

IMA Time & Labor Assessment

Initial Findings

In March 2021, the IMA Strategic Review formed to comprehensively study the Individual Mobilization Augmentee portfolio. Three distinct phases produced research, data, in-depth analysis, and recommendations for program improvements that have led to implementation. The IMA Strategic Review effort captured best practices trending at all levels to clarify and codify responsibilities.

The team launched several initiatives aimed at improving the lived experience of IMAs.

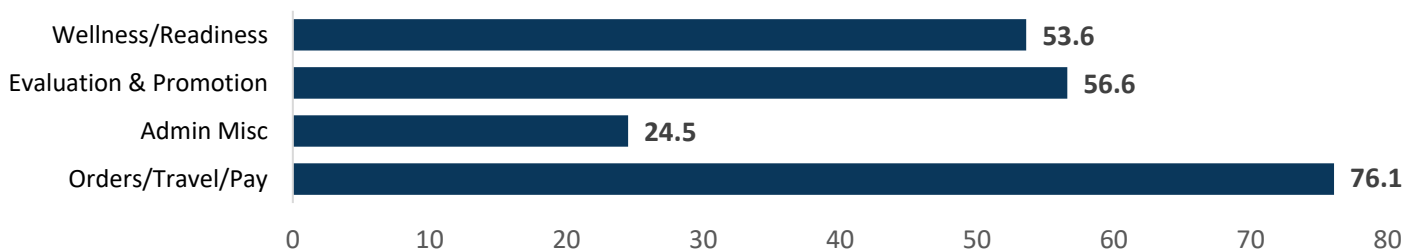
<p>IR Strategy Office</p> <p>Provide an office dedicated to advocacy, management, oversight, and governance for the IR portfolio.</p>	<p>Bullpens</p> <p>Develop an IR structure to focus Reserve talent toward AC demand signals and AFRC priorities.</p>	<p>ADCON</p> <p>Simplify IMA-related admin actions while integrating support to the AC.</p>	<p>RIO</p> <p>Improve customer service delivery model to enhance the IMA experience.</p>
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As these initiatives neared Initial Operational Capability(IOC)/Full Operational Capability(FOC), the IMA Strategic Review solicited feedback from the field to further gauge the impact of annual requirements. In October 2024, roughly 700 IMAs (about 9%) provided anonymous feedback that gave the team valuable data to enhance initiatives already underway.

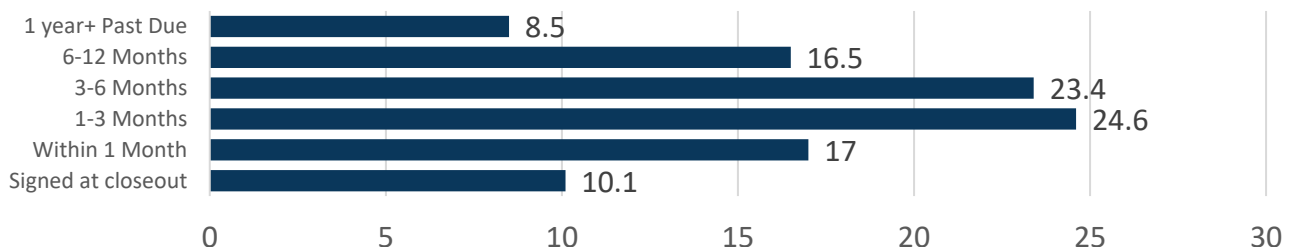
Details of the study, including direct quotes from IMAs, have been briefed to AFRC leadership. Notable takeaways were that IMAs work many hours that are unaccounted for, they require advocacy and a tailored customer support model. The newly established IR Strategy Office (ISO) is leading efforts to address many of the barriers described by IMAs and transform the IMA service model.

IMAs Described Systemic, Procedural or Programmatic Barriers Across 100% of Tasks

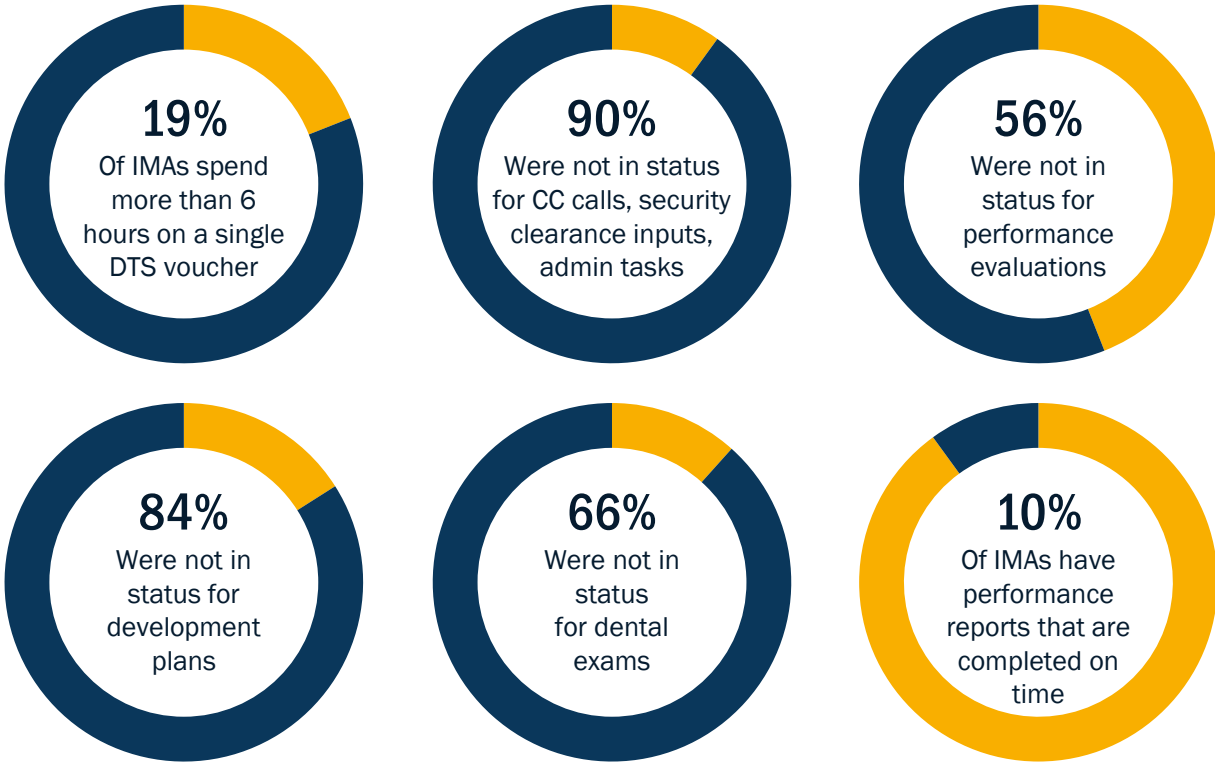
Percentage of Members Who Rate Their Level of Pain with Associated Task as “Very High”



48.4% of IMAs Have Performance Reports That Are More Than 3 Months Past Due



IMAs Reported an Average of 57 Hours Per Year on Readiness Only 25% of that Time is Spent in a Paid Status



Annual Hours & Status Spent in Each Task Category Is the Member in Status While Conducting Tasks?

