue Paper Submission Form
FY15 Army Family Action Plan (AFAP) Garrison Conference**

JTF- Carson #1

Issue: Advocacy and Appeals Process for Traumatic Servicemember's Group Life Insurance (TSGLI) for Very Seriously Injured Soldiers

Scope: Applying for TSGLI entitlements is a complicated process for which Soldiers, Family Members, and Caregivers are not prepared. There is also a lack of advocate/case worker for claimants. This may delay obtaining the insurance payouts or impact the delivery of care due to confusion over the process. Furthermore, Soldiers and Families are only allowed a one-time payment, which may not accurately reflect long-term impact of the injury. There is currently no appeal process in the case of the substantial change in the patient's diagnosis and/or Activities of Daily Living (ADL).

Recommendation:

Establish an advocacy and appeals process to assist Soldiers who suffer a very serious injury that will assist in the application process from time of injury through claim resolution and the appeal.

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Approval Line: COL Joel D. Hamilton

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JTF - Carson #2

Issue: Traumatic Servicemember's Group Life Insurance (TSGLI) Education for All Soldiers, Family Members, and/or Caregivers

Scope: TSGLI is a program Soldiers pay for but currently there is no formal education on TSGLI program prior to injury. A majority of Soldiers and Families are not aware of the program and its benefits until after an injury occurs. Soldiers and Families may incur out of pocket expenses or insufficient care that would be covered because they are unaware of TSGLI.

Recommendation: Develop an education program on TSGLI to include outreach materials and marketing campaigns.

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JTF - Carson #3

Issue: Spousal Preference Job Offer Refusal Disqualification

Scope: Military spouses under the military Spouse Preference Program are automatically removed from the Priority Placement Program when a permanent job offer is turned down within the Department of Defense work force system. This policy does not take into consideration extenuating circumstances for the Service member and Families that may prevent acceptance of the job offer. Current policy contradicts the Total Army Strong Program, to promote education and employment opportunities for military spouses.

Recommendation(s):

Allow Family members to refuse permanent job offers and remain in the Priority Placement Program (PPP).

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JTF - Carson #4

Issue: Amendment to Age Limitations for Elective Orthodontics for Military Dependents

Scope: Military Dependents over the age of twenty-three are not eligible for elective orthodontic coverage through MetLife dental services. The current policy prevents Dependents over the age limit from receiving equal services while still paying for the same coverage as Dependents under twenty-three years of age. Dependents, as of their twenty-third birthday, are denied new and continuing orthodontic procedures due to MetLife dental age restriction.

Recommendation(s): Elective orthodontic coverage available for all dependents, regardless of age.

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JTF - Carson #5

Issue: Volunteer Management Information System (VMIS) Deficiencies

Scope: VMIS poses challenges when logging in and navigating the site from computers and portable electronic devices. Volunteers find it difficult to access and utilize VMIS due to lack of compatibility with a plethora of software platforms. This is detrimental to the Army's continuing efforts to encourage Service members and Family members to volunteer in service to their communities.

Recommendation(s):

Update VMIS to allow greater compatibility with commonly used software systems.

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JYF -Carson #6

Issue: Military Spouse Career Advancement Accounts Program (MyCAA) Ineligibility by Rank

Scope: Spouses are ineligible to receive MyCAA benefits due to Service members pay grades above E-5, W-2 and O-2. In 2009, when the program included all ranks, it was widely utilized. MyCAA contributes to the financial stability of Service members and Families through gainful employment of spouses in high demand and high growth Portable Career Fields and Occupations.

Recommendation(s):

Eliminate the rank restrictions for participation in the program.

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JTF -Carson #7

Issue: Patient Referral Education Reform

Scope: A lack of patient and provider awareness exists on responsibilities to retrieve/transfer medical records and medication histories for referrals. The current central system of medical record communication, which relays information between medical providers, is ineffective due to an overall lack of referral procedural education. Patients and providers may not be aware of the current procedures for referrals, and therefore medical care may be omitted, delayed, or unnecessarily duplicated.

Recommendation(s): A completed checklist with proper procedures provided to the patients by the Primary Care Manager prior to receiving referral.

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JTF -Carson #8

Issue: Standardization of Garrison Environment Work-Rest Cycle for Soldiers**

Scope: From a force-level perspective, there is no Army-wide standard for duty day to rest cycle in a Garrison environment, only guidelines in the Field Manual 6-22.5 and Field Manual 7-21. According to Army Training Circular 3-04.93, "fatigue can result in either increases or decreases in reaction time. Decreased reaction times occur because of the general decrease in motivation and sluggishness that often accompany fatigue. Increased reaction times occur when individuals become impulsive and react quickly and poorly. When fatigued, both increased and decreased reaction times can lead to inaccurate results." Additionally Goldman's Cecil Medicine states that fatigue causes confusion, dizziness, blurred vision, and thoughts of self-harm. Fatigue could result in loss of life and negatively impact mission readiness, as stated in the Army Training Circular 3-04.93.

Recommendation(s): Develop an Army-wide regulatory Composite Risk Management process for work-rest cycle in Garrison environment.

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****Retained at garrison to be staffed at CSM Forum**