

## A Better Benning 2021

### 2nd Quarter

	What is the Problem?				Status
1	<p>Privatized Housing Transparency &amp; Accountability for On-Post Residents</p> <p>Housing maintenance and management's closed-loop system has led to poor customer service, lack of quality control, and zero third-party oversight, and accountability. Despite current initiatives, and partnerships, the system remains broken and ineffective. Tenants continue to be frustrated with the quality of maintenance, inability to track work orders in real time, timely and appropriate resolution procedures. The current close-loop system has a direct and immediate impact negative impact on quality of life, retention and morale for Soldiers and family members residing on post.</p> <p>There were originally two topics at the A Better Benning Forum pertaining to this issue. We combined them together.</p>	<p>The Villages of Benning has Active Building, our database for all residents to enter their work orders and to track them from beginning to end. All residents are sent the link to sign up for this when they move in. We also try and get residents to sign up for this quarterly.</p> <p>Active Building is our work order database which allows for all work orders to be tracked and reviewed by the resident at any time. Routine work orders can also be entered using this system. Urgent and Emergency work orders need to be called in directly to our maintenance hotline.</p> <p>We have the 3 Pillars of Housing Advocacy in place with our RCI and Garrison partners. The first of these is to follow up directly with the Villages of Benning as stated below:</p> <p>The Villages of Benning has its own Resident Resolution Process. See attached. This process starts with the 24 hour maintenance hotline. If the resident is not satisfied they can request to review their work orders with the Village Manager and Supervisor. If their issue is still not resolved, they can contact our Resident Engagement Manager. If they require further assistance, they can contact the Villages of Benning Leadership, the Assistant Community Director and the Community Director.</p>			Ongoing

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		<p>Our RCI partners and the Garrison provide oversight to the Villages of Benning. If residents are still not satisfied with the results of the Villages of Benning Resident Resolution Process, they can then request our RCI partners to review the work orders with them.</p> <p>If they are still not satisfied, they can request their work orders be reviewed with their COC, then after this and the Garrison Commander and CSM.</p>			
2	<p>Lack of Police Presence on Fort Benning</p> <p>Due to a lack of police presence we have an increase of speeding on post and safety violations.</p> <p>1) Underage children are not being attended to.</p> <p>2) Drivers are violating OSD policies.</p> <p>3) An increased possibility of accidents.</p> <p>Increasing the police presence on post will serve as a deterrent for citizens.</p> <p>1) More patrols in housing and during OSD time.</p> <p>2) Additional Police Patrol during PT time an OSD roads.</p> <p>3) This may come with some challenges such as budgeting and funding, but is a direct way to prevent such regulations from being violated 9 per shift, if not on a call be present in housing areas.</p>	<p>DES Police Division is conducting Speed Surveys in all of the Villages on the installation. The results of those surveys are analyzed and discussed in a Working Group (WG) consisting of other agencies/partners on the installation. Recommendations that comply with Federal Law and Army Regulatory guidelines are made to the Garrison Commander for consideration. Once the recommendations are approved, they are implemented in order to assist in making our communities Safer at Benning. Police will continue to provide pro-active actions to deter/stop those violating the Traffic Laws.</p>			<p>Ongoing</p> <p>Combine all speeding issues.</p>

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3	<p><b>Limited Access to Providers and Pharmacy Services</b></p> <p>Long wait times at pharmacy and limited access to appointments is driving beneficiaries off-post to the civilian market / Tricare select for higher priced medications and care. Beneficiaries are having difficulties scheduling appointments and seeing primary care providers due to inconsistencies between scheduling systems (i.e. T.O.L, central appointment line, and clinic front desk), closure of North Columbus Medical Home, and increase of patient population at Martin Army Community Hospital. Pharmacy wait times are prolonged due to the closure of North Columbus Medical Home, under-utilization of satellite pharmacies, and prescription filling flexibility.</p>	<p><b>PHARMACY</b>  <i>Long term:</i> Working construction plans for permanent PX drive-thru Pharmacy.  <ul style="list-style-type: none"> <li>• Status Update: A request for the long term solution at the PX drive through went to DHA in April 2021. No updates from DHA! Upon approval DHA J8 will fund.</li> </ul> <i>Short Term:</i> Pharmacy pick-up options  1. Q-Flow, Q-Anywhere – virtual check-in and text patient when prescriptions are complete. Will also allow of view wait times (app, online, lobby) to make informed decision to use call center services. Services expected to go “LIVE” Sep-Oct 2021.  2. ScriptCenter - "drug vending machine." Will allow 24hr pickup convenience for patients wanting to avoid high traffic times in pharmacy waiting area. Went live 1 August 2021. Patients need to register in-person prior to utilization (military ID and any active prescription number needed to complete the process).   <i>Current:</i> Pharmacy pick-up options  1. Drop-off  2. Call-in and schedule pick-up  3. Tricare online request (new or refills) - newest feature  4. Secure messaging request   Goal is to put all drop-off option processed prescriptions in the ScriptCenter for patient pickup. All current features are executed by call center staff. Current pick-up options yield a wait time of ONLY 7 minutes.  Beneficiaries with multiple prescriptions</p>			Ongoing
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		<p>are expected to have a longer wait. These patients are good candidates for drop-off program options. At BMACH, there are more pickup options to receive prescriptions than any other MTF in inventory. There are so many option to where patients waiting for long periods, choose to do do!</p> <p>*refills still picked up at PX Refill Pharmacy only via refill line. # on prescription bottle</p> <p><b>ACCESS TO CARE</b>          -Pharmacy alone will be understaffed by at least 18 personnel within the next 45 days.          To eliminate staffing issues:          -increase pay offered to nurses          -receive the Joint TDA from DHA to plan          *With proper staffing, we could potentially template same day appointments and run 10 full pharmacy windows.</p> <p>Realized shortfall - messaging.          Pharmacy/Access to Care Marketing Campaign has been formed to aggressively message new pharmacy and appointing procedures. Incoming DCA made aware of internal PAO shortcomings and has a plan to address. Access to Care Working Group has been formed.</p>			
4	Child Care and Development in a COVID-contested Environment on Fort Benning.	Closeout: A one page chart was given to all facilities and sent out thru CYMS to parents so they could easily look at the chart for guidance on COVID and Non-COVID diagnosis. The chart was done			Closed

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	<p>Due to inconsistent and unpredictable systems and resources on Fort Benning, families are forced to seek care and/or extracurricular activities off post. This increases the Fort Benning community to Covid-19 risk &amp; exposure which leads to increase in various hardships when parents and children are required to quarantine or isolate. Additionally, there is a break/gap in communication between commands, medical, child care, and civilian agencies regarding the availability of local resources. This impacts unit and family readiness because it degrades the (MCoE) Army's ability to generate force productivity and sustain a conducive work/life balance.</p>	<p>with input from MACH through our CYS Nurse. All members of management were trained on this information. This information will go into our lessons learned book for future reference.</p>			
5	<p>24/7 Soldiers Require 24/7 Support</p> <p>The gym hours are not accommodating to the ever changing schedule of the Fort Benning soldier. Soldiers are often constricted to the barracks, leading to larger issues such as substance abuse, behavior or health issues and SHARP cases. This will also allow Soldiers stationed on or off of the installation to have an outlet or deal with stress away from home in a positive way. By the gyms being limited, soldiers are limited with activities after hours.</p>	<p>WORKING: We are actively pursuing this issue and except to offer 24/7 hours at Smith and Whittington October of 21. This process requires the acquisition of IT infrastructure requiring funding and ITAS waivers which will take several months to process.</p>			Actively Working

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6	<p>Food Operations / Long Line at Drive-Thrus</p> <p>Food deserts are caused by the lack of access to adequate food and nutrition. Ft. Benning becomes a good desert between the hours of 1700-0600 and as a result Soldiers and personnel do not have access to quality nutrition. The lack of nutrition and hydration can lead to injuries such as stress fractures, heat related injuries overall impacting medical readiness. DFAC's, AAFES and other commercial service are unavailable to provide good and beverages due to limited service hours.</p>	<p>MWR Close Out: Main Post Java new location with Drive through and extended hours will open 21 July 2021.</p>	<p>LRC Benning is reviewing the food/drink items offered DFACs to ensure adequate options are available to combat potential nutrition/heat related issues. Hours of operation for selected DFACs under review.</p>	<p>At this time AAFES is unable to open a 24/7 shoppette. Custer Rd Express is currently 0500-2200 to assist with the need.</p>	Ongoing
7	<p>Improving Snack at the Teen Center</p> <p>Youth are not impressed with the food that is provided at Middle School &amp; Teen. Youth feel that the snack is repetitive and does not offer a variety of foods that teens enjoy.</p>	<p>Close Out: Menu has been changed and Youth input into menu selection is being solicited. There is a committee at the Teen Center which meets regularly to make suggestions.</p>			Closed
8	<p>Improving Application and Hiring Practices for Military Spouses on Fort Benning.</p> <p>Problem: The current application and hiring process is difficult to navigate. There is a lack of clear information, subject matter experts and centralized organization to assist spouses with resources to help navigate the job search process.</p> <p>Impact: There are well qualified</p>	<p>ACS has developed classes for civilian and USAJOBS resume writing to assist in the hiring process for Spouses to be as prepared as possible.</p> <p>An institutional change for ACS is a Spouse only Job Fair to be held quarterly. There have been two job fairs to this point. Next job fair planned for late November.</p> <p>ACS has been authorized an over-hire for an Employment Readiness Program Specialist. The request is working its way</p>		<p>CPAC staff is in the process of revising an information sheet tailored specifically for the spouses, so that is forthcoming. Copies of this information will be available at ACS and the CPAC and may be posted wherever else that may be available (the ACS website perhaps?)</p> <p>There is assistance available in terms of the</p>	Ongoing

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	<p>spouses who cannot get hired impacting family life and post services (long-term quality of life).</p>	<p>through the system to be announced on USAJOBS. Once hired, this specialist will then resume the roles of the employment program that was previously cut. Currently waiting on CPAC to locally classify this PD and hiring will be expedited at that point.</p>		<p>application process (where the jobs are located as well as navigation tips) at the CPAC. The assistance is for all and is made specific to the audience with questions. There are no separate programs for spouses as the application process for them has changed. There is no upfront registration of military spouses. Instead, they apply as other candidates. Spouses upload various documents (marriage license, sponsor's orders, transcripts if required, etc.) along with the resume. This process is identical for all applicants. Spouses' selections are mandated and occur if they are deemed best qualified.</p>	
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