

2008 Best Practice

Example of Best Practice - efficiency: Poor communication is identified with BOSS unit reps due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: USAG Daegu

Describe the BOSS innovation, efficiency, improved processes: (before and after) Camp Walker/Henry and Camp Carroll BOSS Programs were running there own programs. This often lead to low participation on trips/events and unfilled buses which significantly affected the cost per person. Camp Walker/Henry and Camp Carroll BOSS Programs began combining events or planning them with the other's schedule in mind in order to support one another's programs. This lead to increased participation/attendance in programs as well as cost savings on things like transportation.

What were the benefits from the innovation, efficiency, improved process? (savings, increased exposure, credibility, etc): Increased participation, credibility (more programs "go"), savings of time and money, and an enhanced TEAM approach.

Target market/audience: BOSS Soldiers.

Steps taken to plan and execute innovation, efficiency, improved processes: Increased communication between Councils, Command, and Community. Programs, ideas, labor, etc shared when possible. Increased coordination between both Councils on each Councils calendar and the Community calendar in order to better plan programs.

Problems or concerns encountered (lessons learned): Coordination of information for both Councils getting put out, marketed, and pushed with the same level of enthusiasm on both sides.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

Attendance in weekly BOSS meetings was encouraged and "re-energized". Multiple marketing initiatives were used and BOSS Reps along with their Chain of Command were better informed and recruited to help encourage their Units to support all USAG Daegu BOSS events.

Describe assistance and partnerships from agencies/businesses: N/A
Other comments: N/A

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2008 Best Practice

Example of Best Practice - efficiency: Poor communication is identified with BOSS unit reps due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: SUWON AIR BASE 3-2 ADA

Describe the BOSS innovation, efficiency, improved processes: (before and after) _____ WITH THE BATTALION SEPERATED AT A ROK AIR BASE AND THE OTHER HALF OF THE BATTALION AT A US AIR FORCE BASE IN KOREA THE BOSS PROGRAM ISSUES AND CONCERNS HAVE BEEN A DILEMNA. BOSS PROGRAMS WERE NOT COMMUNICATING WITH EACH OTHER AND DIFFICULITES WITH SUPPORT FROM THE TWO INSTALLATIONS ALSO CREATED PROBLEMS.

CURRENTLY THE BOSS PROGRAM HAS SPLIT ITS MEETING LOCATIONS TO IMPROVE COMMUNICATIONS AND BEST PRACTICES. MEETINGS ARE CONDUCTED AT THE SUWON RECREATION CENTER AND AT THE NEW OSAN AIR BASE COMMUNITY ACTIVITY CENTER. THIS PROCESS ALLOWS FOR BOTH INSTALLATIONS TO EXPIERENCE THE MANY OPPORTUNITIES ON GOING AT EACH FACILITY.

What were the benefits from the innovation, efficiency, improved process? (savings, increased exposure, credibility, etc):

Target market/audience: ALL ADA SOLDIERS FROM BOTH INSTALLATIONS

Steps taken to plan and execute innovation, efficiency, improved processes: THE BOSS PROGRAM PRESIDENT AND COUNCIL REALIZED THE ISSUES OF COMMUNICATION AND WANTED A WAY TO PROMOTE THE TEAM WORK OF THE BOSS PROGRAM. THEY LOOKED INTO CONDUCTING MEETINGS ON THE INSTALLATIONS AND THE TRANSPORTATION TO MAKE IT HAPPEN. A MEETING WITH THE SENIOR MILITARY ADVISOR AND MWR ADVISOR ON THERE PLAN TO CONDUCT A MEETING WHERBY THEY ALTERNATE LOCATIONS WAS ESTABLISHED AND APPROVED BY THE MILITARY ADVISOR. TRANSPORTATION WAS PROVIDED BY MWR AND THIS ABILITY TO LINK UP HAS IMPROVED THE COMMUNICATIONS PROCESS.

Problems or concerns encountered (lessons learned): ORIGINAL ISSUES STEMMED FROM COORDINATION WITH THE BOSS COUNCIL (INTERNNALLY). DUE TO CONFLICTING SCHEDULES OF THE VARIOUS UNIT REPRESENTATIVES IT WAS DIFFICULT TO LOCK ALL REPS IN PLACE AND ON WHAT SPECIFIC DATES TO CONDUCT MEETINGS. THIS WAS OVERCOMED BY THE SENIOR MILITARY ADVIOR ESTABLISHING A SET DAY FOR THE MEETINGS.

How was information on the innovation, efficiency, improved processes communicated to Soldiers? THE COUNCIL MET AND ESTABLISHED MEETING DATES AND TIMES. INFORMATION WAS COMMUNICATED AND LOCKED IN WITH MILITARY LEADERSHIP AND SUPPORTED. BOSS COUNCIL COMMUNICATED TO EACH OTHER TO ENSURE THAT THE PROCESS WAS LOCKED IN AND IT WAS DONE WELL.

Describe assistance and partnerships from agencies/businesses: THE UNIT LEADERSHIP WELL AWARE OF THE DIFFICULTIES OF THE SPLIT UNITS AND INSTALLATIONS AND CAME OUT TO SUPPORT GETTING THE COUNCIL TOGETHER. THE MILITARY ADVIOR WAS THE FORERUNNER FOR GETTING THE PROCESS OFF THE GROUND AND ESTABLISHED TOP LOEVEL SUPPORT FOR THE BOSS PROGRAMS.

PARTNERSHIPING WITH THE OSAN AIR BASE COMMUNITY ACTIVITY CENTER
MANAGER WAS ALSO VERY WELL ASSISTED. THE BOSS PROGRAM BECAUSE IT IS
UNIQUE IN THE ARMY IS NOT A PROGRAM IN THE AIR FORCE. THE COMMUNITY
CENTER MANAGER WITH THE AIR FORCE EMBRACED THE OPPORTUNITY TO
ENGAGING THE MANY SOLDIERS ON HER INSTALLATION.

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2008 Best Practice

Example of Best Practice - efficiency: Poor communication is identified with BOSS unit reps due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: Fort Greely, Alaska

Describe the BOSS innovation, efficiency, improved processes: (before and after)

The FGA BOSS committee has decided to move our meeting times from Wednesday mornings to Tuesday afternoons. This new practice will enable our garrison leaders and officers to attend our meetings as well as Soldiers from 2 of the 3 shifts.

What were the benefits from the innovation, efficiency, improved process? (savings, increased exposure, credibility, etc):

By enabling our officers and leaders to attend the BOSS meetings we hope that it will foster understanding and acceptance of the program, thereby allowing the Single Solders more leeway when requesting time to participate in BOSS events and activities. This is also a strategic time between Soldiers shift change, that will hopefully allow more Soldiers unit reps to attend the meeting. This should also help to increase Soldier awareness of the program.

Target market/audience: Garrison leaders and unit reps.

Steps taken to plan and execute innovation, efficiency, improved processes:

Notes have been made as to the time change in the continuity book, and invitations to the new meeting time have been sent out to the Soldier reps as well as the Garrison leaders.

Problems or concerns encountered (lessons learned):

The previous time was convenient to the council's schedule and 1 shift of Soldiers, but not for the other 2 shifts and the officers.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

Invitations were sent to the officers and the unit reps. The updated meeting announcement flier will be send via e-mail to the Soldiers as well as the rest of the Fort Greely community.

Describe assistance and partnerships from agencies/businesses:

The FRG is assisting us with advertising of our programs as well as a Single Soldier Thanksgiving meal at our new Warrior Zone. We are also looking into a Christmas meal to replace the "adopt a soldier" program, which is looked upon poorly by the Soldiers.

Other comments:

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2008 Best Practice

Example of Best Practice - efficiency: Poor communication is identified with BOSS unit reps due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: Fort McPherson / Gillem

Describe the BOSS innovation, efficiency, improved processes: (before and after)

The Ft McPherson BOSS Program is working to implement check list and more defined SOP's. We have found that so much of the information learned by our predecessors is lost when they leave. We cannot continue to do this other wise simple process improvement will never gain depth. We have not completely implemented this and will will not know the full success of the project until the program is handed to the next President

What were the benefits from the innovation, efficiency, improved process? (savings, increased exposure, credibility, etc):

Information loss and mistakes will decrease and success of projects and events will increase.

Target market/audience: BOSS Executive committee

Steps taken to plan and execute innovation, efficiency, improved processes:

Every recreation event, community service event, and well being issue will be documented. From the moment the thought came to mind to the resolution.

Problems or concerns encountered (lessons learned): None thus far but I am certain that there will be plenty to follow.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

N/A

Describe assistance and partnerships from agencies/businesses: N/A

Other comments: Our BOSS program here at Ft McPherson is fairly new. I do not want to see the program here fall by the waist side. I am just preparing it for if it does. By the additions to the community book that I am implementing I hope that any soldier can pick up the program and take off with it. There will also be a check list on how to create a checklist. This way If I do not fill all the gaps someone else can.

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2008 Best Practice

Installation name:

Fort Campbell, KY

Describe the BOSS innovation, efficiency, improved processes: (before and after)

A BOSS Magazine was implemented to assist the single Soldiers in learning about upcoming events and current information that is relevant to their interest and needs; to share ideas which could help readers become educated about Fort Campbell's BOSS activities and to motivate them to take full advantage of these programs that contribute to Fort Campbell Soldier's Leisure and Recreation, Community Service and Well Being. The magazine has been in existence since September/October 2007. 10,000 copies are distributed throughout the installation and Fort Campbell communities. Over a period of time we have gotten input from the Soldiers as to what articles and information that they wanted in their magazine. The magazine was a two month publication and was changed to quarterly when the agreement contract was reinstated. The quarterly gives us more time to work up the activities.

What were the benefits from the innovation, efficiency, improved process? (Savings, increased exposure, credibility, etc):

The BOSS Magazine has increased participation and awareness of our events. It is also helpful, when Soldiers come into the BOSS office seeking information on directions around post (post map included), dining facilities that are open and hours of operation, information about other MWR activities and what they have to offer, as well as what is happening on and off post. This helpful magazine is delivered right to the door of the BOSS office as well as BOSS magazine racks across the installation. They are placed in convenient areas for the Soldiers to pick up. BOSS staff feels that the publication works better than flyers and covers a variety of information in a one stop shop handy brochure. This magazine also gives Soldiers an opportunity to write and become more involved in a valuable tool for BOSS.

Target market/audience:

Approximately 15,000 Single and Geographical Bachelors

Steps taken to plan and execute innovation, efficiency, improved processes:

A time line is in place to implement through a yearly sponsorship contract. BOSS Program Manager is the Editor and she calls on writers from, Dale Wayrynen Recreation Center, MWR activities, Chaplains Office, BOSS President, Co-Editors, as well as other BOSS Soldiers to gather information and write articles. Always working months in advance before the magazine is published is helpful. Editor gives the writers a deadline, all material is sent to the Marketing Director for proof reading, CSM (Senior BOSS Advisor) approves and then everything is sent to the publisher.

Problems or concerns encountered (lessons learned):

A meeting with Chief of Recreation, BOSS Magazine Editor, and MWR Marketing Chief, and Sponsorship held a couple of meetings to discuss the processes. Marketing Chief needs to be involved to make sure our wording/spelling, logos, and information is correct.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

BOSS meetings, 20th Replacement, Command Sergeant's Major, and the Recreation Center.

Describe assistance and partnerships from agencies/businesses:

Advertisers work with the publisher to purchase ads. The publisher distributes the magazines.

Other Comments:

The BOSS Magazine is free and has no cost to the BOSS Program.

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2008 Best Practice

Example of Best Practice - efficiency: Poor communication is identified with BOSS unit reps due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: Suwon Air Base, Area III Korea, APO 96275

Describe the BOSS innovation, efficiency, improved processes: (before and after)

First here is a short background of the type of organization here in Suwon. The 3-2 Air Defense Artillery is a unique unit. This Battalion comes as part of the Temporary Change of Station (TCS) process, where as the entire Battalion moves on a yearly basis. This is the only unit like this in Korea. There has been a constant battle in the past to get the BOSS program up and running and maintained throughout the year. Some of the innovative process with this unit and future units are for the MWR advisor and team to stay in contact with the Battalion leadership and with the incoming and outgoing BOSS program councils. With the change of the current unit in 2008 we were able to make contact with the advance element to establish the team inbound and to start making contact and organizing our resources to support them.

What were the benefits from the innovation, efficiency, improved process? (Savings, increased exposure, credibility, etc): The previous knowledge of the inbound unit and the MWR advisor being part of the planning and re staging of the new organization benefited significantly. It increased awareness of the BOSS inbound team as well as letting the Soldiers know that the MWR was well engaged in their arrival. The arrival of 3-2 was a better transition because of this process upon hitting Korea.

Target market/audience: BOSS 3-2 Air Defense Artillery Soldiers

Steps taken to plan and execute innovation, efficiency, improved processes:

MWR actively involved with inbound unit, part of staging and re staging of 3-2 ADA

Actively involved in a good Continuity book: explaining to the inbound BOSS program their roles and responsibilities along with programs unique in Korea such as the "Good Neighbor Program (GNP)

Keeping constant communication with inbound unit and installation the BOSS was coming from to keep good ideas fresh and interesting while in Korea.

Problems or concerns encountered (lessons learned):

Not aware of whom, the designated BOSS council consisted of due to changes in the inbound TO&E and unit changes occurring while the unit was back in CONUS. Upon arrival Soldiers in the various units arriving were unsure of who was the council due to the move.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

Information from the Soldiers perspective was understood. The Soldiers understood their main mission was the deployment and establishing a foothold in Korea. Soldiers adapted upon arrival and re organized very firmly to meet their responsibilities as BOSS members/council, through constant meetings between the MWR advisor and Battalion leadership

Describe assistance and partnerships from agencies/businesses: _

Army Community Service and MWR Recreation were constantly engaged with the outgoing and incoming units to ensure a successful hand off between the units.
MWR also made contact with the inbound Command Sergeant Major and First Sergeants to ensure the BOSS program was well engaged upon arrival.

Other comments:

This will be a constant vigilance to support the units inbound as long as the program exist for this type of unit. Both the inbound and outbound BOSS councils along with the MWR advisor need to be proactive to ensure a successful turn over as well as keeping the BOSS program alive and well with units in transformation.

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Installation name:

Fort Campbell, KY

Describe the BOSS innovation, efficiency, improved processes: (before and after)

DFAC Hotline. Soldiers were confused about which dining facilities were open, especially on the weekends. After speaking with the installation food manager, we were able to get one set up. Before the hotline, the Soldiers missed meals not knowing times and locations that dining facilities were available. Through BOSS we were able to establish this hotline and now Soldiers can get the needed information by dialing the number.

What were the benefits from the innovation, efficiency, improved process? (Savings, increased exposure, credibility, etc):

The information on the hotline is current and correct. Soldiers can call the DFAC hotline. The number is published in the post information guide, telephone directory, BOSS magazine and on the BOSS website. This quality of life issue was resolved.

Target market/audience:

Meal card holders, Staff Duty and CQ

Steps taken to plan and execute innovation, efficiency, improved processes:

Through the post directorate the installation food manager established the phone number.

Problems or concerns encountered (lessons learned):

The food manager was very helpful and we had no problem with getting our request granted.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

BOSS Magazine, Camp Announcement, Recreation Center PA system, Post Marquee, and PX Intercom System, BOSS meetings, and 20th Replacement Briefings.

Describe assistance and partnerships from agencies/businesses:

Installation Food Manager

Other Comments:

This has been very helpful to Soldiers and much appreciative.

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2008 Best Practice

Installation name:

Fort Campbell, KY

Describe the BOSS innovation, efficiency, improved processes: (before and after)

DUI Prevention and Awareness: BOSS began working with the MP's and the local enforcement agencies to help in educating Soldiers on the affects and alternatives of drinking and driving. The MP's worked hand in hand with single Soldiers to become proactive in decreasing the risk of DUI's.

What were the benefits from the innovation, efficiency, improved process? (savings, increased exposure, credibility, etc):

Soldiers became more aware of their consequences and how to assist Soldiers that are intoxicated.

Target market/audience:

Single Soldiers

Steps taken to plan and execute innovation, efficiency, improved processes:

A variety of Soldiers were selected for the intoxicating test (heavy drinkers, casual drinkers and non-drinkers. Volunteer Soldiers were given the opportunity to become intoxicated several hours before the workshop. At the BOSS meeting the intoxicated Soldiers were asked to perform certain test to show the affects of alcohol. A lot of information material was passed out to everyone. Soldiers are aware that they can call the BOSS office or staff for a ride home if needed.

Problems or concerns encountered (lessons learned):

The effects of being overly intoxicated brought on sickness and a loss of control and awareness. Those attending saw first hand the affects of drinking can do to an individual.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

At the BOSS meetings the participants and audience were able to voice there experiences and what they observed. The aftermath of what drinking can do to the body both internally and externally was also discussed.

Describe assistance and partnerships from agencies/businesses:

Military Police provided the drinks and BOSS provided the volunteer Soldiers

Other comments:

Awareness is an ongoing process that our BOSS program will stay the course in helping reduce DUI's.

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2008 Best Practice

Installation name:

Fort Campbell, KY

Describe the BOSS innovation, efficiency, improved processes: (before and after)

Since before deployments, Soldiers started coming into the BOSS office to vent how they felt and expressing suicidal tendencies. Last year we had a suicide epidemic here on the installation. When Soldiers started coming into the BOSS office with this type of issue, they were taken to the Chaplain's office, behavioral health, and JAG. BOSS started teaming up with Family Life Consultants when Soldiers started confiding in our BOSS team. Because of pursuing help through other Soldiers, BOSS now has a seat at the Suicide Prevention Counsel and the Suicide Task Force. We are in the final steps of getting **ALL** BOSS Representatives trained on preventing, reacting, and knowing the direction to help these Soldiers.

What were the benefits from the innovation, efficiency, improved process? (savings, increased exposure, credibility, etc):

So far, we have effectively helped 10 Soldiers from committing suicide. This also benefits the Department of the Army in training dollars, manpower, and skilled Soldiers. Having more Soldiers trained helps cut down the suicide rate. This also helps in quality of life and unit morale.

Target market/audience:

All Soldiers in general.

Steps taken to plan and execute innovation, efficiency, improved processes:

Through the suicide prevention program we have the curriculum; Chaplains office to train and BOSS reps to learn it. Enlightening every Soldier helps everyone look for the signs of suicide.

Problems or concerns encountered (lessons learned):

Soldiers are having issues with going to there Chain of Command, Chaplains office, behavioral health, ext... because of the stigma that goes along with it. They feel more comfortable going and talking to there BOSS Reps and many times having someone assist them in going to keeping the professional help that is needed. We feel that with the growing trend of suicides that we (army wide) need to have more folks out there that can help when the need arises.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

BOSS Magazine, Camp Announcements, BOSS meetings, suicide councils, posters. BOSS boards, word of mouth, chain of command, fliers, and on radio & T.V. spots.

Describe assistance and partnerships from agencies/businesses:

Suicide Prevention Working Group, Legal Assistance, Chaplains offices, behavioral help, Local referral help line, Military and Family Life Counselors.

Other comments:

Suicide is an ongoing process that our BOSS program will stay the course in helping to prevent. This program is still in its infancy, and is being shaped to have the potential to become of the Army's first line of help for troubled Soldiers.

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2008 Best Practice

Example of Best Practice - efficiency: Poor communication is identified with BOSS unit reps due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: Fort Buchanan

Describe the BOSS innovation, efficiency, improved processes: (before and after)

BOSS Program in Fort Buchanan was kicked-off less than a month ago, so we are still in the process of planning and coordination. We have ordered new BOSS Uniforms to identify the members. We have outreached to other units (Air Force, Marines, Coast Guard and Navy) due to the limited amounts of soldiers within our Garrison. We have coordinated and conducted 3 successful events and are currently on the planning of 3 additional ones within the next 30 days.

What were the benefits from the innovation, efficiency, improved process? (Savings, increased exposure, credibility, etc):

We have increased our visibility and exposure by personally delivering flyers and talking to individuals about our activities. We have posted our events in the newspaper and the Global emails. In partnership with the AAFES and DECA, we have promoted our events in their facilities.

Target market/audience: Single Military/Geographical Bachelors.

Steps taken to plan and execute innovation, efficiency, improved processes:

Meetings have been established at least once a month or as needed to coordinate and plan events. A representative from different Military Branches has been included.

Problems or concerns encountered (lessons learned):

Our biggest challenge is the single military population on the Installation is not large, however other services, including civilians, have tremendously supported our efforts.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

Newspaper Articles, Personal Communications, Emails, Flyers, Banners, and Billboards. Halloween Flyers are being delivered by volunteers dressed up in costumes to call attention.

Describe assistance and partnerships from agencies/businesses:

AAFES is providing supplies for BOSS to gift-wrap gifts during the Christmas Season. DECA and AAFES are supporting BOSS activities by passing out flyers in each of their cashiers. US Marines has joint efforts with BOSS and funds are divided between the Toys for Tots Program and the BOSS Program. DFMWR has supporting with Marketing efforts and transportation.

Other comments:

BOSS is executing an Adult Halloween Costume Party in October, a Flea Market in November and a Gift-wrapping booth at AAFES in December to generate funds. As far as Quality of Life issues, BOSS is currently working with DPW to improve the barracks conditions. As part of the community Service, BOSS developed the Operations Helping Hands which helped families that were affected by the Hurricane Season in Puerto Rico and also send items and food to Haiti.

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Installation name: **Fort Wainwright, Alaska**

Describe the BOSS innovation, efficiency, improved processes: (before and after)
Soldiers did not have constructive ways to use their time during the last few weeks prior to Deployment. BOSS worked with DFMWR activities to provide targeted programming; including free finger food at the Zone, boat rides on the Chena River, Skeet shooting, golfing and discount bowling.

What were the benefits from the innovation, efficiency, improved process? (savings, increased exposure, credibility, etc):
Increased exposure; customer counts at the Zone bumped up by 25%

Target market/audience: **Single Soldiers of deploying Stryker Brigade and all other single soldiers in the garrison.**

Steps taken to plan and execute innovation, efficiency, improved processes: **Coordination with Program Manager at the Zone; creation of DA 4065 to enable commitment of funds; food preparation by facility staff; timed distribution of the finger food to ensure supply on hand lasts through operating hours.**

Problems or concerns encountered (lessons learned): **None Identified.**

How was information on the innovation, efficiency, improved processes communicated to Soldiers?
Flyers, word of mouth, direct communication with customers at arrival and while in facility.

Describe assistance and partnerships from agencies/businesses: **Partnership with Program Manager and team at the Zone; flyer & marketing through DFMWR.**

Other comments: **None.**

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Example of Best Practice - efficiency: Poor communication is identified with BOSS unit reps due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: Fort Jackson, South Carolina

Describe the BOSS innovation, efficiency, improved processes: (before and after) The BOSS program was having trouble with utilizing other agencies and services on Fort Jackson to the fullest. The BOSS President is now attending the bi-weekly RDS programming meetings with the Community Recreation Division managers.

What were the benefits from the innovation, efficiency, improved process? (savings, increased exposure, credibility, etc): By attending the RDS programming meetings, the BOSS program and other agencies on Fort Jackson can work as a team together to support the over all well being of the Soldiers on Fort Jackson. Also the BOSS Program can receive support and stay in the loop on other recreational and well being activities on Fort Jackson.

Target market/audience: Single Soldiers, single parents, and geographical bachelors.

Steps taken to plan and execute innovation, efficiency, improved processes: Coordinated with the BOSS MWR Advisor and the Chief of CRD to be added to the biweekly program meeting and managers meetings.

Problems or concerns encountered (lessons learned): Before attending the RDS programming meeting the BOSS program was uninformed of other events and activities on Fort Jackson. Also the program was unaware of the services and support that other agencies can provide for the BOSS program.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

After the RDS programming meeting the BOSS President takes the meeting minutes and other notes and relay the information to the BOSS Council at the bi-weekly council meeting and the regular BOSS meetings with the unit representatives. There is a good working partnership between BOSS and MWR.

Describe assistance and partnerships from agencies/businesses: MWR, Marketing, Outdoor Recreation Center, Fitness Centers, Sports, Libraries, NCO Club, EMS and ACS. The BOSS program has recently participated in several community awareness programs like the Fire Prevention, CRD Hogtoberfest and Spouses Day.

Other comments: Attending these meetings of increased the activity of the BOSS program by 5%. Also the program is receiving support from new agencies that the program has never received in the past.

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2008 Best Practice

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Installation name: USAG Humphreys

Describe the BOSS innovation, efficiency, improved processes: (before and after)
Communication and relating to our Soldiers as well as their Command.

What were the benefits from the innovation, efficiency, improved process? (savings, increased exposure, credibility, etc): Increased exposure, credibility, savings of time and money, and better communication.

Target market/audience: Soldiers and Chain of Command.

Steps taken to plan and execute innovation, efficiency, improved processes: Creation of Myspace and Face book page. Development of excel attendance roster.

Problems or concerns encountered (lessons learned): Myspace and Face book are blocked from government computers.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

We have been more effective in providing information to our Soldiers via our new and free website utilization of Myspace and Face book. Now we not only provide information to the BOSS Reps, leaving it as their responsibility to inform their Unit, but we have "friends" all over the USAG Humphreys community. Secondly we have created a Google account, which is a great investment! Right now I have an address book that not only includes a main Distro list, but also breaks down lists into BNs, which makes it easier to update information as people enter and exit our base. Having a Google account also gives us access to Google calendar, which has proven very efficient in scheduling the Annual Christmas Gift Wrapping Fundraiser. Only I can add "events" to the calendar, but anyone on my distro can view the calendar and then request dates that are not taken. We have improved our Attendance Roster, to make it more user friendly for the Command group. Right now it is in excel format and sorted by unit, such that the Command need only to scroll to their unit and voila! They can see who attended and who did not.

Describe assistance and partnerships from agencies/businesses: N/A

Other comments: N/A

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2008 Best Practice

Example of Best Practice - efficiency: Poor communication is identified with BOSS unit reps due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: USAG Miami

Describe the BOSS innovation, efficiency, improved processes: (before and after)
Communication and Idea creation. BOSS Council identifies lack of original ideas and issues with getting information out to all BOSS members after meetings. BOSS Council decides to make additional webpages using the SOUTHCOM Sharepoint site in order to improve accessibility to information. Sharepoint also gives the member the capability to share original ideas without needing to wait for a meeting to communicate with BOSS Council.

What were the benefits from the innovation, efficiency, improved process? (savings, increased exposure, credibility, etc): BOSS has increased exposure to all possible single service members in all services. This has also improved almost all issues with communications and efficiency that were problems in the past.

Target market/audience: All Single Service Members of USSOUTHCOM

Steps taken to plan and execute innovation, efficiency, improved processes: Due to the ease in using Sharepoint, BOSS president simply create webpage and encouraged use.

Problems or concerns encountered (lessons learned): Most of our personnel expect our information to come to them via the UNCLASS system, but due to issues on the UNCLASS system that restrict the creation of the NIPR sharepoint, BOSS had made due with the SIPR system in order to create the webpage. However, MOST of the personnel at USSOUTHCOM have access to SIPR, but not all. We are awaiting the creation of the NIPR sharepoint so we can post our information on both systems.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

We put out the information via our distribution list, and through our meetings.

Describe assistance and partnerships from agencies/businesses: MWR has also been working to create a site that BOSS can connect to so people outside of SOUTHCOM can see our information and find out what our BOSS program is like.

Other comments:

For more information, contact: Name: SSG Amanda Douglas
Phone 305-437-2283 Fax 305-437-2908

Email address: _____amanda.douglas@hq.southcom.mil_____

2008 Best Practice

Example of Best Practice - efficiency: Poor communication is identified with BOSS unit reps due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: Caserma Ederle, Vicenza, Italy

Describe the BOSS innovation, efficiency, improved processes: (before and after)
Prior to these partnerships it was very difficult because once we invested in a trip or activity things would fall through and it was hard to recover our investments.

What were the benefits from the innovation, efficiency, improved process? (Savings, increased exposure, credibility, etc):

Not only do we help out the business aspect of these agencies we also create a venue for them to advertise their products thus creating clientele.

Target market/audience: Single soldiers, unaccompanied soldiers, and young families without children.

Steps taken to plan and execute innovation, efficiency, improved processes:
Conducted information sharing that developed relationship and understanding of how our program works and what our expectations were in dealing with them.

Problems or concerns encountered (lessons learned):
Must commit to making things happen and getting the activity out for max participation.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

Through MWR advertising, monthly BOSS meeting, AFN radio, TV and local Post Paper.

Describe assistance and partnerships from agencies/businesses:
ITR and ODR provided discounted prices depending on the number of people we got to take the trip. USO is able to get things donated that we would have to pay for making it much easier to do activities for reasonable cost.

Other comments:

For more information, contact: Name: CSM Keith Filipp

Phone: DSN 634-6699/7746 Fax: DSN 634-7405 (comm..)00390444717405

Email address: keith.filipp@eur.army.mil

2008 Best Practice

Example of Best Practice - efficiency: Poor communication is identified with BOSS unit reps due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: Camp Zama, Japan, Pacific Region

Describe the BOSS innovation, efficiency, improved processes: (before and after)

Brought all Garrison BOSS Programs (Camp Zama, Kure and Okinawa) under one centralized leadership chain. Prior to this action there were many misconceptions about who was getting more resources than others, policies were not the same at all locations and daily business was being conducted differently at all three locations. Bringing everyone under the same leadership chain has streamlined operations and everyone is working with the same policies.

What were the benefits from the innovation, efficiency, improved process? (savings, increased exposure, credibility, etc):

The major benefits of this innovation allows all programs to have the same Command visibility, shared experience, standardized business practices and a better/broader partnership ability.

Target market/audience: All single Soldiers in USAG-Japan

Steps taken to plan and execute innovation, efficiency, improved processes:

TDYs were scheduled and executed and All-Call meetings were held to disseminate information, policy and direction.

Problems or concerns encountered (lessons learned):

Initiative is in it's infancy, regular IPRs will be conducted with Garrison leadership to ensure proper implementation and execution.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

Via BOSS meetings and meetings held with senior NCO leadership

Describe assistance and partnerships from agencies/businesses:

OPORDs published by DPTMS

For more information, contact: Name: John R. Senatore, USAG-Japan BOSS Advisor

Phone DSN 315-263-3311/COM 011-81-46-407-3311

Email address: john.senatore@us.army.mil

2008 Best Practice

Best Practice – Poor coordination for events and programs. The lack of documentation for related or similar events and programs, make it difficult to organization and execute properly. Utilize a Memorandum of Instruction (MOI) for the conduct of the events and programs.

Installation name: Fort Gordon, GA

Describe the BOSS innovation, efficiency, improved processes: (before and after)

New Soldiers to the program and the installation are unaware of the available resources and the agencies that perform certain services. The small details or coordination with an agency would be accidentally left out forcing us to coordinate an aspect of the event or program on a short notice basis.

What were the benefits from the innovation, efficiency, improved process? (Savings, increased exposure, credibility, etc):

The benefit from using an MOI to communicate our intent allows us to consolidate all coordination and special instructions in one document and disseminate to all the action units at one time. This document also serves as historical data that will allow someone in the future to conduct the same type of event or program with little to no knowledge of the coordination process.

Target market/audience: All agencies and partners involved with the logistical support of events and programs.

Steps taken to plan and execute innovation, efficiency, improved processes:

Our MWR Coordinator was a Planner in the Directorate of Plans, Mobilization, and Security and has a strong background in the formulation and coordination of a MOI and has many examples of MOIs to glean information from.

Problems or concerns encountered (lessons learned):

Start the process atleast 8 weeks out to allow all agencies the time to coordinate and to execute their part of the program or event.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

The MOI is briefed at the Installation IPR that is held every second and fourth Wednesday of the month and all agencies have a representative present and allows for any questions to be answer with all the Subject Matter Experts (SME) are present.

Describe assistance and partnerships from agencies/businesses:

The assistance we receive is post wide and allows us to receive services and assistance that we would have to normally pay for.

Other comments: We hosted our first Scion Slam competition this year and the MOI allowed us to receive the help we needed to conduct the event and freed up the BOSS Soldiers to complete other much needed tasks.

For more information, contact: Name: Jerry L. Swain Jr.

Phone (706) 791-6433 Fax (706) 791-2486

Email address: jerry.swain@us.army.mil

2008 Best Practice

Example of Best Practice - efficiency: Poor communication is identified with BOSS unit reps due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: Fort Story, Virginia

Describe the BOSS innovation, efficiency, improved processes: (before and after)
Ft Story has no full time Marketing Staff or PAO. We try to get PAO to come but half of their schedule is to work and cover events on Ft Story and Ft Eustis..so many a time we have no PAO at our events. Marketing is on Ft Eustis so getting some marketing work done with BOSS events and using photos in announcements is slow or inefficient. The Advisor has been also the only one taking photos, but being control/emergency and supervisor often makes it difficult to be tasked too many issues while doing an event and still capture photos simultaneously.

Therefore; MWR Advisor Created new supplemental and optional BOSS Council position-The BOSS Publicist Historian is the designated BOSS person to go around to any BOSS endeavor (Volunteering, Activities & Events) and is the photographer. This same person also helps compile, download and shares photos with other members as well as formats all photos taken for Power Presentations or Flyers. Though this position is not always filled, it makes it easier if a specific BOSS soldier who has a talent as well as digital, computer, photoshop, & powerpoint skills to be tasked this same job. If that designated person is not available, any BOSS soldier at any BOSS endeavor is asked to either Hand Receipt out the Digital Camera, take their own along or at minimum take photos using their cell phones!

What were the benefits from the innovation, efficiency, improved process? (savings, increased exposure, credibility, etc): Continuity and increased photographs taken. Increased quantity and quality of photographs that capture more action, activity and angles. Decreased incidents of forgetting to get photos taken at any event, volunteer work or activity.

Target market/audience: This Best Practice is and can be applicable to any BOSS council CONUS or OCONUS that does not have a PAO dedicated or available to their installation.

Steps taken to plan and execute innovation, efficiency, improved processes:
Discussed with Council before creation of position. Did not require much else.

Problems or concerns encountered (lessons learned): Once each council comes on board, it can be difficult finding someone with good photography skills, who is a wiz at digital photo cameras, downloading, formatting and using software to optimize photos taken. Having back up plan to select an alternate if the Publicist/Historian goes on leave, TDY or deploys.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

Asked the group of soldiers, and usually someone steps forward.
Describe assistance and partnerships from agencies/businesses:

Other comments: N/A

For more information, contact:

Name: Karen Williams

757-422-7472 fax 7781

Karen.d.williams2@us.army.mil

2008 Best Practice

Example of Best Practice - efficiency: Poor communication is identified with BOSS unit reps due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: NTC & Ft Irwin

Describe the BOSS innovation, efficiency, improved processes: (before and after) Efficiency- Improve communication between soldiers and leadership, BOSS President along with Garrison CSM senior enlisted advisor now conduct monthly meeting in one of three places the Garrison HQ, Post HQ, and BOSS Office with all BOSS Rep's with in the installation along with at lease one of the CSM Post or Garrison attending.

What were the benefits from the innovation, efficiency, improved process? (savings, increased exposure, credibility, etc): Its has increase the number of soldiers that is now attending the monthly meeting.

Target market/audience: The target audience is the single soldiers on the installation.

Steps taken to plan and execute innovation, efficiency, improved processes: The new BOSS President got with the senior leadership as soon as she got on board and ask for a better way in getting soldiers to the monthly meeting. She suggested to the senior leaders that we hold a meeting with Post/Garrison CSM present from time to time for there input to issues.

Problems or concerns encountered (lessons learned): None

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

It has increase the number of soldiers attending the monthly meeting and the out put of information that being given out by the BOSS President and the CSM's that the meeting.

Describe assistance and partnerships from agencies/businesses: Very Positive input from Garrison CSM to help with getting more soldiers involved.

Other comments:

None

For more information, contact: Name: James Noble or SGT Sanchez

Phone 760 380-5167 and 760-380-3586 Fax 760-380- 3775

Email address: james.noble@us.army.mil and joselyn.sanchez@us.army.mil

2008 Best Practice

Example of Best Practice - efficiency: Poor communication is identified with BOSS unit reps due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: Redstone Arsenal, AL

Describe the BOSS innovation, efficiency, improved processes: (before and after) We were having extremely low attendance at meetings so we initiated a once a month complementary business lunch our programs overall participation has increased 12%

What were the benefits from the innovation, efficiency, improved process? (savings, increased exposure, credibility, etc): Through the initiation of the business lunch we have been able to establish contact with more soldiers and create a email based discussion process so executives meet once a month and the second meeting is open to whomever wishes to attend, but everyone stays informed of upcoming events and proposals.

Target market/audience: All single soldiers

Steps taken to plan and execute innovation, efficiency, improved processes: Two weeks prior make reservations for venue, one week prior ensure that email notification has gone out, sign for petty cash day of meeting.

Problems or concerns encountered (lessons learned): Have had problem with making reservations and not having them confirmed. Now I always call to confirm the day before and if there is any issue reschedule and send out email immediately.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

All general communications are sent to everyone who attends meetings where we get contact information so all members receive information first hand.

Describe assistance and partnerships from agencies/businesses: By using MWR activities to reserve rooms for business lunches we can defer the normal cost.

Other comments:

For more information, contact: Name: SFC Winston McElrea

Phone 509 388 4305 Fax _____

Email address: winston.mcelrea@us.army.mil

2008 Best Practice

Example of Best Practice - efficiency: Poor communication is identified with BOSS unit reps due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: USAG-Hawaii

Describe the BOSS innovation, efficiency, improved processes: (before and after)

USAG-Hawaii is a very geographically spread out Garrison. To get more involvement with BOSS units throughout the island of Oahu, we started having meetings in multiple locations rather than one centralized location. This made it fairer and easier for some BOSS reps to attend meetings.

What were the benefits from the innovation, efficiency, improved process? (savings, increased exposure, credibility, etc):

Improved involvement, credibility of the leadership, increased input from BOSS Soldiers.

Target market/audience: Unit BOSS reps

Steps taken to plan and execute innovation, efficiency, improved processes:

There is more coordination required now that the meetings are at different locations. We had to let our reps know that we are committed to making it easier for them to attend our meetings and that BOSS leadership should be mobile and not centralized. Once the decision was communicated, the innovation was underway.

Problems or concerns encountered (lessons learned):

We have actually just recently started this process, but it has already shown an improvement in involvement. Travel and time costs need to be considered because the Installation President, MWR Advisor, and Senior Enlisted Advisor are travelling to the meetings rather than hosting them at their home locations.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

By email, telephone, and in person at meetings.

Describe assistance and partnerships from agencies/businesses:

N/A

Other comments:

For more information, contact: Name: Matt Enoch, FMWR Advisor, USAG-HI

Phone 808-655-4077 Fax 808-655-1049

Email address: matthew.enoch@us.army.mil

2008 Best Practice

Example of Best Practice- efficiency: Combining community activities with USO, ITR and ODR and other private organizations.

Additional: Assigning assistant council members so BOSS business can continue to move forward in light of other duties assigned. This also allows for a wide variety of trained personnel throughout the Installation.

Installation name: _____ Caserma Ederle, Vicenza Italy _____

Describe the BOSS innovation, efficiency, improved processes: (before and after)
Prior to these partnerships it was very difficult because once we invested in a trips or activities and things fell through it was difficult to recover our investment.

What are the benefits from the innovation, efficiency, improved? (savings, increased exposure, credibility, etc):

Not only do we help out the business aspect of these agencies we also create a venue for them to advertise their products thus creating clientele.

Target market/audience: Single Soldiers, unaccompanied Soldiers and young families without children.

Steps taken to plan and execute innovation. Efficiency, improved processes: conducted information sharing that developed relationship and understanding of how our program works and what our expectations were in dealing with them

Problems or concerns encountered (lessons learned): must commit to making things happen and getting the activity out for max participation

How was information on the innovation, efficiency, improved processes communicated to Soldiers? Through MWR advertising, monthly BOSS meeting, AFN Radio, TV and local Post Paper

Describe assistance and partnerships from agencies/businesses: ITR and ODR provide discounted prices depending on the number of people we get to take the trip. USO is able to get things donated that we would have to pay for making it much easier to do activities for reasonable cost.

Other comments:

For more information, contact: Name: __ CSM Keith Filipp

Phone: DSN 634-6699/7746 ___ Fax: DSN 634-7405 (comm.) 00390444717405

Email address: keith.filipp@eur.army.mil

2008 Best Practice

Examples of Best Practice: efficiency: Poor communication is identified with BOSS unit reps are due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation Name: USAG Bamberg

Describe the BOSS innovation, efficiency, improved processes: (before and after)

In the past there were no scheduled BOSS meetings; weekly or monthly, documentation of BOSS programs and establishment of Continuity Book. Currently, meetings are established twice monthly, record of all BOSS programs and events are being kept i.e. after action reports, flyers, photos and pictures, financial documents that are being place in a Continuity Book.

What are the benefits from the innovation, efficiency, improved? (Savings, increased exposure, credibility, etc.)

BOSS program has gained more exposure throughout the community, dedicated reps that are committed to the program, community organizations seeking BOSS participation in their events, i.e. Girl Scouts, Boys & Girls Club of America and MWR facilities. Also more opportunities for the BOSS program to generate income through resale opportunities associated with Sports and Fitness Events.

Target market/audience: Every single soldier, single soldier parent, and civilians who are interested in participating in BOSS sponsor events. Also included are community organizations in exposing the BOSS program in their areas for more awareness of the community BOSS program.

Problems or concerns encountered (lessons learned):

Keeping the commitment, involvement, and motivation "alive" for the program. Problems that every community faces include the deployment, training, and commitment from higher command level in supporting the program.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

Though BOSS Meetings and unit representation at these meetings in going back and passing along information to their soldiers. Another avenue explored was BOSS participation in community events for awareness, i.e. Community Expo where BOSS set-up a booth providing information on the BOSS program and free giveaways.

Describe assistance and partnerships from agencies/businesses:

Financial Management Division in assisting with providing change funds and petty cash for events, Marketing Division and Public Affairs Office in creating flyers and publicity for events, Outdoor Recreation in providing equipment and transportation for trips at nominal fees, and of course MWR activities.

Other comments:

None

For more information, contact: Name: Ernest Johnson, MWR BOSS Advisor

Phone: DSN: 469-9086, Fax: (civilian) 0951-302532

Email address: Ernest.Johnson@eur.army.mil

2008 Best Practice

Example of Best Practice- efficiency: Poor communication is identified with BOSS unit reps are due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: _____ USAG BRUSSELS _____

Describe the BOSS innovation, efficiency, improved processes: (before and after):

Improved processes: Low service member participation in previous years was identified as to why the BOSS program in Brussels did not exist. Through exposure and getting the word out to our community we now have soldiers eager to participate. This includes participation by other services as well. We've established interaction with single service members from the Navy and Marines and have them participating in our program.

What are the benefits from the innovation, efficiency, improved? (savings, increased exposure, credibility, etc):

Increased exposure for BOSS, brings together members of all services, builds cohesiveness in a Joint Services community and increases participation for BOSS events.

Target market/audience: _ single Soldiers and single parents from all Services

Steps taken to plan and execute innovation, Efficiency, improved processes:

Communication (i.e. E-mails, putting out flyers, meetings) and informing the leadership in Brussels of possibilities for their single personnel.

Problems or concerns encountered (lessons learned):

Work scheduling is the toughest of them all due to shift work and mission support.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

Through meetings and at BOSS events.

Describe assistance and partnerships from agencies/businesses:

Our MWR advisor has provided assistance with BOSS events.

Other comments:

For more information, contact: Name: SGT.MORENO,RAFAEL

Phone(DSN) 368-9797_(CELL) 00320479607462__ Fax:

Email address: Rafael.Moreno@EUR.ARMY.MIL__

2008 Best Practice

Installation name: USAG Schinnen

Describe the BOSS innovation, efficiency, improved processes: (before and after)

Our Best Practice was to implement a more flexible meeting schedule for our program, in regards to location and times, in order to encourage better participation. This will create a great opportunity for our new leadership team to get to know each other better.

In the past, some BOSS members have had a hard time making meetings. Meetings have been held twice a month on the 2nd and 4th Wednesday at 1600, at the same location, HQ JFC Brunssum Building H307 in the conference room. Some members always had to travel to meetings, while others worked on the base and could easily attend.

We have decided to change our meeting place and times to accommodate our member's needs and to encourage maximum participation. Our BOSS members come from multiple locations to include: USAG Schinnen, HQ JFC Brunssum, NATO Air Base Geilenkirchen, and other outlying areas. We are holding our meetings at various locations which will make it easier for members to attend, and additionally send the message to them that they are an integral part of our programs success.

What are the benefits from the innovation, efficiency, improved? (savings, increased exposure, credibility, etc):

Our members who are at remote locations and who work shift work will feel more like they are really an important part of the BOSS program. BOSS will also show its flexibility and uniqueness by accommodating for the needs of their members who are dispersed throughout Belgium, Germany and the Netherlands. Once our leadership team is all working on the same sheet of music we will be able to perform at a high level.

Additionally, this initiative will take away negative perceptions such as favoritism.

Target market/audience: Our objective is to reach all eligible participants including shift workers and those who work in unique and remote locations.

Steps taken to plan and execute innovation. Efficiency, improved processes:

We will use FMWR resources including the Marketing Department to help us focus on our demographics and see who our real customers are and where they are located in order for us to reach out to them. We will also rely on key partnerships with members of our Tri-Border community for assistance for reserving and scheduling meeting venues in our various communities. In regards to our new schedule, the first meeting was held at the USAG Schinnen Bowling Center during the lunch time frame. In the future working lunches and other activities will allow our BOSS leadership team to get to know each other better, while encouraging esprit de-corp.

We will hold our meetings and activities in facilities that are located on military installations whenever possible to keep personal expenses at a minimum. Most of our members have limited budgets, and we wouldn't want to put a further strain on their budgets by forcing them to

buy lunches with the local currency. Additionally, we will get the word out well in advance to promote our next set of meetings, so everyone will be informed where the meeting will be held and at what day and time.

Problems or concerns encountered (lessons learned):

Some BOSS members may be resistant to change, and are perfectly comfortable with the meetings being held in the same place, at the same time of the month as we have done so in the past. But eventually these members will understand that in order for BOSS to continue to grow and evolve these changes are important steps in this process. It will be crucial for us to get a large majority buy-in for this initiative from our leadership team, which we have already done.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

We have gotten the word out of these changes through our leadership committee and our BOSS representatives through our meetings, email and word of mouth.

Describe assistance and partnerships from agencies/businesses:

Partnerships with CYSS, ACS, and the Bowling Center will be important in order for us to offer different and unique venues that support our program. Our Bowling Center is an ideal location for our BOSS team to meet, it provides snack bar food that is fresh and delicious, Barbecue Ribs which is contracted out, High quality bowling, adult gaming, and other entertainment options.

Other comments:

So far we have heard nothing but positive feedback in regards to the Best Practice Proposal we have initiated. Some members have commented that by holding meetings in other venues it gives them the opportunity to leave their facility, and venture out. This new format we are promoting will also add spice and variety to our program, and generate new interest in BOSS.

For more information, contact: Name: Mr. Mark Boggess

Phone: DSN 360-7370 Fax: 360-727

Email address: mark.boggess@eur.army.mil

2008 Best Practice

Installation name: USAG Grafenwoehr

Describe the BOSS innovation, efficiency, improved processes: (before and after)
New Comers and Company Level BOSS Briefs to educate the single soldiers of USAG Grafenwoehr on what BOSS is and what it can do to help them.

What are the benefits from the innovation, efficiency, improved? (savings, increased exposure, credibility, etc):

With two BOSS briefs while here in USAG Grafenwoehr you are more likely to catch the information about the BOSS program that will help you make an educated guess as to if you would like to be a active member in our BOSS Program.

Target market/audience: Single geographical bachelors and single parents of USAG Grafenwoehr.

Steps taken to plan and execute innovation. Efficiency, improved processes:

The BOSS President (John Maki) created a briefing to use on location as well as bringing updated flyers and info to the education briefs.

Problems or concerns encountered (lessons learned):

When coordinating such events with individual units I initially didn't request computers and projectors to give my briefs so as the education sessions went on I learned what things were need to make the brief successful.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

When coordinating with company/squadron level Commands we were able to take the education sessions on the road to the Soldiers company / squadron we were able to reach the maximum amount of Soldiers as the 1SG and Commanders were support the mission with a location in there area and they then took pride in getting the soldiers to the BOSS Briefs.

Describe assistance and partnerships from agencies/businesses:

The USAG Grafenwoehr BOSS Program has been working with DPTMS and the Garrison for the new comer's briefs as well as the individual units 1SG and CDR to execute our BOSS Education Briefs.

Other comments: This was a great way to educate to the Soldiers of USAG Grafenwoehr on what the BOSS program is and what it can do for them and they seemed to be a bit more susceptible to the idea as we brought the program to them and they didn't have to come to the program.

For more information, contact: Name: SPC Maki, Johnathon C.

Phone: 314-475-8822

Email address: john.c.maki@us.army.mil

2008 Best Practice

Scarce BOSS participation due to small military population also split between Army and Air Force service members, numerous small tenant units with evident difficulties to communicate to all unit reps in order to re-energize the BOSS program.

CSM decides to improve communication with Army and Air Force service members and tenant units.

Installation name: USAG Livorno, Camp Darby

Describe the BOSS innovation, efficiency, improved processes: (before and after)

CSM emails and briefs all CDRs and senior NCOs stressing importance of BOSS program. This information is forwarded across the board to all units.

What are the benefits from the innovation, efficiency, improved? (savings, increased exposure, credibility, etc):

Exposure has increased considerably as all possible means are being used to communicate BOSS program and relative events to include flyers put up on all doors in the dorms.

Target market/audience: all single service members and unaccompanied military.

Steps taken to plan and execute innovation. Efficiency, improved processes:

All new officers have been elected generating new enthusiasm within the program. A new NCO has been elected as the BOSS president who is very energized and has been producing results that are tangible at the meetings during which a substantial percentage of single service members are now participating.

Problems or concerns encountered (lessons learned):

N/A

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

For BOSS's 19th birthday we conducted an event at the Darby Community Club that included an Air Force rock band, a BBQ, food trays from the commissary, beverages and a birthday cake. The participation we had at this event was far more explanatory than any other type of communication could have been that the Camp Darby BOSS program is once more back in place after a brief "dormant" period. This vast participation gave absolute credibility that there was something in place for the single service members and it's called the BOSS program. The Camp Darby CSM, the other senior NCOs both Army and Air Force, along with the Installation

CDR and the Air Force CDR participated actively at this event by talking to the soldiers and airmen and helping with BBQ.

Describe assistance and partnerships from agencies/businesses:

The event also benefited from the assistance of the MWR BOSS advisor, the Club manager that hosted the event and our local commissary that was quick and efficient in providing the food and cake.

Other comments:

The combination of our new highly motivated CSM, an energized NCO BOSS president and seasoned MWR BOSS advisor along with our enthusiastic soldiers and airmen and their leaders has made this a fun program for all once more as should be!

For more information, contact: Name: Ernest Beezley

Phone:633-7491 Fax:633-7854

Email address: _ernest.beezley@us.army.mil

2008 Best Practice

Example of Best Practice- efficiency: Poor communication is identified with BOSS unit reps are due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: _____
USAG Heidelberg _____

Describe the BOSS innovation, efficiency, improved processes: (before and after)
Currently working on ways to improve participation in community service events. We have developed close ties with the WTU, ACS and the Warrant Officers Association. We have become involved in activities that provide an opportunity for our Soldiers to be of assistance to those who are in need.

What are the benefits from the innovation, efficiency, improved? (savings, increased exposure, credibility, etc):
Increased participation by Single Soldiers in events designed specifically to help individuals in need.

Target market/audience: ____
Those Single Soldiers who for one reason or another have not been participating in the program. _____

Steps taken to plan and execute innovation. Efficiency, improved processes: We opened our meetings to everyone not just the Unit Reps. We encouraged the Unit Reps to bring a buddy. With increased participation we are able to provide more assistance.

Problems or concerns encountered (lessons learned): Always difficult to get Soldiers released from duty to attend meetings and activities.

How was information on the innovation, efficiency, improved processes communicated to Soldiers? At our bi-weekly meetings and through the NCO support chain.

Describe assistance and partnerships from agencies/businesses:

_____Our BOSS president meets regularly with members of the WTU and ACS.

Other comments:

_____In the last quarter we have had an upsurge in participation in activities in the community service arena. _____

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2008 Best Practice

Example of Best Practice- efficiency: Poor communication is identified with BOSS unit reps are due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: USAG Schweinfurt

Describe the BOSS innovation, efficiency, improved processes: (before and after)

Single Soldiers were concerned about the reintegration/deployment process. Married soldiers have their families to fall back on, but who do single soldiers turn to?!!

BOSS Quality of Life Project – 4 project areas:

1. "This One's for You" BOSS event in conjunction with ACS, ASAP, Social Work Services, Community Health to provide training for re-deploying and deploying soldiers in a fun environment, classes are structured around fun/competitive events, band and food is provided.
2. "Renovation of the Recreation Center/Single Soldier Lounge, 6 months renovation period which included addition of a 25 station Internet Café with Wi-Fi capabilities, new floors, lights, modern décor, replacement of old equipment with state of the art high energy electronic gaming, flat screen TVs etc
3. Trip'n: High adrenalin/adventure oriented trips like Bungee Jumping, Formula 1 Go-kart racing, Snow boarding, visits to the Oktoberfest, Frankenstein Castle and Berlin
4. BOSS Meet & Greet: Monthly themed events like Open Mic night, Texas Hold Em, Super bowl tailgate party, etc to provide an opportunity to newly arrived Soldiers and Soldiers returning from deployment to meet and find out what BOSS is all about

What are the benefits from the innovation, efficiency, improved? (savings, increased exposure, credibility, etc):

Benefits are a major improvement of the Quality of Life for Single Soldiers here in the USAG Schweinfurt. User numbers have increased since the recreation center was renovated, interest in BOSS has been elevated at all levels and the participation in the BOSS program has tripled

Target market/audience: Single Soldiers and geographical bachelors and single service member parents

Steps taken to plan and execute innovation. Efficiency, improved processes:

Coordination with various community agencies, securing funds for the renovation, BOSS planning team (CSM, MWR POC, BOSS Soldier) meetings, generating support and buy in from battalion chain of command

Problems or concerns encountered (lessons learned):

-
1. This one's for you" (TOFU). Only issue was that the original set of TOFU events were scheduled from 1500-1900 and by 1700 all Soldiers left. The time was changed to 1300-1700 for the second set of TOFU events which kept everyone at the event until the end.
 2. Renovation of the rec center. No problems were encountered other than the renovation took longer than anticipated. Since the center was not closed during the entire renovation process, staff and customers endured the inconveniences of a facility during renovation.
 3. Trip'n: For free trips (like the Oktoberfest trip) Soldiers will sign up but not show up for the trip. We always confirm participation a day prior and have a stand by list ready to fill the no show slots
 4. Meet & Greet: No issues encountered.

Usually we do have repeat customers for all 4 project areas

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

__Newcomer BOSS briefings, BOSS representatives spoke about project in front of battalion formations and to their peers on an individual basis, Garrison CSM drummed up support from other Battalion CSMs in his meetings, AFN TV and radio/PAO covered the events; by word of mouth...once soldiers saw the renovated center they told their friends and peers, BOSS participates in community wide events (i.e. Soldier and Family Appreciation Days, Community Showcases,etc) by setting up an info booth/BOSS tent, posters/fliers

Describe assistance and partnerships from agencies/businesses:

__Everyone we approached for help and participation was eager to do so. Biggest partnerships were with Alcohol and Substance Abuse (ASAP), Community Health, Army Community Services (ACS) Social Work Services, Chaplain Family Life Center. Other participants were sponsors such as Andrew Federal Credit Union, USAA

Other comments:

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2008 Best Practice

Example of Best Practice- efficiency: Poor communication is identified with BOSS unit reps are due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: Wiesbaden Army Airfield

Describe the BOSS innovation, efficiency, improved processes: (before and after)

What are the benefits from the innovation, efficiency, improved? (savings, increased exposure, credibility, etc):

The better planning and increased efficiency from our reps and council members in their delegated committees and together as a whole, allows BOSS to plan and execute bigger and better events while using our outside resources to create More exposure to the community and to the soldiers. For example the dunking booth events that took place in June and July, which combined with the softball cook out raised nearly \$2000 dollars.

Target market/audience: Single Soldiers and the Community

Steps taken to plan and execute innovation. Efficiency, improved processes:
Committees have been formed to better plan and execute fund raisers and events; this also helps us to be more Efficient at our meetings

Problems or concerns encountered (lessons learned):

Soldiers do not want to get involved with BOSS due the fact that they have to work before to raise money to go on trips, but get upset when BOSS does not allow them to go. Also many of the unit reps don't want to help out because they are forced to be there and have no interest, although it may cut Boss's numbers all reps and boss members should be voluntary positions to improve moral and increase the up tempo of the program. This should solve the problem of people in charge getting burned out to fast and leaving.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

Other than the bi-monthly BOSS meetings anyone interested in the program is put on the BOSS distro list, along with information on upcoming events, trips, and fund raisers being emailed and put out at meeting, it is also put out to the unit by their respective BOSS reps as well as to the Battalions in command and staff

Describe assistance and partnerships from agencies/businesses:

The BOSS program falls under MWR and supports them whenever they need help with their events. BOSS also works with marketing and various other companies depending on the event BOSS is hosting and what sponsors offer to help us.

Other comments:

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2008 Best Practice

Example of Best Practice- efficiency: Poor communication is identified with BOSS unit reps are due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: USAG-KAISERSLAUTERN

Describe the BOSS innovation, efficiency, improved processes: (before and after)
We developed a new Volunteer Incentive Program. We asked the SM's what they thought would be a good incentive. We found several ideas and developed a plan. 2 of 10 would be given out by Unit Commanders so we petitioned their agreement, with satisfaction.

What are the benefits from the innovation, efficiency, improved? (savings, increased exposure, credibility, etc): SM's have tangible incentives to volunteer in their community, which increased our Community Service hours by 25%.

Target market/audience: Volunteers, Command Teams

Steps taken to plan and execute innovation. Efficiency, improved processes:

Brainstorming Session with Soldiers. Development Plan with Exec Council. Petition for Unit Support. Implementation into program.

Problems or concerns encountered (lessons learned):

Make sure you have all tangible incentives BEFORE implementation of incentive program.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

Plan given to BOSS reps, who in turn gave them to Unit Soldiers. Emails sent out to Unit Command teams as well as Soldiers. Flyers posted everywhere.

Describe assistance and partnerships from agencies/businesses:

None

Other comments: Incentives include: Day off from Pt, 3 day Pass, BOSS Bucks, BOSS paraphernalia, etc.

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