



DIRECTORATE OF PREVENTION, RESILIENCE AND READINESS

Army Family Action Plan

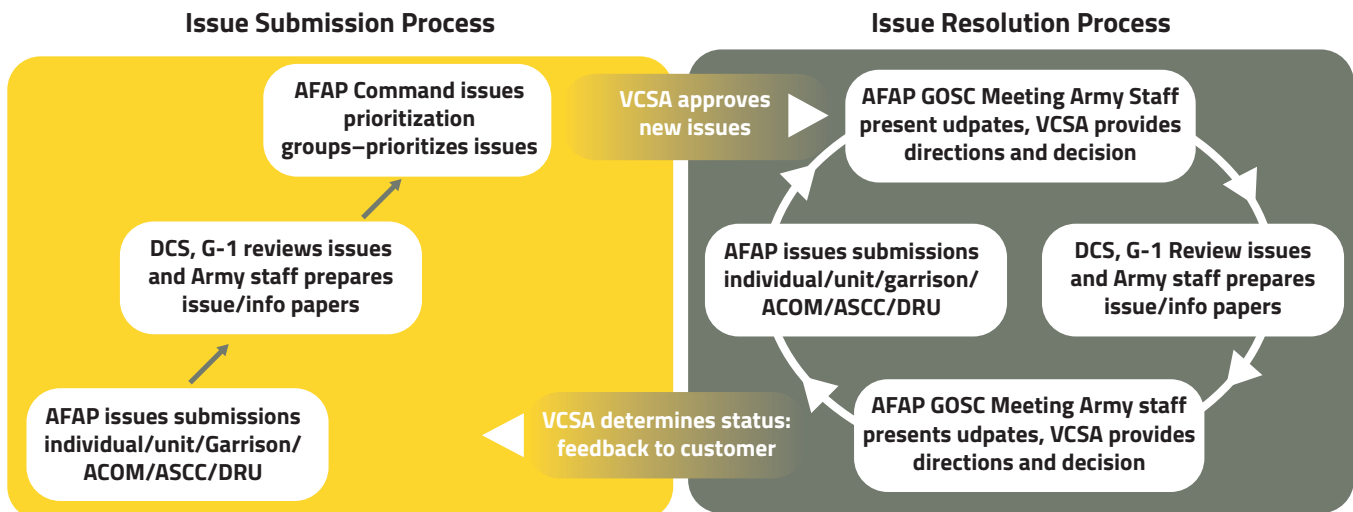
Fact Sheet

Q1: What's the purpose of the program?

A1: AFAP is an Army grassroots program that engages Soldiers, Family members, survivors, retirees and Department of the Army Civilians across all components to identify, prioritize and elevate quality-of-life issues that cannot be resolved by their command and that require Headquarters, Department of the Army-level resolution.

Q2: How does the AFAP process work?

A2: Here is an in-depth view of the AFAP process (see diagram):



- **Determine whether the topic qualifies as an AFAP issue.**
- **What is an AFAP issue?**
 - A Quality of Life issue for Soldiers, Army Civilians, Families, survivors and retirees that cannot be resolved by their commands and requires HQDA-level resolution.
- **What's the timeline for submission?**
 - Throughout the year
 - HQDA collects new issues by March 15.
- **New issues are generated through:**
 - Forums, such as town halls, focus groups, Army teen panel, command courses and conferences.
 - Issue Management System
 - Command teams
 - ASLs
- **Commander and Senior Leader roles:**
 - Engage and support the AFAP process.
 - Review and validate issues.
 - If an issue can be resolved at their level, work to resolve it.
 - If an issue cannot be resolved at their level, elevate it to the next level.
 - Issues elevated to HQDA are those that cannot be resolved by Commanders and Senior Leaders.



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- **AFAP issues are categorized into seven areas:**

- Soldier support
- Family support
- Military health care
- Civilian support
- Retiree support
- Survivor support
- Caregiver support

- **HQDA AFAP validates issues and sends them to the responsible HQDA proponent:**

- Army staff researches the issue and provide an information paper.
- HQDA AFAP packages information papers and sends them to AFAP General Officer Steering Committee commands for prioritization.

- **Command prioritization groups (Army personnel):**

- These are composed of AFAP GOSC member commands with a demographic representation.
- The groups prioritize issues.
- The results are submitted to HQDA AFAP to be tallied.

- **New issues:**

- The top 21 issues (three from each category) are sent to the AFAP GOSC and the Chief of Staff of the Army for review and decision.

- **AFAP General Officer Steering Committee:**

- An AFAP GOSC is conducted twice a year.
- A Joint Department of Defense Committee review board ensures that AFAP issues are thoroughly resolved by the appropriate functional proponent.
- DCS, G-1: Hosts
- Vice Chief of Staff of the Army (chair): Provides courses of action, direction and decision.

- **Discussion:**

- Army staff proponents present updates on active issues.
- Army staff GOSC members respond at the enterprise level.
- Command representatives respond based on their constituents.
- A verbatim transcript from a court reporter validates comments.

- **Final issue status: Determined by the VCSA;**

- Active (VCSA may direct new course of action or end product).
- Complete: (issue resolved; recommendation or "best solution" attained).
- Unattainable after a three-year hold, the issue can be elevated to HQDA AFAP again.

Feedback:

- Like the AFAP process, the communication to the Soldier, retiree, Family Member, Civilian and survivor is a critical part of the AFAP.

Q3: What are some of the more recent notable achievements/accomplishments that have been realized through the AFAP program?

A3: Since 1983, AFAP issues have been instrumental in driving legislative action, policy changes and improved programs and services. Some of the most recent changes are:



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Legislative

- Law and policy change authorized reimbursement for pet relocation expenses for a single household.
- Law and policy change allowed Military Family Life Consultants to provide counseling services regardless of the state they live in.

Policy

- Authorized military ID cards for surviving military dependents under age 10.
- Increased maximum time allowed for final home of station selection for surviving dependent Family members from three to six years.
- Authorized an indefinite ID card for military spouses age 65 and older.
- Allowed military spouses to receive 365 days leave without pay up front.
- Allowed installation AER Level 1 approving officials to provide funds to cover essential needs of domestic violence victims.

AFAP has remained as the voice of the Army. It is the only program or venue in the Army through which a Soldier, Family Member, Civilian, retiree or survivor can submit an issue and trust that their voice will be heard at every echelon of command and addressed by Army Senior Leaders.

- Grassroots program that addresses the demands of Army life.
- Proven tool that communicates issues of importance to Army Senior Leaders.
- Recognized program that demonstrates to the Army's people that Leaders care.
- Recognized program that demonstrates to the Army community that Senior Leaders care and are supportive.

Q4: What is the value of the Army Family Action Plan to the Army?

A4: AFAP supports the Army's goals by:

- Serving as the voice of the service.
- Offering a grassroots perspective of adjustments and improvements that will increase recruitment, retention, work-life satisfaction and readiness.
- Being a tool to communicate important issues to Leaders.
- Demonstrating that Army Leaders care about the whole community: Soldiers, Department of the Army Civilians, retirees, survivors and Families.
- Addressing the demands of Army life by identifying and resolving quality-of-life problems as the service continues to transform and build combat-ready formations.

Q5: Does the recent realignment to DCS G-1 affect the AFAP program? If so, how?

A5: Yes. It is a force multiplier. AFAP has historically been aligned with Family programs. The realignment of DPRR to DCS G-1 increases the footprint, area of influence and resources.



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Q6: What are the most important takeaways about the AFAP program?

A6: It is the voice of the Army's people:

- It is a grassroots process that addresses the demands of Army life by identifying and resolving quality-of-life issues that affect readiness.
- It is a proven tool that communicates issues of importance to Senior Leaders.
- It is recognized as a program that demonstrates that Senior Leaders care.

Q7. Who can submit an issue?

A7. Soldiers, retirees, survivors, Army Civilians and their Families.

Q8. How do I submit issues?

A8. Submit an issue or suggestion at your local Army Community Services office, through your Command representative or via the Issue Management System. The Army Family Action Plan IMS allows anyone to submit issues about their communities or other aspects of Army life. Issues are reviewed and managed by AFAP staff. The IMS can track the status of your issue and view others that are under review.

Q9. How many submitted issues have resulted in improvements?

A9. Since 1983, over 700 issues have been raised at the Department of the Army level, producing more than 500 improvements for Soldiers, Families and Army communities.

Q10. What is an active-issues summary?

A10. This is a summary of current AFAP issues being addressed by the proponent. It includes the proponent, the assigned issue number, the issue title, the date the issue entered the AFAP process and the submitting agency. To review the issue's complete history and progress, consult the AFAP Issue Update Book using the assigned number.