

## **Military Family Readiness Council Meeting 08 Dec 2009 Executive Summary**

On Tuesday, December 8, 2009 the second Military Family Readiness Council was held in the Pentagon Conference Center. The purpose of this forum was to vote on the substance of the Council's first report to Congress. A secondary function of the meeting was to discuss other issues pertinent to military families.

A full transcript of the meeting is provided at Enclosure (1). Members, advisors, and public present during the meeting are listed in Enclosure (2). Materials used during the meeting are provided at Enclosure (3).

The meeting was opened by the Council's Chairwoman, Mrs. Gail H. McGinn, Deputy Under Secretary of Defense (Plans), Performing the Duties of the Under Secretary of Defense (Personnel and Readiness). CDR Quinn Skinner USN, Designated Federal Officer, then reviewed rules and regulations governing Federal Advisory Committees.

Mr. Ed Kringer, the Director, Military Community and Family Policy State Liaison and Education Opportunities Office, followed CDR Skinner with a brief on the Interstate Compact on educational opportunity for military children. Mr. Kringer discussed the ability of DOD's State Liaison Office to positively impact Military Family issues at a state level. The State Liaison Office focuses on ten key annually reviewed state-level issues for military members and their families. Mr. Kringer stated that his office's function was to educate, not lobby, state policymakers and leaders on these issues. In addition, his office provides the states with examples of best practice legislation, expert testimony, and most importantly, family members, service members, commanders, and senior enlisted advisors to talk about the impact individual issues on service members and their families. Mr. Kringer discussed the "Top Ten" issues his office is pursuing for 2010, ranging from child custody to childcare, predatory lending, and unemployment compensation for military spouses. The key issue on which Mr. Kringer focused his brief was "minimizing school disruption for military children" as they move from state to state. Mr. Kringer discussed the ability of an "Interstate Compact," established through his office and including 26 member states and DoDEA, to affect change on the issue of school disruption caused by military moves. The member states have put several guidelines into action to help ease this transition. These measures include easing school records transfers, course work compatibility between states and honors courses eligibility state to state. The 26 states who are members encompass 81 percent of the children in military families. Mr. Kringer concluded his brief stating that his office is continuing work on educating states and military families on the Interstate Compact and its strengths and limitations for assisting military families.

CDR Skinner then summarized assessment efforts that took place in 2009. Referencing Tabs P through U in the briefing binder provided (Enclosure (3)), CDR

Skinner discussed various studies conducted in 2009 assessing the state of military members, families and children.

Upon discussion of the various studies, GEN Chiarelli entered into a discussion of TRICARE benefits for Guard and Reserve Members and Families, specifically in regards to TRICARE Reserve Select. Ms. Nancy Boyda, DASD (RA) Manpower and Personnel, concluded the discussion with a statement of current TRICARE efforts to correct known problems as well as her intention to get Health Affairs involved.

The meeting was then turned over to Mr. Tommy Thomas, Deputy Under Secretary of Defense for Military Community and Family Policy. Mr. Thomas facilitated discussion about the substance of the Council's report, based upon the preliminary recommendations generated at the last meeting. Participants were then directed to the draft report containing the 11 recommendations from the previous council meeting. Representatives were then directed that voting would take place on all 11. The 11 recommendations as well as voting results follow.

**1. Incorporate metrics on the implementation of family care plans, to help address child custody issues.**

- The Council assessed that as overseas contingency operations have continued, the number of child custody cases has increased. The Council also assessed that custody issues are routinely resolved by Family Care Plans.
- This recommendation is intended to measure Total Force compliance with having Family Care Plans in place prior to deployments, as a complement to [new or imminent] policy set forth in a [upcoming or new] Department of Defense instruction.

**Was changed to:**

**1. Measure Total Force compliance with having Family Care Plans in place prior to deployments.**

- This recommendation is intended to measure Total Force compliance with having Family Care Plans in place prior to deployments, as a complement to [new or imminent] policy set forth in a [upcoming or new] Department of Defense instruction.

**Recommendation # 1, as re-written, was passed.**

**2. Consider using Military HOMEFRONT to communicate and clarify program access and eligibility to military family constituencies.**

- The Council assessed that many military families do not understand their eligibility for available programs. Providing an online resource with a concise summary or matrix may be an effective way of presenting this data to military families.

- The Military HOMEFRONT website was proffered as a good venue for this summary, since this website is owned by DOD, and is not subject to the contractual restrictions on content inherent with many other resource websites.

**Recommendation # 2 was deferred until the next Council meeting so members could assess whether or not publishing the eligibility matrix on Military HOMEFRONT and then linking it on websites such as MilitaryOneSource was a sufficient solution. Representatives will also consider whether or not the recommendation requires Congressional oversight or could be accomplished without it.**

**3. Address the needs of medically retired severely injured service members as it relates to childcare needs.**

- The Council assesses there may be a program or policy gap in the provision of child care for medically retired severely injured service members.
- This recommendation stemmed from the frequent need for respite childcare among military families supporting a severely injured service member who is unlikely to return to his or her prior physical capacity.

**Recommendation # 3 “address” was changed to “assess” and then passed by members.**

**4. Review reintegration programs in light of today’s operational tempo and dwell time realities.**

- There was substantial discussion among members of the Council on whether reintegration challenges were being addressed by present programs at the proper level, frequency, and milestones in the lives of military families.
- The Council assesses that there is not a clear roadmap of care for members and families who need help. There are multiple service providers available, but the member/family may not have enough direction about where to go first.
- DoD should consider developing a matrix or other decision aid to help achieve the clarity desired by military families.

**Recommendation #4 was passed as is.**

**5. Explore empowering peer-based care to address the needs of families who are newly bereaved, capitalizing on existing strengths of military families.**

- The Council assesses that, while the Military Service casualty offices have done outstanding work in supporting military families suffering loss, DoD can build on this success by incorporating some of the successful practices of non-governmental organizations.

- This recommendation stems from the Tragedy Assistance Program for Survivors' ongoing success in training the surviving spouses in counseling others who later experience bereavement.

**Recommendation # 5 was passed as is.**

**6. Leverage existing technology to integrate the delivery of benefits at the point of casualty across all Federal agencies.**

- The Council assesses that technology exists now to provide survivors with the benefits information from multiple federal agencies almost immediately after bereavement, and recommends this opportunity be explored and resourced, as appropriate.

**Recommendation # 6 was passed as is, but later advised to be combined with recommendation #9.**

**7. Review instruction for and delivery of school-age, preschool and hourly childcare, in view of resources available "outside the gates" of installations.**

- The Council assesses that DoD has a significant gap in meeting its constituents' childcare needs, as this is a consistent theme in the feedback from military families.
- The Council concurs with present efforts by DoD to expand the availability of nationally-accredited child care both on-and off-installations, and recommends this instruction review as a means of ensuring all the resources are considered.

**Was changed to:**

**7. Review instruction for and delivery of school-age, preschool and hourly childcare, both on and off installations in view of resources available both on-and off of installations.**

- The Council assesses that DoD has a significant gap in meeting its constituents' child care needs, as this is a consistent theme in the feedback from military families.
- The Council concurs with present efforts by DoD to expand the availability of nationally-accredited child care both on-and off-installations, and recommends this instruction review as a means of ensuring all the resources are considered.

**Recommendation # 7, as re-written was passed.**

**8. Ensure adequate transition services in light of unemployment rates and diverse needs of separating members, including those of wounded warriors.**

- The Council assesses that many transition programs are generic, and not sufficiently stratified or tailored to meet the diverse needs of individual Service Members concluding their military service.
- The Council will review the strategic action plan generated by the ODUSD (WWCTP) when promulgated.
- The Council recommends that transition programs be made to be adaptable to the needs of individual Service Members and their Families.

**Recommendation # 8 was changed to:**

**8. Ensure adequate transition services in light of diverse needs of separating members, including those of wounded warriors.**

- The Council assesses that many transition programs are generic, and not sufficiently stratified or tailored to meet the diverse needs of individual Service Members concluding their military service.
- The Council will review the strategic action plan generated by the ODUSD (WWCTP) when promulgated.
- The Council recommends that transition programs be made to be adaptable to the needs of individual Service Members and their Families.

**Recommendation # 8 passed as re-written.**

**9. Leverage existing technology and social networking tools to pursue improved communication with families.**

- The Council assesses that websites provided by the Military Services and the Office of the Secretary of Defense (OSD) have been instrumental in reaching constituents in the virtual realm. However, further use of the “new media” is needed to effectively communicate with the next generation of Service members and military families.

**Recommendation # 9 was voted to be combined with Recommendation # 6.**

**10. Sustain current spouse employment programs and initiatives, including continued funding of the My Career Advancement Account (MyCAA) program.**

- The Council assesses that military spouse employment, including the ability of these spouses to resume their careers after relocation, continues to be a significant contributor to the financial and psychological readiness of military families.

- The Council recommends that current programs continue to be funded, including the “MyCAA” program, which provides funding for licensure and certification programs supporting careers that can be resumed without disruption after relocation.

**Recommendation #10 passed as is.**

**11. Submit a Unified Legislative Budget (ULB) proposal to adjust travel policy and regulations to better accommodate participation of non-dependent family members and designated representatives at Yellow Ribbon Reintegration Program events.**

- The Council assesses that the present travel policy and regulations contribute to mixed messages being provided to military families invited to Yellow Ribbon Reintegration Program (YRRP) events. Unit Commanders often require their service members to attend, and encourage families to attend, but are unable in many cases to provide compensation for travel, lodging, and incidental expenses incurred by families during these events.
- Further, the social support networks of these returning warriors often extend outside enrolled dependents: e.g., parents, grandparents, and friends. This broader network is not afforded any compensation or incentive for their attendance at YRRP events.
- The Council concurs with the previous and ongoing assessments of the Office of the Assistant Secretary of Defense for Reserve Affairs, and recommends that office submit a ULB proposal to effect changes in these regulations that would compensate or incentivize the attendance at YRRP events of extended family or other designees named by the Service Members involved.

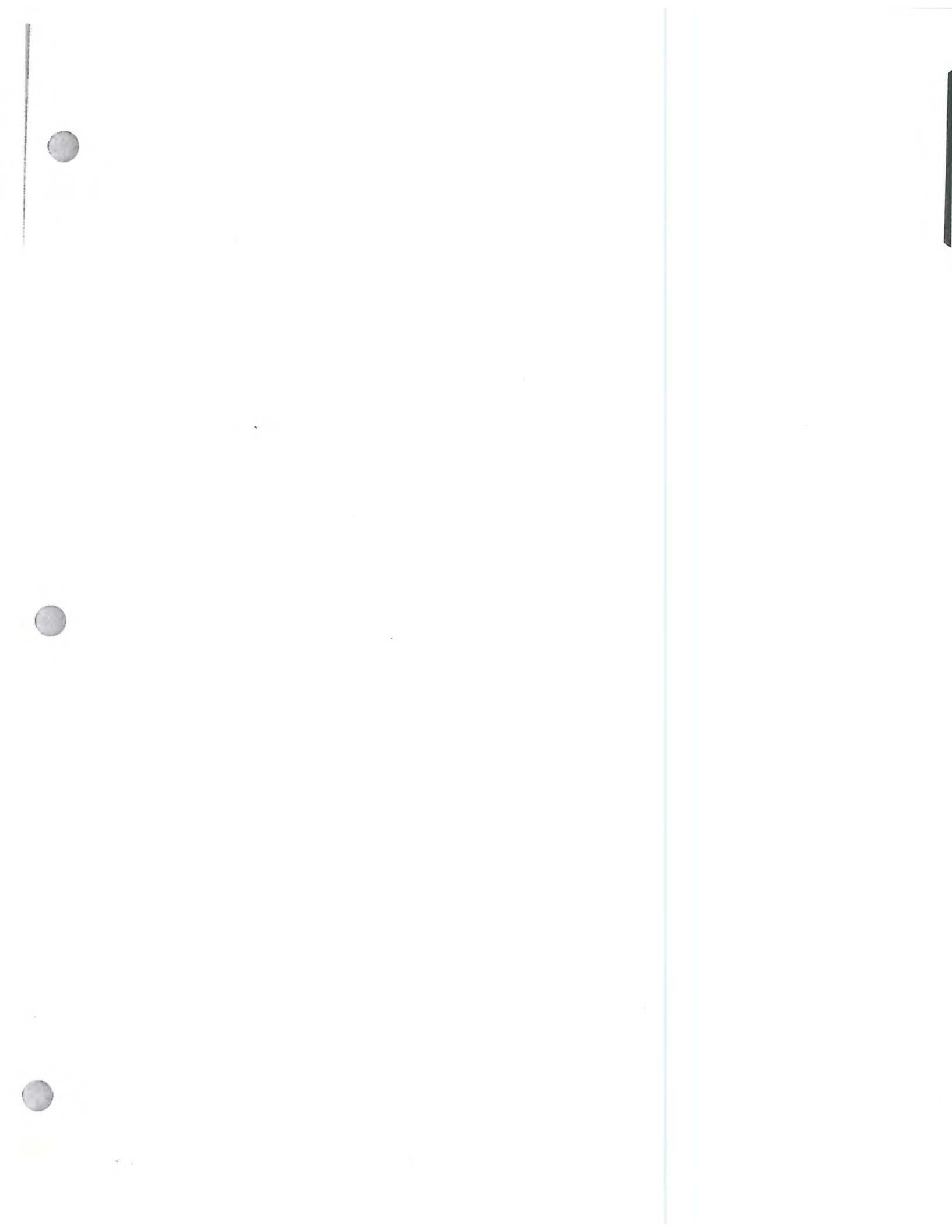
**Recommendation #11 was passed as is.**

An additional agenda item was added to the agenda for the next meeting based on a discussion about standard metrics across the services for Military Family Programs. The additional agenda item for next meeting will look to develop common metrics to measure the success of Military Family Readiness Programs.

A brief discussion among participants ensued surrounding the Exceptional Family Member Program and the current initiatives surrounding it.

Mrs. Sheila Casey, Special Advisor to the Council, discussed the continued need for quality affordable childcare and workers to staff them, as well as an agreement that Service Members and their Families need one central website to go to for information.

Ms. Gail McGinn, DUSD(Plans), and Performing the Duties of the USD(P&R) made closing remarks and adjourned the meeting.



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DEPARTMENT OF DEFENSE

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MILITARY FAMILY READINESS COUNCIL

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TUESDAY, DECEMBER 8, 2009

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1:00 P.M. to 2:42 P.M.

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PENTAGON CONFERENCE CENTER

22

ROOM B6



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2 PARTICIPANTS:

CHAIRPERSON GAIL H. MCGINN

3 Deputy Under Secretary of Defense (Plans), Performing the  
Duties of the Under Secretary of Defense (Personnel and Readiness)

4 CDR QUINN SKINNER, USN  
Designated Federal Officer

5 TOMMY T. THOMAS, Deputy Under Secretary of Defense (Military  
Community and Family Policy)

6 MS. BONNIE CARROLL

(Tragedy Assistance Program for Survivors/Member)

7 MS. KELLY HRUSKA

(National Military Family Association/Member)

8 MR. MICHAEL LANDERS

(Armed Services YMCA/Non-Voting Rep for RADM Gallo)

9 USA:

GEN PETER CHIARELLI

(Member)

10 SGM JOHN HEINRICHS

(Non-Voting Rep for SMA Preston)

11 USMC:

12 MS. SHERYL MURRAY

(Non-Voting Rep for Gen Amos)

13 SGTMAJ RONALD GREEN

(Non-Voting Rep for SgtMajMC)

14 USN:

ADM JONATHAN GREENERT

(Member)

16 MCPON WEST

17 USAF:

18 GEN CARROLL H. "HOWIE" CHANDLER

(Member)

20 CMSAF JAMES ROY

(Member, Joining by VTC)

22 \*\*\*

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2 PARTICIPANTS (CONT'D):

3 MILITARY FAMILY READINESS COUNCIL ADVISORS:

4 MRS. SHEILA CASEY

5 MR. ARTHUR J. MYERS, Principal Director, Military Community and  
Family Policy

6 NANCY BOYDA, Deputy Assistant Secretary of Defense (Reserve  
7 Affairs, Manpower and Personnel)

8 COL CORY LYMAN, OASD(Reserve Affairs)

9 JACKIE GARRICK, Principal Director, Wounded Warrior Care and  
Transition Policy  
10 VEE PENROD,

11 Principal Director, Military Personnel Policy

12 DR. GARY MATTESON, M.D., ODASD(Health Affairs)

13 Director, Clinical and Program Policy

14 Integration

15 MR. ALEX BAIRD, National Guard Bureau

16 BG WALTER GOLDEN, DEPUTY J1, THE JOINT STAFF

17 MS. SHERRI WARD, ODUSD(Civilian Personnel Policy)

18

19 ALSO PARTICIPATING:

20 MR. ED KRINGER

21 Director, State Liaison and

22 Voluntary Education Office

23 CDR QUINN SKINNER, Designated Federal Officer

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1 P-R-O-C-E-E-D-I-N-G-S

2 (1:00 P.M.)

3 WELCOME AND INTRODUCTIONS

4 CHAIRPERSON MCGINN: Welcome. I think we  
5 need to go ahead and get started. I assume our other  
6 members will be joining us. If our other members  
7 don't join us, we may have an issue with a quorum  
8 here.

9 Right, Commander Skinner?

10 (Commander Skinner moving head up and down.)

11 CHAIRPERSON MCGINN: So, let's see how it  
12 plays out as we go along.

13 But welcome to the second meeting of the  
14 Military Family Readiness Council. It's our  
15 opportunity to build on what we did at the first  
16 meeting and move forward.

17 I would also like to welcome the members of  
18 the public with us today. Your engagement and  
19 interest on behalf of military families remains the  
20 foundation, their support.

21 Hopefully, we will be joined by Chief Roy,  
22 who is at Al Udeid Airbase in Qatar. Hopefully, he

1 will be on screen here with us shortly.

2 Our purpose here today is to vote on the  
3 substance of our first report to Congress. The draft  
4 of this document was provided to your staffs a few  
5 weeks ago, and I hope you've had the opportunity to  
6 review it and prepare your thoughts. Everything else  
7 in today's agenda, at Tab A in your binders, is  
8 secondary to that principal objective.

9 There are some discussion topics after the  
10 voting, and I anticipate discussion of these topics  
11 will continue on in future meetings. So it's not  
12 absolutely critical that we conclude them today.

13 So I'm going to turn it over now to  
14 Commander Skinner for some reminders of our ground  
15 rules.

16 FEDERAL ADVISORY COMMITTEE ACT

17 RULES AND RESTRICTIONS

18 CDR SKINNER: Thank you, ma'am. Just a  
19 couple of administrative remarks first. Especially  
20 since we had the VTC today, we ask that you use your  
21 microphone, otherwise Chief Roy will not hear you.  
22 Also, there are some current limitations. We have to

1 share microphones today. And, finally, only three of  
2 them can be on at a time otherwise the world comes to  
3 an end.

4 (General laughter.)

5 CDR SKINNER: To that end, we may gently  
6 prompt you for not using your microphone. Those at  
7 the council table representing their voting member may  
8 discuss but not vote. Our senior advisors away from  
9 the council table may share facts or opinions when  
10 called upon by any of those at the council table.

11 For this meeting, we also have a  
12 transcription team. They will be making an audio  
13 recording, but it will not be published. It is  
14 strictly for records verification purposes and will be  
15 destroyed after the transcript is verified.

16 As always, please be sure that all emails  
17 that relate to the Council's deliberations, that you  
18 cc myself and the chairwoman because it becomes a part  
19 of the record. That doesn't mean anything on these  
20 topics has to be cc'd on us, but when it comes down to  
21 discussing the Council's recommendations that has to  
22 become part of the public record.

1           In your binder, we prolifically added to the  
2 contents we had at our last meeting. Is this  
3 microphone working, or is it cutting off?

4           CHAIRPERSON MCGINN: Mm-hmm.

5           CDR SKINNER: So we will essentially be  
6 starting at Tab Oscar and we're going through  
7 Tabs Oscar through Uniform prior to the voting on the  
8 report on Tab Victor.

9           Also, the National Military Family  
10 Association has a new entry in Tab Gulf, an executive  
11 summary of a Rand report on the experience of children  
12 from military families that was just released  
13 yesterday. We will not be briefing this, but it is  
14 available there for your reference after the meeting.

15           CHAIRPERSON MCGINN: Thank you, Commander  
16 Skinner.

17           At our last meeting, we agreed that we  
18 needed a brief on the Interstate Compact on  
19 educational opportunity for military children, and I  
20 would like to introduce Mr. Ed Kringer, who is the  
21 Director of Military Community and Family Policy State  
22 Liaison and Education Opportunities Office.

1                   Mr. Kringer, please.

2                   BRIEF: INTERSTATE COMPACT

3                   MR. KRINGER: Good afternoon. As she said,  
4 I'm Ed Kringer. My purpose today is to update you on  
5 the Interstate Compact and Educational Opportunity for  
6 Military Children, but to do that I want to put it in  
7 context, the larger context of what our office does  
8 and the other issues we work. Because although this  
9 is probably the issue most people know, it is not the  
10 only one that we do work.

11                   The DoD state liaison function, this  
12 function started in 2004. Dr. Chu, who was then P&R,  
13 had a list of quality of life initiatives that he  
14 wanted to work with service members and their  
15 families, and as he started to work those he found  
16 that all of those were not necessarily federal issues.

17                   Some of them could best be worked by the  
18 states, but there was no organization that he could  
19 reach out and touch that worked with states  
20 governments. Therefore, he started the Department of  
21 Defense State Liaison Office in 2004 to accomplish  
22 this for him and to provide the Department a seat at



1 the table in working with state governments on quality  
2 of life issues.

3 Our focus is on 10 key state-level, and I  
4 underlined the word "state-level," issues for military  
5 members and their families. I do that because almost  
6 any time I show the list of 10 issues somebody will  
7 say, "Well, I can think of two or three or four that  
8 are more important." There probably are but they are  
9 also probably federal-level issues, not state issues.

10 We review these annually. In fact, we just  
11 completed our review of the ten key issues to go into  
12 2010. We worked very closely with the Services and  
13 our other partners like MOA and NMFA to go out and  
14 find out what are the problems or issues facing our  
15 families that are state-level issues.

16 We then analyze those, we rank and staff  
17 them, and then work with the states to coordinate on  
18 which ten we ought the focus on for the next year.  
19 That then goes up through our leadership and is  
20 approved and signed off by the P&R.

21 I'm going a little fast there.

22 What do we do? We educate. We educate

1 state policymakers and leaders on these issues. I  
2 have eleven liaisons out across the country, two in  
3 each of the areas you see on the map, and then one  
4 overall senior liaison who works with them.

5           These are the people who are out there  
6 educating our state policymakers and leaders. As they  
7 do this, they develop relationships with them. And  
8 then those people, when they want to work on one of  
9 our issues, ask us for assistance, which we can  
10 provide.

11           We can provide them with examples of best  
12 practice legislation, and we can provide them with  
13 people to come and testify, provide expert testimony.  
14 But also, this is key, we can provide them family  
15 members, service members, commanders, senior enlisted  
16 advisors who can come and talk about the impact of  
17 that issue on service members and their families.

18           We have been told repeatedly by legislators  
19 having someone in uniform to describe the impact of a  
20 problem is worth its weight in gold in passing  
21 legislation.

22           What we don't do is we do not lobby, and

1 that is key. We do not do any kind of grassroots  
2 organizing. We don't go out and do letter writing  
3 campaigns; telephone campaigns; we don't push for the  
4 passage of a specific piece of legislation; we educate  
5 on the issues.

6 Next slide.

7 Next, we do 10. These are our 10 issues for  
8 2010. It ranges, everything from child custody to  
9 childcare, predatory lending, unemployment  
10 compensation for trailing military spouses. It's a  
11 wide variety of issues.

12 The one that's most famous or most known is  
13 number four, the one I'm here to talk about today,  
14 that's minimizing school disruption for military  
15 children as they move from school district to school  
16 district.

17 Next slide.

18 As you know as good or better than I do, as  
19 families move, children move, that disrupts the  
20 education pattern. Our goal is to have states  
21 participate in an Interstate Compact which is designed  
22 so that all the states follow the same kind of

1 guidelines, have a uniform policy, on how to resolve  
2 transition issues that children face.

3 As a background, we started this in 2006.

4 We contracted with the Council of State Governments  
5 because they are the recognized experts in Interstate  
6 Compact. There are currently over 200 active  
7 Interstate Compacts in the United States, some with as  
8 little as two or three states and some are broad like  
9 this one and cover all of the states.

10 We worked with them to develop this  
11 Interstate Compact. It was not just what we wanted in  
12 it. We got input from 18 different stakeholder  
13 organizations -- everything from a couple of state  
14 superintendents of education, we got the state school  
15 board association, the National PTA.

16 A lot of input came in to developing this  
17 Interstate Compact. By November 2007, it was fully  
18 developed and coordinated, and we were ready to start  
19 working with the states in 2008 to get them to pass  
20 it.

21 This Interstate Compact develops guidelines  
22 in four areas: enrollment, eligibility, placement, and

1 graduation. A key point is this is a legislative  
2 process. The Compact has to be passed through both  
3 houses of the state legislature, go to the governor,  
4 the governor signs it, enacts it into law. Once  
5 enacted into law, it is a binding contract among the  
6 states that have agreed to the Compact. It has the  
7 force of law.

8 Our own internal goal was it was going to  
9 take 10 states to activate the Compact. We achieved  
10 10 states in the summer of 2008. The states then,  
11 once it's activated, come together in the form of an  
12 interstate commission. Each state gets one vote on  
13 that commission. The purpose of the commission is to  
14 oversee the enactment of the Compact and to run it and  
15 make sure everybody is complying with it.

16 If you look at the map, the darker green of  
17 the states are the states that passed it, the  
18 11 states that passed the Compact or adopted it in  
19 2008. The lighter green states are those that passed  
20 it this year. The red states are those that have not  
21 yet passed the Compact.

22 The two yellow states with a green star are

1 two states where we still have active legislation;  
2 they are still in session; and there is still a chance  
3 that they could do it this calendar year, a very small  
4 chance. However, both states have rollovers, and we  
5 have been assured by both states that if they don't  
6 get it in December, it will probably happen in  
7 January. But this is where we are now.

8 A key point: no state has ever voted down  
9 the Interstate Compact. Some have failed to adopt,  
10 some have passed other legislation similar to but not  
11 exactly the same as, but no state has looked at and  
12 just failed to adopt the interstate compact.

13 The key bullets on the bottom, we now have  
14 26 member states covering 81 percent of our children.  
15 I am very proud of that fact, especially in the  
16 context of when the Council of State Governments back  
17 in 2008 looking at this, they said, "By the end of  
18 this year, we will probably have 10 states.

19 So, we have far exceeded. I would like to  
20 think that's all because I've got some great people  
21 working for me, which I do, but it's also because the  
22 states recognize this is a win/win situation. There

1 just really is no negative to the Interstate Compact.

2 Next slide.

3 Okay. So, now what? That's where we are.

4 So, what's our way ahead? Well, we're not satisfied  
5 with 26 states. We would like to get all the rest of  
6 the states and get 24 more.

7 However, because of limited budget, we are  
8 not going to go out and actively target every state.  
9 I simply cannot go out and send people to assist in  
10 all the states like Vermont with 60 children.

11 These are the states I have here that we are  
12 actively targeting this year. That does not mean if  
13 Vermont holds up their hand and says "Hey, we'd like  
14 to do the Compact, will you help," we will help. We  
15 will provide them information, et cetera, but we won't  
16 send someone there to testify.

17 The states are currently forming their state  
18 councils in educating the school districts below them.  
19 This is a relatively slow process. One thing that we  
20 found as we started implementing this, we stepped  
21 back, is every state has to have a state council and  
22 by the Compact there are certain members that have to

1 be part of that council.

2           The state can then have other people, but  
3 they've got to have a certain core. One of those core  
4 members is a military representative. We are now in  
5 the process of working with the Office of General  
6 Counsel to define exactly what the duties and  
7 responsibilities of that military representative can  
8 be. Once they approve a set of guidelines, we will  
9 get that to the interstate commission, so they can get  
10 that out to all of the states on exactly what these  
11 people can do.

12           The work of the Interstate Commission is  
13 ongoing. They had their first meeting in October of  
14 '08. They just completed their second meeting about  
15 three weeks ago.

16           What they do in these meetings is basically  
17 they go through the Compact and they look at the  
18 various rules and they clarify things that may be  
19 confusing or unsure about different states. They also  
20 look at commission procedures. One thing they can't  
21 do is they cannot take the compact in a way it was  
22 never directed to go. They can only operate within the



1 framework of the Compact.

2           The Department of Defense is not a member of  
3 the Interstate Compact, not a voting member; we are,  
4 however, an ex-officio member. My office to date has  
5 been that ex-officio member because we work the  
6 Compact with the Department.

7           However, I fully expect in the next couple  
8 of years we will no longer be involved in the Compact.  
9 The long-term ex-officio member will be DoDEA. In  
10 fact, in this last meeting both my office and DoDEA  
11 went to that Interstate Commission and so we're  
12 handing it off to DoDEA.

13           I mentioned that we are going to target  
14 certain states for this next year. Long-term, it will  
15 be up to the Commission to round up the smaller  
16 states, the ones we don't get this year.

17           Next slide.

18           "Way Ahead: Educate, Educate, Educate."  
19 We've got to manage expectations of both the schools  
20 but especially of our families. My real concern is a  
21 lot of family members will think the Compact addresses  
22 things it was never intended to address, or they will

1 think, "It should be fully operational. It was passed  
2 into law yesterday. Why isn't it working perfectly  
3 today?" So, we've got to manage those expectations.

4 We have written articles which have been  
5 published. We have built briefings. We have briefed  
6 all of the school liaison officers for the various  
7 services. We have provided them with a briefing that  
8 they can use in the schools so that parents fully  
9 understand the Compact, what it does and doesn't do  
10 and also the fact that it is a work in progress.

11 Our two main points: The compact is  
12 designed to handle administrative transfer issues, not  
13 education quality issues. If a family member is not  
14 satisfied with a teacher or with a curriculum, that's  
15 not part of the Compact. It's the transfer issues  
16 that the Compact handles.

17 Also, we want to make sure that they are  
18 aware that it is going to be a work in progress.  
19 There are going to be schools, especially schools with  
20 only a few military families in them. It's going to  
21 take a long time before they fully are aware of the  
22 Compact in their program. It is a work in progress.

1           That's it. The compact is not a panacea.  
2    It is not a cure-all for everything that our families  
3    don't like about education as they move. I really do  
4    believe it's a valuable tool that will help our  
5    families.

6           This picture was taken down in Virginia when  
7    Virginia toured the Compact. That's our most populous  
8    state. It was quite a show. We had a room full of  
9    people who were there. The Wing Commander from  
10   Langley brought his family there for the signing  
11   ceremony, and it was a wonderful ceremony.

12           With that, I am open to your questions.

13           CHAIRPERSON MCGINN: Can you give us a sense of  
14   the things that are covered by the Compact, some  
15   examples?

16           MR. KRINGER: Yes, ma'am. A couple, there's a  
17   large number of things, but a couple of the major ones  
18   to me, one is just simply the transfer of records.  
19   That's one of the biggest complaints is records may  
20   take three, four, five months to transfer from one  
21   school system to the next school system and the  
22   gaining school systems frequently won't take a lot of

1 actions until they get the records.

2 Under the Compact, all the schools agree  
3 that they will give the family a photostatic copy of  
4 the parts of the records they need to take with them.  
5 The gaining school districts agree to take actions  
6 based on that copy. Also, the losing schools agree to  
7 send the official record document within 10 days of it  
8 being requested.

9 Another example is if you have a child who  
10 is in an honors program or a baccalaureate program in  
11 one school district, they transfer to another state,  
12 frequently that state says, "Well, I'm just not sure  
13 that their qualifications are the same as our  
14 qualifications, so we'll let you sit out until we get  
15 your records, until we can test you," et cetera.

16 We have the states who have joined the  
17 Compact agree to change that paradigm and say, "If you  
18 are in an honors program in State X, you are probably  
19 qualified for our honors program. Let's put you in  
20 it, then we still can test you. If we find out you're  
21 not qualified, then we can easily remove you."

22 That's a couple of big ones. But also one

1 of the things we're trying to do is have the states  
2 when a child transfers, if they've had a basic history  
3 or a basic science or a math course in one state, they  
4 come to the next state and the nomenclature of the  
5 course is not exactly the same. The content may be  
6 only 95 percent the same. We would ask the state to  
7 look at the content, see if it's not acceptable, so  
8 the child doesn't have to take the basic course  
9 again. So, they can go ahead and start taking the  
10 advance courses.

11 State history, how many state histories does  
12 a child need? So you have state history in one, in  
13 another state, so they've had one state history.  
14 Accept that as your state history and let that child  
15 have the opportunity to take an advanced math or an  
16 advanced science course. So, that's some of them, but  
17 there are a lot.

18 CHAIRPERSON MCGINN: Admiral Greenert, did  
19 you have --

20 ADM GREENERT: I did. Thank you.

21 When it comes to standards, will DoDEA in  
22 your view or do you know intend to say, "We would like

1 to use our standards?" It could be anywhere from the  
2 standardized testing to what we desire for graduation  
3 so that when kids go out of or in DoDEA and then go  
4 back into the state school there is that continuation.  
5 How will that work?

6 MR. KRINGER: If you mean, I don't want to  
7 speak for DoDEA, but if you mean get the states to  
8 change standards, no, sir. If you mean make sure that  
9 they, DoDEA, are being treated as a state.

10 Even though we are not voting members of the  
11 Compact, DoDEA has agreed to abide by everything  
12 that's in the Compact and the other states who are a  
13 part of the Compact have agreed to work with DoDEA  
14 just as though they are a state.

15 So if you found that a child was leaving a  
16 DoD school in Europe and transferring to a school in a  
17 Compact state in the United States and they did not  
18 have because DoDEA did not require it, they did not  
19 have a certain course for graduation or there wasn't  
20 time for that child to get that course, then the state  
21 should do two things.

22 One is look and say, "Do I really have to

1 have that requirement?" If they can waive it, then  
2 please do so. If they can't because something really  
3 is critical to what they conceive of as a high school  
4 diploma, then work with the sending school, in this  
5 case DoDEA, to give them a DoDEA diploma so that they  
6 can graduate on time.

7 Does that answer it?

8 ADM GREENERT: I think so. I think so. In  
9 other words, DoDEA is the 51st state in this regard?

10 MR. KLINGER: It's the 51st state except  
11 that we don't have any voting right in the Interstate  
12 Commission.

13 ADM GREENERT: All right.

14 MR. KRINGER: We are not voting and we are  
15 also not contributing money anymore to that, but we  
16 have agreed to let Mr. Thomas sign the letter to the  
17 Interstate Commission when they say that DoDEA would  
18 become the ex-officio member, "And, oh, by the way, we  
19 agree that we will follow the rules of the Compact."

20 ADM GREENERT: Who is the advocate for the  
21 individual family such that a family goes from State 1  
22 to State 2, they have two children? Just for a

1 vignette, according to the Compact this should be  
2 seamless because State 2, if they are a member of  
3 this, accepts what State 1 had. But I think you  
4 mentioned earlier history, state history, and there  
5 may be others where you say, "Well, how many of this,  
6 you know, what do you need?" It's open for debate  
7 maybe. So, who debates on behalf of the family? Who  
8 is the advocate for this for the family?

9 MR. KRINGER: Each Service can do it  
10 differently, but basically our thought on this is at  
11 that level it will be the school liaison officer.  
12 When we work with school liaison officers -- I've  
13 personally worked with the Maryland Task Force,  
14 because the first year Maryland did not pass the  
15 Compact. They referred it to a Task Force to restudy  
16 it.

17 I was part of that Task Force, and there  
18 were two school liaison officers there. As we  
19 discussed it, one of the things we said to them is  
20 "This gives you another tool. As you are working and  
21 advocating for families, you now have a tool of rules  
22 so everything that happens to a child that's covered



1 by the Compact doesn't have to be worked case by case.  
2 You've got an agreement that says 'This is how it  
3 should work.'

4 Now, what they are building and what has  
5 come out of this last meeting is a whole system for  
6 how do you resolve things. If something should happen  
7 according to the Compact and it's not resolved at the  
8 local level, it goes up to the state council.

9 If it's between school districts, this, this  
10 school district, should go back to the losing school  
11 district, say, it's something, they didn't send the  
12 records on time, and try to work it.

13 If you see a pattern of it not happening as  
14 opposed to a one-time thing, it goes up, and  
15 ultimately it goes to the Interstate Commission and  
16 the Interstate Commission can direct that state to  
17 follow the rules of the Compact. But at the lowest  
18 level should be the school counselor and it should be  
19 the school liaison officer.

20 ADM GREENERT: In the, if you will, losing  
21 school, the one that should be the advocate and  
22 negotiator for the family which is departing that

1 school; correct?

2 MR. KRINGER: It should be the same.

3 ADM GREENERT: No. But again, sorry,  
4 forgive me for hijacking the microphone. I'm not  
5 necessarily troubled, but this is all well and good as  
6 I see it. I'm leaving and I say, "Well, Mr. Greenert,  
7 I see that Bobby and Suzy will be leaving here. The  
8 good news is they are going to Virginia. See, we're  
9 part of the Compact. So all these math and all these  
10 records, we're going to take care of it. We're in  
11 the Compact. But I'm not sure. Now, when you get to  
12 Virginia, Mr. Greenert, you will have to go ask about  
13 this history course." You know, I don't know, pick a  
14 topic.

15 So, I get there and I go in. Do I go see  
16 the guidance counselor? I don't know. I check in and  
17 they say, "I'm not sure what you're talking about  
18 Mr. Greenert. We all take Virginia history. It's  
19 important."

20 So now, who is my advocate? Am I on my own,  
21 which is, you know, I just need to know. Therefore,  
22 we need to tell our people. Do we say, "No, call

1 1-800-Compact," or what? How do we do this?

2 MR. KRINGER: I'm thinking that that's a  
3 great question, and that's what I was alluding to and  
4 didn't specify because of time. In our education of  
5 the family members, you do two things. One is work  
6 through the liaison officer. They are your  
7 "professional advocate."

8 But the other part of that is it's not going  
9 to be perfect immediately. It is going to take  
10 several years before this really gets -- we had a  
11 state school district in Maryland just the other day  
12 tell a parent that, "Well, the Compact doesn't apply  
13 to us." Well, they just hadn't gotten the word yet.

14 ADM GREENERT: Right.

15 MR. KRINGER: What we tell parents to do is  
16 make the Compact itself very accessible. Tell them  
17 the Web sites. If you get that kind of push-back,  
18 talk to your school liaison officer, but also go in  
19 there, they may just not be aware, and say, "Look,  
20 here's the Compact. You are a part of it."

21 Push it because it's going to take that for  
22 a while before some schools, especially those with

1 very small military populations, do become aware and  
2 push it back up. But the state council should then  
3 educate them.

4           There is also in addition to the state  
5 council, every state is required to have a military  
6 liaison. This is a person who is part, normally part  
7 the department of education for the state but whose  
8 focus is making sure the Compact operates.

9           So, are there going to be those cases people  
10 say, "Well, we haven't heard about that," or "We don't  
11 know," or "We don't think that's right"? Yes, there  
12 will. The parents should work with the school liaison  
13 officers. They should work with the counselors in  
14 there. They should take a copy of the Compact and  
15 say, "Oh, yeah, it is," and push it back up the chain  
16 into the Council.

17           If it's not working, the Interstate  
18 Commission should get involved. We have also told,  
19 put the word out there to the slows, that if they see  
20 something, let us know about it. We are not going to  
21 be the long-term people who work this. But at least  
22 right now we know there are going to be glitches and

1 we have asked to be kept informed.

2 BRIEF ON DATA FROM COUNCIL

3 CHAIRPERSON MCGINN: I just asked Ms. Hruska  
4 the degree to which NMFA has heard anything about this  
5 issue, and she has agreed to give us an update.

6 MS. HRUSKA: We are, just as Mr. Kringer  
7 said, hearing families know about it and so they  
8 really are pushing the issue up. You know, the  
9 Council has met the Commission has met. They are  
10 slowly getting everything together to start pushing  
11 the information down to the school districts. But  
12 families really are pushing this information up  
13 saying, "This has been passed" and, you know, asking  
14 the individual school districts, "now what are you  
15 going to do about it?"

16 So it's happening and we're getting  
17 contacted about it and doing the same thing, referring  
18 people to the school liaison offices.

19 ADM GREENERT: Thank you.

20 MR. KRINGER: It's just going to take a  
21 while before it's fully operative like it should be.

22 CHAIRPERSON MCGINN: Thank you.

1 Other questions for Ed?

2 (No verbal response.)

3 CHAIRPERSON MCGINN: All right. Thank you  
4 very much.

5 I'm going to turn back to Commander Skinner  
6 for a minute, and he is going to run through for you  
7 some things that we consider, say, program assessments  
8 that have occurred in the year 2009, just so you get a  
9 sense of that activity and what some of the outcomes  
10 have been.

11 Commander Skinner.

12 CDR SKINNER: Thank you, ma'am.

13 Good afternoon again, ladies and gentlemen.  
14 The intent of these next few slides is to briefly  
15 summarize what assessment efforts took place in 2009.  
16 We have provided a lot of material for reading to your  
17 staffs a few weeks ago.

18 However, we wanted to provide you an  
19 opportunity to ask questions for clarification in the  
20 event that you desire to use materials from these  
21 assessments to adjust your previous recommendations or  
22 create new ones.

1           I will leave each slide up briefly to afford  
2 you to time to read it, and if there are no questions  
3 on a given slide, I will immediately move on.

4           I invite your attention to Tab Pi in your  
5 briefing binder. Since Mr. Thomas' arrival, he has  
6 conducted a number of installation visits worldwide.  
7 At each location he has polled commanders, military  
8 members, and families of service providers for their  
9 concerns. Displayed here is a brief summary of the  
10 major theme from those visits.

11          The next tab is Tab Quebec. In the last Council  
12 meeting, we mentioned briefly nationwide listening  
13 sessions. These are being conducted through contacts  
14 at Land Grant University at various installations.

15          We have also begun virtual listening  
16 sessions where participants are asked the same  
17 questions online. We hope to reach a broader audience  
18 as we combine these two approaches, installation  
19 visits and online. These are ongoing but have really  
20 just started. They have not yet encompassed all the  
21 services.

22          Themes shown here are only from a few Navy

1 installations. However, in your briefing binder, the  
2 Army has also conducted a survey of geographically  
3 dispersed soldiers and families, the summary of which  
4 is on Slide 24 of that same tab.

5 CHAIRPERSON MCGINN: On this one, I asked  
6 what the barriers to access meant, and I think the  
7 answer I got was it's really kind of barriers to  
8 healthcare, access to healthcare, that people are  
9 talking about; right?

10 CDR SKINNER: Yes, ma'am, and then there's  
11 also some cultural things with the behavioral health,  
12 seeking help for the stigma associated with behavioral  
13 health.

14 GEN CHIARELLI: I would second that. I was  
15 trying to get myself organized, and we swung by  
16 Tab Papa. I guess I would agree that behavioral  
17 health is getting an emphasis, but I think there is  
18 much, much more that needs to be done.

19 There are some real issues that we as well  
20 as everyone else are having in trying to deliver those  
21 services. There is a nationwide shortage of  
22 behavioral health folks. I think we have to look for



1 out-of-the-box ways to do this. But I think it's fair  
2 to say that, although it has our attention, it needs  
3 much, much more.

4 CDR SKINNER: Yes, sir.

5 CHAIRPERSON MCGINN: "Individual  
6 Augmentees," is that the issue of this being a new way  
7 of doing business for the Navy and Navy support  
8 structures needing to be adjusted for that? Is that  
9 what that is?

10 CDR SKINNER: Yes, ma'am.

11 MCPON WEST: Yes, it is. It's a process  
12 within a bigger, a larger, process of unit deployment  
13 and an infrastructure and a hierarchy of support for a  
14 unit versus individual augmentees, ensuring that they  
15 don't get lost or are not recognized as a key and  
16 critical element.

17 GEN CHIARELLI: But that's just not a Navy  
18 issue, that's an issue across the Force. I mean,  
19 we've got tens of thousands of individual augmentees  
20 and there are no welcome home parades or events for  
21 them. They literally put you off at the airport, take  
22 a couple of weeks leave, and go back to work.

1           CHAIRPERSON MCGINN: Chief Roy, is that you  
2 joining us?

3           (No verbal response.)

4           CDR SKINNER: It sounds like you can hear  
5 us, but we can't hear you.

6           CHAIRPERSON MCGINN: There you go.

7           CHIEF ROY: Are you there?

8           CDR SKINNER: Yes, I'm here.

9           CHAIRPERSON MCGINN: Great. We're on slide,  
10 how would we describe it?

11          CDR SKINNER: Slide 14 that says "Tab  
12 Quebec" on the bottom right-hand corner, Chief.

13          CHAIRPERSON MCGINN: Thank you for joining  
14 us.

15          CDR SKINNER: Moving on to Tab Romeo now,  
16 this is an overview of survey results from the Defense  
17 Manpower Data Center, both from military members and  
18 spouses, Active and Reserve component.

19          Slide 26 of this presentation is displayed  
20 here, providing a summary of take-away messages. In  
21 addition, at the bottom of the slide there is brief  
22 summary of what DMDC feels we do not know enough

1 about.

2 CHAIRPERSON MCGINN: This slide doesn't show  
3 it, and I'm trying to remember if we get to it later  
4 on. But we happen to know, we monitor the health of  
5 the Force and we happen to know that the members, the  
6 family members, particularly children who are  
7 receiving mental health counseling who are in need of  
8 in-house mental health treatment has been increasing  
9 and is a matter of some concern, going back to what  
10 General Chiarelli said that we need to deal with and  
11 that we are starting -- we are focusing on trying to  
12 understand more about that phenomenon.

13 GUARD AND RESERVE TASK FORCE

14 CDR SKINNER: Let's move on to Tab Sierra.  
15 The Guard/Reserve Task Force, which was a conference,  
16 was convened in May 2009. We brought together service  
17 providers and policy staff serving Reserve, Guard, and  
18 Active-Duty Service members and families to highlight  
19 the challenges of the geographically dispersed and  
20 also to strengthen the relationship between the Yellow  
21 Ribbon Reintegration Program and the Joint Family  
22 Support Assistance Program.

1           Displayed on this slide are some of the  
2 broad areas addressed, the status of concrete actions  
3 completed or in progress appear on the bottom half of  
4 the page in Tab Sierra. You will see some more detail  
5 about the program eligibility.

6           JOINT FAMILY READINESS CONFERENCE 2009

7           Moving, I will now invite your attention to  
8 Tab Tango. This is the Joint Family Readiness  
9 Conference that was held in Chicago in September of  
10 2009. The conference brought together 1,500 service  
11 providers from around the nation. One of the focus of  
12 the conference was allowing service providers across  
13 all components and opportunity to share best  
14 practices.

15           Focus groups among these service providers  
16 were also conducted. This slide shows the five major  
17 areas of concern highlighted by these providers.

18           PANEL RECOMMENDATIONS FROM  
19           THE SUMMIT ON MILITARY FAMILIES

20           Lastly, I invite your attention to  
21 Tab Uniform. I have several slides here. Now, we  
22 convened the Summit on Military Families last month to

1 close the first round of this ongoing assessment  
2 effort. This was a joint effort among DoD, USDA, and  
3 the University of Maryland, the later representing our  
4 collaboration with Land Grant Universities.

5 Besides highlighting this new collaboration,  
6 the distinction of this conference was to identify not  
7 only issues, but also recommended goals and an action  
8 plan. Before we summarize those recommendations that  
9 stems from this summit, there is a brief disclaimer.

10 These are recommendations of summit  
11 participants, specifically a group of 10 panels of  
12 8 to 15 people. Their presentation here does not  
13 constitute a DoD commitment to these actions. These  
14 remain under discussion both internally in the Office  
15 of Military and Community Family Policy; among the  
16 services; and last, but not least, certainly the new  
17 Under Secretary for Personnel should be confirmed soon.

18 There are various read-aheads and they are  
19 summarized here for your consideration, but these are  
20 not set in stone, not agreed upon, and remain the  
21 recommendations of the summit participants.

22 Next slide.

1           Displayed on this slide are the critical  
2    issues highlighted by summit participants. I think  
3    you will find the themes here are common to our other  
4    assessments.

5           This next slide shows the top five goals  
6    recommended by some of the participants. Next, we  
7    move on to the summit's recommended actions. There  
8    are three slides here. These slides highlight the  
9    recommended actions. They were collated from  
10   recommendations of the 10 multidisciplinary panels.  
11   The first two slides show three broad actions, and the  
12   last slide has more narrow, specific actions.

13           The first two are here, creation of a  
14   strategic map franchise programs tied to metrics  
15   specifically centered on readiness, recruiting and  
16   retention, and a review of behavioral health services  
17   both to identify issues early and continue to reduce  
18   stigma.

19           This next slide is the third broad  
20   recommendation which is tied to a strategic  
21   communications plan with the subordinate objectives  
22   highlighted here, reaching the Guard and the Reserve

1 being the foremost of those.

2 This last slide has recommended actions that  
3 are more narrow in scope. The first two deal with the  
4 strategic communications plan itself. The third deals  
5 with identifying and funding joint core family support  
6 services.

7 GEN CHIARELLI: Hi. I've seen kind of the  
8 theme through this about Guard and Reserve access to  
9 medical care, and we've gone a long way with the TRS,  
10 but the availability of TRS, "TRICARE Reserve Select,"  
11 depends on the viability of the network and the  
12 network for TRS is nowhere near as robust as it is for  
13 TRICARE.

14 You would think that a doctor who has  
15 qualified to provide services under TRICARE Prime or  
16 Select would be able to do so under TRS, but that's  
17 not always the case.

18 So in states where you don't have large  
19 active component populations, the availability of TRS,  
20 although it is a benefit paid for by members of the  
21 Guard and Reserve, where you don't have a robust  
22 network it's like offering a service without any way

1 to deliver it.

2 I would argue that I think what we could  
3 really do is look at ways to try to expand that  
4 network so that where we are offering TRS there are  
5 doctors available to, in fact, provide the necessary  
6 medical treatment that are members and providers in  
7 the TRS system.

8 CHAIRPERSON MCGINN: Let me ask,  
9 Dr. Matteson, do you have any comment on that from  
10 Health Affairs' perspective?

11 DR. MATTESON: The only comment that I would  
12 have is that we work with the TRICARE contractors to  
13 expand the networks and make them more available in  
14 those areas. But granted there are areas where there  
15 is little penetration of our network, and we need to  
16 work on that.

17 CHAIRPERSON MCGINN: Okay. You can take  
18 that back. Good point.

19 Ms. Boyda.

20 MS. BOYDA: In Reserve Affairs, we are  
21 actually mapping out where our Reserved and Guard are  
22 located physically and working with the TROs to try to



1 develop the networks, specifically area by area  
2 instead of just a global "Let's try to get better."  
3 We're trying to target some areas as well.

4           It is my understanding, too, that at least  
5 with TriWest, if you submit a bill, then you become a  
6 provider, so they are really trying to break down some  
7 of the barriers to becoming providers. Unfortunately,  
8 a lot of providers don't even know that. So in  
9 Reserve Affairs, it's one of the goals that we have  
10 taken on as a P&R goal is to try to significantly work  
11 with the TROs to increase the provider network.

12           GEN CHIARELLI: So, do you know how that is  
13 going? Have you been at it long enough to be able to  
14 tell?

15           MS. BOYDA: TriWest now has 168,000 actual  
16 providers. The others are kind of in their limbo, and  
17 I'm not quite sure where they are. So, they have  
18 taken a stronger west of the Mississippi. When the  
19 contracts are finalized and we know what's going on,  
20 we will be working with obviously the contractors and  
21 the TROs and TMA.

22           I really appreciate your comment of making

1 it clear because it's a huge problem if you have a  
2 Service -- only 7 percent of TRICARE, 7 percent of  
3 those who can use it or are eligible for it only use  
4 it. So, it's one of the main reasons that they don't.  
5 So, thank you for bringing it up.

6 GEN CHIARELLI: You would think that if you  
7 were qualified to provide under TRICARE Prime or  
8 Select that it would be a no-brainer that you could  
9 provide under TRS.

10 MS. BOYDA: Yes.

11 GEN CHIARELLI: I don't pretend to  
12 understand all of the credentialing rules. But  
13 although that seems like a no-brainer, it's not.  
14 There are certain situations where you must reapply in  
15 order to provide care under TRS. I have not heard of  
16 "Provide a bill and TRICARE will pay it." I thought  
17 you had to be a licensed provider in order to. That  
18 would be good to get out to folks at least in the West  
19 if that is, in fact, the case.

20 MS. BOYDA: I think that is, that's the  
21 case. Again, I think the work is cut out for the  
22 other TRICARE providers, the other contractors, once

1 the dust settles, and that has to be happening soon.

2 CHAIRPERSON MCGINN: I appreciate you  
3 bringing it up.

4 MS. BOYDA: Yes.

5 CHAIRPERSON MCGINN: I think it's something  
6 that we need to work on.

7 MS. BOYDA: Yes.

8 CHAIRPERSON MCGINN: So we'll get health  
9 affairs engaged. Thank you.

10 CDR SKINNER: Ma'am, that concludes my brief  
11 pending any other comments or questions.

12 (No verbal response.)

13 CHAIRPERSON MCGINN: Thank you very much.

14 I'm now going to turn the meeting over to  
15 Mr. Tommy Thomas who is going to talk about the  
16 substance of the Council's report based upon our  
17 recommendations at the last meeting and how we go  
18 forward from here, so, Mr. Thomas.

19 Oh, just a reminder, Commander Skinner would  
20 want me to remind you that only those whether are  
21 council members are allowed to vote. So if you're  
22 sitting in proxy for someone, we appreciate you being

1 here, but you can't raise your hand I guess is the  
2 rule. So, thanks.

3 Mr. Thomas.

4 REVIEW OF AND VOTING ON COUNCIL'S  
5 DRAFT ANNUAL REPORT

6 MR. THOMAS: Okay. Thank you, Gail.

7 What we've done is we've put together a  
8 draft report. If you look at Tab 5, you should have  
9 that draft report in there. We are at the point now  
10 in the meeting where we would go over the  
11 11 recommendations from the previous council meeting  
12 and we will vote on the 11 recommendations. We have  
13 included all the recommendations in the report with  
14 some added comments at Tab 5.

15 CDR SKINNER: Tab Victor, sir.

16 MR. THOMAS: Okay. Tab V, I'm sorry. I was  
17 thinking Roman numbers there. Tab V, Victor.

18 Okay. If you're at Tab V, the first  
19 recommendation from the Council at the last Council  
20 was we wanted to incorporate metrics on the  
21 implementation of family care programs to help address  
22 child custody issues. We provided, if you look at the

1 slide, we provided the added comments there.

2 I'm not going to read the entire slide, but  
3 just give you the essence of what the Council voted on  
4 at the last meeting. If the Council is okay with the  
5 wording, we will vote and we will move on. That will  
6 be the rules of engagement. We are on number one, the  
7 number one recommendation.

8 MS. HRUSKA: I just have one comment. I  
9 thought at the last meeting we just discussed to  
10 incorporate metrics on the implementation of family  
11 care plans, and child custody was just one reason why  
12 we should be doing it. Because there are many, many  
13 reasons in addition to child custody why we should be  
14 strengthening family care plans. I just hate to put  
15 something in that is so narrow.

16 CHAIRPERSON MCGINN: I agree and I think  
17 that I don't know if we can say "the number of child  
18 custody cases has increased" because I don't know that  
19 we know that. We could say that "may have increased."  
20 I don't know if we can be definitive about "has  
21 increased" at this point.

22 GEN CHANDLER: I offer one thought. It may

1 be that the second sub-bullet is what we were really  
2 after here. If there is a way to take the  
3 recommendation and turn that on its side so that the  
4 second bullet is really number one.

5           Number one is the sub-bullet. And if we  
6 want to use custody as an example, maybe that's part  
7 of the sub-bullet. I'm not trying to rewrite this or  
8 throw wrenches in the recommendations, but I agree  
9 that this is a little narrow. The first question that  
10 comes to mind is, "Well, what metrics are we going to  
11 use to measure this?" We're going to have to give  
12 some careful thought to that, I think.

13           ADM GREENERT: We are looking for, I assume,  
14 DoD metrics, so we go from base to base. As we  
15 establish joint bases, it becomes easier to integrate  
16 anything from childcare to the family service center.  
17 We're talking about the output metrics. We do a lot  
18 of input, a lot of activity, but I think we're trying  
19 to get to the bottom line. Are we improving, how do  
20 we measure that, what's the basis -- therefore, the  
21 metric.

22           CHAIRPERSON MCGINN: We are doing a separate

1 study of child custody, so I don't know that it needs  
2 to be highlighted here. I like the idea of putting  
3 the second bullet up first.

4 GEN CHANDLER: I think that makes sense.

5 CHAIRPERSON MCGINN: Yeah.

6 MR. THOMAS: Okay. We've revamped it, so  
7 let's take a look at it now. Measure Total Force  
8 compliance with having Family Care Plans in place  
9 prior to deployments.

10 GEN CHANDLER: That one is pretty easy to  
11 measure. You can get some pretty good metrics in on  
12 whys and why nots and maybe something jumps out at us  
13 as to why people are having a hard time with Family  
14 Care Plans. I think that's the objective here; right?

15 CHAIRPERSON MCGINN: Mm-hmm.

16 MR. THOMAS: Okay. So?

17 CHAIRPERSON MCGINN: But we wanted to change  
18 the bullets. We didn't want that first bullet to be  
19 the first bullet.

20 MR. THOMAS: We would like now for everyone  
21 to vote, the voting members. All in favor of  
22 recommendation one?

1 (A show of hands. Seven members voted.)

2 CHAIRPERSON MCGINN: Okay.

3 MR. THOMAS: Okay. We move to  
4 recommendation two. Recommendation two was to  
5 consider using Military HOMEFRONT to communicate and  
6 clarify program access and eligibility to military  
7 family constituencies.

8 GEN CHIARELLI: I like the word "consider."  
9 Because I just hate after what we've done with  
10 Military OneSource, and it isn't Santa Claus or kind  
11 of known throughout the military, that we would all of  
12 a sudden change the one place that family members and  
13 service members go to gain information, if we can work  
14 with the security people to maybe somewhere along  
15 there put that protected information or the  
16 information that can only go to those individuals who  
17 are in the service behind some kind of a firewall or  
18 something. But I just hate now we end up with another  
19 Web site and have to begin all over again.

20 GEN CHANDLER: I agree with Pete. We've put  
21 a fair amount of effort in our "Year of the Family" to  
22 try to consolidate and boil down where you go get



1 data. Part of this has been some rather painful  
2 things to do with some of the Web sites that we have  
3 because different people like different Web sites.

4 And so while I'm not trying to pretend that  
5 we can tell people which Web site to like, I think One  
6 Source is a pretty good driver for us here. It  
7 doesn't mean we can't link. But I think we're going  
8 to be guilty of one of the things we're trying to  
9 solve, and that's clarify where people go to get  
10 information, if we're not real careful.

11 CHAIRPERSON MCGINN: Why did we want this in  
12 the first place? Who advocated for this?

13 MS. HRUSKA: Well, I think it started  
14 because there was a matrix that was presented at the  
15 last meeting that laid out the eligibility.

16 CDR SKINNER: Use your microphone, ma'am.

17 MS. HRUSKA: We asked that is just be posted  
18 on Military HOMEFRONT. I think that's where it came  
19 from. I don't think that we were advocating that, you  
20 know, we use just one venue.

21 I think we wanted the matrix that was  
22 presented that included all the DoD programs and then

1 the different branches, retirees. We said, "Well,  
2 this is great. Why isn't it posted on Military  
3 HOMEFRONT?" So I think that's where it came from.

4 GEN CHIARELLI: I may be misinformed. It  
5 happens all the time. But my understanding is it's a  
6 security issue, to provide the information to more  
7 people. There was certain information that wasn't  
8 available to non-service members or direct relations  
9 to a spouse that is on Military OneSource that could  
10 not be provided to everyone. That was my  
11 understanding. The idea was to come up with a Web  
12 site that would be available to folks who may not be  
13 able to have access to Military OneSource. That was  
14 my understanding, but I could be wrong as people have  
15 informed me.

16 CHAIRPERSON MCGINN: As I remember --

17 A PARTICIPANT: I did say that.

18 GEN CHIARELLI: No, I --

19 MS. HRUSKA: I mean, I can see that where --  
20 I mean, Military OneSource, you need to log on to get  
21 certain information, so HOMEFRONT. But I think that's  
22 why we recommended this matrix.

1           My recollection was we were just discussing  
2 this matrix that's referenced on the slide, that it be  
3 posted on HOMEFRONT because it is accessible.  
4 Military HOMEFRONT is accessible to everyone, and you  
5 don't need to have a secure log-on to access it.

6           CHAIRPERSON MCGINN: Mr. Myers?

7           MR. MYERS: Military HOMEFRONT is the site,  
8 you know, for policies, and so forth. It is being  
9 used by all of the military services.

10          CDR SKINNER: Turn on your microphone, sir.

11          CHAIRPERSON MCGINN: He commented that it is  
12 a site to policy, et cetera. It is being used by all  
13 the military services. So really this issue was about  
14 that matrix which clarified who is eligible for what,  
15 yeah, and putting that on Military HOMEFRONT. I'm  
16 remembering that now that way.

17          ADM GREENERT: Step one, is that folks --  
18 well, then we have to link, ask everyone to link their  
19 favorite Web site to Military HOMEFRONT, therefore  
20 everyone has access. That's what I understand.

21          The idea is to give everybody access; right?  
22 So you have one or two choices, I think, if I'm

1 understanding right. Put the matrix on Military  
2 HOMEFRONT.

3 Now you've got to get everybody to Military  
4 HOMEFRONT, and they have to know it exists. If they  
5 go to their favorite Web site they are already  
6 habitually visiting and they see a link to Military  
7 HOMEFRONT, they go to it, then we've connected that's  
8 on the same source. Publish it there and then  
9 everybody will link to Military HOMEFRONT.

10 MS. HRUSKA: No, I see what you're saying.  
11 Because Military HOMEFRONT, I automatically if I'm  
12 looking for policy go to Military HOMEFRONT, but I've  
13 been trained that way. So I can see where you're  
14 saying that if you go to Navy Knowledge Online all the  
15 time, you don't necessarily know that Military  
16 HOMEFRONT exists.  
17 just asking all the services to provide a link on  
18 their, so it's a matter of like, Crossroads,  
19 Navy Knowledge Online and just say, "You know, for  
20 policy information go to." Simple enough. Is that  
21 something we can -- can we update that?

22 A PARTICIPANT: We can.

1           CHAIRPERSON MCGINN: I'm still not clear  
2 about this one, what we're trying to do. We're trying  
3 to get that matrix of eligibility onto Military  
4 HOMEFRONT; right?

5           ADM GREENERT: Right.

6           MS. HRUSKA: So, why don't we just say,  
7 "Publish the matrix of military eligibility on  
8 Military HOMEFRONT," period, and then ask the services  
9 to link to Military HOMEFRONT?

10          ADM GREENERT: Now you've got it. It's  
11 there. Now it is up to us to take back and have, you  
12 know, our Web sites link to that one.

13          MS. HRUSKA: Okay.

14          ADM GREENERT: So that then our constituency  
15 gets to the matrix.

16          MS. HRUSKA: Well, is this something that  
17 really needs -- I mean, can't we just do it? Does it  
18 require -- maybe I'm being naive. But do we really  
19 need to -- is this something really needs to be  
20 included in the report to Congress?

21          CHAIRPERSON MCGINN: It doesn't seem to rise  
22 to that level to me.

1           GEN CHANDLER: Only from the perspective of  
2 every one of the survey things seem to indicate that  
3 people had a hard time navigating through the system.  
4 So you may answer this question one way or the other.  
5 This may be the way to do it or maybe not. You're  
6 right, this is a bit of disturbia, but everybody seems  
7 to be asking this question.

8           CHAIRPERSON MCGINN: Maybe we should defer  
9 this and look at that bigger issue, and ask about it  
10 when everybody comes back, and talk about it at the  
11 next meeting so we get it right.

12           ADM GREENERT: Maybe we should defer it. If  
13 we do it, we've got to do it completely. So, maybe we  
14 need to think about it.

15           MR. THOMAS: Okay.

16           CHAIRPERSON MCGINN: Anybody opposed to  
17 deferring it? Is anybody opposed to deferring it, and  
18 we will work on it some more for the next meeting?

19           (No verbal response.)

20           CHAIRPERSON MCGINN: Okay. Next?

21           MR. THOMAS: Okay. Number three. This one  
22 addressed the needs of medically retired severely

1 injured service members related to childcare.

2 GEN CHANDLER: Do we know the magnitude of  
3 this problem? Maybe we talked about that the last  
4 time, and I forgot about it.

5 MR. THOMAS: We talked about it, but we  
6 didn't really get into the magnitude of it. Again,  
7 I'm a nonvoting member.

8 GEN CHANDLER: No, but the only reason I ask  
9 the question is, again, childcare is an issue on  
10 everyone of the reports, the tabs that we saw. This  
11 isn't an effort to block giving someone childcare. If  
12 we're going to try to describe what the gap is in  
13 childcare, this could be a big gap or it could be a  
14 small gap, and I don't know.

15 CHAIRPERSON MCGINN: Jackie, do you think  
16 you have any sense?

17 MS. GARRICK: Yes, I was just looking at  
18 that. My sense is that since the VA doesn't pick up  
19 on this issue at all that there is probably a  
20 disconnect when these folks medically retire and there  
21 have been DoD-supported programs but not VA-supported  
22 programs, that it becomes a black hole for their

1 families.

2 CHAIRPERSON MCGINN: We just don't know how  
3 -- what the magnitude of it would be.

4 Art, do you have any sense?

5 MR. MYERS: I think it's something we have  
6 to assess. I think there is a need out there.

7 CDR SKINNER: Microphone, sir.

8 MR. MYERS: We're going to have to  
9 ascertain, you know, what the gap is. I believe there  
10 is a gap from working with the Air Force Authority.

11 CHAIRPERSON MCGINN: Commander Skinner,  
12 what's our process? After we write up the report, do  
13 we send it back to the council members for review and  
14 coordination?

15 CDR SKINNER: Ma'am, the intention was to  
16 just move this one up to the General Counsel and  
17 Legislative Affairs. So if we want to -- I'd  
18 recommend if we are going to defer one, that we delete  
19 it for this report and consider it for the next one  
20 because otherwise the odds of getting it coordinated  
21 prior to the 1 February deadline starts shrinking.

22 CHAIRPERSON MCGINN: I'm sensing a desire to



1 get a judgment of the size of this issue before we  
2 press on; is that right?

3 GEN CHIARELLI: I would argue that no matter  
4 what the size, it is probably something we ought to be  
5 looking at. I mean, I know that we, the Army, have  
6 many who have been medically retired. When a spouse  
7 has to return to work because you make it through a  
8 certain period, the need for childcare is a real need.  
9 So to me this is something we ought to really be  
10 looking at regardless of the population, and I think  
11 the population may be fairly large.

12 CHAIRPERSON MCGINN: What if we changed the  
13 recommendation from "address the needs" to "assess the  
14 needs"?

15 GEN CHANDLER: Yeah, but I think there is a  
16 need here. There is no doubt about that. But  
17 eventually this should translate into asking for  
18 resources to solve some of these problems. So we're  
19 going to have to answer this question sooner or later.  
20 Whether we write this in a way that we can move on or  
21 -- an assessment may be the way to do that.

22 MS. GARRICK: I think we need to coordinate

1 with the MC Family Programs and do sort of a needs  
2 assessment, because I don't know that we really  
3 capture that data. I don't know that there is that  
4 data in terms of how many families of the severely  
5 injured are there with young children that don't have  
6 the -- and I recognize there are a lot of challenges.

7 If you're taking care of a severely injured  
8 service member at home, it's very hard to take care of  
9 other children at home as well, whether you are, you  
10 know, a mom with other minor children and it's been  
11 your son that's injured or if it's your husband that's  
12 injured and you've got, you know, toddlers at home and  
13 so now you're juggling those needs.

14 I think we need to get a better sense of  
15 what the level of the need is and work from -- you  
16 know, just work off of those numbers and then figure  
17 out what exactly -- what kind of plans do we need to  
18 maybe look at the impact.

19 CHAIRPERSON MCGINN: Does anyone object to  
20 changing the recommendation to "assess the needs"?

21 A PARTICIPANT: No objections?

22 CHAIRPERSON MCGINN: Any of the members?

1 CDR SKINNER: Please use your microphone.

2 CHAIRPERSON MCGINN: Oh, sorry. I was  
3 asking if anybody objected to changing the  
4 recommendation from "address the needs" to "assess the  
5 needs," which doesn't mean having assessed them, we  
6 don't have to wait for another council meeting to do  
7 anything about it.

8 GEN CHANDLER: It's not going to be a  
9 perfect answer, either. We probably shouldn't strive  
10 for a perfect, perfect number here.

11 CHAIRPERSON MCGINN: Okay. You can move on.

12 MR. THOMAS: Number four.

13 CHAIRPERSON MCGINN: Do we need to vote?

14 MR. THOMAS: Yes. I was just going to again  
15 ask was there anybody opposed to using the word  
16 "assess."

17 CDR SKINNER: Okay.

18 MR. THOMAS: There was a consensus that  
19 there was no objection, so we can move to number four.  
20 Review reintegration programs in light of today's  
21 operational tempo and dwell time realities.

22 ADM GREENERT: Can we review what

1 "reintegration" means in this context, please? I've  
2 forgotten.

3 CHAIRPERSON MCGINN: Well, this was Admiral  
4 Gallow. I think it had to do with member returning  
5 from deployments, understanding what resources were  
6 there and having a clear sense of who they could turn  
7 to.

8 MS. HRUSKA: We mentioned it as well. We  
9 mentioned it, the National Military Family Association  
10 mentioned it, in the context of there seems to be some  
11 inconsistencies with reintegration programs, and that  
12 we need to rethink the way we deliver services for  
13 reintegration not just, you know, two weeks before the  
14 service member returns home, but, you know, we need to  
15 be thinking of it post-, you know, predeployment and  
16 be talking about it all the way through the deployment  
17 process.

18 CHAIRPERSON MCGINN: This recommendation  
19 does say "review," so it doesn't chart a course of  
20 action at this point.

21 MR. THOMAS: Okay. All in favor of  
22 recommendation four?

1 (There was a show of hands with five members  
2 voting.)

3 CHAIRPERSON MCGINN: Okay.

4 MR. THOMAS: Okay. Recommendation five.  
5 Explore empowering peer-based care to address of  
6 families who are newly bereaved, capitalizing on  
7 existing strengths of military families.

8 Any opposition?

9 (No verbal response.)

10 CHAIRPERSON MCGINN: Okay.

11 MR. THOMAS: Okay. Next: Leverage existing  
12 technology to integrate the delivery of benefits at  
13 the point of casualty across all Federal agencies.

14 Opposition?

15 GEN CHANDLER: Discussion.

16 MR. THOMAS: Discussion. There is never any  
17 opposition.

18 (General laughter.)

19 CHAIRPERSON MCGINN: Discussion?

20 MR. THOMAS: Discussion?

21 (No verbal response.)

22 MR. THOMAS: Okay.

1 CHAIRPERSON MCGINN: Yes?

2 MS. HRUSKA: There is a word missing. It  
3 says "benefits information from multiple Federal"  
4 almost immediately after "bereavement."

5 CHAIRPERSON MCGINN: After "agencies." Yes,  
6 good catch.

7 MR. THOMAS: Okay. Number seven.  
8 Discussion? "Review instruction for and delivery of  
9 school-age, preschool and hourly childcare, in view of  
10 resources available 'outside the gates' of  
11 installations."

12 Any discussion?

13 MS. HRUSKA: I have a question. Was this  
14 the discussion that came up about the joint basing?  
15 At the end of the last meeting, we had discussed joint  
16 basing and the subsidies provided, that the services  
17 provide subsidies at different levels? Is this what  
18 this one was?

19 CHAIRPERSON MCGINN: No.

20 MR. THOMAS: No.

21 MS. HRUSKA: No? Okay.

22 CHAIRPERSON MCGINN: I think this was

1 Admiral Gallow, again, trying to make sure that the  
2 guidance we have out there appropriately allows us to  
3 consider all the resources that are available outside  
4 the gate.

5 MS. HRUSKA: Oh, okay.

6 GEN CHANDLER: Well, the point is a good one  
7 in that this is larger than outside the gates. This  
8 is on base. This is family daycare. This is probably  
9 what's available outside the gates.

10 I don't know if this is worth rewriting this  
11 into something that includes outside the gate, but to  
12 me this is maybe a little focus for what we're really  
13 trying to get at.

14 MR. THOMAS: We could change it to "both on  
15 and off installations." That would probably be the  
16 fix.

17 GEN CHANDLER: I mean, again, eventually  
18 we're going to be asked to go back and look at it.

19 MR. THOMAS: All of it.

20 GEN CHANDLER: It's proven, I think, to be a  
21 problem. This just helps guide us, I think, a little  
22 bit.

1                   CHAIRPERSON MCGINN: DoD is going to be  
2 looking at this year anyway because Congress asked in  
3 the 2010 NDAA that they do a review of the childcare,  
4 especially outside the gate, provide a report to  
5 Congress.

6                   MR. THOMAS: So what we've added here is  
7 "both on and off installations in view of resources  
8 available outside the gates." I think we can take  
9 "outside of the gates" and I think just cut it off  
10 probably to "both on and off installations."

11                  GEN CHANDLER: Yeah, I think that's that I  
12 would do.

13                  MR. THOMAS: Okay. Any more discussion on  
14 seven?

15                  (No verbal response.)

16                  MR. THOMAS: All in favor?

17                  (A show of hands of three voting members.)

18                  MR. THOMAS: Okay. Seven is done.  
19 Recommendation 8: "Ensure adequate transition  
20 services in light of unemployment rates and diverse  
21 needs of separating service members, including those  
22 of wounded warriors."



1           CHAIRPERSON MCGINN: This one was to make  
2     sure that our transition programs targeted people,  
3     didn't assume everybody was the same and were designed  
4     to target people with different needs at different  
5     times and different services.

6           MR. THOMAS: Any discussion?

7           ADM GREENERT: I guess I don't know why the  
8     "unemployment rates," I mean, that is a factor, that  
9     it tends to complicate the statement. I think the  
10    statement is pretty straightforward without  
11    complicating it.

12          CHAIRPERSON MCGINN: Right, I agree, mm-hmm.

13          ADM GREENERT: I think I heard you say Tommy  
14    or Gail the diversity of our employers should  
15    accommodate that.

16          CHAIRPERSON MCGINN: Yes.

17          MR. THOMAS: Okay. All in favor of number  
18    eight?

19                 (A show of hands of four voting members.)

20          MR. THOMAS: Okay. Recommendation 9:  
21    "Leverage existing technology and social networking  
22    tools to pursue improved communication with families."

1           GEN CHANDLER: Can I recommend we defer this  
2 one and roll it up with number six?

3           MR. THOMAS: The technology, number six?

4           GEN CHANDLER: Just as a followup; okay.

5           CHAIRPERSON MCGINN: All right.

6           MR. THOMAS: We will defer and roll up six;  
7 okay. Number 10: "Sustain current spouse employment  
8 programs and initiatives, including continued funding  
9 of the My Career Advancement Account program."

10          CHAIRPERSON MCGINN: Without objection?

11          GEN CHANDLER: Well, let me ask a question.

12          CHAIRPERSON MCGINN: Yes, sir.

13          GEN CHANDLER: I'm assuming there are other  
14 opportunities other than My Career Advancement  
15 Account? There are other ways to get at this? The  
16 only reason I ask is, Are we too focused on one way of  
17 doing this, or should we just talk about sustaining  
18 employment programs and initiatives? That's the only  
19 reason I ask the question.

20          CHAIRPERSON MCGINN: Or, might you want to  
21 say "sustain and enhance current spouse employment  
22 programs and initiatives"?

1 MS. HRUSKA: The MyCAA accounts have been  
2 huge, extremely popular among spouses, I think. How  
3 many have applied now?

4 MR. MYERS: About 100,000.

5 CHAIRPERSON MCGINN: One hundred thousand  
6 now.

7 MR. MYERS: This is a \$6,000 account for  
8 spouses for their education, certifications, and so  
9 forth. This year it is proposed that that account be  
10 cut in half and spouses take advantage of the new GI  
11 Bill.

12 In order to transfer to your spouse, I  
13 believe you have to have six years in service. So,  
14 all these young families will not be able to take  
15 advantage until six years in service. You know,  
16 that's a concern, and it also insinuates that the  
17 military member not use it for themselves but use it  
18 for their spouse. I don't think that's the intent.

19 CHAIRPERSON MCGINN: We have been asked to  
20 deconflict this program from the Webb GI Bill, so  
21 that's work that we still have ahead of us.

22 MCPON WEST: Excuse me. Have we defined the

1 success rate? I understand we have a hundred thousand  
2 personnel who have taken advantage of it. But what is  
3 the success rate there? Do we know?

4 CHAIRPERSON MCGINN: Art, do you know?

5 MR. MYERS: We have 100,000 who have  
6 accounts, and I would say probably around 35,000 or  
7 40,000 are actually pursuing degrees, certifications,  
8 and so forth, at this time.

9 It's really good for military members whose  
10 spouses have certifications in one state. To go PCS,  
11 you have to get certifications in the next state, and  
12 so forth. So, in my opinion, the program is new and I  
13 think it is very, very successful.

14 MS. HRUSKA: Well, and I think what we're  
15 hearing from the spouses is that the flexibility of  
16 the program is really the key, that it is not a "one  
17 size fits all." You can use it for certification or  
18 education.

19 Education isn't necessarily like a  
20 bachelor's degree or a master's degree. You can use  
21 it for any accredited program that the accreditation  
22 is accepted by the Department of Defense. The

1 flexibility, I think, is really key here for spouses.

2 MR. THOMAS: Okay. Any more discussion on  
3 Recommendation 10?

4 (No verbal response.)

5 MR. THOMAS: All in favor?

6 (A show of hands of four voting members.)

7 MR. THOMAS: Recommendation 11: Submit a  
8 Unified Legislative Budget ("ULB") proposal to adjust  
9 travel policy and regulations to better accommodate  
10 participation of non-dependent family members and  
11 designated representatives at Yellow Ribbon  
12 Reintegration Program events.

13 CDR SKINNER: There are two slides with this  
14 recommendation.

15 CHAIRPERSON MCGINN: This action is actually  
16 already moving forward outside the ULB process; isn't  
17 that right? I'm going to ask Ms. Boyda to comment.

18 MS. BOYDA: We've worked as much as we can  
19 inside the ULB process and beyond. But it's pretty  
20 much a done deal at this time. We appreciate the  
21 support of this Council.

22 MR. THOMAS: Okay. Those are the 11. All

1 in favor of this, number 11?

2 (A show of hands of six voting members.)

3 MR. THOMAS: Those are all the 11  
4 recommendations. So the only ones we rolled up were  
5 six and, was it nine?

6 A PARTICIPANT: Nine.

7 MR. THOMAS: Six and nine, we're asking that  
8 those be deferred or roll it into one?

9 CHAIRPERSON MCGINN: Roll it into one.

10 MR. THOMAS: You want to roll it into one.

11 CHAIRPERSON MCGINN: And we'll have one  
12 deferred.

13 MR. THOMAS: And one deferred.

14 CHAIRPERSON MCGINN: I think we've left this  
15 slide blank in case anybody has any late  
16 recommendations that they would like to make to be  
17 included in the report.

18 DISCUSSION:

19 CONSISTENCY OF FAMILY SUPPORT ACROSS SERVICES

20 ADM GREENERT: I have a question. Depending  
21 on the answer, I may have a suggestion. Are we  
22 comfortable that we have a common set of metrics and

1 standards for output for our DoD Family Readiness  
2 Programs?

3 CHAIRPERSON MCGINN: I think not. I mean,  
4 there are a set of metrics that we track in Personnel  
5 and Readiness, but I don't think they get to the  
6 outcomes, outcome-based deliberations that you're  
7 talking about.

8 ADM GREENERT: Well, the metrics, for  
9 example, I think childcare is pretty straightforward.  
10 I think we are all seeking the same standard, and we  
11 are using a metric, number of children, how many, you  
12 know, you can reach.

13 There are a host of programs. If the  
14 services are pursuing different metrics with different  
15 standards, again, if we don't have common metrics so  
16 we're measuring the same stuff to a certain level,  
17 then when we joint base, when we look across and we  
18 want to share best practices, I'm not even sure we're  
19 speaking the same language.

20 So, I would propose we consider having our  
21 group work on that so that even when we program,  
22 budget, talk to ourselves, talk among ourselves, and

1 talk to you we're using the same metrics and  
2 standards. Now, we can debate the standards, that's  
3 fine, but we're all on the same page. Then, we can  
4 work on sharing best practices, and again we're  
5 talking the same language.

6 GEN CHIARELLI: We have a little bit of a  
7 problem with that. We have made a commitment with the  
8 Army Family Covenant to provide a certain level of  
9 service to our families.

10 On those joint installations where we are  
11 not the senior partner and can't provide it, we have  
12 agreed in all of our MOUs that we will provide, the  
13 Army will provide, to that level. At this time  
14 because of joint basing to fall off of that if, in  
15 fact, the lead service does not want to provide that,  
16 that's just something we can't do.

17 ADM GREENERT: Then, first up is, What is it  
18 that you use to measure whatever that entitlement is,  
19 Step 1. Then, the debate can be, and you're certainly  
20 welcome because of your Title 10 commitment to your  
21 soldiers, it would be fine in my view. But if we  
22 can't even talk on the same metric, I don't know how



1 we could ever get resolution.

2 GEN CHIARELLI: That's fine. I just don't  
3 want that metric or that standard or whatever to be  
4 binding to the point where it would in somehow impact  
5 on that.

6 ADM GREENERT: All right. My suggestion  
7 would be, Step 1, let's determine what the metrics  
8 would be, again, so we can have -- I couldn't even  
9 have the debate with you now if I were the senior  
10 service or you were because, who knows, we would be  
11 searching for common ground.

12 CHAIRPERSON MCGINN: Your recommendation  
13 No. 12 would be to develop common metrics to measure  
14 the success of Military Family Readiness Programs?

15 ADM GREENERT: Yes, ma'am.

16 CHAIRPERSON MCGINN: Mr. Myers.

17 MR. MYERS: As part of the joint basing  
18 effort, all of the services agreed on standards for  
19 all programs, and I believe they were signed by the  
20 vice chief of staffs of each service.

21 GEN CHIARELLI: I'm the vice and in every  
22 one of our MOUs we are upholding the Army Family

1 Covenant standards, and we said that in the MOUs. I  
2 am not in any way saying that this isn't a very, very  
3 important initiative. I just want to go on record,  
4 since we're taking notes, that the Army Family  
5 Covenant is something the Army continues to provide  
6 regardless.

7 GEN CHANDLER: Did we ever run into a  
8 scenario where some of the standards were higher than  
9 the covenant, than those that we elected? I think in  
10 the COPs we took the highest. But I don't know, you  
11 can back me up on this. That was all negotiated with  
12 the MOUs.

13 GEN CHIARELLI: I can't give you -- no, I  
14 can't.

15 GEN CHANDLER: But, I mean, the danger in  
16 that would be -- and I don't disagree with you. You  
17 guys have put a lot of effort into the covenant. But  
18 there may actually be some things that would help up  
19 the ante for your folks, maybe. That's why I would  
20 look at it.

21 ADM GREENERT: I would have no problem with  
22 that.

1           GEN CHIARELLI: I would have no problem in  
2    upping the ante, increasing the covenant up. I just  
3    don't want to be in a situation where if there is a  
4    disparity between a metric, so much childcare, so to  
5    speak, and we have promised something else over time  
6    before the joint basing idea, that we, in fact, end up  
7    following off of that in order to meet a common  
8    standard, if you understand what I'm saying.

9           GEN CHANDLER: Well, we would be interested  
10   in applying your metric if we found it to be better  
11   for the folks. That's how I feel.

12          CHAIRPERSON MCGINN: So what do "metrics"  
13   mean here?

14          ADM GREENERT: Well, for example, childcare,  
15   and I'll get it exactly wrong, but, you know, you  
16   measure the number of children within the population  
17   of the base or whatever, I think. So it's children  
18   served. You say, okay, well, that's your metric for  
19   childcare.

20          Next, this is your family service center.  
21   You know, what do we measure? Families? Service  
22   provided? How many centers you have? I don't know.

1                   If somebody says, "Ah, that's all out there  
2 Greenert."

3                   I'd say, "Just point me to the book. I'll  
4 go look at it." That way I know how to talk to it in  
5 my service. And if I walk down to see Pete Chiarelli  
6 or Howie Chandler and, you know, say, "I want your get  
7 best practice," I am at least talking the same metric.  
8 That's all. That's what I'm pursuing first.

9                   GEN CHANDLER: See, I think I agree with  
10 Pete here to the point where it might be good to take,  
11 if the issue is are we uniformly providing a service  
12 across the Force, which is what I think you're asking.

13                  ADM GREENERT: No.

14                  GEN CHANDLER: That's not what you're  
15 asking?

16                  ADM GREENERT: I'm not asking if we're  
17 uniform yet. I'm just asking if whatever the service  
18 is we're providing, by whatever means we measure our  
19 acceptance or satisfaction within that service, that  
20 somehow it's interrelated between us.

21                  So that if I were going to have a  
22 constituency go to your base or our base, we'd say,

1 "And the model is," or "The measure of service is,"  
2 and then similarly when we prepare programs and  
3 budgets.

4 GEN CHANDLER: All right. You know, I would  
5 submit the first step is we compare what we each do in  
6 the areas that we're interested in, and then maybe we  
7 go after metrics, just as a thought, John.

8 ADM GREENERT: By whatever means, just so  
9 that there can be an understanding. I sense we have,  
10 you know, we call this -- we have Navy Safe Harbor,  
11 the Army Covenant; is that right? I say, "Okay, well,  
12 that's the cover."

13 GEN CHANDLER: Sure, right.

14 ADM GREENERT: And then you start turning  
15 from the window and say, "Well, how do you do this?"  
16 Because we're going to have to -- I think we need to  
17 share best practices. I'd love to do that.

18 GEN CHANDLER: If there are some specific  
19 areas that we want to dig into, I'd be interested in  
20 seeing a three-column or a four-column or whatever is  
21 appropriate on what we each do in that area.

22 ADM GREENERT: I really think that would be

1 the start.

2 GEN CHANDLER: Because there are going to be  
3 some whys and wherefores for why the Army does what it  
4 does and why you do what you do.

5 ADM GREENERT: Sure.

6 GEN CHANDLER: I just don't know what areas  
7 you're interested in.

8 GEN CHIARELLI: I think that's a great idea.

9 ADM GREENERT: Family, I'm interested in the  
10 family, the Military Family Readiness Programs.  
11 Whether there are this (indicating) many or two hands  
12 and my feet, I don't know.

13 GEN CHANDLER: Yes.

14 ADM GREENERT: Because right now, I'm not  
15 sure I could tell you.

16 GEN CHANDLER: Well, I doubt it any of us  
17 will agree on how many there are to start.

18 (General laughter.)

19 ADM GREENERT: Well, I think we've got to  
20 declare it because we testified to it.

21 GEN CHANDLER: Yeah. No, I understand. I  
22 wasn't there for that testimony. But I don't disagree

1 with what you're saying about trying to get our arms  
2 around the programs themselves because that's part of  
3 the finding and the summaries we still have to do.

4 SGTMAJ GREEN: Right here, right around the  
5 Capital region, we just want joint base. The only  
6 joint base that the Marine Corps has is right here  
7 with Myer and Henderson Hall.

8 We kept our programs separate. We do visit  
9 the programs to see best practices, but the programs  
10 are kept separate. The Marine Corps and Army wanted  
11 to do that for a purpose.

12 It was just like you said, sir. You know,  
13 because we have specific -- you know, not necessarily  
14 different family needs but service needs, and we share  
15 those. Whatever the best practices are, we do share  
16 it, share among each other, but we have separate. And  
17 that's in the MOU. Yeah, we have that.

18 CHAIRPERSON MCGINN: So maybe the  
19 sub-bullets to this recommendation begin with that the  
20 first step is to assess current metrics used in each  
21 of the military services?

22 ADM GREENERT: That's a great idea. How

1 about each of the services bring forth what they  
2 consider their military family readiness programs,  
3 plural. That would be interesting, to make sure that  
4 we all consider what they are, and then what their  
5 metrics are for each. How do you measure? And then  
6 we can worry about levels. I'm not sure we need to  
7 worry about that. Then, we can share best practices  
8 and look and say, "How do you do that? Why is it  
9 that?" I think I'm very interested in what the Army  
10 is doing. They've been doing it for a while.

11 CHAIRPERSON MCGINN: That might be a good  
12 topic for the next meeting.

13 Commander Skinner, you're looking like you  
14 want to say something, jumping up and down.

15 CDR SKINNER: Just a little history on the  
16 last report to Congress, not for the Council but for  
17 DoD. We had working groups with all four services on  
18 the metrics. Metrics do exist, but none of them are  
19 the same.

20 (General laughter.)

21 CDR SKINNER: Just, I mean, understanding,  
22 sir, we have assessed the metrics that are out there,



1 but they are not common across DoD and so that's why  
2 some of the parts that were reported to Congress were  
3 a little thin in the bill's metrics area because there  
4 are only very few that are common across the services.

5 CHAIRPERSON MCGINN: So can I suggest that  
6 rather a recommendation we make that an agenda item  
7 for the next meeting?

8 ADM GREENERT: I'm fine. I just think that  
9 in order for us to get a common DoD constituency  
10 understanding of what we do and to share best  
11 practices, we're going to have to decide the language  
12 we're going to speak in a topical area among  
13 ourselves.

14 CHAIRPERSON MCGINN: Okay.

15 GEN CHANDLER: If we could task each of our  
16 service representatives to just get in a room with a  
17 butcher of paper until we've solved this, that might  
18 work for us.

19 CHAIRPERSON MCGINN: Okay.

20 Mr. Myers?

21 ADM GREENERT: Not a "butcher knife," a  
22 butcher of paper.

1 GEN CHANDLER: Paper.

2 (General laughter.)

3 MR. MYERS: Right now, we have an initiative  
4 and we have been working with the services to develop  
5 standards for Family Readiness Programs and we're  
6 working with the Council on Accreditation. I think  
7 once we get the standards, from there we can talk  
8 metrics, and so forth.

9 CHAIRPERSON MCGINN: Good.

10 ADM GREENERT: I'm sorry, Gail, I'm not sure  
11 I can agree with that. I don't know how if I don't  
12 have a metric, you know, what water fills the glass  
13 that's ounces? What level do you fill? I need  
14 metrics to get to a standard? A standard without  
15 metrics? How in the heck do I do that? So, you will  
16 have to explain that to me.

17 CHAIRPERSON MCGINN: Okay. We'll tee this  
18 up for the next Council meeting, so we can have a more  
19 considered recommendation for the next time around.  
20 Is that okay? Does that work?

21 (No verbal response.)

22 CHAIRPERSON MCGINN: Okay.

1           MR. THOMAS: Okay. We have two more slides,  
2 Gail. Basically, what those slides are, again, is  
3 more or less outlining the time frames and when we  
4 need to have things submitted to Congress. This  
5 report is in February and the statistics for the next  
6 meeting is next.

7           CHAIRPERSON MCGINN: So we'll add this last  
8 item to that list; okay.

9           Next slide.

10          MR. THOMAS: We've already had that.

11          (General laughter.)

12                           DISCUSSION:

13           SERVICE EXCEPTIONAL FAMILY MEMBER PROGRAMS

14           CHAIRPERSON MCGINN: The next slide is  
15 Exceptional Family Member Programs. The Congress has  
16 been very interested in or development of the  
17 Exceptional Family Member Programs.

18           The NDAA has directed that we establish an  
19 office for support to families with special-needs  
20 children -- well, I'm summarizing that, that's not the  
21 exact title -- that would report to the Under Secretary  
22 for Personnel and Readiness.

1                   Folks thought that there might be some  
2    desire to have some discussion about that at this  
3    point. If there is, we can; and if not, we will move  
4    on.

5                   (No verbal response.)

6                   MS. HRUSKA: Ms. McGinn, I just wanted to  
7    publicly commend DoD for all the work that they have  
8    been putting into the Exceptional Family Member  
9    Program. I was privileged to have attended the joint  
10   training, and it was very heartening. There are just  
11   a lot of committed people to the program, committed to  
12   getting the services to our families. So, I just  
13   wanted to publicly put that on the record.

14                  CHAIRPERSON MCGINN: Well, thank you very  
15   much. I know a lot of people are working hard on it,  
16   and there is a lot of work to be done on it. This  
17   office will be a key player in doing that. If nothing  
18   else on Exceptional --

19                  MAJ MURRAY: Gail, can I say something?

20                  CHAIRPERSON MCGINN: Yes, Sheryl.

21                  MAJ MURRAY: General Amos would reach out  
22   and slap me if I didn't comment for the Marine Corps

1 the emphasis that the commandant and the ACMC have  
2 put on this particular program.

3 I'm sure this is going on across all  
4 services, but we have in the Marine Corps have had a  
5 significant growth in enrollment, which in the past as  
6 we all know there is some stigma to even enrolling in  
7 it because of the emphasis that they've taken.

8 Respite care, monthly respite care, money for  
9 the families of exceptional family members so they  
10 don't have to use their ECHO benefits. Under TRICARE  
11 for this, they get monthly respite care that's funded  
12 for by the Marine Corps.

13 This has been a tremendous incentive for our  
14 special families, our exceptional family members, to  
15 enroll in the program. It has resulted in a growth of  
16 significant numbers since we implemented that. In  
17 addition, we have assigned a family caseworker to each  
18 of our families.

19 So there are lots of initiatives. I know  
20 the other services have done that as well. But this  
21 has been something the Marine Corps has really put a  
22 huge emphasis on in the last couple of years.

1 DISCUSSION OF OTHER ITEMS

2 CHAIRPERSON MCGINN: Great. Thank you very  
3 much.

4 If nothing else on this topic, I'd just like  
5 to turn for a moment to our Special Advisor,  
6 Mrs. Casey, and see if she has any words that she  
7 would like to add to our discussion today.

8 MRS. CASEY: One of the things when we  
9 talked about this last part with the sharing of the  
10 best practices there is a part of me that kind of had  
11 to chuckle, because on the family side we managed to  
12 share our best practices without having a matrix  
13 because we live it every day, you know.

14 So, I think that that's really kind of an  
15 important group to really listen to about what really  
16 are the best practices because the number of  
17 childcares is not going to tell you how well the  
18 service is being delivered.

19 You know, we have an issue on a lot of posts  
20 in the Army that we have lots of childcare space; we  
21 don't have the workers, you know. It's pretty hard to  
22 get Congress to dictate people to come to work. You

1 know, some of that is an issue, an issue for us.

2 I want to agree with Pete Chiarelli on, you  
3 know, the computer issue and more programs to go to.  
4 I mean, it's so complicated right now. We need one  
5 place.

6 You know, Private Smith's wife doesn't care  
7 about the policy. She just cares about "What's there  
8 and how do I get it and how do I get it quickly. And,  
9 oh, by the way, can I get it the same way at Fort Hood  
10 as I can at Fort Polk." So, I think that those are  
11 the kinds of things we need to really think about  
12 instead of just "Let's create another portal."

13 MRS. CASEY: It's having something that all  
14 of us can go to and just get the information quickly.  
15 You know, I know when I go on Web sites, if I can't  
16 get the answer pretty quickly, I'm out of there. We  
17 have a lot of stuff available, but it's very  
18 cumbersome to get to it. We really have to work on  
19 that.

20 CHAIRPERSON MCGINN: Thank you.

21 Okay. Any other comments from the council  
22 members?

1 (No verbal response.)

2 CLOSING REMARKS

3 CHAIRPERSON MCGINN: Okay. Let me look at  
4 my closing remarks and see what Commander Skinner  
5 wants me to say here.

6 (General laughter.)


7 CHAIRPERSON MCGINN: Oh, yes. As a reminder  
8 again, all of our deliberations are required to be  
9 transparent to the public, so if there are any further  
10 exchanges among you on our recommendations and  
11 concerns discussed today, make sure that you cc me and  
12 Commander Skinner on any email or correspondence that  
13 you might have on that related to the Council. So, he  
14 runs a tight ship.

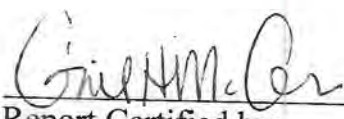
15 Thank you. So, thank you all very much.  
16 See you next time.

17 Thanks, Commander Skinner.

18 (Whereupon, at 2:42 p.m., the meeting was  
19 adjourned.)

20 \* \* \* \* \*

  
Report Submitted by:  
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Chair, Military Family Readiness Council