



**CR 215
USFK HQ**

Briefer



United States Army

**Well-Being
Council of
Colonies Meeting**

October 2005

501st MI CSM 20	1st SIG CSM 18	8th MP CSM 16	2ID CSM 14	19th TSC CSM 13	KORO CSM 15	18th MED CSM 17	35th ADA CSM 19
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USATC-K CSM 34	Area I 32	Spouse 30	Spouse 28	Spouse 26	Spouse 24	Spouse 22
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G1 21	G1 Deputy 23	G1 25	G1 27	G1 29	J1 31	175th FIN CSM 33
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Area II 48	Area 46	Area 44	Chaplain 42	G5 40	G6 38	G7 36
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Dental 35	18th MED 37	18th MED 39	KORO 41	KORO 43	KORO 45	KORO 47
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Surgeon 62	DHRM 60	CA 58	CA 56	DoS 54	NGR 52	ENGR 50
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G8 49	G8 51	175th FINCOM 53	175th FINCOM 55	KORO 57	KORO 59	KORO 61
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BOSS 76	AA 74	DECA 72	CCK 70	PM 68	SGS 66	SGS 64
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USO 63	SOFA 65	TRANS COM 67	EEO 69	EO 71	G6 73	G6 75
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80	78
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PAO 77	IG 79	81	82	83	84	85
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Blue = CDRs
Green = CSMs



Agenda



1000	1005	Opening Remarks	8 th Army CofS
1005	1140	Eighth Army W-B Issue Updates	
		3.7.4.3 <u>Command Sponsorship</u>	ACofS G1
		3.7.3.2 <u>Sponsorship</u>	ACofS G1
		3.7.4.4 <u>Language Barriers in Customer Service Areas</u>	ACofS G1
		2.4.1.1 <u>Off-Post Housing - Build to Lease-Korea (BTL-K)</u>	KORO
		2.4.2.1 <u>Unaccompanied Personnel Housing</u>	KORO
		2.4.2.3 <u>Soldier Living Conditions/Kwang-Ju</u>	KORO
		2.5.2.1 <u>Graduation Credit Process</u>	KORO
1140	1150	AFWBAC Update	AFWBAC
1150	1200	Closing Remarks	8 th Army CofS



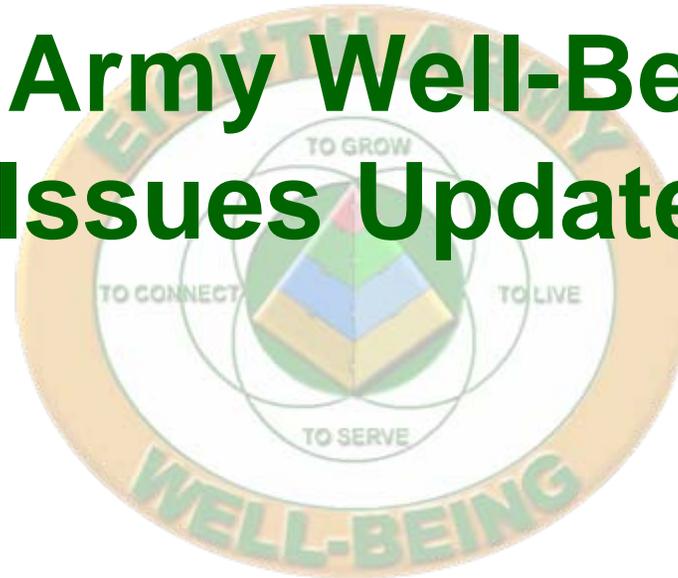
Opening Remarks

CofS
Eighth United States Army





8th Army Well-Being Issues Update





Command Sponsorship

Issue. Increase Korea CSP to 3000 Army positions.

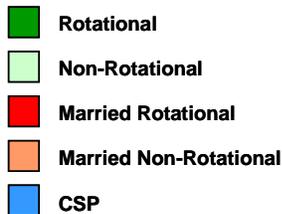
Origin. Eighth Army AFAP Conference – 13-14 MAY 02.

End State. 3000 total Army Command Sponsored Positions (CSP) in Korea.

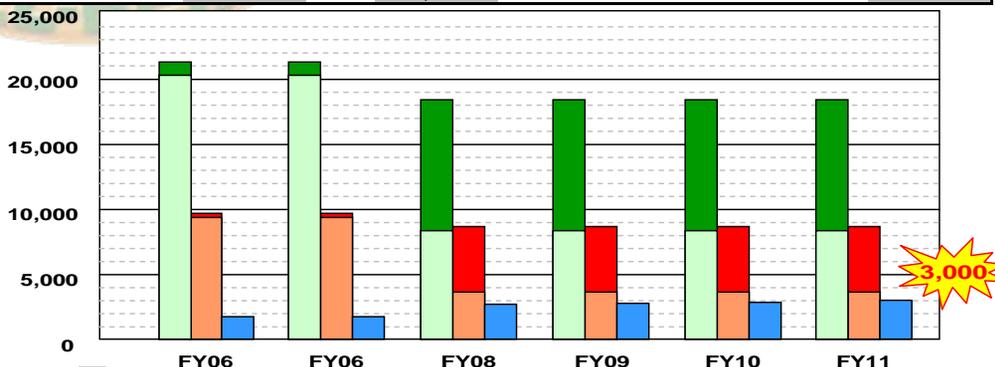
Status.

- A** ➤ Directly tied to 3000 family housing in Theater Army Family Housing Plan
- Re-validate current CSP usage ~ 59%
- Develop distribution plan for CSP increase across MSCs

Resource Impact. TBD.



8th Army Bottom Line:		As of 13 OCT 05	
FY06		ZERO GROWTH	
KB =	238		
KE =	23		
Permanent =	1,405	(Temp=19)	
AUTH CSP =	1,685	of 21,128	Total Strength or 8%
		of 9,719	Total Married Soldiers or 17%
		of 20,128	Non Rotational or 8%
		of 9,259	Non Rotational Married or 18%
FY08		MAX INCREASE - AFH	
KB =	199		
KE =	22		
Permanent =	2,349		
AUTH CSP =	2,570	of 18,209	Total Strength or 14%
		of 8,376	Total Married Soldiers or 31%
		of 8,226	Non Rotational or 31%
		of 3,784	Non Rotational Married or 68%
FY11		END STATE	
KB =	197		
KE =	22		
Permanent =	2,781		
AUTH CSP =	3,000	of 18,209	Total Strength or 16%
		of 8,376	Total Married Soldiers or 35%
		of 8,226	Non Rotational or 36%
		of 3,784	Non Rotational Married or 78%



Green – On track & achieves the intended purpose

Ambler – On track with some difficulties & marginally achieves the intended purpose

Red – Does not achieve the intended purpose

Black – Does not achieve the intended purpose, significant problems in most areas



Sponsorship 2 of 3

Issue. Implementation of Sponsorship Program at Command Level.

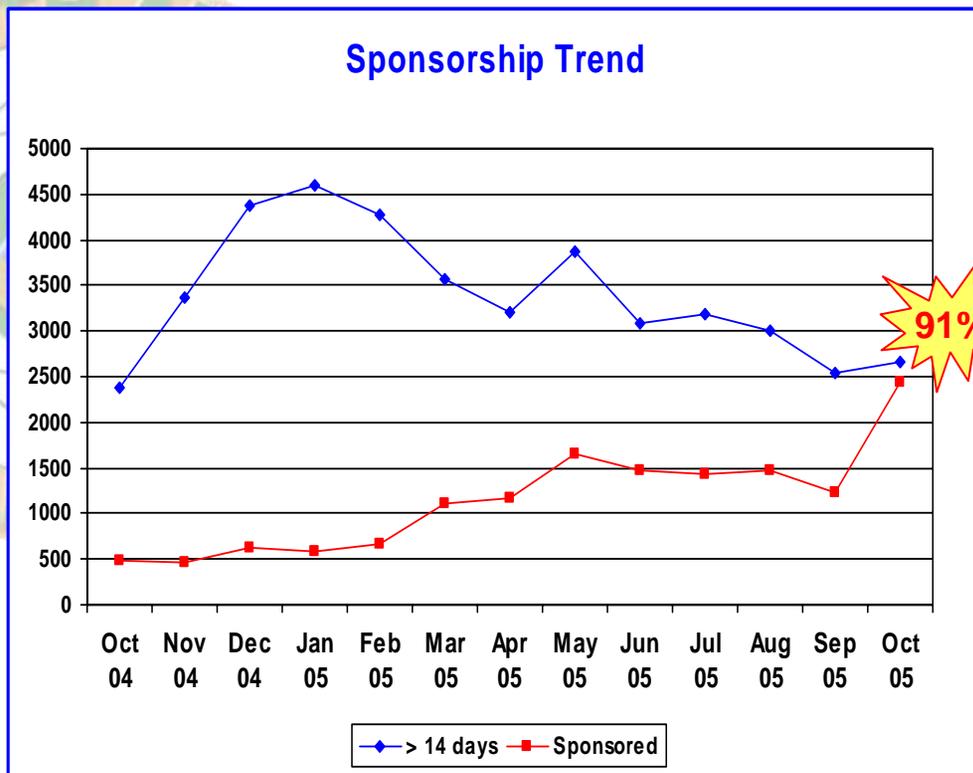
Origin. Eighth Army AFAP Conference - 13-14 MAY 02

End State. 100% of eligible Soldiers inbound to Korea are assigned a sponsor.

Status.

- Leaders must be involved
- SMS provides the metric
- SMS Sponsorship Training Online for sponsors
- Way ahead:
 - Number of personnel trained
 - In-Processing quality survey

Resource Impact. None.



<https://sms.korea.army.mil>



3.7.3.2

Sponsorship

SMS Sponsorship Report Extract - as of 142500Z OCT 05

Standard – All Soldiers on assignment to Korea will be appointed a sponsor within 14 days of assignment in SMS

MSC	ASSIGNED >14 DAYS	SOLDIERS SPONSORED	PCT
2ID	1422	1337	94%
19TSC	286	286	100%
35ADA	100	90	90%
18MED	207	207	100%
8MP	187	187	100%
USATC-K	41	27	66%
175FIN	33	29	88%
8th Army TOTAL	2276	2163	95%
1SIG	272	195	72%
501MI	111	51	46%
NON 8th Army TOTAL	383	246	64%
TOTAL	2659	2409	91%

Soldiers Sponsored = Soldiers with sponsors at Company level



Language Barriers in Customer Service Areas 1 of 2

Issue. Korean Nationals working in customer service areas do not communicate effectively in English. The lack of English sometimes complicates effective communication and results in the perception that the employee doesn't care.

Origin. Eighth Army AFAP Conference - 12-13 MAY 03

End State. Implement mandatory verbal English proficiency training for all LN employees in customer service support areas.

Status.

- A** ➤ Medical/Dental status on next slide.
- AAFES:
 - Hired a person to conduct "hands on" English training.
 - Two classes (90 days) ending in July, with two more classes planned.
 - Noticeable improvement in comprehension and customers interface.
 - Raised the minimum English test score to 45 and includes an oral English test. Improvements already seen.
 - % trained.

Resource Impact. None.



Language Barriers in Customer Service Areas 2 of 2

Medical/Dental Way ahead.

- Continue to use the Provider Level Satisfaction Survey (PLPSS) - DA/OTSG supported survey that addresses overall satisfaction with health care, telephone access, and if treated with courtesy and respect in the medical community (121 GH and clinics)
- A similar web based questionnaire is being stood up in the Dental arena regarding patient satisfaction in the near future
- Purchased some "opionmeters" that will be utilized in clinics that can be used to ask a specific question and impact on service vice simply track number of complaints of language problems contributing to dissatisfaction (a highly flexible system) - should be implemented before 1 JAN 06.
- Efforts directed at the sources of greatest dissatisfaction - whether phone access, language, etc.

Current Assessment using SEP PLPSS information.

- 121 has improved in the areas of overall satisfaction, staff courtesy and respect, and overall phone service. Similar improvement in most outlying clinics.
- Overall, 121 (239 responses) did better than the AMEDD average while the 18th MEDCOM (437 response-121 GH plus 168th ASMB) was slightly lower in aggregate.



Manager: KORO

2.4.1.1



Family Housing

Construction and Build-To-Lease – Korea (BTL-K).

Issue. BTL planned to support increase in Army accompanied tours in Korea

Origin. Eighth Army AFAP Conference – 26-28 APR 04

End State. A total of 3,000 AFH units (2,460 BTL) Korea-wide at re-stationing end-state.

Status. Require Camp Humphreys land acquisition; restoration of KORO AFHO funding FY08-11; and adjust high lease cap policy

A

Installation	Units	Occupancy
Walker	300	2008
Humphreys	1000	2008
Carroll	360	2009
Humphreys	500	2009
Humphreys	300	2010

Resource Impact. AFHO funding cuts will result in AFH reductions unless restored

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Manager: KORO

2.4.2.1



Unaccompanied Personnel Housing

1 of 3

Issue. Korea for barracks construction and renovation program.

Origin. Eighth Army AFAP Conference - 13-14 MAY 02

End State. Provide a quality place to live for eligible military personnel.

Status.

- G** ➤ Area I and Area III Facelifts all completed (22)
- Barracks Upgrade Program (BUP) – Barracks (1 In-progress at Carroll)
- BUP – SEQ/UOQ Renovations (3 In-progress at Humphreys)
 - Since 1994 225 BUPs completed; 8 remaining (1 Walker, 2 Carroll, 5 Suwon)
- Barracks Improvement Program (BIP) (2 Complete; 5 In-progress)
- Ongoing MCA Construction (3 In-progress at Humphreys)
- Ongoing ROCFC Construction (1 In-progress at Humphreys)
- Planned MCA Construction (7 Planned FY06-FY08 at Humphreys)
- Planned ROKFC Construction (3 Barracks and 1 UOQ FY06-FY07 and others TBD depending on final Humphreys/Kunsan Master Planning Actions)
- UPH Build-To- Lease (K-16 prototype and TBD at Humphreys)

Resource Impact. TBD.

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Manager: KORO

2.4.2.1

Unaccompanied Personnel Housing

2 of 3



Issue. Korea UPH Face Lift Program

Overall Status. Completed

G

Installation	# UPHs Units	Number of Spaces
Hovey	13	1512
Eagle	7	728
Long	2	288

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Manager: KORO

2.4.2.1

Unaccompanied Personnel Housing

3 of 3



Issue. Korea Barracks Improvement Program

Overall Status. Completed and In-work

G

Installation	# UPHs	Status
Henry	2	Completed
Humphreys	1	ECD Feb 06
Long	2	ECD Nov 05
Carroll	2	ECD Nov 05

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Soldier Living Conditions - Kwang-Ju

Issue. The size and living conditions at Kwang-Ju do not meet Army standards of 140 square feet per Soldier. Kwang-Ju condenses this space to 111 square feet shared by two Soldiers. It is difficult to contract for facility repairs due to complicated Inter-Service Support Agreement (ISSA) between the Air Force and Army. Soldiers do not have access to a self-help facility to perform routine maintenance. Due to the overcrowding and unsafe living conditions, Soldiers may have low morale which negatively impacts their job performance.

Origin. 8th Army/KORO AFAP Conference – 26-27 APR 05

End State. Secure more contingency barracks from Air Force. Create, fund and streamline the ISSA. Allow soldiers to use self-help center at nearest installation.

Status.

- R** ➤ Air Force has given out all available contingency barracks space. Awaiting decision on final stationing of ADA unit--potentially at Camp Carroll; if approved, situation depends on availability of MILCON or HNF for construction.
- ISSA Signed.
- Process in place to use the Camp Walker SH store.

Resource Impact. None.



2.5.2.1

Graduation Credit Process

Issue. Information required for the transfer of non-Department of Defense Dependent Schools (DoDDS) graduation credits is not being effectively distributed. Therefore, students are unaware of the process of transferring credits. This hinders students from receiving fair grade point averages, fulfilling graduation requirements and reaching personal class goals.

Origin. 8th Army/KORO AFAP Conference – 26-27 APR 05

End State. Child and Youth Services/School Liaison Officer (SLO) is included on the out-processing checklist for soldiers in Area Command II, III, and IV. The SLO explains available services to include transferring graduation credits and provides a fact sheet to Soldiers.

Status.

- G** ➤ In addition to MCEC information, SLOs publicized available services at National Kid's Day, DODDS Open House, faculty orientation, and student/parent orientation.
- **STAFF RECOMMENDATION:** Take off the 8th Army W-B scope.

Resource Impact. None.

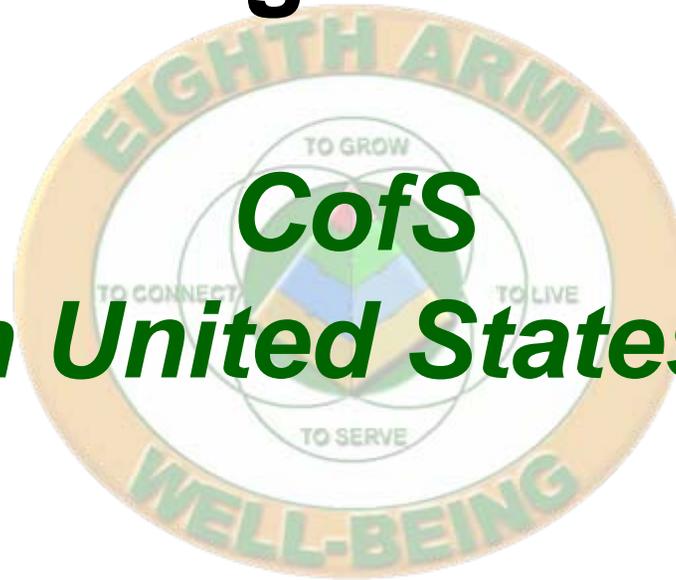


Army Family Well-Being Advisory Council (AFWBAC)



Closing Remarks

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Eighth United States Army





Eighth United States Army

Well-Being Council of Colonels Meeting

Next W-B COC : 1000 to 1200, 27 January 2006

Next W-B GOSC : 1000 to 1200, 10 March 2006



Visit the 8th Army Well-Being web Page located at

<http://8tharmy.korea.army.mil/G1/Well-Being/Start.htm>