

# **ARMED FORCES ACTION PLAN**

## **Instruction Guide for SUBMITTING AN ISSUE**

**[armyfamilywebportal.com](http://armyfamilywebportal.com)**

# GO TO: armyfamilywebportal.com

Click on the menu in the top left corner and select Issue Management System

ARC: AFWP Resource Center

Search Getting Started ACS Register Log in

- Army Community Service Staff
- Issue Management System**
- Online Learning Management System
- Virtual Soldier & Family Readiness Group
- Volunteer Management Information System

Our Families are **ARMY STRONG.**

### News

- The 2021 DoD Military Spouse Survey Is Open Until November 29th**  
August 2, 2021
- SECO offers Udemy access for spouses**  
July 1, 2021
- Hiring Our Heroes Surpasses Goal of Hiring 100,000 Military Spouses**  
July 1, 2021

[Read More](#)

### Events

There are currently no events

Search active job openings for military spouses with your Military Spouse Education and...  
August 11, 2021

Hiring Our Heroes (HOH) connects the military community—service members, military spouses, and...  
July 1, 2021

Look For Your Next Career With American Corporate Partners (ACP)

Supported browsers for AFWP Applications are Internet Explorer 11, Chrome, and Firefox. You may experience functionality and appearance differences when using the application depending on your browser version.





## Issue Management System

The Issue Management System (IMS) is a tool for Soldiers, Family Members, and Civilians to submit and review Army Family Action Plan (AFAP) Active Issues.

Log In

OR

Use Site as Guest

Not a member? Please [register](#) first.

*Supported browsers for AFWP Applications are Internet Explorer 11, Chrome, and Firefox. You may experience functionality and appearance differences when using the application depending on your browser version.*



**Choose the option to 'Use Site as Guest'**

# SUBMITTING AN ISSUE

The screenshot shows the 'Issue Management System' interface. The top navigation bar includes a hamburger menu, the U.S. Army logo, the text 'Issue Management System', and 'Register' and 'Log In' buttons. The left sidebar contains 'Issue Submitter', 'Submit Issue', 'Search Issues', and 'Program Manager Locator'. The main content area is titled 'Submit an Issue' and contains instructions and a form. The form fields are: 'Military Community' (dropdown menu with 'Joint Base Lewis-McChord' selected), 'Issue Demographic' (dropdown menu with 'Active Duty Only' selected), 'Issue Title' (text area with placeholder 'E.g. TRICARE Medical Coverage for Dependent Parents'), 'Statement of the Problem' (text area with placeholder 'E.g. Dependent Parents and Parents-in-Law are not entitled to...'), 'Validation' (text area with placeholder 'E.g. Soldiers and their primary dependents are authorized TRICARE benefits...'), and 'Impact' (text area with placeholder 'E.g. Without TRICARE medical coverage, Dependent Parents and Parents-in-Law either purchase expensive outside medical insurance...'). Red arrows point to the 'Submit Issue' button, the 'Military Community' dropdown, the 'Issue Demographic' dropdown, and the 'Issue Title', 'Statement of the Problem', 'Validation', and 'Impact' text areas.

**Issue Submitter**

**Submit an Issue**

Submit Issue

Search Issues

Program Manager Locator

Complete all of the following fields to describe the issue you would like to submit.

After submitting your issue, it will either be accepted at that Military Community or rejected. If it is accepted, it will be available from the Search page to all users of IMS. If it is rejected upon first review only you will be able to view the issue within your My Issues table on the dashboard (must be a logged-in user to access this feature).

You will have the ability to edit your issue during the time before it is accepted or rejected. After it is accepted or rejected, you will no longer be able to edit your issue.

*\* Indicates a required field.*

**Military Community \***

Joint Base Lewis-McChord

**Issue Demographic \***

|Choose demographic...

Active Duty Only

Active Duty and Reserve Component

Department of the Army Civilians

Family Members

Reserve Component Only

Retirees

Survivors

**Issue Title \*** *What is the problem? Please describe the issue in clear and concise terms.*

E.g. TRICARE Medical Coverage for Dependent Parents

**Statement of the Problem \*** *What is the problem? An introductory sentence.*

E.g. Dependent Parents and Parents-in-Law are not entitled to...

**Validation \*** *Why is it a problem? State why it is a problem, with facts/supporting information in 1-8 sentences.*

E.g. Soldiers and their primary dependents are authorized TRICARE benefits. Dependent Parents and Parents-in-Law are only authorized care on a space available basis and pharmaceuticals from Military Treatment Facilities (MTF).

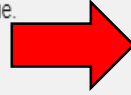
**Impact \*** *What is the impact if not resolved? Why it's important, tell the impact the problem has on quality of life if not resolved in 1 sentence.*

E.g. Without TRICARE medical coverage, Dependent Parents and Parents-in-Law either purchase expensive outside medical insurance, pay out of pocket for medical care without reimbursement or neglect their health.

1. Select 'Submit Issue'
2. List Military Community as Joint Base Lewis-McChord
3. Complete your Issue Demographic
4. Complete in detail - Issue Title; Statement of the Problem; Validation; and Impact

# SUBMITTING AN ISSUE - CONTINUED

You will have the ability to edit portions of your issue during the time before it is accepted or rejected. After it is accepted or rejected, you will no longer be able to edit your issue.



**Recommended Action** \* How would you fix the problem? Please describe a viable solution to correct the issue that you have identified.

E.g. Authorize Dependent Parents and Parents-in-Law the option to purchase TRICARE medical coverage.

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Receive email notifications when this issue is updated.

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I acknowledge that I have read these terms.



Submit

**5. Complete in detail - Recommended Action**

**6. Check the boxes 1) to receive email notification when issue is updated and 2) to acknowledge the reading of terms”**

**7. Click ‘Submit’**



# SEARCH ISSUES

Issue Management System Register Log In  
[Learn about this page](#)

**Issue Submitter** **Search Issues**

[Submit Issue](#)

[Search Issues](#)

[Program Manager Locator](#)

Search by keywords, issue number, title, scope, recommendation [Advanced Options ^](#) [Search](#)

**Military Community**  
Joint Base Lewis-McChord

**Owner**  
All

**Status**  
All

**Elevated**  
All

**From**  
mm/dd/yyyy

**To**  
mm/dd/yyyy

Retrieved 100 out of 297 results

Issue Number	Title	Issue Creation Date	Issue Status	Owner	Elevated	
LewisMcChord21-2046	Annually Service Members Forfeit Excess Leave Days Due to Current Use/Lose Policy	Jan 1, 2021	Open	Joint Base Lewis-McChord	No	<a href="#">i</a> <a href="#">🔗</a>
LewisMcChord21-2293	MIHA for Service Members moving from OCONUS to CONUS	Jan 1, 2021	Open	Joint Base Lewis-McChord	No	<a href="#">i</a> <a href="#">🔗</a>
LewisMcChord21-2035	EFMP services not available	Jan 1, 2021	Open	Joint Base Lewis-McChord	No	<a href="#">i</a> <a href="#">🔗</a>
LewisMcChord21-2285	Behavioral Health Appointments for Service Members and Family Members	Jan 1, 2021	Open	Joint Base Lewis-McChord	No	<a href="#">i</a> <a href="#">🔗</a>
LewisMcChord21-2029	Soldiers who must work holidays	Jan 1, 2021	Open	Joint Base Lewis-McChord	No	<a href="#">i</a> <a href="#">🔗</a>
LewisMcChord21-2276	Alcohol availability to soldiers (addiction, depression, PTSD)	Jan 1, 2021	Open	Joint Base Lewis-McChord	No	<a href="#">i</a> <a href="#">🔗</a>
LewisMcChord21-2250	Civilian Physical Fitness Time	Jan 1, 2021	Open	Joint Base Lewis-McChord	No	<a href="#">i</a> <a href="#">🔗</a>
LewisMcChord21-2229	ACS EFMP Not Consistently Receiving Notification of a Soldier's Assignment Instructions	Jan 1, 2021	Open	Joint Base Lewis-McChord	No	<a href="#">i</a> <a href="#">🔗</a>
LewisMcChord21-2226	DD Form 93 Record of Emergency Data	Jan 1, 2021	Open	Joint Base Lewis-McChord	No	<a href="#">i</a> <a href="#">🔗</a>
LewisMcChord21-2213	Full BAH for online school	Jan 1, 2021	Open	Joint Base Lewis-McChord	No	<a href="#">i</a> <a href="#">🔗</a>
LewisMcChord21-2206	Childcare for Families with EFM Parent	Jan 1, 2021	Open	Joint Base Lewis-McChord	No	<a href="#">i</a> <a href="#">🔗</a>
LewisMcChord21-2201	Onpost Housing for Large Families	Jan 1, 2021	Open	Joint Base Lewis-McChord	No	<a href="#">i</a> <a href="#">🔗</a>
LewisMcChord21-2195	Recoupment of Overpaid Bonuses to Service Member	Jan 1, 2021	Open	Joint Base Lewis-McChord	No	<a href="#">i</a> <a href="#">🔗</a>
LewisMcChord21-2189	Military Spouse Preference (MSP) Employment Status	Jan 1, 2021	Open	Joint Base Lewis-McChord	No	<a href="#">i</a> <a href="#">🔗</a>

1. Click on 'Search Issues'
2. To locate JBLM issues – click 'Advanced Options, then select Joint Base Lewis-McChord under Military Community, click 'Search'
3. A listing of submitted issues will be retrieved
4. To view the issue details – click the 'info' option to the far right

# ISSUE DETAILS

- Issue Submitter
- Submit Issue
- Search Issues
- Program Manager Locator

## Details - LewisMcChord21-2285

**Military Community** Joint Base Lewis-McChord

**Demographic** Active Duty Only

**Title** Behavioral Health Appointments for Service Members and Family Members

**Scope** Access to behavioral health appointments can up to 30-45 days to initiate care (i.e., intake surveys and set-up for next appt.) for Service members and Family members to be seen for mental health issues not associated with suicide or Post-traumatic stress disorder (PTSD). This long wait time may escalate to more serious issues that could have been treated initially; instead of reactive behavioral health care to preventative behavioral health care.

**Recommendation** Establish same day appointments for behavioral health concerns for Service members and Family members.


### Additional Information

**Action Plan** Action Plan

**Disposition** Disposition

## Issue History

[Learn about this page](#)

 **Status:** Open  
**Elevated:** No  
**Owner:** Joint Base Lewis-McChord  
**Modified:** Jun 10, 2021

# QUESTIONS



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