Baseline Standards

Resource Drivers

Objectives

- ❑ Resource Driver Basics & Background
  - ▪ Scoring
  - ▪ Standards
    - • Staffing
    - • Training
    - • Equipment
    - • Programming

- ❑ Resource Drivers Specific to BOSS
  - ▪ Program Summary
  - ▪ Quality Factors
  - ▪ Staffing, Training, Equipment & Programming

Background

- **HQ, FMWR (IMCOM G9) is responsible for ensuring Garrison FMWR Programs identify Appropriated Fund (APF/UFM) requirements in order to provide quality services to Soldiers, Families, Retirees and Civilians.**

- **Program authorizations are dependent upon _resource drivers_ and _quality standards_.**

- **_Resource drivers_ are variables that have a direct relationship to the resources a Program is authorized to provide a specified standard of service.**

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- **ACRRO 2.0 is a data-collection and reporting tool created to facilitate the consolidated input and real-time access to key Soldier and Community Recreation (S&CR) management data and supports the FMWR community – from the Garrison to HQs.**

  - **Uses Army Stationing and Installation Plan (ASIP) data, Installation Status Report (ISR) data, and the General Information provided by Garrison Users in conjunction with the resource drivers to calculate the _minimum_ amount of resources a Program Area is authorized.**

  - **In the aggregate, across all Garrisons, these quantities are used to determine annual resource requirements for funding and distribution.**

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Background ~ Calculating the Baseline Standard Score

- **Baseline Standard Scores are calculated by dividing the total of all staffing, training, equipment, and/or programming in all categories by the Baseline Standard for that Program's staffing, training, equipment, and/or programming.** *There are two exceptions to this rule; (1) when the Equipment Standard has been modified and (2) when the Baseline Standard is Zero.*

ISR 253	CLS SSP	Program Area	Baseline Standard Score Calculation
01	A	Physical Fitness Programs	((2*Staffing) + Training + Equipment + Programming) /5
06	B	Intramural Sports / Outdoor Sports Fields and Complexes	((2*Staffing) + Training + Equipment + Programming) /5
05 / 08	D	Aquatics Programs - Mission Training and Recreation Swimming	((2*Staffing) + Training + Equipment + Programming) /5
02	C	Library and Information Services	((2*Staffing) + Training + Equipment + Programming + Material Resources) /6
04	E	Community and Recreation Programs and Services	((2*Staffing) + Training + Equipment + Programming) /5
04	E	Garrison-wide Information	((2*Staffing) + Training + Equipment) /4
03	F	Outdoor Recreation Programs	((2*Staffing) + Training + Equipment + Programming) /5
07	G	Automotive Skills Programs	((2*Staffing) + Training + Equipment + Programming) /5
09	H	Arts and Crafts Programs	((2*Staffing) + Training + Equipment + Programming) /5
10	J	Leisure Travel Services	((2*Staffing) + Training + Programming) /4
11	K	Entertainment Programs	((2*Staffing) + Training + Equipment + Programming) /5
12	n/a	Better Opportunities for Single Soldiers (BOSS)	((2*Staffing) + Training + Programming) /4

BOSS = [(2 x Staffing) +Training + Programming] /4

- **Staffing standards vary by Program Area, but generally are determined by ASIP data, facility square footage, number of bays, and/or hours of operation.**

- **A Program Area's staffing score is calculated by comparing the total number of APF/UFM Full-Time Equivalents (FTEs) on-hand to the total number of Baseline Standard FTEs authorized.**

  - **A Full-Time position is equal to one (1) FTE or 40 hrs per week.**

  - **Part-Time and Flex equivalencies are calculated by dividing the hours per week entered for that person by 40 hours.**

    Example: 30 hrs entered. Equation: 30/40 = ¾ FTE

- **Staffing Options account for unique staff, such as Borrowed Military Manpower (BMM), Volunteers, Contractors and Local Nationals (LNs) to provide a more complete picture of the extent to which operations are augmented beyond QDPC availability.** **Training is dependent on the selected Staffing options and the staff member's position. Inaccurate Staffing data = skewed/incorrect Baseline Standards scoring!*

  - Pure APF/UFM count towards Staff On-Hand.

  - Pure NAF, BMM, and Volunteers do NOT count towards the standard since there is no APF/UFM funding associated with their labor.

  There are *NO additional APF/UFM authorizations for operating hours in excess* of those identified for minimum program requirements.

The Staffing Resource Driver for each Program Area is below:

Program Area	Resource Drivers
Community and Recreation Programs and Services	Facility Square Footage Hours of Operation, including a maximum 30 minutes pre- and post- opening to the public Warrior Zone IT support, as applicable
Better Opportunities for Single Soldiers (BOSS)	Single Soldier population
Outdoor Recreation Programs	FMWR ASIP Data ODR Specific Questions

BOSS Staffing Resource Driver = Single Soldier Population

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- **Garrison Training Standards were developed IAW ACTEDS 51 & the IMCOM Campaign Plan. Current guidance can be found in IMCOM OPORD 350-1, CP 29, & www.imcomacademy.com.**

  - Training Standards should be included in Individual Development Plans (IDPs).

  - Tables within each Program Area highlight courses required based on the position.

    - "*" = Required   /   Empty Field = Recommended

  - FT/PT must complete required training.

  - Flex are scored for training as it applies to health and safety.

  - BMM and Volunteers do NOT need to complete required training.

  - CPR/AED and First Aid (or Equiv) are required for all Program Areas

❖**BOSS Training is required for all Installations with an active BOSS Program.**

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Equipment Standards

Garrison FMWR programs are authorized a minimum amount of equipment to provide S&CR services.

The standard for each Program Area or Facility is determined by FMWR ASIP, Facility Square Footage, Number of Bays, and/or Hours of Operation, depending on the Program Area. A Program Area's Equipment score is calculated by comparing the total amount of equipment on-hand to the total amount of equipment a Program Area is authorized to have on-hand.

Program Area	Resource Driver
Physical Fitness Programs	Facility Square Footage
Intramural Sports / Outdoor Sports Fields and Complexes	FMWR ASIP Data
Aquatics Programs - Mission Training and Recreation Swimming	Pool Length
Library and Information Services	Facility Square Footage
Community and Recreation Programs and Services	Facility Square Footage
Better Opportunities for Single Soldiers (BOSS)	N/A
Outdoor Recreation Programs	FMWR ASIP Data
Automotive Skills Programs	Bays Per Facility
Arts and Crafts Programs	FMWR ASIP Data
Leisure Travel Services	N/A
Entertainment Programs	FMWR ASIP Data
Garrison-wide Information	FMWR ASIP Data

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Standards ~ Programming

- **Garrison FMWR Programs are required to deliver a minimum number of S&CR programs per year.**

  - **Most Program Areas are required to offer programming from four categories: Activities, Classes, Services & Venturepoints.**

  - **ACRRO 2.0 provides sample programming.**

  - **Add Programming not listed via the "Custom Programming" option and review with CRD/PM for proper categorization.**

  - **Standards are determined by the size of the Garrison or Facility and reflect a *non-cumulative* quarterly requirement.**

Category	Definition
Activities	Activities may be directed, self-directed and/or inclusive, and include, but not limited to on-line gaming, special events, WAQ, community service projects, Intramural Sports / Outdoor Sports Fields and Complexes, talent shows, woodcrafts, story hours, cultural/holiday activities, etc.
Classes	Classes are typically directed by FMWR staff, contractors or volunteers, and include, but not limited to learn to swim, aerobics, music/dance/voice lessons, "how to" minor auto maintenance, searching genealogy databases, library orientation, etc.
Services	Services may be provided by FMWR staff, contractors or volunteers, and include, but not limited to minor auto repair, bicycle maintenance, snack bar, juice bar, resale, massage therapy, personal training, airport shuttles, custom framing, engraving, reference/research services, bibliographies, homeschooling support, copy/scan/fax services, etc.
Venturepoint	An FMWR partnership initiative with CYSS offering EDGE (Out-of-School Activities) and HIRED. HIRED activities shall utilize RDS strategies, capitalizing on unused facility space, i.e., mid-afternoon blocks at fitness centers, to schedule activities

Program Code QD

- **Program Summary**

  - Represented by three pillars – Quality of Life (QOL), Community Services and Recreation and Leisure.

  - Supports Chain of Command by identifying QOL issues and recommending improvements.

  - Provides single Soldiers the opportunity to participate in and contribute to their respective communities.

- **Goal: To support the overall quality of life for single and unaccompanied Soldiers.**

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Resource Drivers Specific to BOSS

Resource Drivers				
Population[1]	<500	501-2,000	2,001-5,000	≥5,000
FMWR Advisor	1	1	1	1
Military Advisor[3]	1	1	1	1
BOSS President[2]	1	1	1	1
BOSS Vice President[2]		1	1	1
BOSS Secretary[2]			1	1
BOSS Treasurer[2]				1

[1] Single Soldier Population is derived from the ASIP ISR-S Report and is calculated as: 100% Full Time Military * .516

[2] Soldiers should be captured on the staffing page as DoD Military instead of Borrowed Military Manpower.

[3] Military Advisors should be entered as Full-Time.

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Resource Drivers Specific to BOSS

Quality Factors

Element	Factors	Regulatory Guidance
Facilities	■ Dedicated space to execute program administration, typically found in Recreation Centers or Warrior Zones.	AR 215-1 ADA Standards
Training	■ Staff must be trained and certified in all required courses ■ View a detailed list of required courses on the ACRRO 2.0 Help page in the Reference Library	AR 215-1 ACTEDS 51
Equipment	■ Equipment type and quantity will be activity and use dependent, typically found in the tenant program, i.e., Recreation Center or Warrior Zone ■ Purchase will be from APF where authorized (unless used in the direct support of resale) ■ Major items will have a maintenance plan	AR 215-1 CTA 50-909 Army Standards
Automation	■ Army standard Management Information Systems will be used, i.e., RecTrac, VMIS, PRISM, SNACS, Rec Prog Share ■ LAN connectivity essential ■ Advanced systems may be required to execute most contemporary interactive gaming	AR 215-1 Army Standards

Element	Factors	Regulatory Guidance
Programming	■ Customer-driven programming utilizing most effective use of facilities and on/off post resources ■ Programs achieve integration of three pillars – Quality of Life, Community Service, and Recreation and Leisure ■ Recreation and Leisure deliverables result from partnerships with other FMWR programs and should not be a duplicative effort ■ Documentation of deliverables in Family and MWR Program Share provides continuity to incoming personnel ■ Activities foster readiness, enhance community life, promote mental and physical fitness and deliver a quality working and living environment	AR 215-1
Location/Convenience	■ Programs offered will meet customer needs and cover the range of leisure and skill development ■ Non-facility based programs must be actively pursued ■ Operating hours will be determined by demand	

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Resource Drivers Specific to BOSS

- **STAFFING**

  - **Individual Garrison BOSS Programs, with exceptions for unique configurations and geographic proximity, shall have, *at a minimum*, a <u>FMWR Advisor</u>, <u>Senior Military Advisor</u>, and <u>BOSS President</u>.**

Resource Drivers				
Population[1]	<500	501-2,000	2,001-5,000	≥5,000
FMWR Advisor	1	1	1	1
Military Advisor[3]	1	1	1	1
BOSS President[2]	1	1	1	1
BOSS Vice President[2]		1	1	1
BOSS Secretary[2]			1	1
BOSS Treasurer[2]				1

[1] Single Soldier Population is derived from the ASIP ISR-S Report and is calculated as: 100% Full Time Military * .516
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[3] Military Advisors should be entered as Full-Time.

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Resource Drivers Specific to BOSS

- **TRAINING**

  - **Individuals in each position in the table below are required to complete courses marked with an " * ". An empty field indicates the course(s) is not required, but recommended.**

COURSES	POSITIONS					
	BOSS President	FMWR Advisor	Military Advisor	BOSS Vice President	BOSS Secretary	BOSS Treasurer
Take Course Once Per Year						
CPR and AED or Military Equivalent	*	*		*	*	*
Take Course Once Every 3 Years						
First Aid or Military Equivalent	*	*		*	*	*
Take Course Once Per Career						
BOSS Training	*	*	*	*	*	*
Family and MWR Delivery System	*	*				
Family and MWR Basic Management		*				
Operation Excellence - Customer Service Training		*				
Family and MWR Orientation	*	*	*	*	*	*
Programming and Special Events						
ServSafe® Alcohol Course						

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Resource Drivers Specific to BOSS

- **EQUIPMENT STANDARDS**

  - **BOSS Programs shall be co-located wherever possible to *maximum operational efficiencies.***

  - **Equipment is not a collected data point in ACRRO 2.0 for the BOSS Program.**

  - **Refer to Recreation Center and Warrior Zone Resource Drivers in ACRRO 2.0 to determine equipment standards *available* to the BOSS Program.**

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Resource Drivers Specific to BOSS

- **PROGRAMMING**

  - **Programming Standards for Garrison BOSS Programs are determined by Garrison Single Soldier Population and reflect a *non-cumulative,* quarterly requirement.**

Programming Category	<500	501-2,000	2,001-5,000	≥5,000
Quality of Life[1]	1	2	3	4
Community Service	2	3	4	5
Recreation and Leisure	4	6	8	10

Sample: Baseline Standard Report

Staffing

	Program Area	CLS SSP	Staffing On-Hand	Baseline Standard Staffing	Staffing Shortage	Staffing Score	Cost to Staff to Red	Cost to Staff to Amber	Cost to Staff to Green
Cat. A	Better Opportunities for Single Soldiers	E	6	6	0	100%	$0	$0	$0
Total			6	6			$0	$0	$0

Training*

	Program Area	CLS SSP	Training On-Hand	Baseline Standard Training	Training Shortage	Training Score
Cat. A	Better Opportunities for Single Soldiers	E	16	38	-22	42.1%
Total			16	38		

Programming*

	Program Area	CLS SSP	Programming On-Hand	Baseline Standard Programming	Programming Shortage	Programming Score
Cat. A	Better Opportunities for Single Soldiers	E	20	19	0	100%
Total			20	19		

Overall Assessment

	Program Area	CLS SSP	Garrison Score	Total Cost to Red	Total Cost to Amber	Total Cost to Green
Cat. A	Better Opportunities for Single Soldiers	E	85.53%	$0	$0	$0

*Training & Programming Scores for ALL SSPs are measured using the CAT A Bandwidth

*ALL Standards & Scores for Aquatics & Recreation Swimming Program Areas are calculated by splitting resources based on # of hours of programming for Aquatics (CAT A) & Recreation Swimming (CAT B). The total authorized resources for a pool will always be the sum of Aquatics & Recreation Swimming.

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The Basics: Black, Red, Amber, Green

The Army's readiness rating system is commonly associated with the BRAG scheme (Black, Red, Amber, Green). Program elements are measured to ensure efficient, effective performance relative to allocated resources.

It is critical to report accurate data that provides valuable insight into the "pain points" that need additional support.

Color Ratings	
Color	**Rating Description**
Green:	Supports current mission without work-arounds (adjustments that can increase time and/or cost)
Amber:	Minimal or moderate work-arounds (adjustments that can increase time and/or cost) required to accomplish mission
Red:	Cannot fully support current mission, or may require significant work-arounds (adjustments that can increase time and/or cost) to accomplish mission
Black	Cannot support mission

ACRRO

Help! Where do you go for more info?

Go to the ACRRO 2.0 Help Page For:

✓ Baseline Standards Resource Drivers

✓ Reference Guides on How to Use Baseline Standards

✓ Other ACRRO 2.0 Reference Documents

http://cr.xservices.com/ACRRO/Web/Utility/Help.aspx

Questions?