

COMMUNITY FIRST

FY 10 Community FIRST Focus Group Issues as of 30 October 2010				
ISSUE ID	TITLE	DESCRIPTION	STATUS	NOTES
2010AUGCIV-1	Command Presence and Support	The perception is that there is no leadership presence at many unit and community functions. The perceived lack of leadership doesn't promote the support needed by the community, civilians, and family members.	ACTIVE	COL Dill will cover at the next Commanders Call
2010AUGCIV-5	Sponsorship Program for Military and Civilian Newcomers	The current sponsorship program in USAG Wiesbaden is not effective. When there is a sponsor, the sponsors roles and responsibilities are not always understood and correctly acted upon, creating unnecessary stress for everyone involved.	ACTIVE	DHR is working with CPAC to better provide newcomer's orientation for new civilian employees and the sponsorship issue is to become an objective/action plan for strategic planning. This issue is also being sent to the 2011 AFAP Conference as it affects the Army as a whole.
2010AUGCIV-4	Access to Support Services for Civilian Personnel with Financial Emergencies	Civilian personnel that encounter sudden financial emergencies, such as money stolen in the case of identity theft or needing assistance in the case of the death of a family member, are not eligible to use resources from Army Emergency Relief. In the US, there are a number of other resources available to civilians that do not exist or are not easily accessible in overseas locations due to language barriers.	AFAP	Involves decision making at a level higher than the Garrison as requests the creation of a program similar to AER for civilians. Sending to the 2011 AFAP Conference.
2010AUGCIV-6	Department of the Army Five Year Rule in Current Environment	Given the current world environment, budget reductions and BRAC, the Five Year Rule for AF employees does not make sense. It is very expensive to PCS two employees and their families, and given BRAC, it is not easy for personnel under PPP to find a place to return to in the US. Keeping the five Year Rule causes the loss of foreign-country specific knowledge and expertise. This negatively impacts the continuity of operations.	AFAP	Involves decision making at a level higher than the Garrison as requests to change or eliminate the 5 Year Rule. Sending to the 2011 AFAP Conference.

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2010AUGCIV-7	Creditable Service for Spouses Who are US Government Civilian Employees	Inequities exist in the transfer of service credit between AF and NAF positions, which especially affects military spouses as they follow their soldier.	AFAP	Involves decision making at a level higher than the Garrison to determine how to resolve this issue. Sending to the 2011 AFAP Conference.
2009NOVRETFG	Access to Second Floor Offices	Various facilities on the Wiesbaden Army Airfield are located on the 2nd floor of buildings making them inaccessible to Wounded Warriors, handicapped, and retirees.	COMPLETE	This issue was presented during the 2009 AFAP Conference. TSMO Engineering is currently working on different projects according to identified priorities (per AFAP Conference notes).
2009NOVRET-1	SOFA Stamps	Under the SOFA agreement, retirees need to register annually with German Customs officials to receive a "Pink Card" and get it stamped regularly in order to shop on base. Due to the closure of many European bases, the distance to on-base shopping has been steadily increasing. Also, the nearest German Customs office is often also a healthy distance from retirees.	COMPLETE	In accordance with AE 550-175, and the NATO-SOFA, the validity period of the pink card is based upon the length of validity of the identification papers presented, i.e., DD Form 2A Retiree ID Card, DD1173 Dependant Identification Card, Passport, or German Ausweiss as appropriate, and Germany Residency Permit, or 1 year, whichever is sooner. In most cases the "Pink Card" is issued for the full period authorized, 1 year, as agreed upon in the NATO-SOFA, and as required by AE Reg 550-175. The request for increase of the validity period to two years was presented to the Ministry of Finance at a previous meeting; however, it was not approved. Therefore, the validity period remains 1 year or sooner depending upon the length of validity of the documents presented.
2009NOVRET-2	Shuttle Transportation to Medical Facilities in Landstuhl.	Currently, the bus runs only as per the need of wounded soldiers appointments and is not on a predictable schedule. Retirees often have no transportation and public transportation is not feasible.	COMPLETE	Shuttle services are only funded for WTU soldiers; however civilians may ride WTU shuttle on space-A basis. Shuttle schedule is based solely on soldier's appointments.
2010JUNTEEN-1	Activity and Sports Programs for Teens	Many Middle- and High-School Teens are not participating in CYSS programs such as field trips, sports and other activities. With low participation, the number and quality of the programs is reduced thereby reducing the opportunities for life enrichment for the teens.	COMPLETE	The Wiesbaden Teen Center has worked with the Public Affairs Office to develop a Facebook Page. There is a Teen Center Info board in the school and the school will make announcements at the school. The Teen Center employs a Program Assistant in the school to conduct outreach to teens. CYSS will continue to work closely with teens, the schools, parent groups and other agencies to develop teen programming opportunities.

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2010JULWTU-1	WTU Parking Lot	The parking lot next to the WTU Building (#1201) should be for medical profile personnel assigned to the WTU only. Currently this lot is being used as a public parking lot with only one designated handicap spot.	COMPLETE	Existing handicapped slot will be marked to insure it remains viable h/c spot with access to lift. If we receive h/c or limited mobility WTU Soldier, designated space can be created to accommodate based upon Medical Clinic Cdr recommendations. Recommend that two spaces in front of B1201 be designated 1 for WTU transport vehicle and 1 for 30 minute load/unload instead of being used for WTU cadre/staff.
2010JULWTU-2	Trash Dumpster and Recycle Bins	The trash dumpster and recycle bins in the Bldg. 1201 parking lot are safety hazards that obstruct the driver's view when pulling into traffic from the lot. This location promotes public parking for dumping trash and creates a health concern from the odor. The potential for car accidents is high, which would result in injuries to WTU Soldiers, damages to personal and TMP vehicles and could result in delays to appointments.	COMPLETE	Large dumpster will be replaced with appropriate number of Restmuhl and Gelbtonne smaller dumpsters away from street front.
2010JULWTU-3	Support Systems Outreach to WTU (a)	WTU Soldiers need more support and communication. Not given enough critical information regarding events and opportunities, and having difficulty with some services. With an increase in support and communication, WTU Soldiers will be more empowered to achieve their full benefits.	COMPLETE	FAC regularly updates WTU on events and activities she has knowledge of including USO, ACS and ODR and events listed in the FMWR calendar. Also updates the Employment Readiness information and schedules training. If the WTU has more specific suggestions, need to contact SFAC directly to work those concerns. MPD issues are outside of SFAC control and need to be raised with the WTU chain of command.
2010JULWTU-4	Support Systems Outreach to WTU (b)	...For example, the WTU chaplain is located in Heidelberg.	COMPLETE	Chaplain Metz will visit with the WTU soldiers to better determine what support they specifically need.

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2010JULWTU-5	Support Systems Outreach to WTU (c)	...For example, the WTU cadre did not receive any warning regarding the Force Protection Exercise in June. This could have caused a problem with appointment scheduling.	COMPLETE	DPTMS added the NCOIC and WTU to the OPORD DL as they were not on any of the distribution lists. Also have a monthly operations meeting that Mr Moonilal conducts and the S-3 NCOs and company level NCOs discuss upcoming events--WTU will be invited to attend this also. The exercise was run on AFN radio and it told community personnel to expect delays and long lines. Can't give the details of the exercise to the community as that will defeat the intent of the exercise, which is to test procedures and ability to react to an incident. Based on this and other feedback SPTMS taking another look at how to best get the word out.
2010JULWTU-6	Handicapped/Wheelchair Access in the Wiesbaden Community	The majority of buildings and facilities in the Wiesbaden Community are not wheelchair accessible. Even when a facility has a wheelchair lift, the lifts are not well maintained and are often inoperable, or other accommodation is not available. This further limits access to facilities for all personnel and family members who use a wheelchair or otherwise need such access.	COMPLETE	This issue was presented during the 2009 AFAP Conference and the Retiree Focus Group. TSMO Engineering is currently working on different projects according to identified priorities (per AFAP Conference notes). <ol style="list-style-type: none"> 1. There are many projects to increase handicapped access and improve roads and sidewalks planned for WAAF. Spreadsheet is available with details. Contact DPW if there is an crossing/area that needs better access and is not on the list. 2. AAFES has scooters, but they are currently being repaired. They should be available to customers again soon. 3. DECA has added a new motorized cart and rearranged children's carts to improve access. If there is still an access problem, customers can get assistance from any store employee.
2010JULWTU-8	Cooling Needed in WTU Offices and Barracks	In the summer, weather in Germany can get extremely hot. There are currently no fans or air conditioning units available, even in the community spaces for the WTU. This can cause difficulty with health and recovery for WTU Soldiers when they cannot properly cool down.	COMPLETE	<ol style="list-style-type: none"> 1. Fans should be provided to offices and barracks rooms. These are unit purchased personal property. 2. Air conditioning is not authorized in general for Germany. The WTU common room is ground floor with eastern exposure shaded most of morning by nearby buildings. Window shades and fans are recommended to keep this area comfortable during brief hot periods of summer.

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2010AUGCIV-2	Child Development Center (CDC) Training	Child Development Center (CDC) staff is mandated to train employees without being given the time to receive quality training. CPR and First Aid training is an example of where hands on training is a must and cannot be substituted by online or PowerPoint training.	COMPLETE	All staff training time included in their weekly schedule. In many instances the school and youth service staffs cover the training periods. There is a standard training plan for all staff under 18 months of service. After that, training is provided on an annual plan. This plan includes annual requirements, covers weaknesses in the programs and desire classes of staff. Training is a mandatory requirement of CYS Services and all efforts are made to ensure training is completed.
2010AUGCIV-8	Military Spousal Hiring Preference	Spousal preference hiring is not well understood by managers and selecting officials. Many believe that there is no option to hiring a candidate who has claimed spousal preference, although methods exist to obtain exceptions to the policy, and spousal preference was intended to be a means of choosing between two equally qualified candidates. This can lead to problems with high-turnover and potential problems for an organization that has to hire a minimally qualified candidate who claims spousal preference, rather than hiring the most qualified candidate.	COMPLETE	DHR and CPAC will work to better educate the community on MSP and include in management training. No changes to be made as MSP is a DA program which the Garrison supports.
2009NOVRET-3	Extension of Household Goods Shipment Entitlements for Retirees	Currently, retirees have one year after retirement to have their household goods shipped to the United States. This can be extended at one year increments to a maximum of five years. Family, work, and health issues may not be resolved in this five year timeframe resulting in the retiree being forced to remain in Germany because he/she is unable to afford the cost of moving.	UNATTAINABLE	Forwarded to 2010 AFAP. This issue was not prioritized at AFAP. It was essentially dropped because it would have to go to DA in order for AFAP to make the change. If it went through other avenues, that I don't know. We didn't have much representation by retirees at the last two AFAP conferences, so there wasn't anyone to explain why this was an issue versus something that a person would like to have. According to the disposition paper, the workgroup also felt that it affected a very small number of people compared to some of the other issues that were prioritized. The status on this is unattainable. That does mean that it can be submitted again in 2011 if someone feels that it is still an issue. Let me know if you have any questions.

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2009NOVRET-4	Exempt Retirees from the 5% Commissary Surcharge	If retirees intend to make purchases on post, they must first register with U.S. Customs to receive a form which is valid for one year. With that form, they must go to the German Tax Office and register to receive a pink card which is valid for one year. Subsequently, retirees are required to visit the German Tax Office every other month to get the card stamped and pay a 17.5% German tax for any purchases made at U.S. Facilities. Every purchase which is completed at the commissary is charged a 5% surcharge which ultimately results in a retiree tax of 22.5% on commissary purchases.	UNATTAINABLE	The 5% is required to operate commissary, and German government requires taxes be paid.
2010JULWTU-7	Quarters in Bldg. 1201 Not Utilized	There are a number of apartment-style suites in Bldg #1201 that are not being used, despite the shortage of quarters on WAAF. Currently only one of the suites is open as a "display" only. These quarters should be made available to WTU soldiers to facilitate recovery by providing comfortable living quarters with their own kitchens.	UNATTAINABLE	Upstairs rooms should remain unaccompanied SFC and above unless ground floor rooms are fully occupied. Quarters in B1201 are categorized by grade requirements. 6 upstairs rooms are similar floor plan as downstairs except 1+1 upstairs has bedroom separated from living area/kitchenette by private bathroom. These rooms are intended to be occupied by unaccompanied SFC and above, who require 270 net square feet (nsf) and private bathroom. Downstairs are appropriately configured for 1+1, unaccompanied Private to Staff Sergeant dwelling with over 200 nsf per Soldier exceeding minimum SGT/SSG requirement of 135 nsf and they share bathroom with one other Soldier

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2010AUGCIV-9	High Turn-Over with Military Spouse Employees	When a candidate has military spouse preference, the length of time remaining until s/he PCSes cannot be taken into consideration. This results in employees who are only able to fully function in their position for a short time before leaving an organization. In turn the organizations is often short-handed, hindering the mission while the next new employees get trained up to full performance standards.	UNATTAINABLE	USAG Wiesbaden supports the Army Military Spousal Preference Program for hiring. This program comes with the risk of high turn-over for employees
2010AUGCIV-3	Alternative Work Schedule	Alternative Work Schedule is not currently being used in Wiesbaden to its full potential. Existing policies * allow for Army employees to flexible and compressed work schedules. Use of alternative work schedules for suitable personnel, would reduce the amount of office space requirements, environmental impact, parking problems, commuting time and commuting stress. It would increase employee morale, safety, and the ability to hire disabled personnel. It would also help USAG Wiesbaden to be an employer of choice.		Can't currently support as there are too many front door services and a captive community/customer base that need the services. Also can't be equitable across the garrison. However, monitor what DA and IMCOM do with this policy. It may be possible to use in the future. Disabled employees already have access to accommodation through EEO.