

# VAN FLEET ROOM

BRIEFER

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

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



**Eighth United States Army**



# Well-Being Council of Colonels Meeting

Red = OPR  
Blue = CDRs  
Green = CSMs

23 January 2004



# Agenda

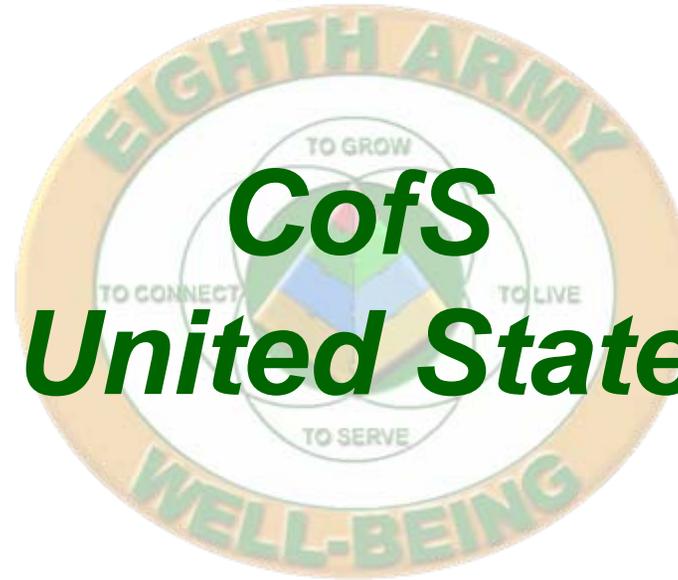


- 0900-0905      Opening Remarks – CofS Eighth Army
- 0905-1135      8<sup>th</sup> Army W-B Issues Update
- 2.3.2.6      **Civilian Medical Care** – 18<sup>th</sup> MEDCOM
  - 2.3.3        **Dental Services** – 18<sup>th</sup> MEDCOM
  - 2.4.1.1      **Off-Post Housing** – KORO
  - 2.4.2.1      **Barracks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



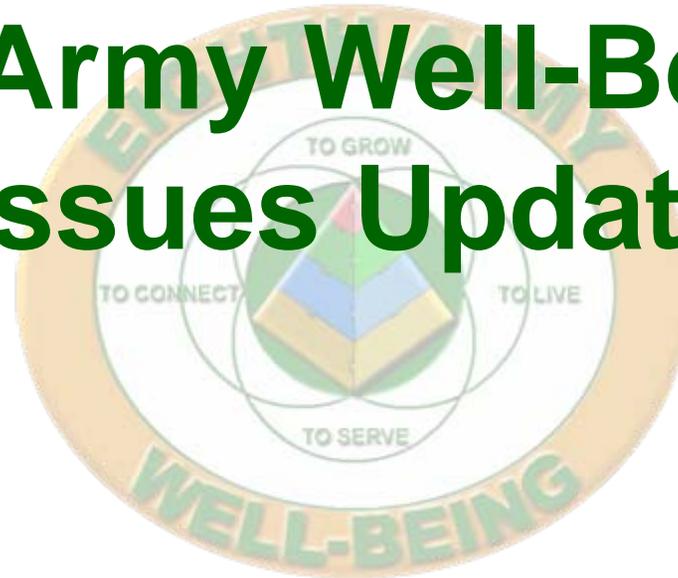
# Opening Remarks

**CofS**  
***Eighth United States Army***





# 8<sup>th</sup> Army Well-Being Issues Update





2.3.2.6

# Civilian Medical Care 1 of 2

**Issue.** Improve civilian access to primary care in 18<sup>th</sup> MEDCOM facilities throughout the peninsula.

**Origin.** Break out from 8<sup>th</sup> 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 access to primary care on the peninsula and require about 5% of total visits per quarter.
- To improve access, recommend 1) fund UFR to hire providers/staff (and provide space) 2) increase use of MOU hospitals 3) include SITES update 4) increase education of civilians through personnel agencies.
- Each Area can accommodate space for one physician and 3 support staff.
- Non AD/ADFM civilian USFK population = 12,000. UFR for 10 Providers submitted for FY 2004.

**Resource Impact.** 10 Provider UFR = \$2M, or (adjusted) 4 provider + 12 staff = \$892K (1 provider and 3 support staff per Area = \$223K.

**G**reen – On track & achieves the intended purpose

**R**ed – Does not achieve the intended purpose

**A**mber – On track with some difficulties & marginally achieves the intended purpose

**B**lack – Does not achieve the intended purpose, significant problems in most areas



### 2.3.2.6

# Civilian Medical Care 2 of 2

## Affiliated (MOU) Hospitals

**ILSAN PAEK**  
KOYANG

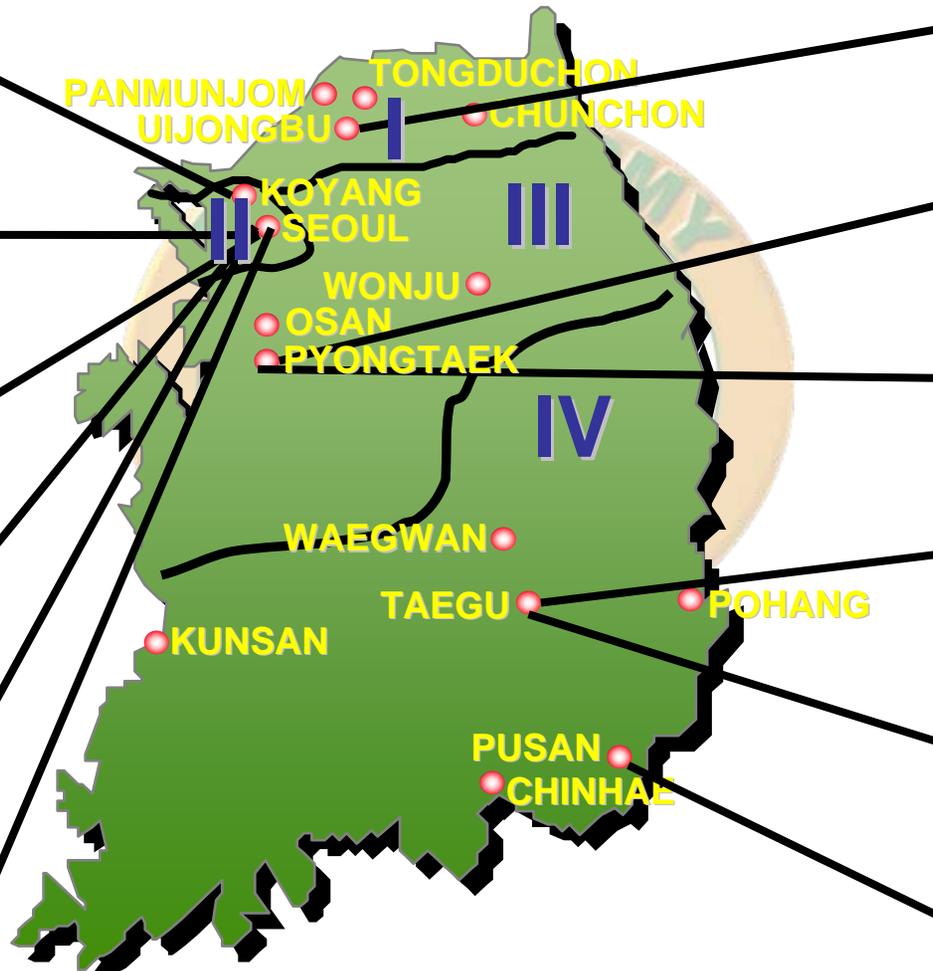
**HAN YANG**  
SEOUL

**ASAN**  
SEOUL

**SAMSUNG**  
SEOUL

**SEVERANCE**  
SEOUL

**CHA x 2**  
SEOUL



**ST. MARY'S**  
UIJONGBU

**AJOU**  
SUWON

**DANKOOK**  
PYONGTAEK

**DONGSAN**  
TAEGU

**HYO SONG**  
TAEGU

**DONGEUI**  
PUSAN

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## 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
- ✓ Identified a group practice in (Area III) Pyongtaek and a practice in (Area IV) Taegu
- 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.

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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:
  - Automatic Rental Collection (ARC) (Slide 8)
  - On and Off Post Housing (Construction and Build To Lease – Korea) (Slide 9)
  - Government lease of individual AFH and UPH units (Slide 11)

**Resource Impact.** None.

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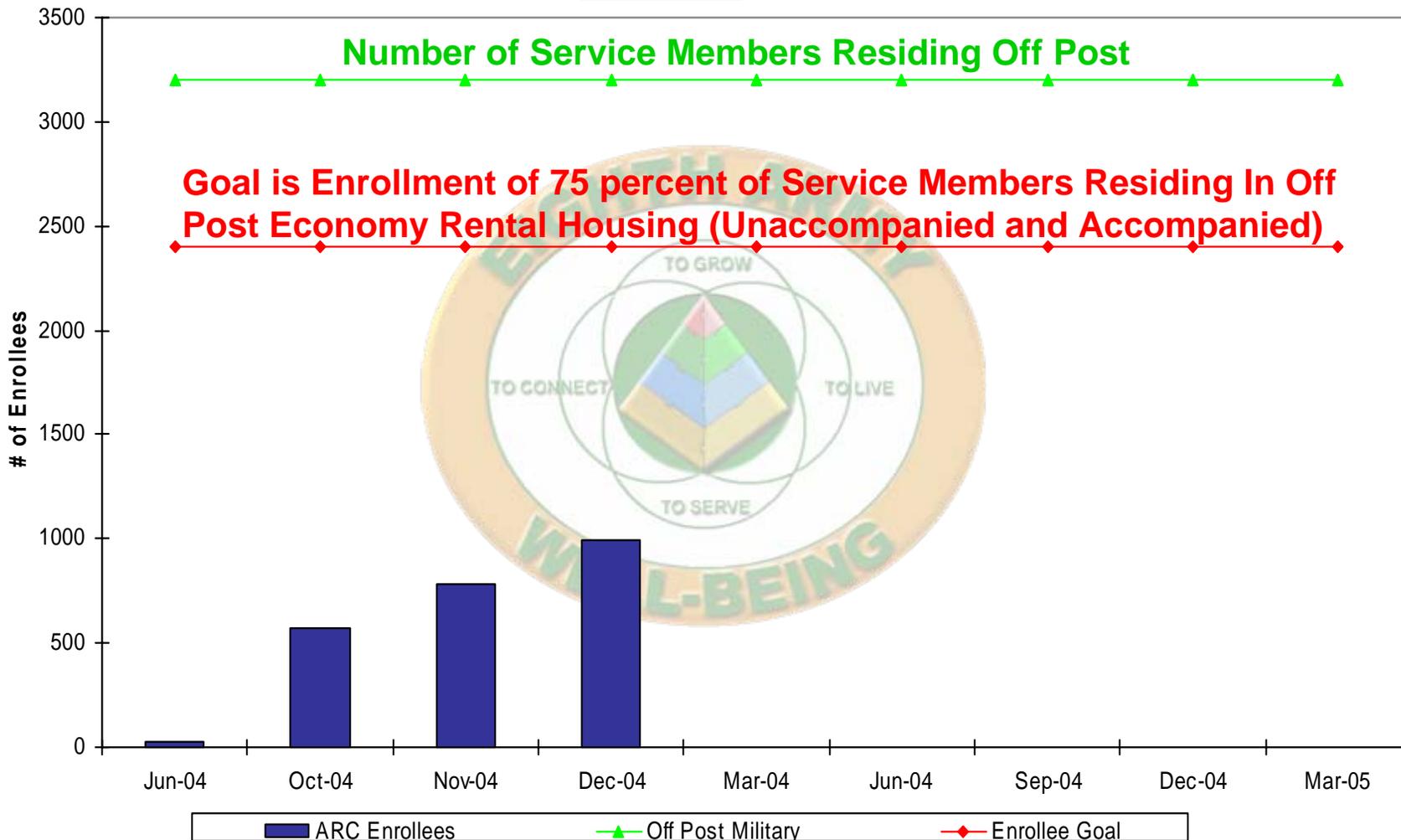
## 2.4.1.1 (cont.)



# Off-Post Housing

Automatic Rental Collection (ARC):

**GREEN**



**Resource Impact. None.**

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Manager: KORO

## 2.4.1.1 (cont.)



# On and Off-Post Housing

Construction and Build To Lease – Korea (BTL-K): Status. **GREEN**

- **Phase I for 1,500 Units at Camp Humphreys:** 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 (Oct 2003) identifies funding to support 4,000 AFH Units
- **Phase II for 1,500 Units at Camp Humphreys:** Advertise for Developer to provide implementation
  - Camp Humphreys (1,500 units), Site Selection Identified in Feb 04
  - Camp Humphreys (1,500 units), RFP to be advertised in April 04
  - ✓ KORO Director briefed BTL-K to USFK Combatant Commander and Eighth Army Commander on 21 May 03
  - ✓ Initial Request for Proposal (RFP) meeting held - 14-15 May 03
  - ✓ 15-year lease periods are in FY 04 Defense Authorization Bill (DAB)
  - ✓ Korea Housing Pilot Program for investment authority is to be in the FY 05 DAB (allows for a more appealing economic package to developers and KORO – ownership/BAH to developer)
  - ✓ Combatant Commander briefed SECDEF in October 03
    - Camp Walker (360 units in FY 05) is the initial site for BTL-K, RFP to be advertised in April 04
    - Camp Carroll (360 units in FY 06) planned, site to be selected, Advertisement RFP TBD
    - Camp Humphreys (900 additional units) planned, site to be selected, Advertisement RFP TBD
    - Camp Humphreys (650 units) planned, site to be selected, FY 06 ROKFC
- **Phase III for 1,500 Units at Camp Humphreys:** Select Developer, Award, and Construction
  - Select developer – Oct 04
  - Lease signing - Oct 05
  - First AFH units occupied in July 07

**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.

**G**reen – On track & achieves the intended purpose

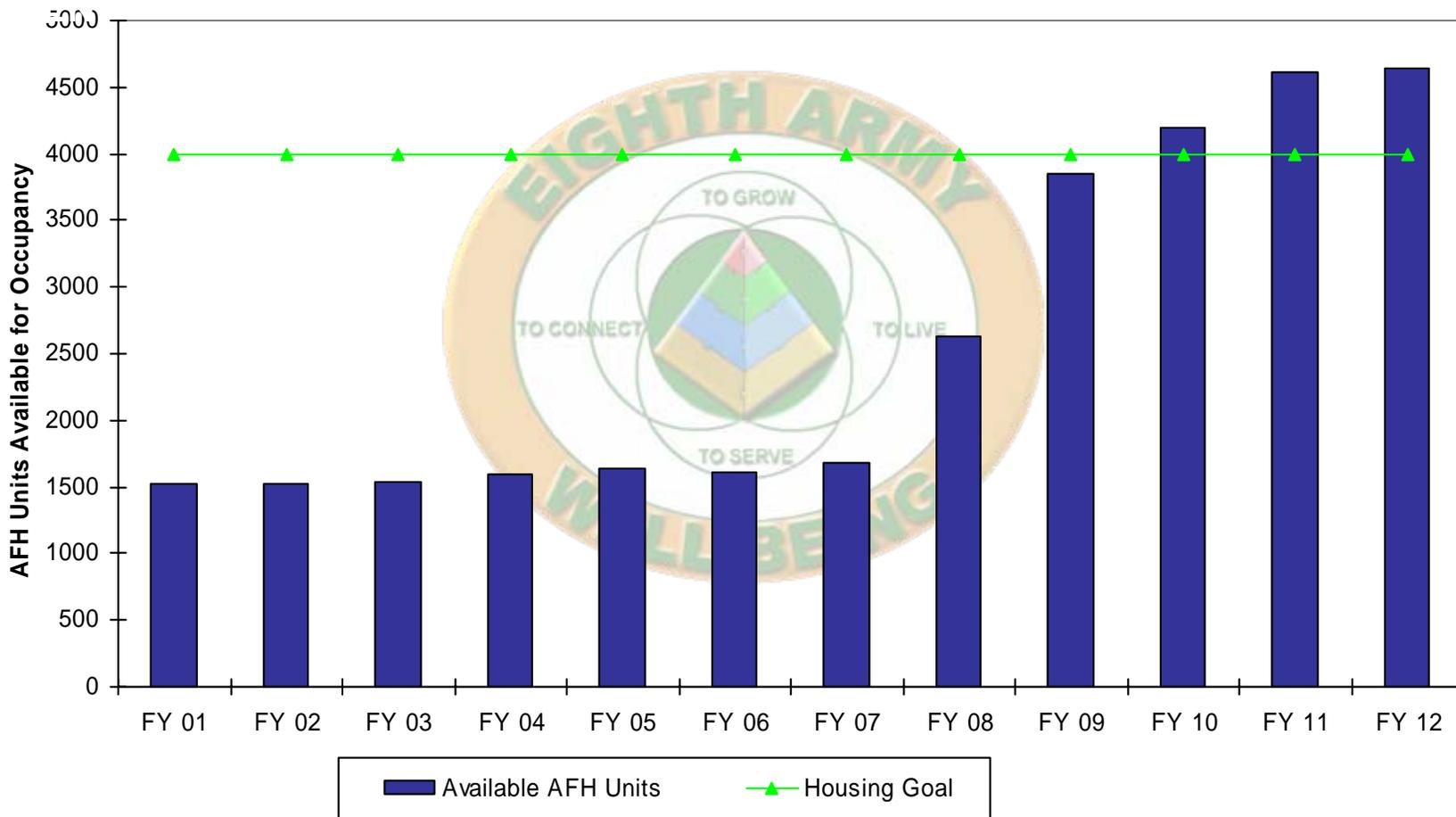
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### Military and Key and Essential Civilians Residing On Post in Government Owned and On Post/Off Post in Government Leased Army Family Housing Units: **GREEN**



**Resource Impact. None.**

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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 arrival of additional AFH funding allotment – funding appears sufficient to lease additional units for the summer rotation**
  - 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 previous 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, was on 22 Jan 04, cancelled, no new date set
  - 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.

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### 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
- ✓ Continually evaluating SMS effectiveness
- ✓ Continuous G1 – 8<sup>th</sup> PERSCOM Coordination
- ✓ Sponsorship Metrics show increase in usage
- ✓ Sponsorship added to Command Inspection Program
- Command emphasis must focus on using SMS to train and manage sponsors.
- Sponsors must complete SMS sponsorship training annually to remain certified.
- Units must the use SMS to assign certified sponsors to inbound personnel to accurately reflect sponsorship activity.

| Sponsorship Metric            |
|-------------------------------|
| Sponsored = 43.85%            |
| MSC Trained Sponsors = 37.66% |

*8 Week AVG as of DEC 03*

**Resource Impact.** None.

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# 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.

## Coordination Continues

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3.7.4.3

# Command Sponsorship

**Issue.** Plan to increase Korea CSP to 5548 positions

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

**End State.** CSP levels commensurate with other OCONUS locations.

**Status.** **AMBER**

- ✓ USFK J1 briefed Eighth Army CofS, Director KORO, USFK Deputy CofS and USFK CofS
- ✓ New USFK 614-1 published 12 Nov 03
- 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
- Positions banded by Areas and grades
- 8<sup>th</sup> Army Supplement to USFK 614-1 pushes re-designation of permanent CSP down to 06 level Commanders. It IS in effect and posted on the 8<sup>th</sup> Army intranet (5 JAN 04)

**Resource Impact.** Infrastructure must support increase.

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# 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 was signed 5 NOV 03
- New policy combines four older policies
- Delegates management the authority to use several venues to determine an applicant's English Language level
- Activities are urged to take advantage of English improvement options (e.g. Tuition assistance, in-house training and/or training by contract)
- Recommend this issue be taken off the W-B scope

**Resource Impact.** None.



# 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.** Co-location of ID cards issuance facilities and BIDS facilities and establish an interface link and/or institutionalized data sharing developed between 8<sup>th</sup> PERSCOM/CPOC records regarding DEROS data and BIDS.

**Status.** **GREEN**

- As part of our project to field BIDS at 17 remaining minor installations, we also added a BIDS registration station at Camp Stanley. 1st SIG recently installed the circuitry, Area I/CRC hired the additional registration clerk, the BIDS hardware is installed. In addition to Camp Stanley, BIDS registration is available at the following locations: Casey/Mobile, CRC, Howze, Page, Yongsan/Kim, Humphreys, Carroll, Walker, Hialeah, Osan, Kunsan, and Chinhae.
- BIDS DEROS information twice a month for service members (based on the eMILPO DEROS change report) and monthly for DA Civilian employees (based on a DEROS change report provided by CPOC in Taegu).

**Resource Impact.** None.



# Army Family Well-Being Advisory Council (AFWBAC)



# Closing Remarks

**CofS**  
***Eighth United States Army***





# **Eighth United States Army**

## ***Well-Being Council of Colonels Meeting***

**Next GOSC 5 March 2004 (T)**



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