



Report of the
1st Quadrennial
Quality of Life Review



“Families Also Serve”

May 2004

" F A M I L I E S A L S O S E R V E "



The artwork on the cover is by Savannah Loberger, 2nd grade, daughter of Captain Curt and Sheryl Loberger, Marine Corps Air Station, Beaufort, South Carolina. Savannah's drawing is the USMC winner in the Armed Services YMCA 2004 Annual Art Contest.



*Report of the 1st Quadrennial
Quality of Life Review*

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This report provides the results of the first Quadrennial Quality of Life Review. It highlights matters affecting the quality of life of members of the Armed Forces in relation to the national security strategy of the United States. It articulates a caring leadership who understands the sacrifices and demands of the military lifestyle and reiterates the Department's commitment to underwrite family support.

Military families make tremendous sacrifices for America – they deserve our best efforts to provide them with quality of life choices. The Department of Defense works hard to help military families deal with the stress attributable to separations and a range of uncertain war-time conditions. We've stepped up to that commitment and in this report we present the direction the Department is taking to ensure it is meeting the quality of life needs of the military members and their families during the shift to a new joint-basing strategy of operation. This is our story of our quality of life efforts.

A handwritten signature in black ink, reading "Charles S. Abell".

Charles S. Abell
Principal Deputy Under Secretary of Defense
(Personnel and Readiness)



QUADRENNIAL QUALITY OF LIFE REVIEW REPORT TO CONGRESS

MAY 2004

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EXECUTIVE SUMMARY

Despite the tremendous investments our Nation makes in information, science, technology and all the rest, by far the most important capital we possess is human capital. People are America’s most precious resource. Nowhere, perhaps, is this more evident than in the U.S. military where all the technology in the world would be useless without the courage and dedication of the men and women who put that technology to work defending the freedom that makes all our prosperity possible.

Our military members display a courage and dedication that is unsurpassed. At the same time, one can’t help but wonder what it is that makes a man or woman choose military life over all the other choices available to him or her in this great land of ours. One thing for certain is that while the decision to enlist is generally an individual decision, the decision to remain in the military is more frequently a family decision. More than half of today’s active duty military members are married, and military quality of life is a key determinant of whether that soldier, sailor, airman or Marine, remains in the military or returns home.

The military life is not an easy one for spouses and families. At any one time, approximately 700,000 military spouses and more than 1.2 million dependent children between the ages of birth and 18 years are stationed at bases around the world. We owe our military men and women a debt of gratitude we can never repay for all that they — and their families — sacrifice to serve our country.

But while we can never fully compensate them for their service, there are things we can do to improve their quality of life and lighten their load. Over the past years, we’ve expanded the Department’s quality of life initiatives. In 2001, the Department began strategies to respond to the report to the Secretary of Defense on “Improving Morale and Quality of Life”, which recognized the link between a highly motivated Armed Forces and personal and family quality of life. Adopting this philosophy, the Under Secretary for Personnel and Readiness responded with a mandated review of quality of life programs. The goal of the review was to ensure our programs embodied an obligation and a commitment to families. Military and civilian leadership stand behind these efforts daily, throughout the world.

We proudly provide a 1-800 toll-free Military OneSource service that operates around the clock to provide telephone and Internet support to active duty, Reservists, and their families. Child care programs have been expanded to accommodate shift workers and those in need of respite care and 24 hour-care. Family assistance counseling, outside of the military health care system, is available for individuals, family, and youth for stress-related issues and financial issues. We are providing opportunities for spouses to begin and retain careers; a Memorandum of Understanding between the Department of Defense and the Department of Labor sealed this commitment and lauded the Services’ accomplishments in partnering with industry’s spouse employment and placement services. We realize that communication during deployment is of the utmost importance and we are utilizing videophone and computer technology to enable families to keep in touch. These are just a few of the initiatives we’re incorporated into the daily lives of our military members. We’ve prepared this package for you to illustrate our efforts to serve the men and women who serve for us.

We realize that our job is not finished. Our next challenge is to ensure quality of life support is realigned to coincide with the movement of troops and families, with special consideration of how to maintain and improve working and living conditions during stressful periods. The Services are developing a quality of life rebasing strategy for each gaining and closing installation. The strategy will include collaboration with the civilian community for housing, schools, and job assistance; and ensure adequate military welfare and recreation and family support funding is reprogrammed to the gaining installations. As civilian communities are considered as rebasing locations, criteria such as safe neighborhoods, quality of public schools, affordable housing, opportunities for spouse careers, and good health care become supremely important if we are to succeed in our goal of promoting excellence in support of military families.



APPRECIATION TO ALL THOSE WHO SUPPORT MILITARY QUALITY OF LIFE

The Department is grateful for the support provided by Congress, as well as the dedicated efforts of the world-wide DoD staff and of the many professional associations, private organizations, and volunteers that support Service members and their families. Sustainment and improvements in quality of life for Service members and their families are contingent on outstanding contributions from many resources. The generous support provided by Congress, and the continued appreciation of our military by the American public, is a strong foundation for continued progress.

MILITARY AID SOCIETIES

- Air Force Aid Society
- Army Emergency Relief
- Navy-Maine Corps Relief Society

FEDERALLY CHARTERED PRIVATE ORGANIZATIONS

- American Red Cross
- United Service Organization
- Boy Scouts of America
- Girl Scouts of the United States of America
- Armed Services YMCA

MILITARY RELATED ORGANIZATIONS

- Air Force Association (AFA)
- Air Force Sergeants Association (AFSA)
- Air Force Women Officers Associated (AFWOA)
- American Logistics Association (ALA)
- AMVETS (American Veterans)
- Army Aviation Association of America (AAAA)
- Association of Military Surgeons of the United States (AMSUS)
- Association of the United States Army (AUSA)
- Chief Warrant Officer and Warrant Officer Association, (CWO&WOA) of the United States Coast Guard
- Commissioned Officers Association (COA) of the United States Public Health Service, Inc.
- Disabled American Veterans
- Enlisted Association of the National Guard of the United States (EANGUS)
- Fisher House Foundation



MILITARY RELATED ORGANIZATIONS (cont'd.)

- Fleet Reserve Association (FRA)
- Gold Star Wives of America (GSW)
- Jewish War Veterans of the United States of America (JWV)
- Marine Corps League (MCL)
- Marine Corps Reserve Association (MCRA)
- Military Chaplains Association of the United States of America (MCA)
- Military Impacted Schools Association (MISA)
- Military Officers Association of America(MOAA)
- Military Order of the Purple Heart
- National Association for Uniformed Services (NAUS)
- National Guard Association of the United States (NGAUS)
- National Military Family Association (NMFA)
- National Order of Battlefield Commissions (NOBC)
- Naval Enlisted Reserve Association (NERA)
- Naval Reserve Association (NRA)
- Navy League of the United States (NLUS)
- Non Commissioned Officers Association (NCOA)
- Paralyzed Veterans of America
- Reserve Officers Association (ROA)
- The Retired Enlisted Association(TREA)
- Society of Medical Consultants to the Armed Forces (SMCAF)
- United Armed Forces Association (UAFA)
- United States Army Warrant Officers Association (USAWOA)
- USCG Chief Petty Officers Association (CPOA)
- Veterans of Foreign Wars (VFW)
- Veterans’ Widows International Network (VWIN)



ASSUMPTIONS FOR MILITARY QUALITY OF LIFE IMPROVEMENTS

“All of our people who serve are volunteers and we owe them a great debt of gratitude, anything we can do to improve their lives and create a circumstance that’s better for them is just enormously important.”

Secretary of Defense Donald Rumsfeld, July 2003

In recent years, the philosophy of the Department of Defense has undergone a transformation to keep pace with the changing demographics and needs of Service members and their families. Attracting and retaining high quality personnel is the most important challenge facing the all volunteer Armed Forces today, and the major factor in retaining the most capable personnel is the standard of living experienced by Service members and their families. In 2002, the Department embarked on a strategic review of Quality of Life services to set the direction for providing support to Service members and their families over the next 20 years. The President initiated the review with the National Security Presidential Directive – 2 (February 01), *“Improving Quality of Life (QoL),”* which required the Secretary of Defense to “undertake a review of measures for improving the quality of life for our military personnel and provide recommendations for their implementation.” The Department based the quality of life review on the following assumptions about the transition of the force to meet the 21st century defense needs.

Quality of Life Assumptions

The Department bases quality of life improvements on the following assumptions:

- Quality of life and the impact on morale must be considered in transition and rebasing actions.
- Significant deployments and family separations will continue for the foreseeable future.
- Military quality of life must attempt to keep pace with emerging U.S. social trends.
- DoD must adapt to meet expectations of the next generations of young people who are more focused on family.
- America’s increasingly high standard of living will continue.
- Trends toward dual career families and increased diversity will continue.
- The financial environment is increasingly complex for American families and individuals.
- Quality of life services must reach the Total Force, which includes the Reserve and Guard components.
- Support must be targeted to include the two-thirds of the military living off-base.
- DoD must leverage the power of technology and the Internet to deliver just-in-time support around the world.



