



What is Community FIRST?

Community FIRST (Feedback, Issues, Resolutions, Solutions, Today) is designed to identify and resolve issues that address the well-being of the Army Family. Community FIRST serves as the quarterly issue resolution process at the garrison level. It serves as the issue collection source for the USAG Wiesbaden Army Family Action Plan (AFAP) Annual Conference and enhances the process by identifying and resolving issues at the local level more quickly.

How does Community FIRST work?

The Community FIRST process requests and collects issues on a quarterly basis and convenes quarterly focus groups with community constituents such as: Warrior Transition Unit Soldiers, Active, Res/NG, and Retired Soldiers, Family Members, Civilian workforce, Veterans, Teens, and others.

The focus groups review the relevant issues and make recommendations on how to resolve them. The issues are then sent to the garrison leaders and service providers to be reviewed to determine if the issues are actionable or unobtainable. Those issues that are actionable are then worked by the appropriate service provider, contingent upon needed resources.

The issue results are communicated through local media, events and meetings each quarter such as the Community Installation Brief, Town Hall meetings, the Command Installation Channel, the USAG-Wiesbaden website, the Herald Union newspaper, and AFN.

How can I submit an Issue?

Visit the USAG-Wiesbaden webpage at www.wiesbaden.army.mil and click on the link for CMS/AFAP ISSUE SUBMISSION.

When are the next Focus Groups? Check back for updates

Focus Group	Date
Family Members	12 October 2010
Veterans & Retirees	9 November 2010

How can I become a Focus Group Member?

If you are interested in volunteering as a focus group member, please contact the Customer Service Officer, Ms. Ann Powers-Nordvall at DSN: 377-5507, CIV: 0611-705-5507 or E-mail:

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