



USAG Wiesbaden



FY2013 Army Family Action Plan



**Conference Report Out
19 October 2012**



USAG Wiesbaden



2013 Army Family Action Plan

Quality of Life #1



2013 Army Family Action Plan

Title: Host nation linguistic services

Scope: Soldiers, Civilians and their Family Members struggle to find cost effective linguistic services. TRICARE, Utility Tax Avoidance Program (UTAP), and the Legal assistance office offer translation services specific to their specialty. No agency on-post currently provides routine general linguistic services. Soldiers and Family members need linguistic support for their day-to-day life issues to help them integrate into the host nation.

Recommendation: Create a list of contacts capable of providing low cost linguistic support.



2013 Army Family Action Plan

Title: Parking spaces in United States Army Garrison Wiesbaden

Scope: Parking lines throughout the Garrison are unclear due to a lack of maintenance. Undefined markings cause improper and unsafe parking at Garrison services and concession locations. Examples include the Child Development Center at Building 1502 on Clay Kaserne and the Exchange on Hainerberg. Inadequate markings cause inefficient use of parking space, safety concerns, and vehicle damage.

Recommendation: Provide well defined and maintained parking spaces throughout the Garrison.



2013 Army Family Action Plan

Title: First Termers Financial Readiness training during in-processing

Scope: Soldiers are reporting to their unit without completing the First Termers Financial Readiness class, which is currently mandatory within 90-days of in-processing. 70% of Soldiers fail to complete the required training as mandated. Soldiers and Family Members are making uninformed financial decisions, purchasing items outside their financial means resulting in financial crisis. Without knowledge of the consequences, the Soldiers/Family Members incur high-interest loans, multiple credit cards, resulting in a cycle of financial irresponsibility.

Recommendation: Add the First Termers Financial Readiness class to Garrison in-processing, which must be completed prior to being released to their units.



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2013 Army Family Action Plan

Quality of Life #2



2013 Army Family Action Plan

Title: Availability of Medical Services

Scope: Due to limited medical personnel and facilities there are not adequate appointments to service the growing community.

Currently, patients are require to wait up to 28 days for a referral for routine care and the option of going to Landstuhl is difficult for many ID card holders. This delay in treatment may cause stress, further injury, and prolong problems.

Recommendation: Increase the number of appointments available to the community, i.e. increase the size of the facility; personnel; operating hours. Reduce the wait for the initial screening exam or immediately offer patients a referral for off post medical care.



2013 Army Family Action Plan

Title: Customer service in the on-post housing office

Scope: Customer service is neither standardized nor enforced in the on-post housing office; the employees are extremely aggressive and rude in getting their units filled. Housing employees do not accompany Soldiers to view units, but question any deficiencies that are found by the Soldier. Management has provided customer service training twice in the last 6 months, and it has not been effective. Better customer relations in this department would make a more positive first impression of the community and ease the transition of the move.

Recommendation: Improve professionalism and correct customer service deficiencies at all levels. Personalize the customer service treatment, i.e. a housing representative goes to the unit with the Soldier; each Soldier is assigned a specific representative for the entire process.



2013 Army Family Action Plan

Title: Understanding OCONUS Dental care for Family Members

Scope: On post dental services for family members are limited; however, families are not well informed of other provider options. Dental briefing during in-processing and the Garrison website do not include clear information on dental care for family members. The dental clinic staff and other sources provide inconsistent information. Many family members are not aware of available off post options, which causes a delay in receiving dental procedures.

Recommendation: Clearly and consistently communicate dental options available in the military community, i.e. in-processing brief, Garrison website, welcome packet, AFN, Culture College and communication thru the dental staff. Provide a link on the Garrison website to MET Life or the current Dental insurance carriers.



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