



RCI, PAL and Army Housing Training

First Sergeants Barracks Program (FSBP) 2020

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IMCOM G4/PW SGM

Our mission is to provide Soldiers, Civilians and their Families with a quality of life commensurate with the quality of their service.

We are the Army's Home





FIRST SERGEANTS BARRACKS PROGRAM (FSBP)

Agenda

- First Sergeant Barracks Program (FSBP) 2020
- FSBP 2020...it's the law!
- How are we doing?
- Roles and Responsibilities
- Observations
- Best Practice
- FSBP 2020 Pilot vs. FSBP 2020
- Summary



FIRST SERGEANTS BARRACKS PROGRAM (FSBP)

- FSBP required by law (FY10 NDAA)
 - OPORD 12-282, AUG 2012
 - FRAGO 2 - Launch pilot in CONUS, Europe, Pacific defining roles and responsibilities at echelons within military units
 - FRAGO 3 - Installation Planning Board agenda includes FSBP 2020 Dashboard: HQ IMCOM G4 developing template
- The First Sergeant is the face of FSBP 2020
- A strong Garrison - Unit partnership is the foundation of the program
- Program is sustainable in current, long-term funding environment
- R2C Orientation Course is a tool to educate BDE/BN leadership

NCO Leadership is engaged in the assignment and termination process. No one is more professional than I.



FIRST SERGEANTS BARRACKS PROGRAM (FSBP)

- Army shifted roles and responsibilities for FSBP 2020 to a Garrison - Unit partnership
- A program that is sustainable in the current and long-term funding environment
- Managed with the Army's Enterprise Military Housing (eMH) database.
- Program effectiveness measured against these principles:
 - Support of Mission: Flexibility
 - Taking Care of Soldiers: Improving Quality of Life
 - Use Resources Wisely: Reduce Basic Allowance for Housing Payments



Enterprise Standards with Unit Level Leadership Ownership



FIRST SERGEANTS BARRACKS PROGRAM (FSBP)

FSBP 2020 HANDBOOK

1.3.1. Military Unit's Roles and Responsibilities.

- Military units will execute day-to-day operations of UH, with technical assistance from garrison
- Housing Managers: The chain of command must take an active role in knowing how Soldiers live and be responsible for their well being
- They are responsible to ensure that good order and discipline is maintained at all times in UH
- The chain of command also has the authority and responsibility to conduct no-notice inspections to ensure that conditions in UH provide the best QOL for all residents.
- The unit's primary responsibilities in UH follow:

Enterprise Standards with Unit Level Leadership Ownership



FIRST SERGEANTS BARRACKS PROGRAM (FSBP)

FSBP 2020 HANDBOOK

Property Management Service Member Services:

- Assigning and terminating rooms
- Issuing room furnishings hand receipts
- Moving and handling furnishings 1 for 1 replacement
- Coordinating quarters assignment outside of unit footprint
- Issuing room keys
- Providing Soldiers access to locked out rooms
- Providing custodial services for common areas (except Warrior in Transition (WT) UH)
- Inspecting Quarters during assignment/termination

Enterprise Standards with Unit Level Leadership Ownership



FSBP Roles

Military/Tenant Unit	Garrison (GC, Garrison CSM, DPW)	
	Unaccompanied Housing Office	DPW
<p>Facility Management: Inspections / Maintenance & Repair (M&R): Preventive Maintenance Building Inspections Maintenance Self Help Grounds Maintenance (≤ 50' from Building) Initiate & Track Work Orders / Service Orders</p> <p>Housing Program Management: Administration: Participate in Routine Partnering Sessions with Garrison & Unit Leadership</p> <p>Service Member Services: Maintain Barracks Good Order & Discipline Health & Welfare Inspections Command & Control (C2)</p> <p>Property Management: Administration: Initiate Collections for Facility & Furnishings Damages & Loss Furnishings Serviceability Actions Furnishings Replacement Requests Initiate Certificate of Non-Availability (CNA) Requests Common Area Hand Receipt Holder Building & Furnishings Hand Receipt Holder</p> <p>Service Member Services: Room Assignments & Terminations Issue Room Furnishings Hand Receipts (HRs) Furnishings 1 for 1 Replacement Moving & Handling Assignment Outside of Unit Footprint Issue Room Keys Lockout Room Access Common Area Custodial* (Excluding WTU Barracks) Room Check-in/out Inspections</p>	<p>Certificate of Non-Availability (CNA) Processing Single Sr. NCO / Officer UH Mgmt Furnishings Management – Requisition, Issue, Turn-in, Repair, Disposal, Warehousing, Accountability, etc. Temp Lodging Allowance (TLA) / Temp Lodging Expense (TLE) Processing Budget Sub Activity Group (SAG) 131 Analyze & Review Units' Barracks Footprints Barracks Utilization Reporting Training Units on UH program, policies, and eMH system Housing Policy (Perm Party, Training, & Transient) Lead Routine Partnering Sessions with Garrison & Unit Leadership Geographical Bachelor Management IJO Work Order Review ISR-S Evaluation Input to Annual & Long Range Work Plans Determine Construction & Leasing Requirements Contracting Officer's Representative / Quality Assurance for Furniture, Appliances, & Drayage Cyclical Furnishings Inventories (warehouse, HRs) Whole Barracks Furnishings Replacement Furnishings Budget & Future Program Review of Diversion / Conversion Requests</p>	<p>Facility Management: Planning: Prepare Annual & Long Range Work Plans Barracks Major Project Management / DD1391 Master Planning 4L Inspections ISR-I Inspections Budget Sub Activity Group (SAG) 132</p> <p>Administration: Inspections Oversight Real Property; Issue Barracks Facility Hand Receipts Facilitate Leasing Execution (with HQ USACE) Diversion / Conversion Processing Collection Processing for Facility Damages Key Control</p> <p>Inspections / Maintenance & Repair (M&R): Service Order Execution Work Order Execution Supplies or Funding for Maintenance Self Help</p> <p>Property Management: Common Area Custodial of WTU Barracks</p>



FIRST SERGEANTS BARRACKS PROGRAM (FSBP)

Observations

- Quarterly reports indicate some garrisons experiencing huge successes, however, many Garrisons are not experiencing success:
 - Unit stakeholder meetings are decreasing
 - Leadership visibility in barracks, oversight of operations lacking
 - Condition of barracks rapidly degrading
 - Assignment /Termination not enforced
 - Soldiers not held liable for damages, cleanliness
 - Soldiers frequently move into dirty, poorly maintained barracks
 - UPH Offices pretend that they can continue to manage day to day operations with a few Soldiers

Leading by Example.



FIRST SERGEANTS BARRACKS PROGRAM (FSBP)

Quarterly Dashboard

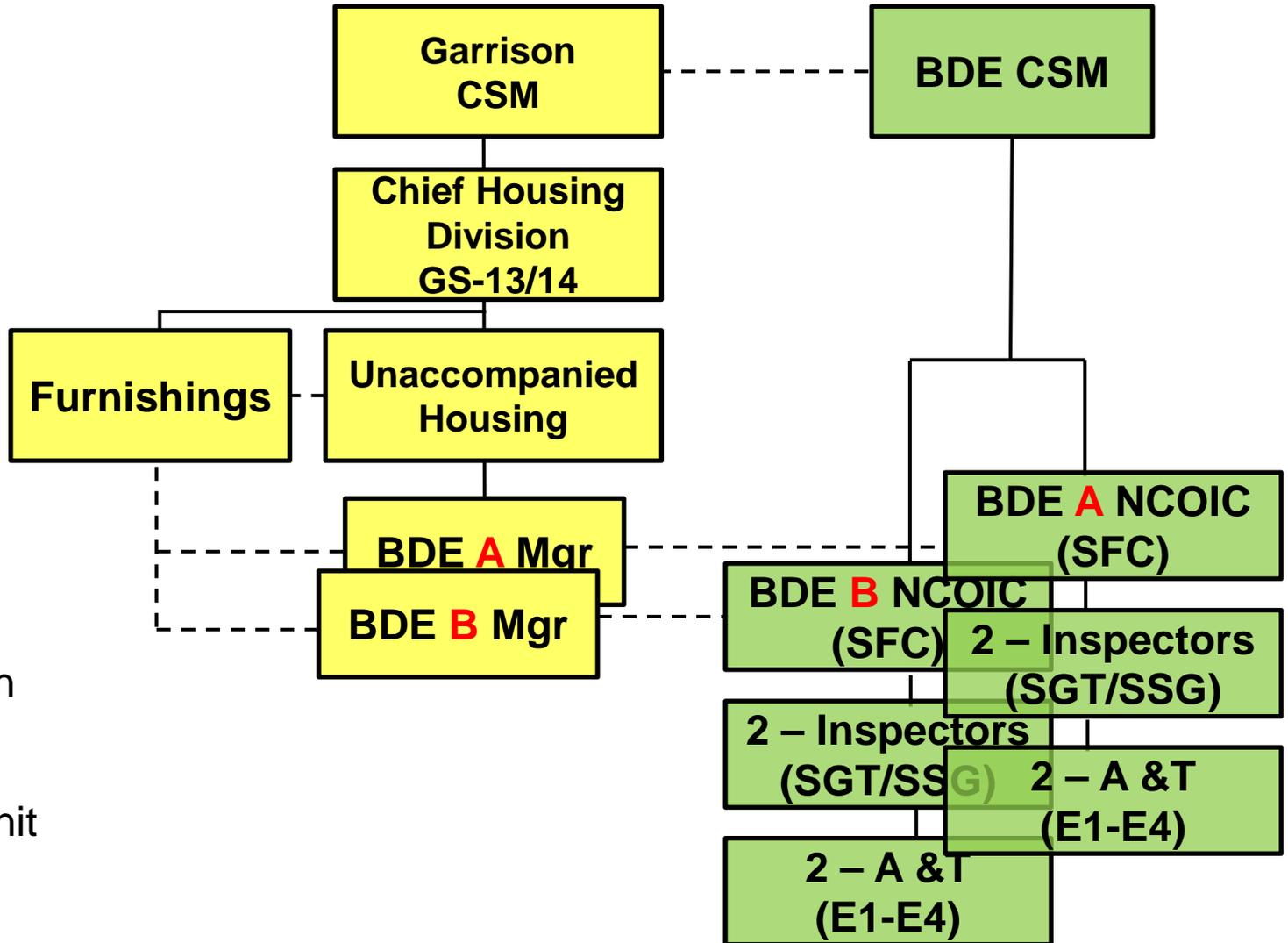
How are we doing?	2QFY13	2QFY14	
Barracks furnishings bar-coded	33%	46%	↑
Transactions collected for property loss/damage	28%	65%	↑
Quarterly Garrison-Unit Stakeholder Meeting Held	79%	60%	↓
Demand Maintenance Orders Submitted by Unit	49,568	53,137	↑
Vacant quarters inspected by Garrison, Unit Leaders	-0-	26%	↑
Occupied quarters inspected by Garrison, Unit Leaders	-0-	30%	↑

Leading by Example



FSBP 2020 Organization

BDE Structure 2,501- 4,000 spaces



 Garrison

 BDE / Unit



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Unit Role in First Sergeants Barracks Program

Garrison
Commander

Garrison
CSM

BDE CSM

BDE S-4 NCOIC
(MSG)

BN CSM x 5

BN S-4 x 5
(SFC)

CO/BTRY/TROOP
1SG's

A&T
Supply SGT's

Inspectors
PLT SGT/Squad
LDR/Team LDR

Brigade/Battalion CSM

- Validate eMH utilization report; approve content
- Enforce facility management procedures
- Conduct BDE footprint inspections
- Support Self Help Maintenance Program
- Enforce grounds maintenance standards
- Oversee Demand Maintenance Orders (DMO)
- Key Member in stakeholder meetings with Garrison
- Maintain / Enforce Good Order and Discipline
- Conduct /Supervise Health and Welfare Inspections
- Enforce Soldier accountability for loss, damages
- Oversee barracks assignment & terminations
- Validate with requests for Certificate of Non-Availability
- Enforce uniform assignment & termination procedures
- Validate assignments outside BDE/BN footprint
- Approve FSBP 2020 Dashboard Report



U.S. ARMY

Unit Role in First Sergeants Barracks Program

Garrison

Garrison

Brigade/Battalion S4 NCOIC

- Oversee facility management procedures
- Oversee Self Help Maintenance Program
- Oversee grounds maintenance standards
- Oversee Demand Maintenance Orders (DMO)
- Oversee, enforce collections for facility, furnishing loss, damages
- Oversee barracks assignment and terminations
- Monitor Certificates of Non-Availability requests
- Monitor assignment & termination procedures
- Validate requirements for assigning quarters outside footprint; report to BDE/BN CSMs
- Validate eMH Barracks Occupancy Report (BOR)
- Validate FSBP 2020 Dashboard Report

BDE Area Mgr

BDE CSM

BDE S-4 NCOIC (MSG)

BN CSM x 5

BN S-4 x5 (SFC)

CO/BTRY/TROOP
P
1SG's

A&T
Supply SGT's

Inspectors
PLT SGT/Squad
LDR/Team LDR



U.S. ARMY

Unit Role in First Sergeants Barracks Program

Garrison

Garrison

Company Commander / First Sergeant

- Oversee facility management
- Conduct barracks inspections
- Execute Sponsorship Program
- Facilitate Self Help Maintenance Program
- Execute Grounds Maintenance
- Execute Demand Maintenance Orders (DMO)
- Support partnering sessions with Garrison
- Maintain good order and discipline in barracks
- Conduct health and welfare inspections
- Initiate collections for damages, loss to facilities, furnishings
- Execute barracks assignment & terminations
- Maximize barracks utilization
- Initiate certificates of non-availability
- Coordinate quarters assignments outside footprint
- Building & Furnishing hand receipt holder
- Moving and handling for furnishings replacement
- Key control
- Common Area custodial

BDE CSM

BDE S-4 NCOIC
(MSG)

BN CSM x 5

BN S-4 x5
(SFC)

**CO/BTRY/TROO
P
1SG's**

A&T
Supply SGT's

Inspectors
PLT SGT/Squad
LDR/Team LDR



U.S. ARMY

Unit Role in First Sergeants Barracks Program

Garrison
Commander

Garrison
CSM

BDE CSM

BDE S-4 NCOIC
(MSG)

BN CSM x 5

BN S-4 x 5
(SFC)

CO/BTRY/TROOP
1SG's

**A&T
Supply SGT's**

Inspectors
PLT SGT/Squad
LDR/Team LDR

Supply Sergeant

- Oversee facility management
- Coordination of Self Help Maintenance Program
- Grounds maintenance coordination
- Submit, track Demand Maintenance Orders (DMO)
- Initiate collections for loss, damages to facilities, furnishings
- Assignments & terminations of quarters
- Manage barracks utilization, inspection data in eMH
- Provide supporting data for Certificates of Non-availability requests
- Coordinate quarters assignments outside footprint
- Issue, maintain barracks furnishings hand receipts
- Issue furnishings hand receipts
- Coordinate moving, handling of furnishings replacement
- Keys control
- Manage room lockout procedures



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Unit Role in First Sergeants Barracks Program

Garrison

Garrison

Platoon Sergeant

- Oversee assignment and termination inspections
- Oversee inspections results to Supply Sergeant/1SG
- Identify sponsors for incoming Soldiers
- Oversee Self Help projects
- Oversee grounds maintenance
- Oversee Demand Maintenance Orders (DMO)
- Enforce documentation for damages, loss to facilities, furnishing
- Manage quarters assignments, terminations
- Supervise quarters assignments outside footprint
- Supervise, coordinate furnishing hand receipts
- Supervise moving, handling of replacement furnishings
- Oversee issuing of quarters key
- Routinely inspect Soldiers' rooms
- Enforce good order and discipline

BDE CSM

BDE S-4 NCOIC
(MSG)

BN CSM x 5

BN S-4 x 5
(SFC)

CO/BTRY/TROOP
1SG's

A&T
Supply SGT's

Inspectors
PLT SGT/Squad
LDR/Team LDR



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Unit Role in First Sergeants Barracks Program

Garrison

Garrison

Squad Leader/ Section Chief

- Conduct Assignment and termination inspections
- Submit inspections results to Supply Sergeant/PLT SGT/1SG
- Identify sponsors for incoming Soldiers
- Supervise Self Help projects
- Supervise Grounds Maintenance
- Coordinate, submit Demand Maintenance Orders (DMO)
- Execute quarters assignment
- Coordinate furnishing hand receipts
- Execute moving, handling furnishing replacements
- Coordinate Issue of keys
- Routinely inspect Soldiers rooms
- Enforce good order and discipline

BDE CSM

BDE S-4 NCOIC
(MSG)

BN CSM x 5

BN S-4 x 5
(SFC)

CO/BTRY/TROOP
1SG's

A&T
Supply SGT's

Inspectors
PLT SGT/Squad
LDR/Team LDR



FIRST SERGEANTS BARRACKS PROGRAM (FSBP)

FSBP 2020 Pilot vs. FSBP 2020

FSBP 2020 Pilot

- Standardize FSBP 2020 procedures for CONUS and OCONUS installations
- Top-down oversight of the FSBP 2020 performance
- High degree of leaders support and engagement
- Places the emphasis in the roles and responsibilities for NCO leadership
- FORSCOM CSM led VTCs with emphasis on senior leader involvement
- Senior Leaders training on FSBP 2020
- Leaders understand and enforce the standard
- **Provides stability**; 1SG, PLT SGT, and Supply Sergeants do not change every 45 days

FSBP 2020

- Soldiers assigned to FSBP 2020 turnover rate is 45 days on average
- BDE Area managers unable or unwilling to get the units involved
- Leaders are not engaged, and in most cases take a hands off approach
- Education and dissemination of information on FSBP 2020 initiative
- Barracks is not a priority for Commands (they still believe it belongs to housing)
- Assignment and termination standards are not enforced
- Soldiers are trying to enforce standards with little or no top cover from unit leaders

Our Soldiers deserve the best.



FIRST SERGEANTS BARRACKS PROGRAM (FSBP)

Best Practices

- Fort Polk established an Operation Order / Barracks Tiger Team endorsed by the Senior Mission Commander; instructs Mission Units to conduct barracks inspections on a bi-weekly basis
- Fort Polk established a Standing Operating Procedure (SOP) endorsed by the Senior Mission Commander; delineates policy for the concept of operations, governing tasks; establish roles and responsibility for barracks
- Fort Leonard Wood provides the FSBP 2020 tutorial at the Garrison level 1SG & CSM course
- Baumholder: Units are conducting the day to day operations and BN S4's are consolidating the Barracks Utilization Report

Our Soldiers deserve the best!



FIRST SERGEANTS BARRACKS PROGRAM (FSBP)

Summary

- First Sergeants Barracks Program never excluded First Sergeants / military leadership from barracks
- Unit First Sergeants are the ***“Face of FSBP 2020”***
- FSBP 2020 incorporates lessons learned, best practices acquired over past decade
- Without a strong partnership between garrison & units this program will fail, facilities will deteriorate, quality services to Soldiers will degrade
- Garrison is the source for training, mentoring unit personnel in property management functions
- Stakeholders are the source to gauge the health of the FSBP 2020; identify maintenance problems, accountability issues, resident satisfaction

Soldiers make great neighbors!



FIRST SERGEANTS BARRACKS PROGRAM (FSBP)

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Comments / Feedback



“Support and Defend”