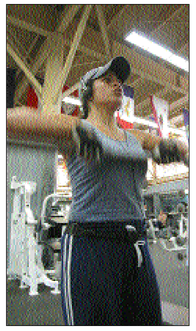
Ohana: Navy Region Hawai'i looks at quality of life

In August 2003, Navy Region Hawai'i conducted the Hawai'i Navy Ohana Quality of Life survey. 2,429 people responded and provided over 8,000 comments in various quality of life areas. In December 2003, program managers were provided these comments and asked to identify areas where improvements can be made. Read about these areas that have been identified as a result of your input to the Ohana Survey. Throughout the coming months, program managers will be working to resolve these concerns for you -- the Navy Ohana.

Your voice makes a difference!

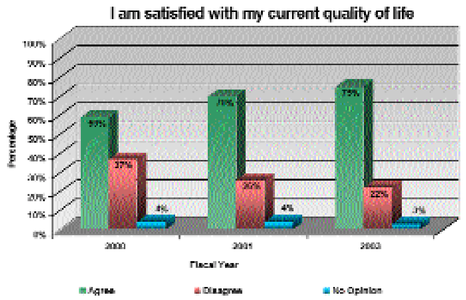
For a complete version of Ohana Survey results, log on to www.greatlifehawaii.com

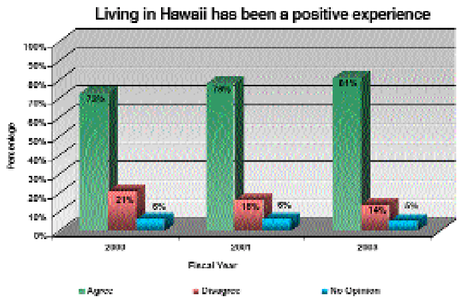
QOL AREA	ISSUE	RESOLUTION
Bachelor Housing	Lack of air conditioning in some bachelor housing facilities.	There are currently eight buildings that do not have air conditioning. Three of these buildings are scheduled for demolition in the long term and, therefore, it would not be prudent to air condition the facilities. Proposed solution: Facility plan includes the installation of air conditioning at the remaining five facilities upon renovation of the facility, or when funds become available if a renovation is not necessary.
Bachelor Housing	Size of and number of personnel assigned to permanent party rooms.	The minimum room size is set by DoD standard. For the one + one room, the construction standard was increased from 118 square feet per sleeping room to 155 square feet per sleeping room. The number of personnel that are assigned to a room is dictated by three elements: room size, pay grade, and available rooms. As existing facilities are renovated and new facilities are built, the number of Sailors per room will be decreased. The long-term goal is to provide each Sailor with their own sleeping room of 155 square feet.
Base Facilities	Facilities condition/base appearance.	Tremendous strides have been taken over the past three years to improve base appearance at each installation. Regional Facilities, 1st Lieutenant, Region Self Help, and area coordinators have executed a wide variety of base appearance projects. including landscaping, moss rock decorative walls, installation of sidewalks and curbing, and planting of various trees/shrubs. Long term plans to improve base appearance include integration of sustainment, restoration and modernization projects with an effective demolition program to eliminate excess, outdated, and costly facilities.
Base Facilities	Condition of the NCTAMS front gate.	The much-anticipated NCTAMS gate renovation was completed in January 2004.
Chaplain Services	Chaplains' visibility and presence in the various workplaces and ships.	Two programs have recently been initiated: (1) A "walk-in chaplain" is available every day, Monday-Friday, throughout the workday at the chapel to immediately see anyone who walks in and wishes to speak to a chaplain. (2) Chaplains have been assigned to visit each department and tenant command at Pearl Harbor. This way, one specific chaplain would be personally known at every workplace. Presently, this program covers 48 departments and tenant commands.
Child Care	Availability and waiting list - Increase the number of child care spaces available to decrease the waiting list.	Promote the availability of child care space currently available in the Child Development Homes (CDH) Program. Current waiting list is second tier; preferred care.
Child Care	Hours of operation - expand hours available for care.	Promote the availability of child care space currently available during evenings, weekends, and holidays in the CDH program.
Civilian Working Conditions	Lack of communication between managers and employees during the 2003 RIF process.	The Human Resources Office (HRO) will assess the current means of sharing information on the RIF process to employees of affected commands. HRO will also look at improving the communication of RIF information to employees.
Civilian Working Conditions	Equal treatment among civilians, military personnel and contractors.	The HRO director will establish a small working group of Region civilian and military leaders to address military and civilian integration issues. HRO will also issue guidance and recommendations to COs on conducting climate surveys.
Commissary	Unavailability of products.	The commissary is implementing a new shelf replenishment system which will forecast product quantities to meet patron demand which will forecast stock replenishment based on space allocation and sales history.
Commissary	Cost savings are questionable and patrons believe prices at one commissary are lower than another.	All grocery items in the commissaries are received at the same invoice price and sold with the same prices. Price differences may occur between stores for the following reasons: (1) A store may have sold through the product sooner than another store, creating an actual price difference, or the sales representative decides to reduce the price of a particular item preventing excessive stock and allowing product rotation. (2) Prices could also be reduced if the item has a short shelf-life or is close to its expiration date. The meat and produce within each store will vary slightly due to processing and packaging. Additionally, the commissary conducts a quarterly price survey on major sellers to ensure it is providing patrons a 30 percent or better savings from local grocery stores.
Dental	Lack of orthodontic care at Naval Dental Center Pearl Harbor (NDCPH) for active duty (AD) members.	In the unlikely event that full mouth orthodontic care is required to meet Operational dental readiness needs, care will be provided and paid for by the Navy's Military Medical Support Office. Some limited or minor tooth movement treatment is available from the dental service at Tripler Hospital, but active duty members must meet criteria established by that teaching institution.
Dental	Inability to provide dental care to family members.	NDCPH provides emergency care to all eligible beneficiaries but, by regulation, can only provide routine care to family members and retired personnel on a space-available basis. Family members and retired personnel are encouraged to utilize the TRICARE Family Member Dental Plan and the TRICARE Retiree Dental Plan, respectively.
Family Housing	Inadequate Housing.	Although there are no substandard homes in the Region, a sizable inventory of less desirable homes still exist. Since 1994, Oahu Navy Housing has spent approximately $473M on revitalization and replacement of 2,344 old and inadequate homes and need approximately $812M more to complete remaining military construction requirements. At the current funding levels, it would take approximately 15 years. The FY96 Defense Authorization Act established the Public/Private Venture (PPV) Initiative to allow the Department of the Navy to partner with the private sector to build new housing, revitalize existing housing, and manage existing government-owned housing. The strategic plan for Navy Housing is to privatize the existing inventory in three phases during the period FY03 - FY06. The end-state is to privatize 5,000 homes.
Family Housing	Poor Customer Service.	To improve customer service, family housing implemented the Customer Advocacy Program in April 2002. This program allows residents the opportunity to provide feedback in a manner that supports its customers. Residents provide feedback by completing the Navy Family Housing Customer Survey Card during the initial visit to housing, when a customer accepts a home, and at the pre-termination/final inspection. Through this method, family housing is able to provide answers to resident concerns in a timely manner. Residents may also call the customer advocate at 474-1804. Each call is answered or referred to the appropriate point of contact for prompt response. Additionally, family housing continues to provide in-house customer service training to housing personnel. Family housing also ensures that the Hawaii Navy Region web site [www.hawaii.navy.mil] is up-to-date for incoming and existing residents.
Family Member Education	DoD Schools in Hawaii - Parents continue to wonder why there is no DoD School in Hawaii.	A study commissioned by the Joint Venture Education Forum (JVEF) in 2002-2003 found that a DoD School in Hawaii was not warranted due to the considerations of cost, responsiveness of the Hawaii School System, and logistics. It was estimated that the initial cost of establishing a DoD system in Hawaii would be around $100M. Additionally, it would take at least three - five years to establish a new school system. Finally, the study concluded that the Hawaii public school system has sought to work with the military to learn more about and address the issues that impact the quality of education provided to students of military families. Additionally, the present trend is toward reducing the number of DoD schools in CONUS. Therefore, there are presently no plans for a DoD School System for Hawaii.
Family Member Education	Lack of textbooks, playground equipment, supplies, and acceptable facilities.	The Joint Venture Education Forum (JVEF), a partnership of the Hawaii Military Community through USPACOM and the Hawaii State Department of Education, has spent $20M over the last three years to address these concerns. While this amount has made a difference, it is clear that the need is great and the JVEF is continuing to work to create ways to improve the Hawaii Public Schools for all military children. Navy Region has hired a school liaison officer to increase the Navy's active participation in the activities of the JVEF and to encourage commands to partner with the public schools to address both academic needs (through reading/tutoring programs, etc.) and self-help programs (to address infrastructure needs).

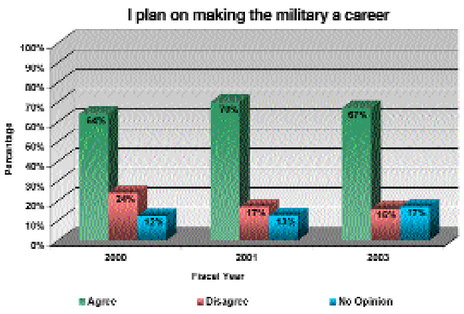


U.S. Navy Photo
A Sailor works out at Bloch Arena on Naval Station Pearl Harbor. Bloch is just one facility Sailors and their families can use to maintain their physical fitness.

U.S. Navy Photo
A Sailor walks down the path next to Oklahoma Hall on Naval Station Pearl Harbor. The hall is the newest BEQ on Pearl Harbor and is part of the Navy Region Hawai'i bachelor housing. Nearly all shipboard Sailors on Pearl Harbor are housed in barracks while the ship is not on deployment.







U.S. Navy Photo
Families gather in the rotunda of The Mall at Pearl Harbor. The mall is home to the largest Navy Exchange facility in the Pacific and also houses the newest Navy Commissary.

U.S. Navy Photo
A Sailor and his family shop at the Navy Commissary at The Mall at Pearl Harbor. The commissary houses a deli, a fresh seafood section and its own bakery.

Family Advocacy Program (FAP)	Concerns about FAP procedures - Survey participants thought individuals who are serviced by FAP are guilty until proven innocent, that program is biased toward females and that FAP staff go overboard.	Pearl Harbor FAP, Navy Personnel Command and DoD FAP recognize that policy changes are needed. Specific information about allegations is now given to both parties involved in cases of abuse and neglect. Procedures have now been changed on how victims, offenders and/or COs may appeal a Case Review Committee (CRC) decision. All FAP training briefs now give specific information on Hawaii definitions of child abuse, child neglect, spouse abuse and abuse of a household member, and mandatory reporting requirements.
Fleet & Family Support Center (FFSC)	Lack of use or unaware of FFSC services - Despite multiple and extensive marketing efforts, many Sailors and family members don't know what services the FFSC can offer them.	An improved marketing strategy has been developed to inform families about the FFSC. A new information and referral service, Navy One-Source, was initiated to better link families with FFSC and community services. Navy One-Source is a toll-free, 24/7, hotline with an interactive web-based support system and e-mail connectivity providing individualized "concierge" service. The telephone and website provides information on a variety of subjects, such as parenting, child care, military life, education, retirement, finances, legal issues, work stress, elder care and health.
Fleet & Family Support Center (FFSC)	Improve customer service at FFSC front desk - Staff at front desk, particularly military staff, are sometimes rude, have an unprofessional attitude or give inaccurate information.	Procedures for customer service desk staff were reviewed and revised. Training on courtesy, customer service and procedures was provided to all front desk staff and refresher training is being held quarterly.
Galley	Current galley hours do not allow sufficient time to eat and make it to work on time.	The galley hours were modified in mid-2003 to allow more time for patrons to utilize the galley. Hours were staggered at Naval Station's Diosdado Rome and Silver Dolphin Bistro galleys. Unfortunately, patrons did not utilize the galleys during these staggered hours so the original hours were brought back.
Galley	NCTAMS PAC only serves breakfast and lunch and is closed on the weekends.	In the past, the galley had low patronage in the evenings and weekends; thus the NCTAMS PAC galley is closed during these timeframes. However, senior leadership is considering opening the galley during the evenings and weekends so this issue is pending.
JEMS	Difficulty in finding employment and need for enhanced employment assistance in Hawaii.	Joint Employment Management System (JEMS) produces and maintains www.JEMSHawaii.com, a job bank with an average of 2,250 job opportunities in Hawaii and sponsors an annual job fair, both of which are for the exclusive use of the military community. Since this survey, JEMS has increased the number of new jobs added monthly and has enhanced its on-line links to employment related resources.

Thank you, Navy Ohana in Hawai'i

QOL AREA	ISSUE	RESOLUTION
JEMS	Survey participants not knowing about JEMS or being unaware of the existence of the JEMS program.	To increase program awareness, JEMS has produced three new advertisements and is being promoted on the DoD's relocation program, SITES, and the Region's QOL web site www.greatlifehawaii.com. Additionally, JEMS staff will be staging an information table at the NEX and various Navy community centers, displaying banners, and working with QOL Marketing to increase future advertising efforts.
Medical	TRICARE operations/access to care.	Naval Medical Clinic Pearl Harbor (NMCLPH) plans to optimize appointment availability by continually evaluating appointment templates, provider availability, and providing clinic management tools to the departments. NMCLPH will also take healthcare to the deckplate level to educate the Sailors on health risks associated with obesity, diabetes, breast cancer, and other health issues.
Medical	Waiting time at Makalapa Clinic Pharmacy.	Construction of a new, larger pharmacy window has begun. This window will double the number of work stations and will allow greater access to pharmacy personnel. In addition, this new window will include the Q-Matic system, which will prioritize patients by active duty status and predict approximate wait time.
Morale, Welfare and Recreation (MWR)	Fitness - condition of facility (improve Bloch Arena).	Continue to maintain the facility, make incremental improvements in facility condition and solicit support for physical readiness military construction project.
Morale, Welfare and Recreation (MWR)	Marketing - Eligibility for MWR Services. Direct advertising and publicity efforts towards DOD civilians.	Target DoD civilians as an authorized patron group and distribute MWR information and materials to civilian work centers.
Navy Exchange (NEX)	Customers are concerned with prices of NEX merchandise and savings.	The Navy Exchange Service Command hired an independent research firm to conduct a survey on how much customers save when they shop at their Navy Exchange. In August 2003, the research firm shopped for 350 products in various departments. The results showed that customers save an average of 20.4 percent in Hawaii not including the savings from not having to pay sales tax. Major island retailers shopped included Home Depot, Macy's, Office Depot, Sears, and Walmart. The NEX also has a price matching policy where they will match the price of any identical item sold in any local store (must be same brand, manufacture, size, and model number. Two types of "price challenges" are accepted: (1) Advertised item. Simply bring in a current, local competitor's ad for the identical item and the NEX will match the price. (2) Verbal challenge. Just tell the NEX that you saw an identical item at a lower price in a local competitor's store and they will match a difference up to $5 on the spot.

U.S. Navy Photo
Sailors enjoy a meal at the Silver Dolphin Bistro on Naval Station Pearl Harbor. Sailors can enjoy meals at dining facilities like this across Oahu. Meal facilities, in addition to numerous other benefits, have earned Naval Station Pearl Harbor this year's top Quality of Life Award from Navy Times.

Navy College Office (NCO)	Sailors stationed at Kauai, Wahiawa, Kunia and Kaneohe want a Navy College Office at their respective commands.	Several actions were initiated in October 2002 to address some of these comments. Other initiatives were discussed with commands at the beginning of FY04 with a timeline commencing mid-FY04 for implementation. The following items are strategic steps to immediately address this trend: a. Kauai. The far/middle eastern regional director and the PMRF CO coordinated with NCO Pearl Harbor the presence of two NCO counselors as early as November 2002. These counselors have provided on-the-spot counseling, DANTES, CLEP, SAT, ACT, Excelsior exams at PMRF on a bi-monthly rotational basis. This has proven quite effective for the military community there. This agreement with PMRF will continue indefinitely. b. Wahiawa. The NCO director has coordinated with NCTAMSPAC that an NCO counselor would frequent there once a week during the five-week registration period prior to each of the four on-base terms. This service will allow NCO to counsel students and process TAs on the spot. This service will start during the registration period for the fourth term, June 1 – July 9 2004. NSGA Kunia Sailors can also utilize this service. c. Kunia. Two NCO counselors will visit NSGA Kunia for specialized services after May 1, specifically providing counseling services, DANTES and CLEP exams monthly. This command has been exceptionally supportive of this proposal and equally supportive by allowing their students easy access to NCO Pearl Harbor. This service will continue through the end of FY04 when 14 computers are installed at Pearl Harbor in support of the computer based testing for eCLEPs (CBT). d. Kaneohe. One NCO counselor is provided in support of Sailors at MCBH Kaneohe. This counselor is there two days per week -- this schedule has been quite effective since May 2002. The Navy College PACE coordinator is dispatched in support of deploying units. Additional items that we will initiate to further expedite services are: (1) Encourage Sailors to fax their TAs to NCO Pearl Harbor on days that service is not available at Kaneohe; (2) NCO will fax TA authorizations back to Sailors; (3) Command approved TAs can be scanned (JPEG, PDF) and emailed to NCO Pearl Harbor. Funded authorizations will be scanned and emailed back to the students. This procedure has worked well in several isolated cases. (4) NCPACE. Continuous additional support for deploying units will be provided as required.
Personnel Support Detachment (PSD)	Customers prefer to personally visit PSD for processing pay and personnel transactions vice utilizing command PASS Liaison Representatives (PLR).	Per OPNAVINST 1000.23, the Navy-wide PLR program was established to allow the Command PLR to be the direct link between the service member and PSD, on policy changes that impact pay, personnel, and transportation entitlements. This liaison between PSD and the Command PLR increases the quality of customer service. PLR training, monthly meetings, and newsletters keep the PLRs current on pay and personnel issues. In an era of "rightsizing", highly effective PLRs make a big difference by saving time and effort for Sailors and their families.
Personnel Support Detachment (PSD)	Customer service and staff attitude is perceived to be below standards.	PSD Pearl Harbor recognizes that customer service is an important aspect. In spite of their manpower and budget challenges, PSD continuous to effectively and efficiently service the 12,000 military customers and their family members in Hawaii. Customer service is routinely addressed during weekly training sessions. PSD staff attended a one-day customer service workshop in October 2003, where basic customer skills and telephone etiquette were covered. Also, customers are encouraged to complete Customer comment sheets that are strategically located throughout PSD. These comments are reviewed and actions are taken to correct the issue/complaint.
Personnel Support Detachment (PSD)	Walk-in customers are dissatisfied with excessive waiting time.	Thanks to previous Ohana Surveys, the appointment system was established to alleviate excess waiting time. As a result, the appointment system has dramatically reduced waiting times in the ID card, receipts, transfer and separations sections. PSD will continue to be proactive in advertising their appointment system to via PLRs, newsletters, web site and word of mouth. Customers who walk in (without an appointment) will be provided service on a first-come first-served basis, following personnel with appointments or in an emergency situation.