



# Fort Gordon, Georgia 2013 Issue Book

Updated April 2017



### Issue 1301: Full Social Security Number

- a. **Status:** Elevated / Completed.
- b. **Entered:** February 2013.
- c. **Final action:** November 2013.
- d. **Subject area:** Medical.
- e. **Scope:** The hospital put the active duty member's full social security number on all documents.
- f. **Recommendation:** I would like to see the last four of the social security number on all their documents instead. Or they can use the DOD number that they issue out to everyone.

#### g. **Progress:**

#### **Subject Matter Expert Response:**

a. According to the Army Regulation 40-66, which governs Medical Record Administration and Healthcare Documentation, all documents in the Medical Record will include the Patient Identification. The Regulation further specifies that the patient identification must include at least the patient's name; his or her rank, grade, or status; his or her Family member prefix (FMP) and sponsor's SSN.

b. The reason that the healthcare documentations must include the full SSN is because the entire Military Health System is based on the Sponsor's SSN. Furthermore, it is much more effective to find a person in the health system with the full SSN as opposed to the last four and it also eliminates room for errors. For example, we could have two different John Smith's with the same last four.

c. In order for the Healthcare facilities to use the DoD ID Numbers, a new Healthcare platform has to be built. This has to be mandated by DoD to all services (Army, Navy, Airforce, etc). The government spent about \$5 Billion creating our current systems (AHLTA and CHCS) which is currently integrated with the SSNs.

#### **Steering Committee Meeting held 20 November 2013:**

This issue was determined to be beyond the scope of the installation and needs to be elevated.

**Updated Response from HQDA April 2017:** As of June 2011, the SSN is no longer printed on any DoD ID card. A "DoD ID Number" is printed on ID cards and is used as the Geneva Conventions serial number. If the beneficiary is eligible for DoD (TRICARE) benefits, there will also be an 11-digit DoD Benefits Number (DBN) printed on the back of the ID card. Medical providers will use the DBN to validate eligibility, process claims, and annotate medical records. Additional information is available at [www.tricare.mil/ssn](http://www.tricare.mil/ssn).

d.h. **Lead agency:** DDEAMC.

### Issue 1302: Housing Assistance for Non-traditional Dependents

- a. **Status:** Completed.
- b. **Entered:** February 2013.
- c. **Final action:** November 2013.
- d. **Subject area:** Housing.
- e. **Scope:** My 18 year old child was pregnant. We were told we were not allowed to live on post due to her pregnancy, as her baby would not be on Deers. If we did live on base we would have to kick her out of our house and she would be homeless and pregnant. We were told if we lived on base and if someone turned us into housing then we would be kicked off post and have to move on our own as the Military would refuse to move us due to our negligence of our daughter's situation. Housing told us we had no choice but to live off post.
- f. **Recommendation:** There should be a way to be able to live on base. My daughter is in college. Other families should not have to go through what we had experienced.

#### g. **Progress:**

#### **Subject Matter Expert Response:**

Dependents who are allowed to reside with Service Members must be enrolled in DEERS. In this case the Service Member needs to update his DEERS once the grandchild is born.

### Steering Committee Meeting held 20 November 2013:

There is already a system in place to address this concern.

Residents can request in writing to Balfour Beatty that a person be added to the lease.

h. **Lead Agency:** Balfour Beatty.

### Issue 1303: General Dentistry Benefits for Family Members

- a. **Status:** Completed.
- b. **Entered:** February 2013.
- c. **Final action:** November 2013.
- d. **Subject area:** Benefits & Entitlements.
- e. **Scope:** The TRICARE Dental Program (TDP) general dentistry rate cap for family members results in excessive out of pocket expenses. Due to a rise in dental care costs, the current rate cap is inadequate. The added out of pocket expenses to provide this basic and required dental care can create financial hardships on the military family, especially for those families with multiple dependents.
- f. **Recommendation:** Increase general dentistry rate cap to \$2,000 per family member.

#### g. **Progress:**

#### **Subject Matter Expert Response:**

It is important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended.

The TDP is a premium based indemnity dental insurance coverage plan that is available to specified categories of individuals who are qualified for these benefits by virtue of their relationship to one of the seven (7) Uniformed Services and their voluntary decision to accept enrollment in the plan and

cost share (when applicable) with the Government in the premium cost of the benefits. 10 U.S.C. 1076a, TRICARE dental program, authorizes the TDP.

U.S.C. 1076a authorized the Secretary of Defense, in consultation with the Secretary of Health and Human Services, and the Secretary of Transportation, to prescribe regulations for the administration of the TDP.

10 U.S.C. 1073 authorizes the Secretary of Defense to administer the TDP for the Army, Navy, Air Force, and Marine Corps under DoD jurisdiction, the Secretary of Transportation to administer the TDP for the Coast Guard, when the Coast Guard is not operating as a service in the Navy, and the Secretary of Health and Human Services to administer the TDP for the Commissioned Corps of the USPHS and the NOAA Corps.

The Secretary of Defense, by 32 CFR part 367, delegated authority to the Assistant Secretary of Defense Health Affairs to provide policy guidance, management control, and coordination as required for all DoD health and medical resources and functional areas including health benefit programs. Implementing authority is contained in 32 CFR part 367. For additional implementing authority see Sec. 199.1. Any guidelines or policy necessary for implementation of this Sec. 199.13 shall be issued by the Director, OCHAMPUS. Enrolling in the TRICARE Dental Program (TDP) helps you access care while saving money. Your potential savings are driven by two important factors:

The Government pays 60% of the premiums for Active Duty and Active Guard/Reserve family members.

The TDP provides you access to network dentists who offer discounts off their normal rates. This could reduce your out of pocket costs (i.e. cost shares).

#### **Steering Committee Meeting 20 November 2013:**

MetLife is the new insurance company for dental matters. Since they took over, premiums have decreased and services increased. Combined with issue #1304.

h. **Lead Agency:** TRICARE.

#### Issue 1304: Orthodontic Benefits for Family Members

- a. **Status:** Combined / Completed.
- b. **Entered:** February 2013.
- c. **Final action:** November 2013.
- d. **Subject area:** Benefits & Entitlements.
- e. **Scope:** The TRICARE Dental Program (TDP) orthodontic rate cap for family members results in excessive out of pocket expenses. Due to a rise in dental care costs, the current rate cap is inadequate. The added out of pocket expenses to provide this basic and required orthodontic care can create financial hardships on the military family, especially for those families with multiple dependents.
- f. **Recommendation:** Increase orthodontic rate cap to \$2,500 per family member.

**g. Progress:**

**Subject Matter Expert Response:**

It is important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended.

The TDP is a premium based indemnity dental insurance coverage plan that is available to specified categories of individuals who are qualified for these benefits by virtue of their relationship to one of the seven (7) Uniformed Services and their voluntary decision to accept enrollment in the plan and cost share (when applicable) with the Government in the premium cost of the benefits. 10 U.S.C. 1076a, TRICARE dental program, authorizes the TDP.

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The Government pays 60% of the premiums for Active Duty and Active Guard/Reserve family members.

The TDP provides you access to network dentists who offer discounts off their normal rates. This could reduce your out of pocket costs (i.e. cost shares).

**Steering Committee Meeting held 20 November 2013:**

Combined with issue #1303.

- h. Lead agency:** TRICARE.

#### Issue 1305: Accessibility of Emergency Notification System for All ID Card Holders

- a. **Status:** Completed.
- b. **Entered:** February 2013.
- c. **Final action:** November 2013.
- d. **Subject area:** Force Support.
- e. **Scope:** Not all ID Card holders have accessibility to the emergency notification system. This leaves the family members

with no access to urgent post wide information. Accessibility will ensure safety and readiness of all ID card holders, in the event of force protection issues, gate closures, accidents, severe weather, amber alert or other pertinent information.

- f. **Recommendation:** Provide emergency notification system access to all ID card holders.

**g. Progress:**

**Subject Matter Expert Response:**

a. Non CAC Email users should register as a Fort Gordon PAO Twitter follower. PAO tweets emergency messages to the community in actual emergency situations. They should also check FG Facebook and the Garrison Web Page for emergency information posted by PAO.

b. Broadcast to CAC Email users on the Fort Gordon Email Domain from the Desk Top Alert System is based on two primary means of contact; those with CAC centric DoD email addresses on the Fort Gordon Domain, or email addresses entered through individual user profile management from the Government PC, AND,

b. Input of phone numbers for phone calls and txt at the user level through management of their DTA Profile from their PC

c. There are no provisions for Family Members to be entered into the system HOWEVER, the Sponsor, if on the Fort Gordon Email Domain (versus MEDCOM or INSCOM domain), can enter their home and / or spouses phone numbers in addition to their own, by managing their DTA Profile on their government PC.

**Staff Recommendation:**

a. Individuals who are not CAC Email users on the Gordon Domain register to follow Fort Gordon PAO on Twitter. They should also check FG Facebook and the Garrison Web Page for emergency information posted by PAO.

b. Unit IOC LNOs train their personnel on User level DTA Profile management (See attached)

c. That individual users on the Gordon Domain add their home / spouses phone number and email address on their profile.

**Steering Committee Meeting held 20 November 2013:**

The sponsor, if on the Fort Gordon domain, can enter their home and or spouses phone numbers in addition to their own, by managing their DTA profile on their government computer. Individuals can register as a Fort Gordon PAO Twitter follower and also check the Fort Gordon and Garrison Facebook pages for emergency notifications.

- h. Lead agency:** DPTMS.

#### 1306: Partial Turn-ins of Central Issue Facility (CIF) Equipment for Permanent Change of Station (PCS) and Estimated Time of Service (ETS) Soldiers

- a. **Status:** Completed.
- b. **Entered:** May 2013.
- c. **Final action:** September 2014.
- d. **Subject area:** Force Support.
- e. **Scope:** CIF does not allow partial turn-ins for PCS and ETS Soldiers. Soldiers are forced to make multiple appointments for turn-ins while clearing because CIF does not identify all deficiencies on the initial appointment. CIF returns all equipment back to Soldiers as opposed to only items with deficiencies. Not allowing partial turn-in may result in both Soldier and CIF employee failure to meet the five (5) day turn-in policy, per AR 710-2, Table B-1, F (2), pg 196. This could cause PCS and ETS Soldiers to miss departure dates and to spend leave time clearing CIF. Scheduling multiple turn-ins may cause undue emotional stress and a financial burden to Soldiers and create a back-log of appointments for CIF personnel.
- f. **Recommendations:**

1. Implement Army-wide policy that mandates partial turn-ins for PCS and ETS Soldiers.
2. Require five (5) day turn-in policy to be written within PCS/ETS orders, followed up with command enforcement.

**g. Progress:**

**Subject Matter Expert Response:**

**Staff Discussion:**

1. The concept of turn-in is for it to be done in one visit and that is the way the automated systems is designed to process this action. A Soldier who is prepared will clear the CIF on his or her first visit. The issue is that Soldiers that are not prepared are the ones who find themselves having to reschedule because their gear wasn't clean, accounted for, failed to have relief of liability documents or a combination of all of these.

2. The CIF at one time processed partial turn-ins and as a consequence, the CIF could spend up to two hours processing a partial turn-in for the Soldier and still had to reschedule the Soldier for a follow up appointment. When partial turn-ins are attempted, the process becomes tedious because the clerk has to manually input the acceptable equipment against the Soldier's hand receipt. As a consequence, the CIF experienced a backlog that far exceeded the current one. Soldiers are getting a second opportunity to clear within 10 working days of first appointment.

3. The CIF has noticed a significant reduction in unprepared Soldiers but the problem still exists. Need senior leaders to continue to stress the importance of pre-inspections before scheduled appointments.

4. Every effort should be made to reduce emotional stress and financial burden and early preparation is the key.

**Staff Recommendation:**

1. Units conduct scheduled inspections of Organizational Clothing and Individual Equipment (OCIE) and address discrepancies, if any, based on the results of the inspection.

2. Soldier makes CIF appointment on first day of clearing. Many Soldiers wait until the day before or day of final out and demand that the CIF takes their equipment.

3. Leadership inspects the Soldier's gear before appointment date for serviceability, cleanliness and equipment accountability. Almost all of the failures that occur lacked leadership involvement prior to turn-in. In these instances leadership got involved after the Soldier is notified of failure and then contacts the Supply and Service Chief for a solution.

**Steering Committee Meeting held 20 November 2013:**

More information required in order to determine if the system can support partial turn-ins. Continue to track this issue.

**Steering Committee Meeting held 22 September 2014:**

The computer system is not designed to partial turn-ins on equipment. CIF will screen gear for cleanliness; something they did not previously offer. Preparation is required on the part of the unit and individual Soldier turning in equipment.

**h. Lead agency:** DOL.

**Issue 1307: Multi-Year Funding for Army Operations and Maintenance**

**a. Status:** Unattainable.

**b. Entered:** May 2013.

**c. Final action:** November 2013.

**d. Subject area:** Force Support.

**e. Scope:** Fiscal Year (FY) Appropriation Laws state that military organizations operate under single year funding allocations for

Operations and Maintenance. These appropriation laws penalize Army units for not spending entire allocated yearly funding by decreasing funding allocation for the next FY. In the 4<sup>th</sup> quarter, units Army-wide strive to spend the remaining funding primarily for the purpose of maintaining projected funding allocations for the next FY. Decreased funding allocations may prevent units from meeting future operational requirements.

**f. Recommendations:**

1. Mandate multi year funding for Operations and Maintenance expenditures allowing remaining funds to rollover to the next FY.

2. Eliminate funding cuts based on previous FY spending.

**g. Progress:**

**Subject Matter Expert Response:**

**STAFF DISCUSSION:**

1. Unfortunately the idea of having multi-year appropriations and allowing funds to be "carried over" from year to year has been presented to Congress in the recent past and was soundly defeated by both parties. The annual appropriation is an important link in the Congressional oversight of the Executive Branch of Government and would have to be changed by the Congress. Annual appropriations are designed to provide the necessary funds to support an agency for a single year and must be spent on actual needs of the agency during that appropriation period.

2. For the most part, the Army has moved away from funding each year based upon the previous year's expenditures. Although historical data is still useful in projecting funding requirements (i.e., utility bills, payrolls, contracts), organizations do not routinely see their annual funding reduced when they do not spend all their available funds the previous year. By the same token, when organizations spend extra money in a given year for unusual circumstances, they do not see that additional funding become part of their annual entitlement. The fact remains, that unless there are significant mission changes from year to year, the annual funding should remain fairly constant from year to year and we have seen that here at Gordon for the past 5 years.

**Steering Committee Meeting held 20 November 2013:**

This issue was recently presented to Congress to which it was defeated by both parties.

**Commander's Steering Committee Meeting held 24 March 2014:**

Staff is still doing a review of the process to determine if partial turn-ins would be possible.

**h. Lead agency:** GRMO.

**Issue 1308: A Designated Meteor Shower Viewing Area**

**a. Status:** Completed.

**b. Entered:** August 2013.

**c. Final action:** November 2013.

**d. Subject area:** Family Support.

**e. Scope:** To create a designated meteor shower viewing and stargazing area on Fort Gordon where the soldiers and their families can have a safe, controlled environment to view the spectacular meteor showers and also do some stargazing at the same time. There are seven major meteor showers during the calendar year. This would bring years of unforgettable memories to the soldiers and their families. It would also be a great form of recreation throughout the year for our soldiers..

**f. Recommendations:**

We would need an open grassy field with no trees and no lights in the area except for reflectors on the ground to lead cars into the field and one controllable light in case of an emergency. We would need someone to send information to all of the Battalions as to the

evenings the meteor showers will occur. This information is easily accessible over the Internet and I would have no problem keeping that person sending the information out, updated for the showers. We would need the field accessible nine times during the year.

**g. Progress:**

**Subject Matter Expert Response:**

This is an interesting and creative idea, one that has not, to our knowledge, been previously investigated. We would need to gauge interest throughout the community, survey any possible existing locations, see how this would fit into the Fort Gordon Master Plan as well as assess sustainability/on-going funding needs.

**Steering Committee Meeting held 20 November 2013:**

Appropriate areas already exist on post that someone can utilize.

**h. Lead agency:** DFMWR.

All classes at the Gordon Fitness Center include vetted, high quality instructors with pricing set to compare or be more cost favorable with local offerings. There are no authorizations to hire fitness instructors as MWR staff. If this were to take place, the program would be reduced due to the requirement to shift funds from equipment to staffing.

**h. Lead agency:** DFMWR.

**Issue 1309: Dog Park on Fort Gordon**

**a. Status:** Unattainable.

**b. Entered:** August 2013.

**c. Final action:** November 2013.

**d. Subject area:** Family Support.

**e. Scope:** Dogs and their owners do not have a place on post where they can run and play without the pet having to be on a leash. High energy breeds require open area exercise to encourage proper behavior. Socialized dogs tend to be less aggressive.

**f. Recommendations:**

1. Identify and develop an area on Fort Gordon for a dog park that is centrally located to the multiple housing neighborhoods.
2. Post signage that restates post breed restrictions.
3. Include dog watering stations and waste bag dispensers.

**g. Progress:**

**Subject Matter Expert Response:** The Dog Park idea was reviewed recently by Garrison Command and was not supported at this time due to current and projected funding constrictions.

**Steering Committee Meeting held 20 November 2013:**

This issue was recently raised to the Fort Gordon leadership and was not supported at this time due to current and projected funding constrictions.

**h. Lead agency:** DFMWR.

**Issue 1310: Class Prices at the Fitness Center**

**a. Status:** Completed.

**b. Entered:** August 2013.

**c. Final action:** November 2013.

**d. Subject area:** Family Support.

**e. Scope:** Patrons at the fitness center are required to pay \$5.00 per class session or a monthly fee of \$35.00. This compares unfavorably to off post options. Affordable fitness options are less accessible to individuals and families assigned to the post.

**f. Recommendations:**

1. Reduce class fees.
2. Offer monthly family discount.
3. Offer one free class a week for family members of deployed Service Members.

**g. Progress:**

**Subject Matter Expert Response:** All classes at Gordon Fitness include vetted, high-quality instructors with pricing set to compare or be more cost favorable with local offerings. Most off-post venues charge significantly more for individual as well as monthly classes and do not include free Fitness Facility use. All CAC/Military ID Card holders already enjoy significant affordability in Gordon Fitness' high-quality program and facility.

**Steering Committee Meeting held 20 November 2013:**