



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, U.S. ARMY GARRISON FORT MEADE
4551 LLEWELLYN AVENUE
FORT GEORGE G. MEADE, MARYLAND 20755-5000

DEC 21 2023

AMIM-MEH-S (RN 600-8-7b)

MEMORANDUM THRU U.S. Army Installation Management Command,
(Retirement Services), 2405 Gun Shed Road, Joint Base San Antonio, Fort Sam
Houston, TX 78234-1223

FOR Office of the Deputy Chief of Staff, Personnel (ODCSPER) (DAPE-RSO),
251 18th Street South, Arlington, VA 22202

SUBJECT: Fort George G. Meade Retiree After Action Review

1. Overview: The 2023 Fort Meade Retiree Appreciation Day (RAD) was held on 27 October 2023 at the McGill Training Center, building 8452, on Fort Meade, MD. The event was attended by 404 Retirees and 46 vendors. This venue was used for the opening ceremony, speaking event, and all supporting organizations and activities including the Health Fair.

2. Planning: Event planning began in January 2023 with the first IPR slides viewed in May 2023. Decisions regarding Health Fair and other support were made in May with an OPORD published on 25 May 2023. Three In Process Reviews (IPRs) were planned and published in the order; and all IPRs were held prior to the event. A final walk-through rehearsal was conducted the day prior to the event.

a. Sustain

(1) A planning matrix was used throughout the planning and execution of the event to track tasks and requirements.

(2) Three IPRs plus the walk-through rehearsal provided for detailed planning and coordination.

(3) The RAD was conducted in collaboration with Kimbrough Ambulatory Care Center (KACC). Planning was as detailed and deliberate as possible to ensure a successful event amid several other installation-wide events.

a. Improve

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(1) Make guest speakers planning more deliberate by ensuring Garrison Commander approval prior to commitment.

3. Location: McGill Training Center was used for the event as it allowed for a "one-stop" experience.

a. Sustain

(1) Continue to use this venue for the RAD. Use of the McGill Training Center allows for the Opening Ceremony, ID Card Office, Casualty, Health Fair, and all supporting organizations to be under one roof.

b. Improve

(1) Research the possibility of opening the event earlier. Some attendees arrived as early as 0800.

(2) Use additional areas of the building to increase available space for organizations and reduce crowding in the main hallway.

(3) Additional vendor space to allow retirees and their families more room to walk through.

4. Health Fair: Kimbrough Ambulatory Care Center (KACC) The processes used were exceptional, eliminating crowding and long-lines while waiting for services.

a. Sustain

(1) Immunizations: 428 total vaccinations were administered. 0 influenza, 0 Tetanus, and 0 pneumonia vaccinations were given to Retirees and Family members.

b. Improve

(1) Create medical alert tags during the Health Fair.

5. Marketing: RAD was marketed using four specific methods. The annual Retiree Bulletin was published and distributed through emails this year due to funding constraints. Consequently, digital marketing was the primary method of communicating with retirees about the event. The RSO office was able to use the local council members to push out RAD information such as flyers and bulletins as well as the

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Retirement Services Facebook page (430 likes). Flyers were also posted in high traffic areas frequented by retirees who visit Fort Post Exchange Commissary, and VFW posts. Fort Meade Public Affairs Office published no press releases to area newspapers during the 30 days leading up to the RAD

a. Sustain

(1) Continue the same, and especially the use of social media and email to market the event far in advance, and continuously until event execution

b. Improve

(1) Per Garrison Command leadership, purchase high quality road signs to direct attendees to the event.

(2) Post a banner at the commissary Post Exchange and on all gates.

(3) Publish the Retiree Bulletin no later than one month prior to the event.

6. Opening Ceremony: There are two adjoining classrooms in the McGill Training Center. The opening ceremony was held in the ballroom with a seating for over 400 attendees. The ceremony included a 50-state flag display, podium, over 400 chairs, and a standalone sound system. SFC Kyra Dorn sang the National Anthem. Garrison Commander, COL Michael Sapp, provided the opening remarks and introduced the guest speaker Secretary Anthony Woods, Secretary Maryland Department of Veterans Affairs.

a. Sustain

(1) Continue to provide door prizes.

b. Improve

(1) Determine a faster process to conduct the door prize giveaway.

(2) Position presentation slides on RSO webpage.

(3) Print opening ceremony slides and provide to attendees to ensure they can see presentations. Providing slides to this demographic (not tech-savvy, sight and hearing impaired) assists them in understanding the presentation.

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(4) Provide musical entertainment before the speaking event.

(5) Coordinate with Army Field Band to provide light music throughout the day.

7. I.D C010406ard Office: The ID Card Office was open from 1100-1400 the day of the event to service Retirees and Family members only. A total of 12 retiree ID Cards were issued.

a. Sustain.

(1) Continue to have ID Card services available.

b. Improve

(1) None

8. Freedom Dining Facility: 127 Retirees and Family members ate lunch at the Freedom Dining Facility. Feedback was overwhelmingly positive.

a. Sustain

(1) Continue to provide a meal at the Freedom dining for Retirees.

b. Improve

(1) Research if debit/credit cards can be used in the future.

(2) Earlier bus arrival

9. Judge Advocate General Support

a. Sustain

(1) Continue to provide legal assistance to the Retiree community. JAG was open from 0900-1130 the day of the event to service Retirees. A total of 53 retirees were given legal guidance.

b. Improve.

(1) Provide JAG with additional tables and more space for privacy.

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10. Supporting Organizations: 46 organizations related to retirement benefits attended the event, including the Department of Veterans Affairs, Disabled American Veterans, Veterans of Foreign Wars, VA Memorial Office, the 101st Association, TRICARE, and KACC Managed Care, among others. No representative of the Defense Finance and Accounting Service (DFAS), Retired Pay, travelled from Cleveland, Ohio to provide support for the event. Four Benefeds dental/one vision plan representatives attended the event. AAFES provided bags (swag bags) that were given to attendees as they arrived.

a. Sustain

(1) Continued support of these organizations is of paramount importance, as Retirees expect to have the opportunity to speak to these subject matter experts.

b. Improve

(1) Plan to have short, or no-notice organizations show up on the day of the event. MyPay PIN reset needs to be added to the event.

(2) Use additional rooms in McGill Training Center to reduce crowding in the main hallway.

(3) Prepare an excess of bags (swag) to ensure all attendees receive them.

(4) Assign a specific employee to provide liaison with supporting organizations.

(5) Market MyPay PIN resets from the beginning.

(6) Add the Social Security Administration, Tricare, recreational vendors, more info on mental health/life balance as supporting organizations.

11. Guest Speaker: Secretary Woods, Maryland Veterans Affairs, highlighted to attendees the important benefits provided by the state of Maryland to all retirees. Additionally, he stressed on their role in helping with recruiting because they are Soldiers for Life.

a. Sustain

(1) Continue to have high quality guest speakers. The speaking engagement was well received.

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c. Improve

(1) None.

12. Point of contact for this memorandum is Ms. Christine M. Hopke at 301-677-9603 or christine.m.hopke.civ@army.mil.

A handwritten signature in black ink, appearing to read 'Michael A. Sapp', with a stylized flourish at the end.

MICHAEL A. SAPP
COL, MI
Commanding