

Issue #	2016 Issue Title	Issue Scope and Recommendation	Issue Status
1	AER Eligibility for NG and AR Solidiers	54-57 % of Combat Forces are National Guard / Reserve. The financial problem may occur due to Title 10 or 32 but the critical items may occur after orders. Extend AER eligibility for National Guard and Army Reserve for 6 months after Title 10 or 32	Forwarded the concern to AER HQs in Alexandria VA.
2	Requirement of Social Security Card for Temporary Military ID Card		Personal Issue, ID Cards Spoke to customer
3	Protection of Family Readiness Group Volunteer Personally Identifiable Information (PII)	Use of the SSN puts a volunteer's PII at risk by exposing them to possible fraud/identity theft. Utilize DoD identification numbers in lieu of the SSN as required by AR 215-1, G-5F.	Prioritized; Update 11/2016 - Reviewed and will send forward to IMCOM
4	Availability of Healthcare Provider Information when Patient is making Appointment	Lack of informaiton regarding health care providers when making appointments.	Oct 2016 - Not prioritized by the work group
5	Family Law Overview for Individuals Planning to Wed	Too often, when divorce becomes inevitable, the soldier is unaware just what legal ramifications accompany their decision to marry.	Oct 2016 - Not prioritized by the work group
6	Drive Through Pharmacy	repeat issue	project to be complete end of 2016.
7	Military Protection Orders	Work with the states so they honor Military protection or no contact orders, just as the Military has to recognize and enforce local and state orders.	Oct 2016 - Not prioritized by the work group
8	Surviving Family Parking Spaces	There are a rising number of surviving families in the area but not a lot of parking spaces.	Oct 2016 - Not prioritized by the work group
9	Restrict Access to Ryder Parking Lot	Excessive speeding and misuse of road where Ft Bragg Officers club is (the parking lot road).	Oct 2016 - Not prioritized by the work group
10	Pharmacy Not Offering Recently Released Medicine Types	The Pharmacy doesn't offer up to date medicines	Oct 2016 - Not prioritized by the work group
11	Medical Care in a Timely Manner	Coordinate with off post medical facilities to see if Ft Bragg & Tricare can come up with a contract that works for both Ft Bragg and the Patient for medical care in a timely manner.	Oct 2016 - Not prioritized by the work group
12	Dental Co-Pays / Cost Shares for CONUS	The current co-pays / cost share tiers do not correlate with the military pay scale. Amend co-pay / cost share tiers to reflect E1-E6, E7-E9, O1-O3 or WO1 - CW2, and O4, CW3,	Prioritized; Update 11/2016 - Reviewed and will send forward to IMCOM
13	Installation Building Mildew/Mold Prevention and Maintenance	Mandate Facility Managers attend Repair & Utilization (R&U) standardized training on the education, detection, prevention, and maintenance of mildew/mold issues	Prioritized, Update 11/2016: Will track locally through CRWG. Updated 02/17 Facility Manager is an additional duty for civilian employees. Unable to mandate they attend training. This issue is Unattainable.

14	Climate Controlled Long Term Storage	The military allows Service members to ask for Climate Controlled Long Term Storage when by definition there is no such option available in the government system.	Oct 2016 - Not prioritized by the work group
15	Continuity of Care within Medical Treatment Facilities	Establish consistency among providers in documenting medical information, i.e. extend appointments to incorporate time for detailed documentation and review of care by medical staff/ provider to close out medical documentation with patient verification.	Prioritized, Update 11/2016: Will track locally through CRWG. Updated 02/17 WAMC is working on evening out the patient case load across all providers. This issue remains Active
16	Holistic Care for Soldiers and Family Members	Approve licensed practitioners to be part of the medical system for AAD and dependents.	Oct 2016 - Not prioritized by the work group
17	Holistic/Alternative Medical options	Partner with local practicing alternative medicine professionals to provide options on care	Oct 2016 - Not prioritized by the work group
18	Dissemination of Available Medical Resources and Specialty Care Patient Education	Patient education on currently available resources and process for referral of specialty care are not appropriately being disseminated to Soldiers and Family Members.	Prioritized, Update 11/2016: Will track locally through CRWG. Updated 02/17 WAMC will provide information for the ACS Welcome packets. The Soldier in-processing scheudle will change soon and that change will offer an opportunity to address the Soldiers and Families in that venue. This issue remains Active
19	Clinic Wait Times	Hire more staff or send Soliders to clinics off post or even give staff appropriate amount of patients per day	Oct 2016 - Not prioritized by the work group
20	CPAC New Employee In-Processing Time Line	The amount of time it takes to get a new employee processed is way too long.	Oct 2016 - Not prioritized by the work group
21	Funding Road Repairs	The installation needs to find a way to fund or ask for emergency relief in order to repair roads	Oct 2016 - Not prioritized by the work group
22	Speeding when foot/vehicle troops movements are conducted	Excessive speeds are a concern when Soldiers are conducting movement via foot or by military vehicle (which must travel at speed limits lower than those posted to civilian traffic).	Oct 2016 - Not prioritized by the work group
23	Chapel Space	Ft. Bragg has a severe lack of modern, usable chapel space that negatively impacts the ability of Soldiers and Families to worship on the Installation.	Oct 2016 - Not prioritized by the work group
24	CYSS CYSS Mission Status for Deplolyment Benefits	Why is there a six-month break implemented for deployment-related benefits? With that policy in effect, it's possible for a Soldier to deploy for six months and receive no CYSS deployment-related benefits DURING the deployment.	Oct 2016 - Not prioritized by the work group

25	Cancellation Policy on CYSS Webtrac	When cancelling hourly Care on webtrac website, there is no cancelation verbiage about the fees or a statement about cancelation policy.	Oct 2016 - Not prioritized by the work group
26	Timeliness of DPW Work Orders	on post housing maintenance personnel are either overworked or not communicating with repair contractors to get emergency work orders completed in a timely manner	Oct 2016 - Not prioritized by the work group
27	Facial Hair Standards in Field Enviroment	Establish a standard exception to the regulation that suspends facial hair grooming standards while in a field environment.	Prioritized, Update 11/2016: Reviewed and deemed unattainable
28	Time it takes to be seen at Medical Clinics	Part of the problem is the time before an appointment is available when making an initial follow up appointment.	Oct 2016 - Not prioritized by the work group
29	Proration of Basic Allowance for Subsistence (BAS)	Prorate 15% of the BAS for single Soldiers residing in the barracks for meals outside of dining facilities.	Prioritized, Update 11/2016: Reviewed and deemed unattainable
30	Off Post Medical Provider Option for Soldiers	Hire more medical staff or give the service members the option of seeing a civilian provider on the economy for a small fee	Oct 2016 - Not prioritized by the work group
31	BAH rate for E-7 and below	There isn't always room on post for military families, and service members below E-7 w/ dependents can't live in the nicer communities that are away from the crime, the DoD needs to recognize that and higher the BAH rate so all families can live in safety.	Oct 2016 - Not prioritized by the work group
32	Barracks Work Orders	Barracks will regularly lose power, heating/air conditioning during heavy rain/thunder storms. Having dedicated personnel handling barracks issues, will make the whole interaction much more professional	Oct 2016 - Not prioritized by the work group
33	Disproportionate Family House Costs	BAH rate is charged to residents not according to the housing unit, but according to the BAH rate drawn by the service member. This leads to seniors paying more for the same benefit that juniors receive	Oct 2016 - Not prioritized by the work group
34	Human Resource Specialist Pay Grade	Please make all Human Resource Specialists the same pay grade at all the WTBs	Oct 2016 - Not prioritiezed by the work group
35	Child, Youth and School Services (CYSS) Extended Child Care Hours	Garrison conduct a comprehensive assessment of the need for extended care from all potential customers, not just current CYSS users.	Prioritized, Update 11/2016: Will track locally through CRWG. Updated 02/17 DFMWR is working with CYSS and survey should be ready to go out to the Ft Bragg Community NLT 1 April 2017.

36	Breastfeeding and Lactation Policy	Fort Bragg Garrison does not have a policy that mirrors Army Directive (AD) 2015-43 that identifies specific requirements for unit commanders to provide a place for women to breastfeed / pump.	Prioritized, Update 11/2016: Will track locally through CRWG. Updated 02/17 Guidance was discussed and decided on in reference to how best to have the various agencies move ahead on this issue. This issue remains Active
37	Exposure of Children to Traumatic Information During Civtim Advocate Interviews	Victims are hesitant to share pertinent details which impacts the ability of the Victim Advocate to properly assess the situation. Exposure to these traumatic details can potentially re-victimize the child(ren).	Prioritized, Update 11/2016: Will track locally through CRWG Updated 02/17 Partnership in place with SFAC, the Child Care located in SFAC building and the FAP . Issue is complete
38	Family Programs being cut	in complete submission	Oct 2016 - Not prioritized by the work group
39	Bereavement Leave for Active Duty	Presently, there is not a consistent, standardized policy for bereavement that allows time for required personal obligations and grieving. Establish a directive to allow a minimum of 45 days or more (command discretion), of non-chargeable bereavement leave.	Prioritized, Update 11/2016: CDR's have other options available. This issue is catagorized complete
40	Walking distance to DFAC	Soldiers of my unit are flustered over the issues of not having a DFAC near them in 5-10 min walking distance. Our Brigade does not have a DFAC nearby.	Oct 2016 - Not prioritized by the work group
41	Access Control Point Efficiency	Traffic congestion at the access control points (ACPs/gates) and inconsistent wait times during peak hours detracts from an individual's ability to manage their time	Prioritized, Update 11/2016: Reviewed and deemed unattainable
42	Limited Bereavement Resources for Non-ID card suvivors	Aged out children, parents, and guardians don't have resources available for bereavement counseling.	Oct 2016 - Not prioritized by the work group
43	Transportation requirements/guidance for Survivors	transportation doesn't provide a handout out of what is needed to be done each year, this can cause problems for survivors when they want to move.	Oct 2016 - Not prioritized by the work group
44	Legal Services for Non-ID card survivors	if a parent, guardian, sibling, or adult child is/ or will be executor of the DSM estate~ legal cannot assist them with POA and/or wills and/or guidance	Oct 2016 - Not prioritized by the work group
45	Survivor SME for VA	The VA has many different departments and they don't talk (not linked or have access to other avenues of the VA system) to each other. Recommend the VA has a specific survivor POC	Oct 2016 - Not prioritized by the work group
46	Post 9/11 benefits transfer	Allow transfer of benefits after Service members separating from active duty.	Oct 2016 - Not prioritized by the work group

47	No-Cost Wi-Fi for E5 and below Soldiers in the Barracks	Soldiers do not have free Wi-Fi access in the barracks. Without Wi-Fi, Soldiers have limited access to Family interaction, online professional development training, online civilian education, and access to a myriad of Army resources	Prioritized, Update 11/2016: Reviewed and deemed unattainable
48	Stabilization at Permanent Duty Station for Surviving Soldiers	Amend Military Personnel Message 16-140, Assignment Stabilization for Soldiers Who Experience the Death of a Spouse to incorporate TDY, deployments, and training.	Prioritized; Update 11/2016 - Reviewed and CDR's have other resources available to them. This is categorized as Complete