

2/22/2010



ISSUE  
OUT BRIEF

SPOUSES OF SOLDIERS RETURNING FROM OR  
PREPARING TO DEPLOY FOCUS GROUP



Ft Riley Customer Management Services | Colleen Bay

**FOCUS GROUP  
INFORMATION PAPER**

**FOCUS GROUP AND DATE:**

Spouses of Soldiers Returning from or Preparing to Deploy  
3 FEB 2010

**TITLE:**

**Parking at 88312 is Inadequate**

**SCOPE:**

There is little signage and traffic direction at building 88312. Parking is located far from the building and there is no paved walkway to the building. This causes unnecessary frustration to Families during an exciting and emotional time. The current setup also increases the chances of traffic accidents.

**RECOMMENDATION:**

1. Pave a walkway.
2. Have MPs present and task Rear Detachments for traffic support during ceremonies.
3. Develop a formula to help ensure there is enough support during the ceremony. (X # Soldiers returning get X # Soldier and golf cart support).
4. There is a huge paved area fenced in for reserved parking and busses. Re-assess the sectioned off area. Can we reserve parking here for handicapped and expectant mothers?
5. Offer golf carts to and from the public parking areas and include the # of golf carts in the ratio-for-support formula.

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**TITLE:**

**Deployment Preparation Packing List**

**SCOPE:**

There is little guidance provided to the spouse on what a Soldier can pack or is already issued for a deployment. Spouses and first time deployees are buying items out of pocket, incurring a financial pull.

**RECOMMENDATION:**

1. Provide a list on what is required to pack that is not included in issued gear, and what is recommended (but not required).
2. Provide a list of resources that provide the needs free of charge (such as name tapes, tough boxes, etc).
3. Establish a "lending closet" for items Soldiers can donate or borrow commonly needed items.

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**TITLE:**

**Deployment Resource Center**

**SCOPE:**

There is no one stop shop of resources available during a deployment. FRG leaders, Brigades, Companies, and Families are getting differing direction.

**RECOMMENDATION:**

1. Establish an FRG Leader/ FRSA/ FRG Advisor Forum (a what works input)
2. Provide classes beyond the regular work day.
3. Develop a quarterly "Getting Ready" brief that is not unit specific, targeted toward the spouse
4. BTN/ BDE AARs

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**TITLE:**

**Lack of Teen Activities Available**

**SCOPE:**

Teenagers on post have little to do. Teenagers of Soldiers endure and overcome multiple adjustments and make social sacrifices. Increasing teen activities will keep them out of trouble and strengthen teen involvement in our community, as well as show appreciation for their role in the military Family. Providing more activities geared specifically toward our teenagers will also afford an opportunity to associate with other teens of Soldiers.

**RECOMMENDATION:**

1. Basketball Courts
2. Tennis Courts
3. Gym
4. Skate Park
5. Increase bussing teens to different areas/ events off post

\*Also came out of Teen AFAP Conference 2009

\*\*Also mentioned in LTG Lynch Focus Group

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**TITLE:**

**Legal Assistance is not provided to Reserve or National Guard unless they are activated**

**SCOPE:**

Not having free legal assistance is a readiness barrier. Not extending this benefit to Reserve or National Guard also depresses the available number of deployability (Soldiers who have legal issues can be considered “non-deployable”).

**RECOMMENDATION:**

1. Extend legal assistance to Reserve and National Guard 90 days prior and after a deployment

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**TITLE:**

**Active Duty Units Bump Reserve Units in Training**

**SCOPE:**

Reserve units preparing to deploy are being bumped from training slots on post for active duty units assigned to Ft Riley. Reserve units have 21 days or less to make up the time after being bumped and have fewer connections on post to expedite a training request.

**RECOMMENDATION:**

Review current SOP or Policy concerning priority procedures. Take the discretion away from the employee at training sites.