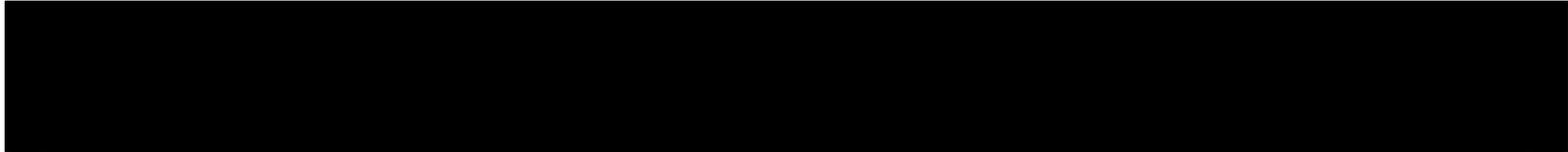


VAN FLEET ROOM

BRIEFER



501st MI CDR Rep
 1st SIG CDR Rep
 8th MP CDR Rep
 6th CAV CDR Rep
 2ID CDR Rep
 8th Army CSM
 8th Army CofS
 19th TSC CDR Rep
 KORO Director Rep
 17th AVN CDR Rep
 8th PERSCOM CDR Rep
 USATC-K CDR Rep

<u>Area I</u>	<u>Area II</u>	501st MI CSM Rep	1st SIG CSM Rep	8th MP CSM Rep	6th CAV CSM Rep	2ID CSM Rep	TO GRG1V	18th MED CDR Rep	18th MED CSM Rep	19th TSC CSM Rep	KORO CSM Rep	17th AV CSM Rep	8th PERSCOM CSM Rep	USATC-K CSM Rep
<u>Area III</u>	<u>Area IV</u>	<u>Spouse</u>	<u>Spouse</u>	<u>Spouse</u>	<u>Spouse</u>	<u>Spouse</u>	G1 Deputy	G1	G1	18th MED	18th MED	18th MED	Dental	Dental
<u>Surgeon</u>	<u>Surgeon</u>	<u>Chaplain</u>	G5	G4	G3	G3	KORO	KORO	KORO	KORO	KORO	KORO	G1	J1
_____	_____	_____	ENGR	ENGR	PAO	PAO	RM	RM	175th FINCOM	175th FINCOM	EO	KORO	KORO	KORO
_____	_____	_____	CCK	PM	EEO	SGS	DoDDS	AAFES	SOFA	TRANSCOM	G1 CPD	G1 CPD	8th PERSCOM	DoDDS



Eighth United States Army



Well-Being Council of Colonels Meeting

Red = OPR
Blue = CDRs
Green = CSMs

31 October 2003



Agenda



- 0900-0905 Opening Remarks – CofS Eighth Army
- 0905-1135 8th Army W-B Issues Update
- 2.3.2.6 **Civilian Medical Care** – 18th MEDCOM
 - 2.3.3 **Dental Services** – 18th MEDCOM
 - 2.4.1.1 **Off-Post Housing** – KORO
 - 2.4.2.1 **Barracks Modernization Program** – KORO
 - 3.7.3.2 **Sponsorship** – 8th PERSCOM
 - 3.7.3.3 **SITES Improvement** – KORO
 - 3.7.4.3 **Command Sponsorship** – USFK J1
 - 3.7.4.4 **Language Barriers in Customer Service Areas** – ACofS G1
 - 3.7.4.5 **ID Cards Issuance and BIDS Registration** – CPOC
- 1135-1150 Korea Army Family W-B Advisory Council Brief – MAJ Spann
- 1150-1200 Closing Remarks – CofS Eighth Army



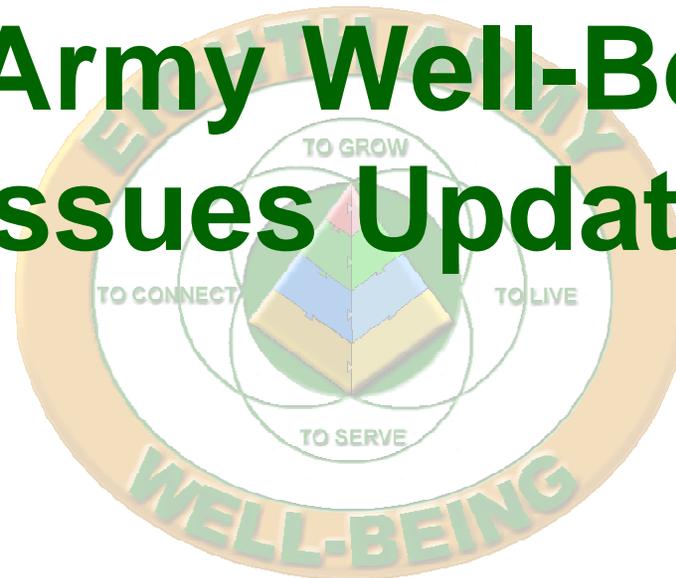
Opening Remarks

CofS
Eighth United States Army





8th Army Well-Being Issues Update





Manager: 18th MEDCOM

2.3.2.6



Civilian Medical Care

Issue. Improve civilian access to primary care in 18th MEDCOM facilities throughout the peninsula.

Origin. Break out from 8th Army W-B Issue 2.3.2.5 – 27 June 2003

End State. Provide eligible civilian personnel with easily accessible medical treatment equaling or exceeding professional benchmarks.

Status. **AMBER**

- U.S civilian employees have equal access to primary care appointments throughout the peninsula.
- All beneficiaries may experience a delay in appointments due to civilians having equal access.
- To improve access, recommend we explore options to fund UFR to hire providers/staff (and provide space) to treat non AD/ADFM beneficiaries.
- Standard – 1 Primary Care Manager (PCM) to 1,178 patients.
- Non AD/ADFM civilian population in USFK – 12,000 – UFR would be for 10 PCMs.

Resource Impact. Provider UFR = Approximately \$2M for the first year.

Green – On track & achieves the intended purpose

Amber – 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



Manager: 18th MEDCOM / 618th Dental Command



2.3.3

Dental Services

Issue. There is insufficient dental care for non active-duty beneficiaries. The staffing of personnel is based on the active-duty population rather than the USFK population.

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

End State. Provide eligible personnel with required dental treatment equaling or exceeding professional benchmarks.

Status. **GREEN**

- ✓ TDP Awareness program implemented
- ✓ TDP briefed at ACS Newcomers Briefing and Cdr/1SG Course
- ✓ 12 off-post dentists will participate in TDP
- ✓ Marketing TDP improved
- ✓ TDP and dental health articles published
- ✓ List of conveniently located, English –speaking qualified host nation dentists exists in Area II
- ✓ New TDP liaison trained and starting to work in Area II at Dental Clinic #2
- Identifying host nation dentists in Area III and IV who will agree to accept TDP patients
- Continue to market the TDP and assist ADFMs in using it
- TRICARE Retiree Dental Plan has no overseas extension - No local authority to change

Resource Impact. None.

Green – On track & achieves the intended purpose

Red – Does not achieve the intended purpose

Ambler – On track with some difficulties & marginally achieves the intended purpose **B**lack – Does not achieve the intended purpose, significant problems in most areas



Manager: KORO

2.4.1.1

Off-Post Housing



Issue. Landlords off post are setting rent based on maximum BAH/OHA limits. Soldiers are not receiving quality housing for the amount of their housing allowance.

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

End State. Provide adequate “pre-arranged” off post family housing for eligible personnel which is commensurate with that of civilian society.

Status. **GREEN**

- ✓ Published off-post housing standards – KORO Housing Supplement
- ✓ Provided Fair Market Value training 23-25 OCT 02
- ✓ Three Methods to improve off-post housing rental acquisition:
 - Automatic Rental Collection (ARC) (Slide 8)
 - Build To Lease – Korea (Slide 9)
 - Government lease of individual AFH and UPH units (Slide 10)

Resource Impact. None.

Green – On track & achieves the intended purpose

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Manager: KORO

2.4.1.1 (cont.)

Off-Post Housing



Automatic Rental Collection (ARC): **GREEN**

- **Phase I: Area II implementation**
 - ✓ As of 1 Oct 03, 366 enrollees
 - ✓ AFKN, Morning Calm, and Stars and Stripes publicity
 - ✓ Ongoing advertisement during incoming housing brief
- **Phase II: Area IV implementation**
 - ✓ Over 125 enrollees
 - ✓ All installations have enrollees
 - ✓ Limited pool of off-post personnel at Camp Hialeah
- **Phase III: Area III implementation**
 - ✓ 5 enrollees
 - Landlords like the cash

Resource Impact. None.

Green – On track & achieves the intended purpose

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

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Manager: KORO

2.4.1.1 (cont.)



Off-Post Housing

Build To Lease – Korea (BTL-K): **GREEN**

- **Phase I:** Identify requirement and program funds
 - ✓ BTL requirements identified in FY 04-09 POM and updated for FY 05-09 POM
 - ✓ Army Family Housing Master Plan (August 2002) identifies funding for 2,500 BTL units
- **Phase II:** Advertise for Developer to provide Area IV implementation
 - ✓ Camp Humphreys (1,746 units) is the key and initial site for BTL-K
 - ✓ Initial Request for Proposal (RFP) meeting held - 14-15 May 03
 - ✓ KORO Director briefed BTL-K to USFK Combatant Commander and Eighth Army Commander on 21 May 03
 - ✓ Lease extension periods are in FY 04 Defense Authorization Bill (DAB) and Investment authority is to be in the FY 05 DAB (allows for a more appealing economic package to developers and KORO)
 - Specifics are source-selection sensitive and cannot be released
 - RFP to be advertised in Jan 04, Taegu RPF to soon follow
 - Combatant Commander to brief SECDEF in October
- **Phase III:** Select Developer, Award, and Construction
 - Select developer – Aug 04
 - Lease signing - Jan 05
 - First AFH units occupied in July 06

Resource Impact. Major OMA bill for BTL support facilities is not yet funded, but is decreasing due to BTL sites being adjacent to existing installations.

Green – On track & achieves the intended purpose

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Manager: KORO

2.4.1.1 (cont.)

Off-Post Housing



KORO Rental Housing Program (KRHP) – AFH and UPH: **AMBER**

- **Phase I:** Identify and program requirements
 - ✓ Requirements identified and submitted in FY 05-09 POM submittal
 - ✓ AFH funds identified in FY 03 for possible use
- **Phase II:** Finalize procedures and prioritize locations
 - ✓ Germany GRHP products translated/applied to Korea needs
 - ✓ Camp Humphreys deemed top contender for AFH leasing - 7 April 03
- **Phase III:** Selection and Award
 - ✓ Fair Market Value determination – Completed 17 April 03
 - ✓ Lease package forwarded to FKEN-RE/SOFA – 27 May 03
 - ✓ Seven AFH leases awarded at Camp Humphreys, one at Camp Walker, and three at Camp Carroll
- **Phase IV:** Award further leases upon fund arrival
 - POM request OMA funds not expected until FY 05
 - Request for transfer of MPA to OMA for UPH leases is at IMA

Resource Impact. None.

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Manager: KORO

2.4.2.1

Barracks Modernization Program



Issue. The 2+2 modified standard concerning the amount of acceptable living space is unfair to soldiers in Korea. The 1+1 standard set by DoD is not implemented in Korea for barracks construction.

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

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

Status. **GREEN**

- ✓ LPP and HN funds programmed for barracks 2+2 construction
- ✓ SRM barracks renovations funds are considered in total number of BUP projects
- ✓ KORO developed a COA Brief as directed at the last WB Meeting.

Phase I: Determine requirements

- ✓ Using LPP/TMP-A data determine the cost of 1+1 implementation
- ✓ Develop a decision briefing (~\$711M)

Phase II: Adjust requirements for realignment/FOTA/SCM

- ✓ Determine future installation populations - 15 July 03 (this is delayed due to SCM)
 - Relocate AFH and UPH projects – 21 July 03 (Using FOTA and best known numbers) Starting 1+1 in FY 05 and renovating all 2+2 (LPP - \$576M; FOTA-P \$222M if MCA \$ remain)

Phase III: Determine costs, brief commanders, program funds

- Determine costs and prepare brief – 10 November 03
- Brief Eighth Army Commander – 20 November 03
- Program required funds - January 2004

- Receive and evaluate new realignment plans to determine 1+1 cost
- Request IMA funding and not cancel or down-scope projects

Resource Impact. Not yet determined.

Green – On track & achieves the intended purpose

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Manager: 8th PERSCOM

Support: ACofS G1



3.7.3.2

Sponsorship

Issue. Implementation of Sponsorship Program at Command Level. There is a lack of command emphasis on sponsorship. Sponsors are not being consistently and appropriately assigned to incoming personnel and to personnel departing Korea.

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

End State. Every soldier and civilian coming to Korea is sponsored and minimizes stress and uncertainty associated with relocation.

Status. **AMBER**

- ✓ SMS live on 25 MAR 03 – Training conducted 8 OCT 03
- ✓ Continuous G1 – 8th PERSCOM Coordination
- ✓ Continually evaluating SMS effectiveness
- Knowledge gained will continue to increase sponsorship rate
- Sponsorship Metrics show increase in usage
- Need Command Emphasis
- Reviewing possible addition to monthly PRBD

Sponsorship Metric
Sponsored =31%
MSC Trained Sponsors = 18%

8 Week AVG as of 29 SEP 03

Resource Impact. None.

Green – On track & achieves the intended purpose

Red – Does not achieve the intended purpose

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Manager: KORO

3.7.3.3

Support: ACofS G1



SITES Improvement

Issue. Originally identified as a 2003 AFAP Issue - Non-Command Sponsored Children Limited Access to DoDDS. The focus of the issue is increasing information dissemination using Standard Installation Topic Exchange Service (SITES) and CONUS levy briefs to emphasize the disadvantages of bringing family members to Korea in a non-command sponsored status.

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

Endstate. Individuals have accurate and sufficient facilities support information readily available to make informed decisions concerning bringing families to Korea.

Status. **AMBER**

- AR 608-1, ACS Center requires a Relocation Assistance Coordinating Committee (RACC) meet quarterly (at a minimum, members from ACS, housing, transportation, finance, military personnel, civilian personnel and medical treatment facility). DoDDs and other appropriate agencies will be invited to attend the quarterly meetings.
- Developing a memorandum from Director, KORO to Area Commanders (Complete 20 Oct 03) directing installations to review and update SITES information and ensure assistance is effective and responsive to the needs of the Army Family. (Complete 30 Jan 04)
- KORO ACS will review the SITES information to ensure standardization and DoDDs information is provided. (Complete Feb 04)
- Developing a memorandum from Director, KORO to Director, IMA for coordination between OCONUS and CONUS ACS Centers to include Korea information in pre-departure briefs and SITES at the CONUS installations. Projected implementation (Complete Jun 04)

Resource Impact. None.

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Manager: USFK J1

Support: ACofS G1

3.7.4.3

Command Sponsorship



Issue. Plan to increase Korea CSP to 25% of married population

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

End State. CSP levels commensurate with other OCONUS locations.

Status. **AMBER**

- ✓ USFK J1 briefed the Eighth Army CofS, the Director KORO and USFK Deputy CofS
- USFK 614-1 coordination complete
- Delegates service components authority to approve/disapprove re-designation of permanent CSP requests
- Temporary, Key Billet and Key and Essential positions are still approved by USFK J1
- CSP limited to SSG and higher
- Positions banded by Areas and grades

Resource Impact. Infrastructure must support increase.

Green – On track & achieves the intended purpose

Red – Does not achieve the intended purpose

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

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



Manager: ACofS G1, CPD

3.7.4.4

Support: AAFES



Language Barriers in Customer Service Areas

Issue. Korean Nationals working in customer service areas, (i.e. Post Exchange, DPW, Housing, DECA, Transportation, MWR activities) do not communicate effectively in English. No standard testing for verbal proficiency exists. The lack of oral communication skills, results in poor service.

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

Endstate. Implement mandatory verbal English proficiency training on an ongoing basis.

Status. **GREEN**

- English language testing policy for Korean national applicants is being updated – New policy has been coordinated and is being finalized now
- New policy combines four older policies
- Establishes language standards
- Provides Activity Commander/Staff Principle the ability to waive requirements to meet their needs
- Ultimately, customer service is a management responsibility vs. a MACOM responsibility
- Recommend this issue be taken off the W-B scope

Resource Impact. None.

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Manager: CPOC

3.7.4.5

Support: ACofS PM



ID Cards Issuance & BIDS Registration

Issue. Identification of USFK personnel (Soldier and Civilian) which have extended or changed DEROS have to travel between camps for BIDS registration.

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

Endstate. An interface link and/or institutionalized data sharing developed between 8th PERSCOM/CPOC records regarding DEROS data and BIDS.

Status. **GREEN**

- 8th PERSCOM coordinated eMILPO reports providing DEROS updates for active Army effective 26 SEP 03. No DEROS changes visibility prior to 26 SEP 03.
- CPOC provided DEROS update for civilian employees on 26 AUG 03, which was used to update BIDS database.
 - Civilian DEROS change information reported monthly.
 - Coordination continues to improve the completeness of the report – include PPP and other extensions.
- It is recommended that all personnel visit a BIDS registration site whenever they receive a new ID Card to ensure the bar codes printed properly, and whenever they extend, to ensure the DEROS change is reflected for them and their associated family members.

Resource Impact. None.

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Army Family Well-Being Advisory Council (AFWBAC)



Agenda



- **Roles**
- **Members**
- **Procedures**
- **Process**
- **Organization**
- **Tasks**
- **Duties & Responsibilities**



Roles



- Advise 8th Army W-B CoC On Direction Of Army Family Programs
- Assess & Recommend Solutions For Evolving Family Issues
- Establish Short & Long Range Goals & Objectives
- Serve As An Advocate For Family Program Services, Initiatives & Volunteers
- Make Recommendations To The DA AFWBAC & The 8th Army W-B CoC
- Serve To Positively Enhance Readiness, Retention & Mission Efficiency, Increase Program Effectiveness, & Connect Families



Members



- **Executive Board**
- **Senior Area Representatives**
- **Regional/Area Support**
- **Volunteers**
- **Subject Matter Experts**
- **Invited Members**

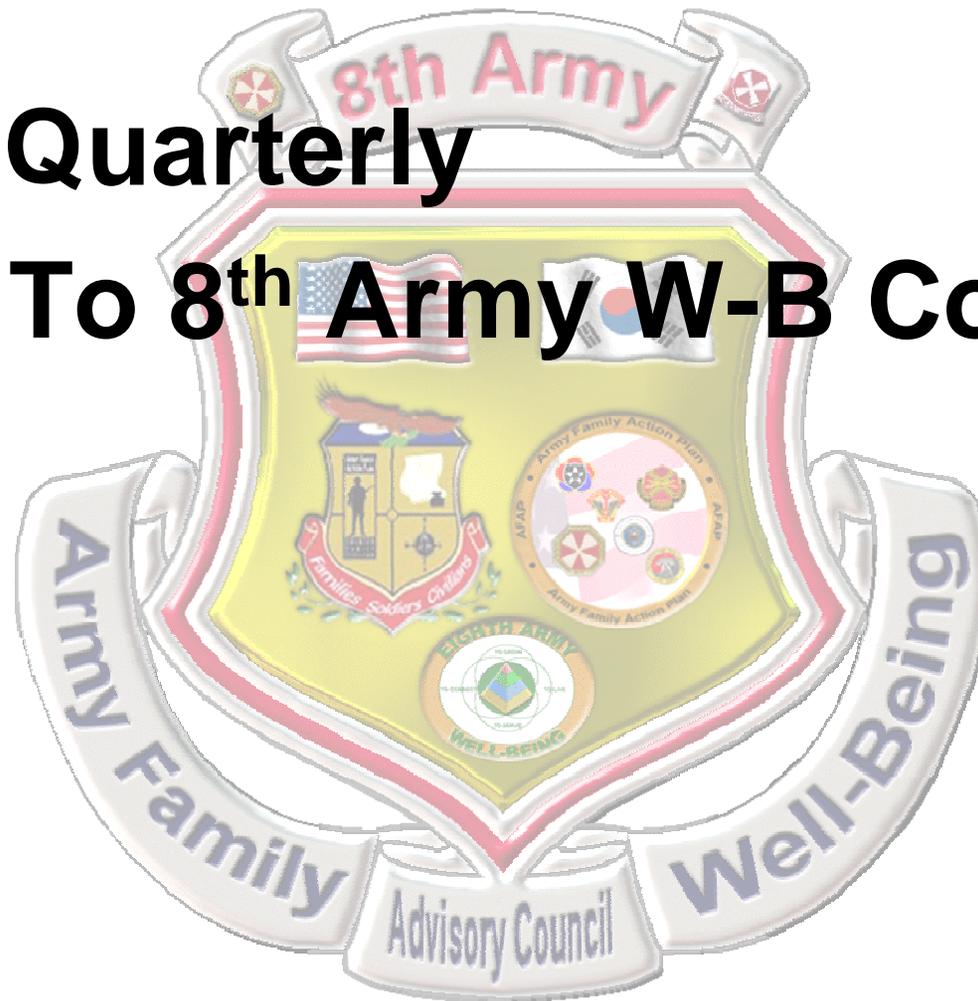




Procedures



- Meet Quarterly
- Prior To 8th Army W-B CoC





Process



Area I
AFWBAC

Area II
AFWBAC

Area III
AFWBAC

Area IV
AFWBAC

- Area Advisory Council**
- Senior Area Representative (CDR & CSM Spouse) Advisors
 - Area Volunteer Representatives

..... = Coordination

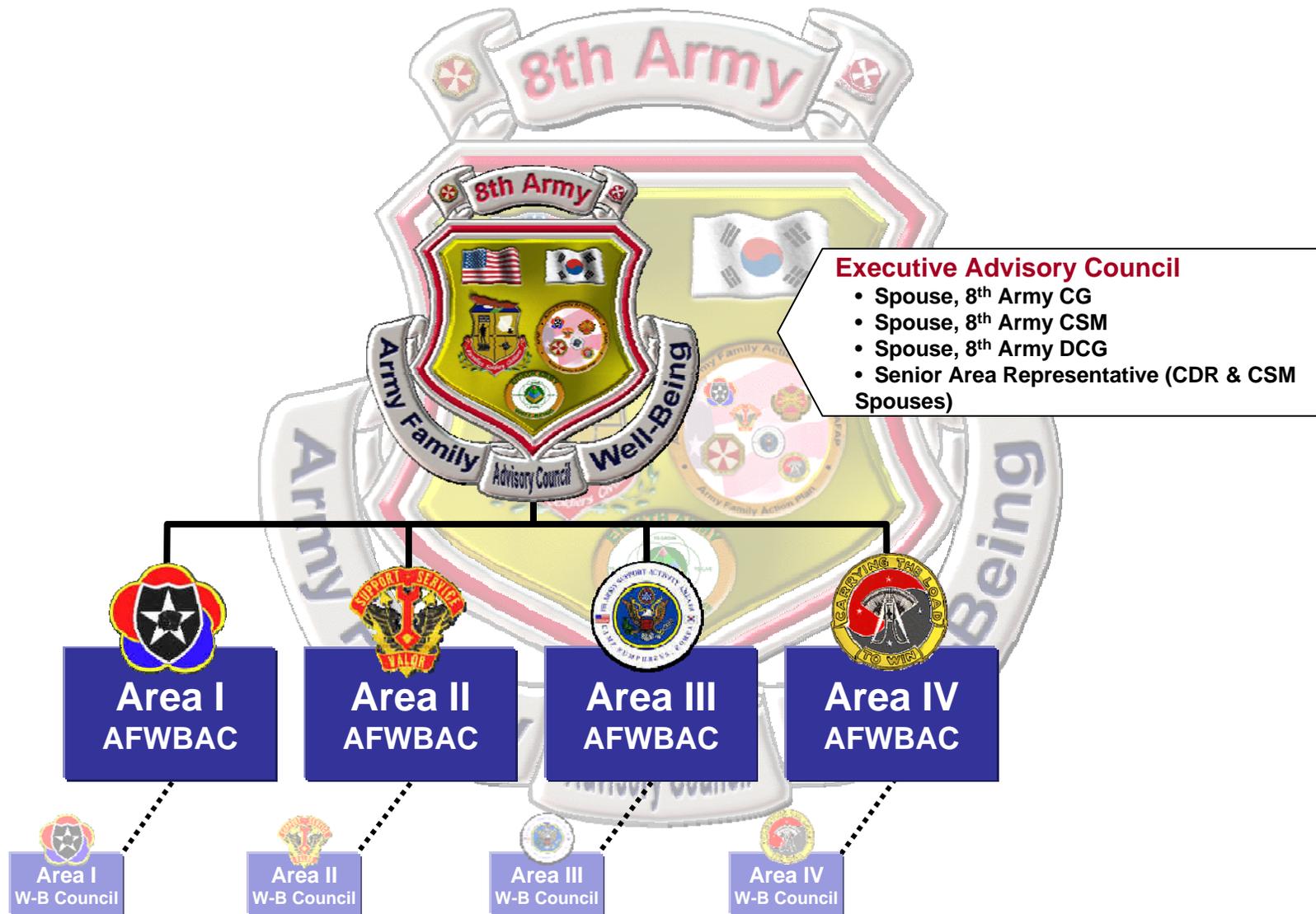


Process





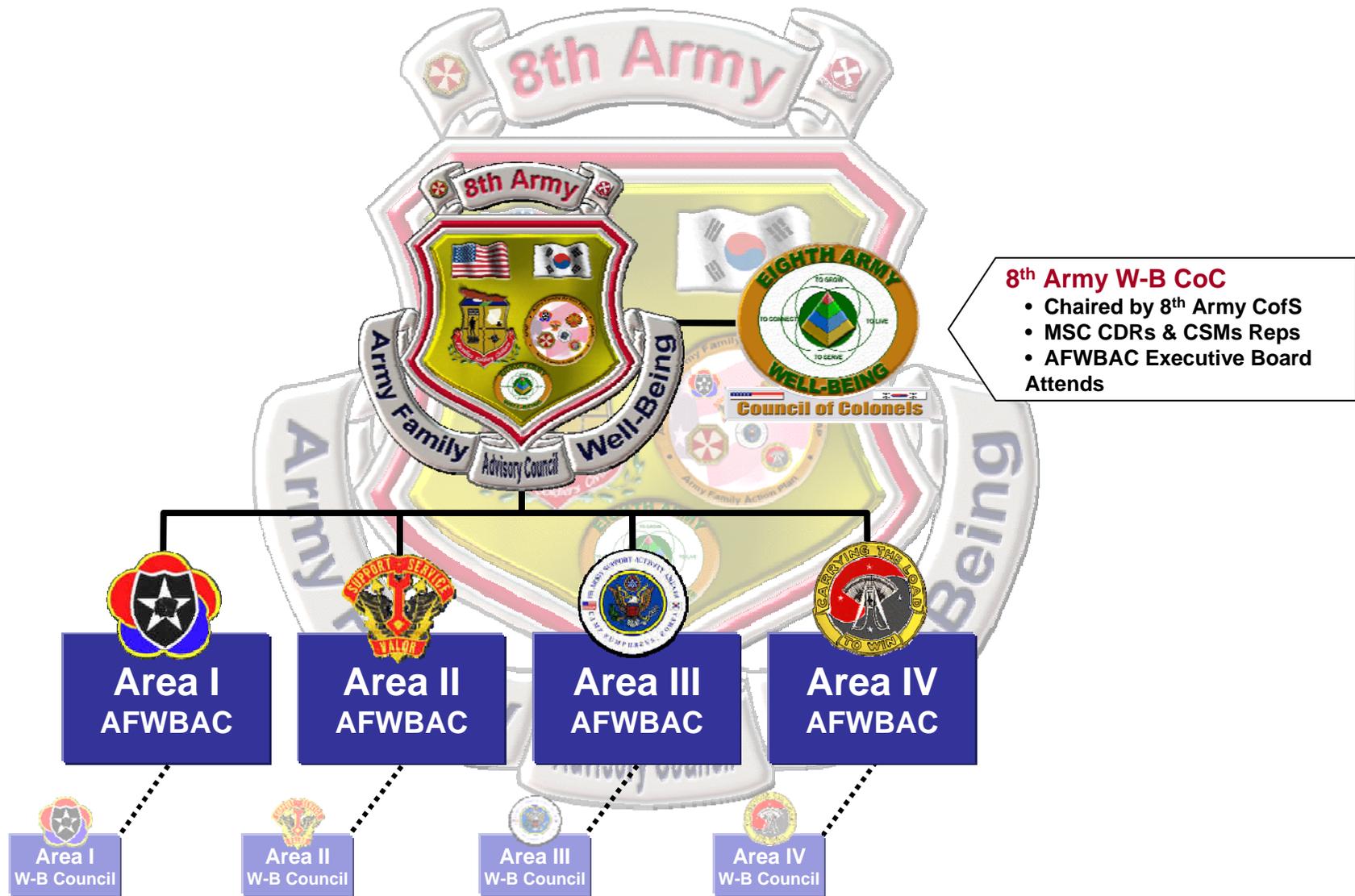
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..... = Coordination



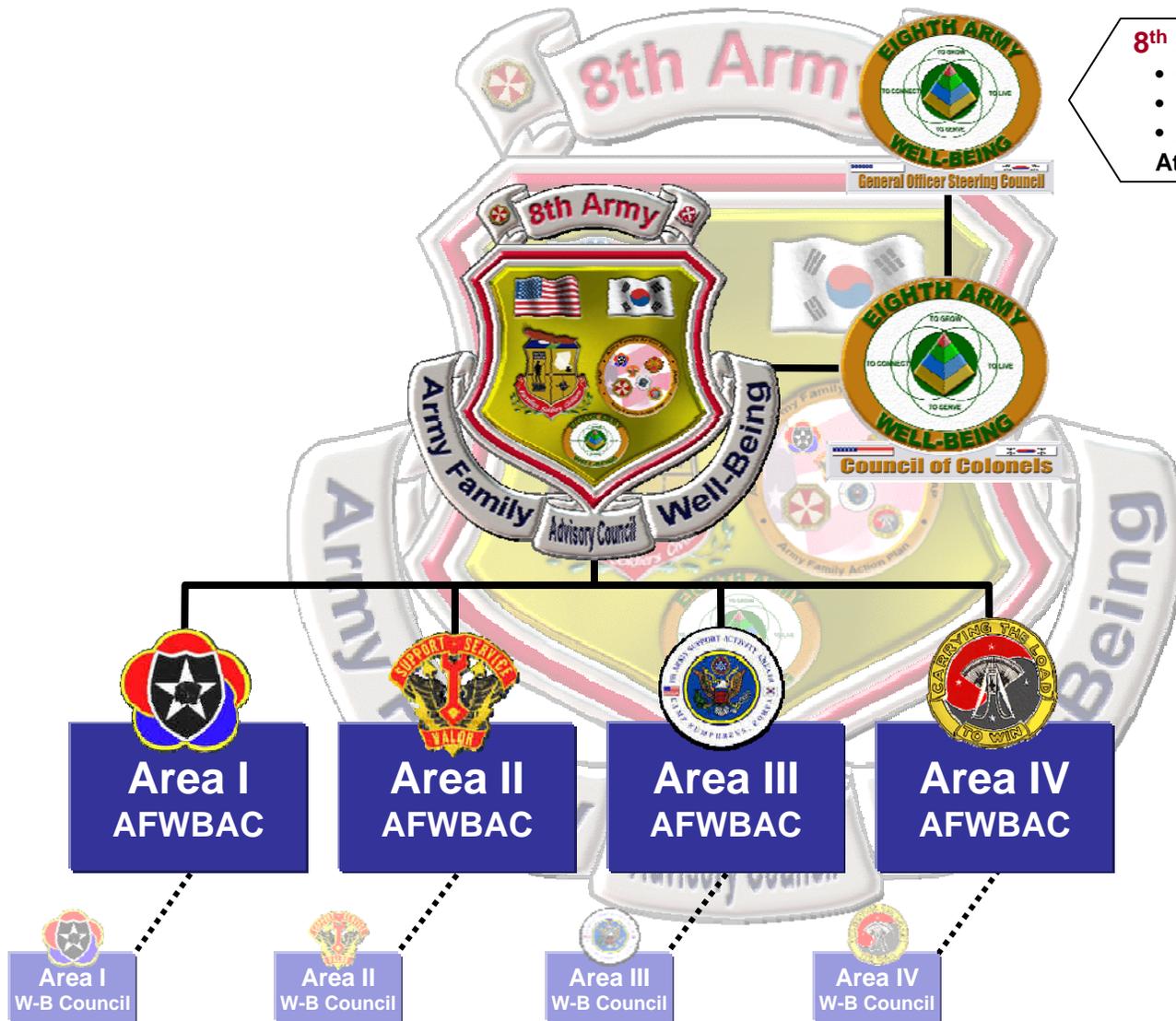
Process



..... = Coordination



Process



8th Army W-B GOSC

- Chaired by 8th Army CG
- MSC CDRs & CSMs
- AFWBAC Executive Board Attends

..... = Coordination

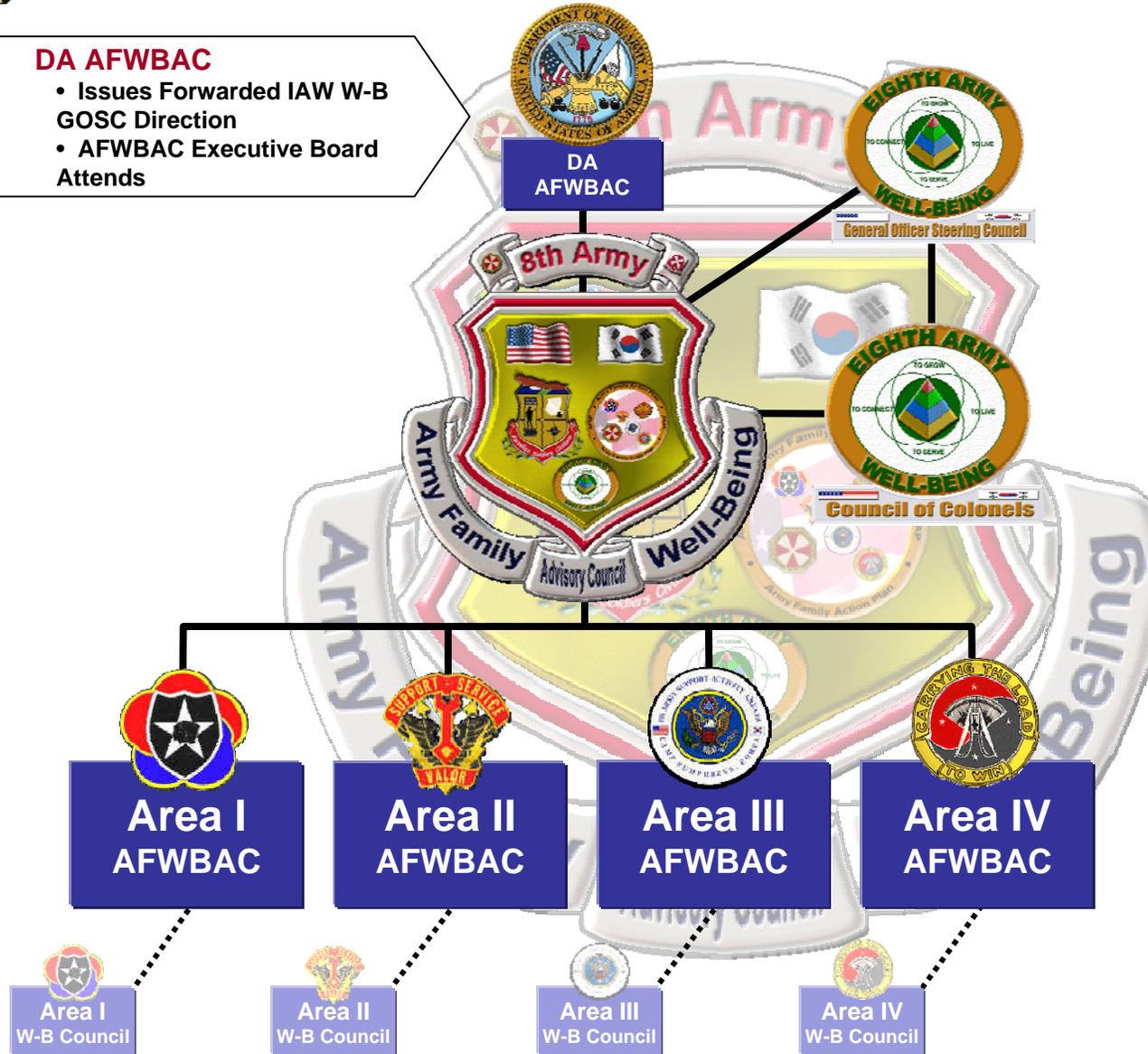


Process



DA AFWBAC

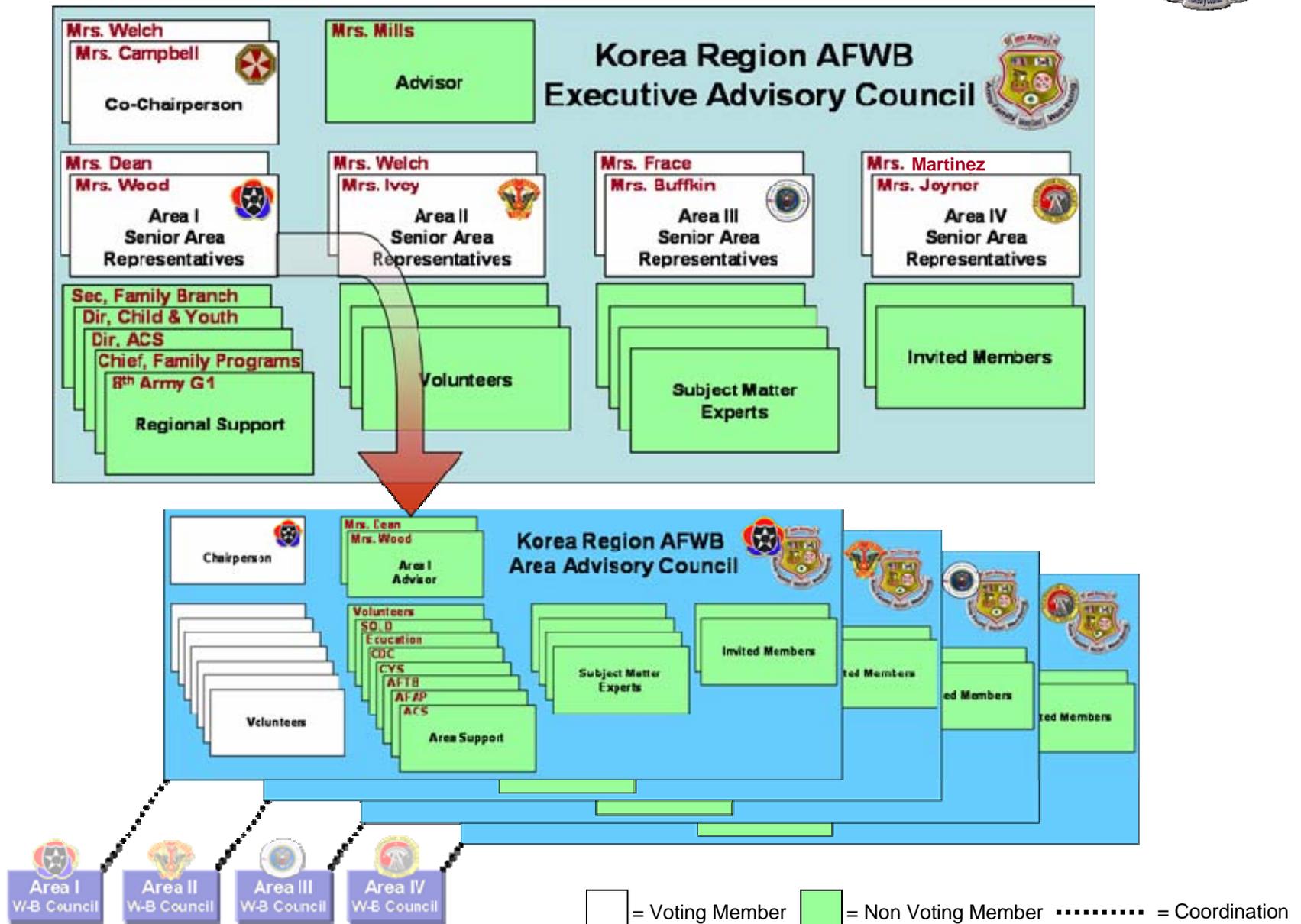
- Issues Forwarded IAW W-B GOSC Direction
- AFWBAC Executive Board Attends



..... = Coordination

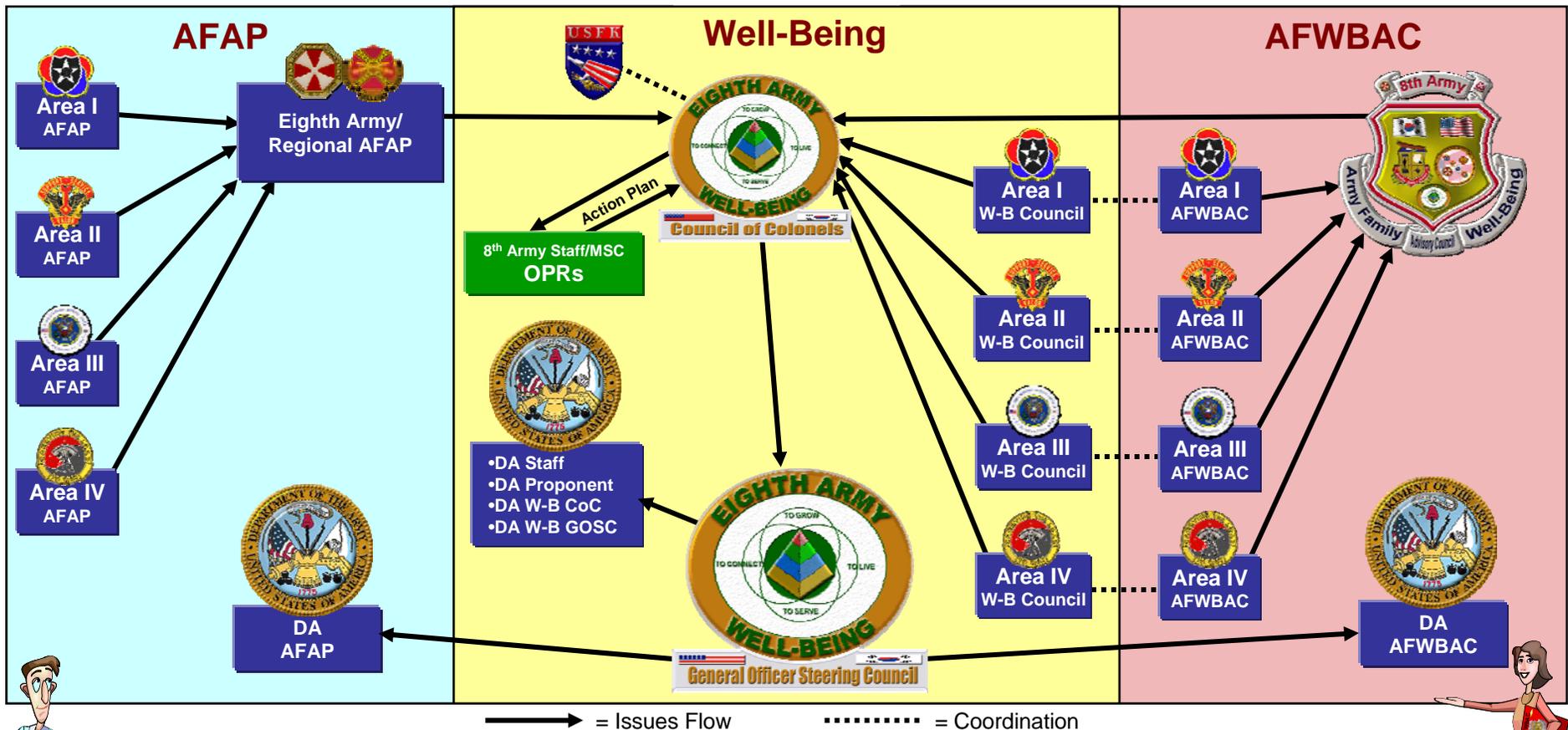


Organization





The Big Picture

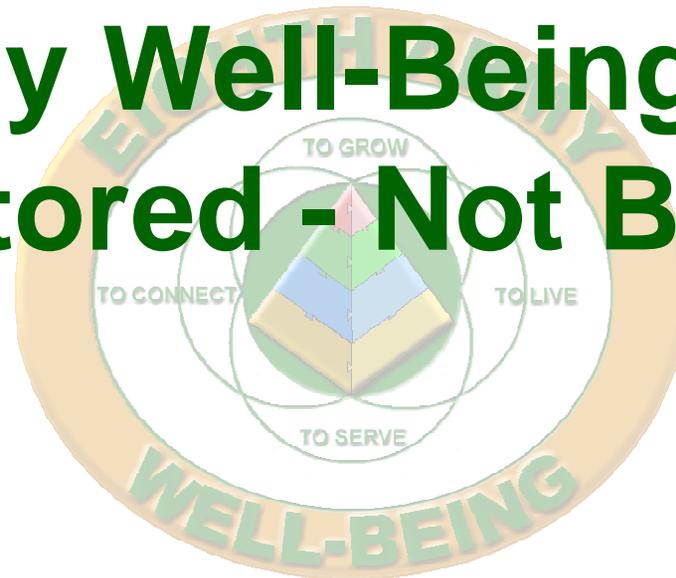


<http://8tharmy.korea.army.mil/G1/Well-Being/Start.htm>





8th Army Well-Being Issues Monitored - Not Briefed



-Handouts-



Manager: ACofS G1

4.6

Support: SOFA



Employment Opportunities for Family Members in Korea

Issue. Family members have a limited number of jobs available to them.

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

End State. Provide more off-post employment opportunities through the SOFA Joint Committee.

Status. **AMBER**

- The Joint SOFA Entry/Exit Subcommittee met on 2 OCT 03
- The agreement memorandum was not approved and is still pending
- W-B will continue to monitor

Resource Impact. None.

Green – On track & achieves the intended purpose

Amber – 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



Manager: KORO

2.5.1



Limited On-Site Upper-Level Educational Opportunities

Issue. Junior/senior level courses are limited. Smaller student population reduces the availability of on-site courses.

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

End State. Establish available video teleconferencing throughout Korea for upper level courses.

Status. **GREEN**

- Finalize MOA between IMA KORO and Distributive Learning System (DLS) Asia Director and TRADOC for routine use of Digital Training Facilities (DTF)
- Upon completion of final MOA, provide Point Paper from KORO informing Area Commanders of the AFAP recommendation and execution of providing access to upper level and graduate college courses through VTC
- Timeline to initiate courses is TBD pending final MOA

Resource Impact. Increased funding and VTC facility utilization

Green – On track & achieves the intended purpose

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

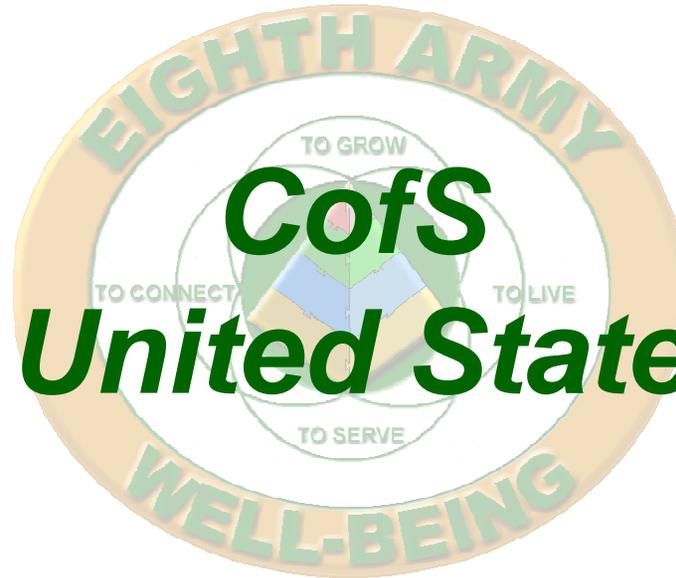
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Black – Does not achieve the intended purpose, significant problems in most areas



Closing Remarks

CofS
Eighth United States Army





Eighth United States Army

Well-Being Council of Colonels Meeting

Next CoC 23 January 2004 (T)



Visit the 8th Army Well-Being web Page located at
<http://8tharmy.korea.army.mil/G1/Well-Being/Start.htm>