

Update 30 March 2016

USAG Italy AFAP FY 16 Issue #: FY16-0	Title	Scope	Recommendations	SME Reach Out	Status: Unattainable
<p><b>Please note: Although IMCOM-E/HQ USAREUR has not selected Issues FY16-013, FY16-021, and FY16-024 to move on to the next conference level, the USAG Italy AFAP program is making further inquiries to the region regarding these issues.</b></p>					
FY16-001	Full-time/extended hours childcare on Ederle for infants and pre-k children	Infant through pre-k children enrolled in full-time daycare are located on Villaggio. Majority of working spouses are on Ederle. This creates extra commute time, more traffic coming out of Villaggio (the turn onto the highway can be dangerous), and parents cannot easily visit their children or breastfeed due to the distance & time consumption it takes to travel from Ederle to Villaggio. Additionally, CDC is not open on the weekends.	Offer full-time childcare development center for infants to pre-k on Caserma Ederle for working or dual military families during the week and extended hours on the weekend.	CYSS, Eric Weisel	Leadership is being made aware of by command groups.
FY16-002	Full APO mail privileges for retirees, or at least full mail receive privileges	Mail privileges equal to Active Duty Military and Civilian personnel are not available to Retirees. Mail services on post for Retirees are limited by size and weight. The one pound mail limit for Retiree Box R personnel is inadequate for sending and receiving books, gifts, clothes, medicines, and other useful stateside products. Additionally, the APO system cannot be used to send or receive packages to CONUS. Thus, this creates hardship when their family resides in CONUS and Retirees are limited in receiving or sending packages and other items through the APO.	Authorize HQDA full APO mail privileges for retirees.	DHR, Richard Hendrickson	JAG statement requested 17 FEB 2016. Update from CPT McIntosh (JAG) on 3 MAR 2016: "Thanks for the follow-up and clarification. We are staffing these requests internally and will reach out again if we have additional questions. Our response may take awhile -- we want to be sure we engage the right people in formulating our response. Thanks in advance for your patience."
FY16-004	Payment and Reimbursement for medical costs of Retirees/Civilians	Active Duty military personnel are authorized direct billing from San Bortolo hospital to Tricare, and Retirees/Civilians are not authorized direct billing. This causes undue financial hardship and additional administrative burden on the Retiree or annuitant. This additional hardship affects the quality of life for Retirees/Civilians needing medical care.	Negotiate (AMEDD) with San Bortolo hospital to direct bill Tricare for Retiree/Civilian share of hospital cost with eligibility validated with Tricare office.	USAHC-V, MAJ Small Brown	DoD issue due to TriCare. Unattainable in current form.

FY16-005	Lack of a Common Access Card prevents Retiree access to official military government computer services	The current and ever increasing cyber threats to our automated systems require constant vigilance and increasingly sophisticated security counter measures. The ongoing upgrades to the Army automation systems (ex. AKO, Echo Magazine) and most Department of Defense (DOD) systems require users to use common access cards (CACs) vice user identification (user ID) names and passwords for login. This effort insures personal security and greater cyber security for the overall systems.	Chief of Staff, Army direct that all necessary actions be taken to phase in the issuance of Common Access Cards to future Retirees to increase the system cyber security and to permit them to retain access to key information and to critical systems.	DHR, C. Overstreet	SME, Christina Overstreet, Response, OCT 2015: 1. AR 600-8-14 governs who may be issued ID cards under U.S. military laws and regulations. 2. A Common Access Card is the identification card for Uniformed Service personnel, to include Active Duty, the National Guard, Selected Reserves, and Individual Ready Reserve members in a training capacity, and DOD civilian employees, eligible non-DOD civilian employees of other Federal agencies, State employees of the National Guard, eligible contractor personnel, and other eligible recipients as approved by USD (P&R). 3. The CAC identifies recipients' applicable Uniformed Services' benefits and privileges; will be used for physical access to buildings, facilities, installations and controlled spaces; serves as the primary platform for logical access by Public Key Infrastructure (PK) authentication token in the unclassified environment used to access the Department's computer networks and systems. ISOS (Tricare Overseas), not the Vicenza Health Center. The below link explains what a Retiree is responsible for: <a href="http://www.tricare.mil/Costs/HealthPlanCosts/TSO/RET.aspx">http://www.tricare.mil/Costs/HealthPlanCosts/TSO/RET.aspx</a>
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FY16-010	Petty theft within the barracks	Theft of personal property has become a major issue within the barracks throughout the Army. While some common areas are subject to surveillance, laundry is often unmonitored and is consistently a target for theft at many barracks (both civilian and military clothing). Current guidance/policy suggests filing a report with the military police; however, this effort is often unsuccessful as it is a low priority and can not be tracked by lack of evidence.	Install security cameras throughout the barracks laundry rooms and require all new barracks to have surveillance within the laundry facilities.	DPW. L. Smith	Unattainable.
FY16-011	Space Available Travel for Gold Star Dependents on AMC flights to/from CONUS	Gold Star Dependents are categorized as "Retirees" for Space Available Travel. Although technically permitted to utilize the service, this categorization requires that they be accompanied by their sponsor in order to travel. This is an impossible requirement	Provide an Exception to Policy for Gold Star Family Members to allow Space-A travel on AMC flights.	ACS ( SOS), Y. Leible	Unattainable.
FY16-012	Full postal privileges for surviving dependents	Since surviving dependents are classified as Retirees, they are restricted to the 16 oz. mail weight limit for all incoming mail. While this is not an issue CONUS, those living overseas are prevented from receiving packages exceeding this weight limit. This creates hardship for them when they have family who live in CONUS and can't receive or send packages and other items through the APO	Allow surviving spouses the same postal privileges as spouses of DA Civilians or Active Duty service members.	DHR, Richard Hendrickson, Postmaster, Kosmicki, ACS( SOS) y. leible	JAG statement requested 17 FEB 2016. Update from CPT McIntosh (JAG) on 3 MAR 2016: "Thanks for the follow-up and clarification. We are staffing these requests internally and will reach out again if we have additional questions. Our response may take awhile -- these are some pretty thorny, emotionally charged issues, and we want to be sure we engage the right people in formulating our response. Thanks in advance for your patience."

FY16-013	Temporary categorization for Gold Star/ Surviving Spouses and Family Members	Currently surviving spouses and dependents of those killed in action are considered to fall within the "retiree" category for many Veteran Benefits including but not limited to Space Available travel, Commissary privileges, postal services, ID Cards/DEERS etc. This categorization does not give appropriate consideration for the needs of those families given the absence of their military sponsor. For example, family members cannot travel to Arlington to visit their loved one on Space Available travel because it is impossible for their spouse to accompany them during travel (a requirement for traveling retirees). ID cards cannot be issued to non-US citizen holding dependents, prohibiting them from accessing military bases overseas. Gold Star families overseas are restricted to retiree status for all postal services, which currently allows no more than 16 oz. of mail at any given time; this prohibits these families from receiving packages that exceed this limit.	Create a separate service category for Gold Star/ Surviving Spouses and Family Members that allows adequate access to an appropriate level of support services and benefit coverage for those whose affected by the loss of their military sponsor.	ACS(SOS) Y. Leible	Selected by USAG Italy AFAP Steering Committee to be submitted to IMCOM-E. IMCOM-E stated that this issue was not chosen by HQ USAREUR because it is beyond the scope of the AFAP process in that it falls within the Status of Forces Agreement (SOFA). <b>UPDATE 7 MARCH 2016, from IMCOM-E:</b> Army in Europe Pamphlet 600-8-1: Widows, widowers, and other eligible Family members are issued an active duty/deceased ID card when their military sponsor dies. Widows, widowers, and other eligible Family members must apply for a new ID card to show their eligibility as a Family member of a deceased Service member, rather than of an active duty Service member. In Europe, a surviving spouse and qualified Family members are eligible for continued individual logistic support for up to 90 days. After 90 days, unmarried widows and widowers are eligible for commissary and exchange privileges (excluding rationed items) only if they have a host-nation customs certificate that was obtained through the customs office. Other Family members who remain in Europe after the death of their sponsor may not be authorized purchasing privileges unless approval is granted by the Customs Executive Agent, Office
FY16-013 (continued)					of the Provosts marshal, HQ USAREUR. In the United States, an unmarried surviving spouse and eligible Family members may shop at military commissaries and exchanges indefinitely.

FY16-018	Teen Driver's Education	Students under the age of 18 cannot drive in Italy due to the SOFA agreement. A driver's education program would prepare students to drive to college or work, find employment, and learn to manage personal responsibility once they return CONUS. Additionally, Vicenza has a driver's education simulator machine but no certified instructor to operate or oversee the machine.	Develop a drivers education program including a driving instructor to teach the youth OCONUS and include an online distance learning, driver's education program.	DTS, LRC- Alfonso Echevarria	Unattainable.
FY16-019	Hourly Compensation for Non-Spouse Dependents OCONUS	Due to the lack of OCONUS job opportunities on post, there are limited opportunities for students and/or non-spouse dependents to earn money. Many individuals work at the commissary bagging groceries; however, compensation is limited to tips only and do not include an hourly wage. Additionally, students who participate in the Summer Hire program are paid below the federal minimum wage but should be afforded the opportunity to earn an adequate wage no less than the federal minimum hourly wage.	Introduce fair minimum wage practices designed to mirror the federal minimum wage standard for all student employees (i.e. baggers at the commissary, Summer Hire employees etc.)	CPAC; Marzia Bazzon DECA; Anthony Piccolo	SME Response from Eric Weisel, CYSS, 17 FEB 2016: Unfortunately, local CYSS has no power in determining the availability of jobs, wages and regulations for youth employment. The Army was aware of the lack of paid job opportunities for youth and about four or five years ago established a CYSS/MWR Partnership Youth Apprenticeship Program call HIRED!, in which youth 16 to 18 years of age in most garrisons throughout the Army were able to enroll in youth apprenticeships in various MWR facilities for a period of 12 weeks (fifteen hours per week) and receive a stipend of approximately \$500 upon successful completion of the apprenticeship. Unfortunately the funds for that program are no longer available so youth no longer receive the stipend and have largely lost interest in this program. Youth may still volunteer their time and receive volunteer credit for the apprenticeship on their resumes.

FY16-020	Access to and Availability of Laptops for High School Students	In recent years, Vicenza High School was part of a DoDDS pilot program that provided a free laptop to every student to use throughout the academic year. This program was discontinued for the 2015-2016 year which has caused academic difficulties. Many teachers still offer classroom and homework assignments that require computer access even though not all students have a computer at home and/or the correct software on their home computer.	Re-offer the one-to-one program to Vicenza High School students so they can benefit from having a personal laptop for schoolwork or allow students to sign out/borrow last year's one-to-one computers on a nightly basis to complete homework/project assignments if needed.	DoDEA, Mr Rudy, SME- Christy Blevins	Unattainable.
FY16-021	Ineligibility for Spouses on Amended Orders to Utilize Military Spouse Preference (MSP)	Individuals who marry an Active Duty Sponsor after the date of the Sponsor's authorization for a Permanent Change of Station (PCS) are not eligible to utilize MSP per DoD 1400.25 Volume 315 Para 4.a(1). Due to this spouses attempting to gain employment OCONUS are being denied positions. Limited employment opportunities for spouses OCONUS is already a concern; thus, this additional ineligibility for MSP directly impacts a large number of spouses OCONUS.	Provide access to MSP OCONUS for Command Sponsored individuals regardless of date the dependent is acquired by the Active Duty Sponsor.	CPAC; Marzia Bazzon	Update 30 March 2016: I had a verbal conversation with the regional AFAP coordinator. She informed me that this issue had initially made it through the HQ USAREUR Conference, but when it went before the USAREUR Executive Committee, it was decided that this issue would not move forward to HQDA. Command sponsored spouses on amended orders are able to use Family Member Spouse Preference. I am currently awaiting a complete disposition from HQ USAREUR for justification of non-selection of this issue. 7 MARCH 2016: IMCOM-E stated that this issue will not be moving on to the next conference level. Currently awaiting complete disposition which will give comprehensive information on justification in issue non selection.

FY16-023	Civilian Retirees' Access to OCONUS Installations	Civilian retirees serve the military forces until retirement and are not eligible to access OCONUS installations without discretion of military commanders. DoD Civilians are credentialed members for Department of Defense and serve the military branches as their fellow military members and in some instances side-by-side but are not allowed installation access without the installation commander's approval. Many civilians work all their civilian career with the military and upon retirement, adjust to the non-military way of life gradually. The access to the installation to utilize MWR facilities allows a Civilian Retiree to gradually acclimate to the non-military life.	Allow access to military installations by Retired DoD Civilians without installation commander discretion.	DHR, Dave Ott	MAJ Mumphrey, 22 Feb. 2016, from Access Control Office in Germany: "DoD Civilian Retiree are not authorized physical access to the installations for the use of Financial Institutions. In Fact, DoD civilians who retire and live in the EU do not have individual logistical support (ILS) and cannot be issued an IACS Installation Pass to visit an on-base financial institution or for any other reasons. Since the individuals do not have ILS, the civilian retiree ID card or CAC will not be registered in the IACS system. On a case by case basis, a USAG commander may approve an installation pass for a retired DoD civilian based on their unique and extenuating circumstances." JAG statement requested 17 FEB 2016. Update from CPT McIntosh (JAG) on 3 MAR 2016: "Thanks for the follow-up and clarification. We are staffing these requests internally and will reach out again if we have additional questions. Our response may take awhile -- we want to be sure we engage the right people in formulating our response. Thanks in advance for your patience."
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FY16-024	OCONUS Civilians Access to Military Family Life Counselors	The Military Family Life Counselor contract limits availability to only military and their families. DA Civilians with OCONUS orders work side-by-side with military members and have short-term issues that a MFLC could assist with but are unable to use this service according to contract restrictions. Stresses generate not only with a Soldier but with those around and attending to the Soldier; the DoD Civilian will be better equipped to assist and respond to Soldiers needs during stressful times with further access to this service.	Provide an addendum to the contract in OCONUS areas to include DoD Civilians with permanent change of station orders authorization to utilize the MFLC services.	IMCOM, MFLC Supervisor	<p>Selected by USAG Italy AFAP Steering Committee to be submitted to IMCOM-E. IMCOM-E stated that this issue was not chosen by HQ USAREUR because it is beyond the scope of the AFAP process in that it falls outside of the Department of the Army purview as it is managed by the Department of Defense.</p> <p><b>UPDATE 7 MARCH 2016, from IMCOM-E:</b> The MFLCs work directly with Army Community Service (ACS), Child, Youth and School Services (CYSS), DoD Education Activities (DODEA), Local Education Agencies, Service Members and Families of the active duty, National Guard and Reserve regardless of activation status, Coast Guard and their Families when activated for the Navy, and members of the Civilian Expeditionary Workforce and their Families. Non- expeditionary Workforce civilians have similar options on and off base for similar care.</p> <p>a. DoDI 6490.06 (Counseling Services for DoD Military, Guard and Reserve, Certain Affiliated Personnel, and Their Family Members) specifies counseling services for DoD civilian personnel designated as Civilian Expeditionary Workforce members pursuant to DoDD</p>
FY16-024 (continued)					1401.10 (Reference (b)) and their family members.