

United States Army Garrison Alaska (USAG-AK)
Well-Being Action Plan
(October 2003 – October 2004)

Establish/consolidate a Well-Being (W-B) Program at each Installation NLT 30 November 2003, that incorporates the Army Well-Being Strategic goals at installation/community level.

Institute a structure at Installation/community level that will assess and enhance the Well-Being of Soldiers (Active, Guard, Reserve), Family Members, DA Civilians, Retirees, and Veterans.

1. Well-Being Structure: The office of the USAG-AK Commander, with the assistance of the USAG-AK Well-Being Coordinator will establish/consolidate a USARAK Well-Being Steering Committee (WBSC). The GC at each Installation will, with the assistance of the USAG-AK Well-Being Coordinator, establish a Well-Being Action Council (WBAC).

Timeline: Determine membership and finalize charter of the WBAC at each Installation NLT 30 November 2003. Determine membership and finalize charter of the WBSC NLT 30 October 2003. The Installation WBAC will meet monthly. The WBSC will meet on a monthly basis during the initial stages of program development.

2. Well-Being Process Integration: The implementation of the USARAK Well-Being initiative requires a paradigm shift and a radical transformation from a stove-piped process to a holistic one for program development and resource allocations. To this end, USAG AK Commander and the WBSC members will:

- a. Assign in writing to directorate/organizations the W-B functions for which they are responsible.
- b. Continually assess the ability and commitment of staff and service providers to refocus their program toward W-B goals and objectives.
- c. Conduct analysis of the W-B functions from the community prospective to determine those that effect Well Being and those that do not, and the resource impact of both outcomes.
- d. Integrate W-B initiatives, issues, policies, functions, and resources.
- e. Ensure Well-Being is imbedded into the budget process, leadership development, program/project development, and facilities management.
- f. Periodically evaluate whether the command/management climate favorably promotes the W-B goals (To Live, To Connect, To Grow, and To Serve).
- g. Ensure the Well-Being of the people and mission readiness are linked and remain the focus of the Well-Being initiatives.

**United States Army Garrison Alaska (USAG-AK)
Well-Being Action Plan
(October 2003 – October 2004)**

Timeline: Assign Well Being functions to proponents NLT 30 Nov 2003.

Timeline: Assess Well Being functions NLT 30 April 2004.

Timeline: Establish a policy to promote Well Being integration NLT 30 Jan 2004.

Timeline: Begin integration of Well Being into other processes and document in Well Being minutes NLT Feb 2004

Timeline: Annually implement a climate survey NLT May 2004.

Timeline: Begin the documentation of the link between Well Being and mission readiness in WBACs and WBSC minutes NLT Jan 2004

3. Education and Awareness: The USAG-AK Well Being Coordinator, with the assistance of the Public Affairs Office, will initiate a Well-Being awareness campaign to educate all seven constituent groups on the ongoing efforts of the Well-Being Program (see W-B Communication Plan). The USAG-AK Well-Being Coordinator and councils members will brief Fort Richardson and Fort Wainwright Directors, tenant unit commanders, officers, enlisted & civilian forums, and family member forums.

Timeline: Initiate within the first 30 days of program establishment and continue the media campaign as required to maintain awareness and visibility.

4. Interactive Customer Evaluation (ICE) System: Develop a USARAK policy to implement the ICE program at Fort Richardson and Fort Wainwright. Provide, as needed, training to service managers at each Installation and brief heads of organizations/directorates on the benefits of the ICE automated system.

Timeline: Finalize ICE policy NLT 30 November 2003 and continue to add service providers as needed.

5 Focus Groups Assessments and Surveys: Conduct W-B focus groups with various forums to capture constituent group feedback to validate functional areas from the customer receipt of service aspect. Conduct surveys throughout the year to gage the status of specific well-being function(s) and to capture the well-being status of the community at a time of major events/changes. Data collected through focus group assessments, surveys, and the ICE system will assist in the assessment of functional areas.

Timeline: Initiate surveys, as outline above, 30 days from acquisition and installation of survey software packages. Conduct focus groups as required to validate survey results of functional areas.

United States Army Garrison Alaska (USAG-AK)
Well-Being Action Plan
(October 2003 – October 2004)

6. Well-Being Management Process: Designed to prioritize and assess the W-B functions at installation/community level using proponents' HQDA standards/metrics and installation data collected to define importance and performance of service provided. Findings are reported to the Installation WBAC and the WBSC for review/action.

Timeline: Prioritize the functional areas and begin assessment NLT 30 June 2004.

7. Well-Being Issue Resolution Process: W-B issue resolution process is designed to consolidate and resolve issues affecting the community Well-Being on an ongoing basis. The process begins with the collection of W-B issues through a variety of forums (AFAP symposium, Mayors Council, Information Exchange Council, Retiree Council, units, other organizations, etc.) and works to resolve those issues at installation level using the WBAC/WBSC forums. Issues that cannot be resolved will be forwarded for resolution through the Well-Being channels at MACOM/IMA or Region. Issues surfaced at the AFAP, will, once processed through Well-Being, continue to be reported through AFAP channels

Timeline: Categorize all issues through the well-being functions NLT January 2003.

Timeline: Report the status of all AFAP and other issues through the WBAC and the WBSC NLT February 2003.

8. Corporate Assessment: Establish a process to evaluate the quality of services as perceived by the corporate level customers i.e. Battalion and Brigades. The assessment is designed to measure importance and performance of the supporting directorates and organizations from the well-being perspective. The assessment will further link mission/readiness and well-being and help create a correlation between individual and corporate customer findings.

Timeline: Develop a draft assessment NLT October 2003.

Timeline: Conduct review of draft assessment with the 172ND SIB NLT October 2003.

Timeline: Begin implementing corporate assessment NLT January 2004.

Timeline: Present findings to the WBSC NLT March 2004.

Pascal Lambert
USARAK Well-Being Coordinator