

# Installation Level Well-Being is still being developed for future implementation

## Community Well-Being FAQ's

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### **Q1. What is the difference between Army Well-Being and Community Well-Being?**

**A1.** *Army Well-Being* encompasses everything within the Army framework that is necessary to affect the Well-Being of constituents. *Community Well-Being* is the portion of Army Well-Being that is specifically focused at the level of the Army community. It supports Army Well-Being efforts by synchronizing, evaluating, and improving both the delivery and receipt of Well-Being programs and services for all W-B constituents (Active, Guard, Reserve Soldiers, DA civilians, retirees, veterans and their family members) at the community level.

### **Q2. What is the difference between Well-Being and Quality of Life?**

**A2.** The term "Well-Being" is not a synonym for Quality of Life, but rather an expansion of Quality of Life. Army Well-Being integrates and incorporates existing quality of life initiatives and programs into the Well-Being framework, linking programs and initiatives to the four institutional outcomes: performance, readiness, retention and recruiting. Well-Being provides measurable objectives and linkage-to institutional outcomes, to better monitor the Well-Being of the force and thus improve programs and services for constituents. This management process will identify imbalances by recognizing the personal, physical, material, mental, and spiritual state of soldiers, retirees, veterans, D.A. civilians and their families.

### **Q3. What does Community Well-Being mean: 1) To IMA Regions, and 2) to IMA Garrisons?**

**A3.** IMA is the front door delivery point of Well-Being services to the majority of Community Well-Being services for constituents. *For IMA Regions*, Community Well-Being is essential in the provision of structure and support necessary to prioritize Well-Being issues and initiatives. It provides a common framework to evaluate and affect the well-being of the Region. *For IMA Garrisons*, Community Well-Being is the day-to-day way of doing business, from receiving feedback via the Interactive Customer Evaluation (ICE) system, to affecting the delivery of services to constituents through partnerships in the Well-Being Action Council. It involves everything that directly affects the delivery and receipt of services to constituents in the community.

### **Q4. What does Well-Being mean: 1) To the Army, and 2) to the Army Family?**

**A4.** Well-Being ensures that we provide the best services, programs and initiatives to our soldiers (Active, Guard, Reserve), DA civilians, retirees, veterans and their family members. Well-Being seeks to provide a better work-life balance for the individual. It should also improve effective delivery of the full range of programs to families residing both on and off Army installations. It enables individuals and families to improve their lives through a continuous process of personal expansion, exploration, and emotional development.

### **Q5. What does Well-Being mean to Department of Army Civilians?**

**A5.** Army Well-Being represents opportunities for increased support to the civilian workforce. Such support would allow civilians members to focus on the Army mission knowing that senior Army leadership and commanders are continuously striving to support their fundamental needs (to live, to grow, to connect, etc.).

### **Q6. When you say Well-Being what are you talking about?**

**A6.** Well-Being is a system designed to ensure effective resourcing, delivery and evaluation of programs that impact the Well-Being of the force – the human dimension of Readiness. The functional framework for Well-Being has four strategic goals that address the basic aspirations of each individual: to serve, to live, to connect, and to grow, That framework is further divided into 17 categories, with 59 functions linked to Well-Being programs that include housing, education, medical, pay and compensation.

### **Q7. What is the Community Well-Being Lifecycle?**

**A7.** The Community Well-Being Lifecycle is a continuous process that includes gathering feedback from constituents through three distinct mechanisms in order to provide a 360-degree

look at the receipt of well-being services from the constituent's perspective. The three tiers are composed of:

Interactive Customer Evaluation (ICE)- ICE provides the direct feedback of services received and promotes direct and rapid interaction between the service provider and the constituent. It is an integral piece in evaluating feedback and provides service providers with a tool that allows them to directly and quickly impact the well-being of constituents.

Corporate Feedback- Corporate feedback is an evaluation system that provides direct feedback from brigade level units, and above, as a corporate entity. It directly identifies what they state is most important to their well-being and evaluates how well the Garrison is providing the services.

Focus Groups- Focus groups comprise any forum that is used to evaluate the well-being of constituents, i.e. Town Hall, Army Family Action Plan, sensing sessions.