



2018

Fleet and Family Support Program
ANNUAL REPORT

From the Director's Desk: Fleet and Family Support Program Promoting Navy Mission Capability

The Fleet and Family Support Program (FFSP) is a mission-essential resource for service members, families and command leadership seeking resiliency support to help keep Sailors mission-ready and prepared to meet the unique challenges of the Navy lifestyle. Commander, Navy Installations Command (CNIC) contributes to combat capability by providing programs and services that support Navy warfighters and their families so that Sailors can perform to their full capabilities.

Commander, Navy Installations Command (CNIC) carried out four major initiatives in FY18 to address the needs of Navy warfighters and families. These initiatives define the vision of FFSP programs and services, address the needs of 21st century Sailors and families and continue FFSP's commitment to providing high-quality prevention programs Navy-wide.

"Since the very beginning of the Navy, for our entire 242 years, families have always been an essential part to naval power."

~Adm. John Richardson, Chief of Naval Operations

The CNIC FFSP Strategic Plan was developed with the goal of ensuring that our programs and services remain relevant to the goals of the Navy. Achieving the benchmarks of the strategic plan will improve efficiency of the FFSP operation and increase customer awareness of, and engagement with, Fleet and Family Support Center (FFSC) programs and services.

As part of this plan, we conducted the Spouse Engagement Study reaching nearly 5,000 Navy Spouses. The purpose of the study was to ensure that the content and delivery of programs targeted to Navy spouses were meeting the mark, and to develop a road map for future content and service delivery.

CNIC committed to enacting tenets of the Navy Family Framework, continuing to support the needs of Navy Sailors and their families. The Navy Family Framework Governance Board was established to provide a venue to advise Navy leadership on policy matters and to coordinate efforts to ensure ready and resilient families.

Finally, in support of all the above, the focus on prevention continued to be of high importance throughout the program. Prevention efforts encompass the Navy community at all levels of risk, from the population at large to those exhibiting problem behaviors. By addressing prevention across all risk levels, the FFSP is helping create a resilient, mission-ready workforce.

This *2018 FFSP Annual Report* highlights the prevention efforts across all Fleet and Family Support programs (FFSP) functional areas.

Thank you for taking the time to learn more about the programs and services that are designed to support the mission capability of today's Navy.



FFSP Strategic Plan

To ensure the delivery of relevant, high-quality programs and services, CNIC convened a working group in May of 2018 to develop the CNIC Strategic Plan. The group identified four primary objectives — or themes — to meet the evolving needs of the Navy and the 21st century Sailor. For each theme, a comprehensive series of benchmark measures, targeted goals and detailed initiatives has been identified.

The first theme is to recruit, retain and sustain a talented and diverse workforce. To this end, CNIC is working to standardize personnel management rules to improve retention rates and create a sustainable workforce.

The second theme is to achieve innovation, especially through cross-disciplinary collaboration. CNIC uses social media and virtual platforms for service delivery to increase customer awareness and satisfaction.

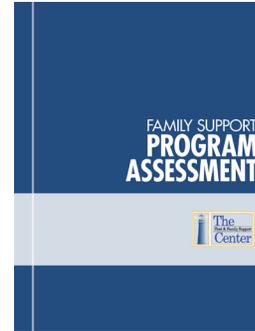
The third theme is leadership engagement and strategic growth. This will be achieved through standardized FFSP leadership training to reduce certification findings and improve staff retention.

Finally, the fourth theme is using business analytics as a guide for future action. Data systems and analysis processes will be identified to foster business-based decision-making.

Spouse Engagement Study

The Spouse Engagement Study directly addressed two of the themes from the CNIC FFSP Strategic Plan. As part of FFSP's commitment to the themes of recruiting, retaining and sustaining a talented and diverse workforce and achieving innovation, the Spouse Engagement Study was conducted from January to September 2018. The study solicited feedback from Navy family members, leadership and Navy family service providers on programs and services administered through FFSCs.

A three-pronged approach to data collection included an online survey, virtual focus groups, and face-to-face focus groups conducted worldwide. This comprehensive review included nearly 5,000 participants from every Navy region.



The results identified four key issues:

Awareness: Nearly 60 percent of respondents are unaware of many of the FFSC's programs and services including clinical counseling, relocation and family member employment.

Perception: FFSC programs are seen as reactive, rather than preventive. There is a negative connotation associated with the term "support."

Accessibility: The current brick-and-mortar delivery model must be expanded to meet the diverse needs of Sailors and their families. Nearly 50 percent of respondents reported that either the FFSC locations or office hours are inconvenient.

Training: FFSC staff need increased access to training focused on marketing and technology-based service-delivery methods.



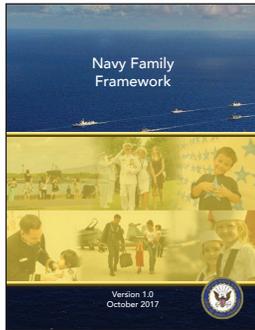
Representatives from CNIC and OPNAV met with Navy spouses at the Spouse Engagement Group held on the Washington Navy Yard on May 2, 2018. Participants shared ideas for adapting FFSC programs and services to meet the needs of the 21st century Sailors and family members.

"Deliver performance at the speed of relevance."

~ Summary of The National Defense Strategy 2018: Sharpening the American Military's Competitive Edge

Navy Family Framework

CNIC is committed to supporting the Navy's mission to maintain, train and equip combat-ready naval forces. In partnership with OPNAV, BUMED, Navy chaplains and Navy spouses, N9 quality-of-life programs



increase retention, enhance resilience, and support the needs of lethal warfighters. We are also executing the Chief of Naval Operations' published Navy Family Framework to reinforce the importance of the role families play in mission success. The Navy Family Framework outlines five organizational goals for enhancing mutual support between the Navy and our families:

- Improve Navy family support programs.
- Better connect with, and inform, Navy families.
- Improve spouse training and expand our education network.
- Increase meaningful command leader engagement with Navy spouses and families.
- Reinforce Navy families' connection to the Navy and its core values of Honor, Courage and Commitment.

Prevention

Prevention programs aim to promote a change from negative or destructive behaviors to positive signature behaviors for both Navy personnel and their family members. Prevention strategies are integrated into all FFSP service delivery areas and align with the CNO's Signature Behaviors Governance Board charter. These strategies address the needs of the Navy warfighter at three levels — universal, targeted and indicated.

Universal prevention is proactive and solution-focused. FFSP universal prevention services are delivered to the Navy population at large — offering skills and information to help Sailors and family members and focusing on building competencies and changing behaviors to stop destructive behaviors before they occur. Examples include life skills programs, deployment support, suicide awareness, and Sexual Assault Prevention and Response (SAPR).

Targeted prevention services and programs are focused on higher-risk populations who may need somewhat more specialized assistance. Examples include financial counseling, the Career Options and Navy Skills Evaluation Program (CONSEP) for life-cycle career planning and the New Parent Support Program.

Indicated prevention delivers intervention tools during or after incidents and is directed at reducing problematic behavior patterns. Programs providing indicated prevention include emergency response services, the Family Advocacy Program (FAP) and SAPR.

In a continued effort to collaborate with Navy leadership and support prevention efforts at the command level, CNIC developed the quarterly S.C.O.P.E. e-newsletter in FY18. S.C.O.P.E. stands for *Strategizing and Collaborating on Prevention Efforts*. This initiative was launched to update Navy senior leadership on prevention-based best practices

and initiatives from the Chief of Naval Operations, CNIC, OPNAV branches and Navy and DoD SAPRO (Sexual Assault Prevention and Response Office).



Fleet and Family Support Program Functional Areas

FFSP services are organized into three areas critical to mission success: Core Family Readiness, Sexual Assault Prevention and Response, and Navy Gold Star. Each core program aligns with one or more prevention levels.

Level of Prevention

Universal Targeted Indicated

Core Family Readiness

Core Family Readiness programs directly support warfighter lethality and enhance the resiliency of Navy families. Work and Family Life (WFL) programs and Counseling, Advocacy and Prevention (CAP) programs comprise the two primary areas of Core Family Readiness programs.

Work and Family Life

WFL programs directly support mission readiness by preparing service members and their families for the physical, emotional, interpersonal and logistical demands of the military lifestyle. WFL programs include:

Deployment and Mobilization Support	●	●	
Family Emergency Response (including nonmedical case management)	●	●	●
Exceptional Family Member	●	●	
Family Employment Readiness	●	●	
Individual Deployment Support	●	●	
Life Skills Education	●	●	
Ombudsman	●	●	
Personal Financial Management	●	●	●
Relocation Assistance	●		
Repatriation of Noncombatant Evacuees			●
Transition Assistance	●	●	

Counseling, Advocacy and Prevention

CAP programs provide individual, group and family counseling, victim advocacy services, and prevention education and awareness programs. CAP programs include:

Crisis Response/Psychological First Aid		●	●
Family Advocacy	●	●	●
New Parent Support Home Visitation	●	●	
Nonmedical Counseling	●	●	●
Victim Advocacy		●	●

Sexual Assault Prevention and Response Program

The Sexual Assault Prevention and Response (SAPR) Program provides sexual assault awareness and prevention education, victim advocacy, response coordination, case management and incident data collection to active-duty personnel, adult family members and commands.

	●	●	●
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Navy Gold Star Program

The Navy Gold Star (NGS) Program is the Navy's official program for providing long-term nonmedical case management, information and referral (I&R), education, recognition and support services to surviving families of service members who pass while on active duty.

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Fleet and Family Support Program Guiding Instructions

FFSP service and programs are governed by congressional mandates, DoD issuances and Navy directives and instructions. This page contains the broader guidance informing the various program areas, and represents just a portion of the operating instructions for FFSP.

Work and Family Life

- Veterans Opportunity to Work (VOW) and Hire Heroes Act (2011)
- DoDI 1342.22, Military Family Readiness
- DoDI 1322.29, Job Training, Employment Skills Training, Apprenticeships, and Internships (JTEST-AI) for Eligible Service Members
- DoDI 1332.35, Transition Assistance Program (TAP) for Military Personnel
- SECNAVINST 1740.4, Department of the Navy Personal Financial Management (PFM) Education, Training, and Counseling Program
- SECNAVINST 1754.1B, Department of the Navy Family Support Programs
- SECNAVINST 1754.6A, Relocation Assistance Program for Department of the Navy Military Personnel
- OPNAVINST 1740.5D, United States Navy Personal Financial Management Program
- OPNAVINST 1750.1G, CH 2, Navy Family Ombudsman Program
- OPNAVINST 1754.1B, Fleet and Family Support Center (FFSC) Program
- OPNAVINST 5380.1D, Acceptance and Use of Voluntary Services in the Navy
- NAVADMIN 222/15, SkillBridge Employment Skills Training Program

Counseling, Advocacy and Prevention

- DoD Manual 6400.01, Volume 1, Family Advocacy Program (FAP): FAP Standards
- DoDI 1315.19, The Exceptional Family Member Program (EFMP)
- DoDI 6400.01, Family Advocacy Program (FAP)
- DoDI 6400.05, New Parent Support Program (NPSP)
- DoDI 6490.06, Counseling Services for DoD Military, Guard and Reserve, Certain Affiliated Personnel, and Their Family Members
- SECNAVINST 1752.3B, Family Advocacy Program (FAP)
- SECNAVINST 1754.5B, Exceptional Family Member Program
- OPNAVINST 1720.4B, Suicide Prevention Program
- NAVADMIN 053/14, Implementation of the Deployed Resiliency Counselor Program for CVN, LHD, and LHA Commands
- NAVADMIN 093/17, High Risk for Violence-Coordinated Community Response
- NAVADMIN 027/17, Sailor Assistance and Intercept for Life Update

Navy Gold Star Program

- DoDI 1300.18, Department of Defense (DoD) Personnel Casualty Matters, Policies, and Procedures
- NAVADMIN 194/14, Establishment of the Navy Gold Star Program
- CNICINST 1770.2B, Casualty Assistance Calls Program
- CNICINST 1754.5, Navy Gold Star Program

Sexual Assault Prevention and Response Program

- DoDD 6495.01, CH 3, Sexual Assault Prevention and Response (SAPR) Program
- DoDI 6495.02, Sexual Assault Prevention and Response (SAPR) Program Procedures
- DoDI 6495.03, Defense Sexual Assault Advocate Certification Program (D-SAACP)
- SECNAVINST 1752.4C, Sexual Assault Prevention and Response Program Procedures
- OPNAVINST 1752.1C, Navy Sexual Assault Prevention and Response Program

UNIVERSAL PREVENTION efforts provide skills to address potential issues and foster positive behaviors. These programs are delivered to the Navy population at large.

Core Family Readiness Programs

Deployment Support

The Deployment Support Program contributes directly to mission readiness by supporting Sailors and their families before, during and after deployment through outreach, education and family discussion groups.

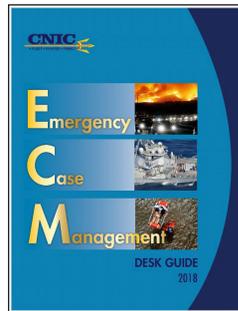


Operation "Hele On" is a mock deployment exercise at Joint Base Pearl Harbor-Hickam that provides military children an understanding of their parents' lives during deployment. Participants received official orders, engaged in simulations and experienced a Hawaiian-style homecoming. More than 400 children, parents, volunteers and FFSC staff participated in the event.

Family Emergency Response

The Family Emergency Response Program provides universal prevention services that enable Sailors and their families to be better prepared for disasters and foster the best possible outcomes. The program manages the development and implementation of CNIC response plans, to provide assistance to the Navy personnel and their families during a natural or man-made disaster. The program provides analysis and evaluation of the effectiveness of support, disaster response and emergency preparedness.

CNIC released the *Emergency Case Management Desk Guide* in FY18. The guide provides emergency case managers (ECMs) standardized guidelines to assist those affected by a disaster or catastrophic emergency.

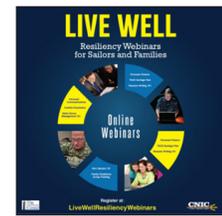


EMERGENCY RESPONSE FY18			
5	5	8,636	142
ECM Town Hall Meetings	Enterprise-wide exercises	Needs assessments completed during exercises	Cases managed during exercises

Life Skills

The Life Skills Education Program provides skills to Sailors and family members that contribute to a lethal, resilient and innovative workforce. Workshops focus on building resilience, communication skills, parenting strategies, conflict management, suicide prevention, and stress and anger management. These programs bolster positive behaviors while reducing destructive behaviors, ultimately creating a culture of excellence.

In 2018, approximately 1,000 Sailors and family members participated in live or recorded versions of 45 Live Well Resiliency Webinars.



Live Well Resiliency Webinars provide a convenient means to introduce Navy families to Fleet and Family Support Center (FFSC) programs. Participants connect with FFSC staff and form relationships that encourage them to use FFSC services. In FY18, these webinars were made available as on-demand recordings for convenient access by Sailors, family members and FFSP staff.

LIFE SKILLS SERVICES	FY18 Numbers
Group sessions	7,197
Group contacts	220,887
Individual consultations	47,871
Information and referral (I&R) contacts	603,861

Ombudsman Program

The Ombudsman Program is a universal prevention program that supports mission readiness by improving the resiliency of service members and their families. Ombudsmen support efforts contribute to the increased lethality and resilience of the warfighter. More than 2,000 volunteer ombudsmen serve as the primary means of communication between commands and family members.



In FY18, CNIC released the *Navy Family Ombudsman Program Commander's Guide* for command leadership. The guide provides COs clear guidance on their roles in managing the Navy Family Ombudsman Program.

Electronic Ombudsman Basic Training (eOBT) graduated 335 ombudsmen in FY18 for a cost savings of \$569,500 over live training to Navy commands.

Personal Financial Management

The Navy's Personal Financial Management (PFM) Program provides universal prevention through education and counseling. Keeping the warfighter and their family financially stable enhances mission readiness, resilience and retention. Financial stability contributes to the prevention of negative consequences such as the loss of security clearances, thereby bolstering a combat-ready Navy.

In FY18, CNIC:

- Launched the *Million Dollar Sailor* program. The online, on-demand 14-hour video series provides Sailors and family members access to financial education information. *Million Dollar Sailor* meets the congressionally mandated financial literacy requirements for service members.
- Coordinated with OSD to create 12 videos that introduce financial classes and programs to Sailors and family members.
- Created the monthly PFM "Money Minute" for Command Financial Specialists (CFS) and PFMs.
- Collaborated with the OSD Office of Financial Readiness (FINRED) to conduct a three-day professional development symposium for PFMs.
- Hosted a five-month Thrift Savings Plan (TSP) Global Webinars initiative, which was comprised of 10 training webinars to elevate TSP competency among staff and personal financial counselors.



Transition Assistance Program

The Transition Assistance Program (TAP) is a universal prevention program that helps Sailors meet their post-military goals. Every prepared Sailor is a major contributor to the resiliency of the Navy.



Addressing transition throughout a Sailor's career enables them to align their professional skills with civilian skills and ensures a successful career after they leave the Navy. TAP improves retention and directly affects the resiliency of Sailors.

Counseling, Advocacy and Prevention

The New Parent Support Program’s (NPSP) *Safe Sleep* campaign uses an evidence-based approach and curriculum design that results in a decrease in sleep-related child fatalities. This strategy emphasizes the importance of educating first-time and young families on healthy parenting practices. The campaign includes child safety prevention strategies to reduce incidents of inadequate supervision, exposure to environmental hazards and the consequences of family violence.



New Parent Support Program contacts for FY18 increased 39% over the previous fiscal year.

Sexual Assault Prevention and Response

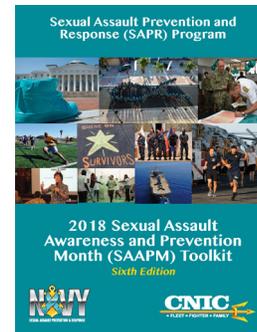
To establish a solid foundation within the SAPR Program for new personnel, the SAPR Program updated the *Initial SARC Training* incorporating new policies and practices that are critical to program success. The updated course now includes a specialized focus on case management, communication skills and trauma-informed care which ensures a coordinated response to victims of sexual assault.



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In support of ongoing training and development of SAPR Program personnel, the SAPR Program established a dedicated training library to provide sexual assault response coordinators (SARCs) with resources to train SAPR victim advocates (VAs) using approved curricula. The vetting process ensures that training aligns with Navy messaging and legal guidelines.

To further support awareness and prevention efforts, CNIC released the 2018 Sexual Assault Awareness and Prevention Month (SAAPM) Toolkit. This edition of the toolkit heightened SARC and SAPR VAs understanding of prevention strategies by emphasizing the importance of planning prevention-oriented events throughout SAAPM. In conjunction with the release of the 2018 SAAPM Toolkit, CNIC also released its call to action: “Raise Your Voice for Prevention.”



In FY18, 735 SAAPM events were held with an estimated 71,400 Sailor, civilian and family member participants.

As a part of shifting efforts to prevention, the SAPR program team was able to highlight innovative practices across the enterprise such as the successes shown by the *Bahrain Prevention Project*. The *Bahrain Prevention Project* has continued to grow under the leadership of NSA Bahrain SARC Marcia Marshall resulting in widespread recognition for their efforts. For example, the *25 and Under* workshop has grown into a *Healthy Sexuality and Relationships* class that is a mandatory, discussion-based course for all incoming service members. NSA Bahrain has also seen growth in their *Women’s Empowerment Group*, both in membership and demand, which has moved from monthly to biweekly meetings. These efforts will continue to be assessed for the ability to implement enterprise-wide.

TARGETED PREVENTION

focuses on populations at increased risk. The goals at this level are to increase personal skills, identify response options and develop problem-solving skills.

Deployment Support

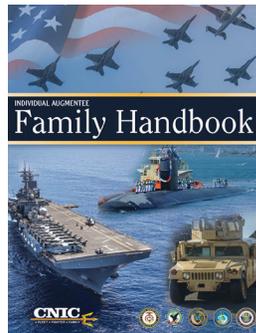
INDIVIDUAL AUGMENTEE SUPPORT STATISTICS

69,779: Number of contacts IDSS had with IA family members.
4,808: Number of IA case files created.

The Individual Deployment Support Program offers targeted prevention that provides support and information and referral to individual augmentee (IA) Sailors and their families. The IA program adds to the resilience of the deployed Sailor and their family, which directly influences a more lethal, resilient and rapidly innovating force.

In FY18, CNIC:

- Released the updated *Individual Augmentee Family Handbook* to provide IA Sailors and their family members with the information they need to successfully complete an IA deployment.
- Collaborated with U.S. Fleet Forces Command on process improvements to IA, command individual augmentee coordinator (CIAC) and individual deployment support specialist (IDSS) support.
- Participated in the CIAC Stakeholder Working Group to improve the processes of CIAC and IDSS support to IA Sailors and their families.
- Provided a standardized FFSC brief for use at Navy mobilization processing sites.



FFSC staff conducted return and reunion briefs aboard the USS Nimitz (CVN 68) and the USS Howard (DDG 83). Seven staff members facilitated 102 classes for more than 1,500 Sailors. Topics included *Singles Returning to Homeport*, *Reintegrating with Partners and Children*, *Car Buying*, *Consumer Awareness* and *New Parents Training*.

Family Readiness Groups

CNIC provided direct support, information and guidance to Family Readiness Group (FRG) leaders and FFSC coordinators via the updated OPNAVINST 1754.5C *Family Readiness Groups*, the *Family Readiness Group Instructor Guide*, the *Family Readiness Group Handbook* and a new on-demand course, *Family Readiness Groups 101*. This updated curriculum includes information about IRS tax law requirements for FRGs, emergency preparedness and an optional spouse sponsorship module.



Family Emergency Response

The Navy Family Accountability and Assessment System (NFAAS) Disaster Impact and Recovery Module allows Navy families to assess their situation during an event and triggers contact by a case manager to address and assist with any identified needs. This module eliminates duplicated systems while bolstering accountability for leaders, Sailors and their families. CNIC gave support, resources and direct assistance to regions that aided those affected by two pre-assessment evacuations and several natural and man-made disasters, including destructive weather and major fires.

FFSC Norfolk staff operated the Family Information Call Center (FICC) on Sept. 11-14, 2018. Staff members provided resources to assist Sailors and family members evacuating or preparing to evacuate for Hurricane Florence.



Family Employment

Military spouses face high rates of unemployment and difficulty finding meaningful work. During FY18, the unemployment rate for military spouses fluctuated between 20 and 25 percent. The Family Employment Readiness Program (FERP) strives to reduce spouse unemployment by promoting access to private-sector and federal employment opportunities. The targeted prevention services provided through FERP add to the stability, resilience and transferability of Navy families.



“Navy families are an integral part of our Navy team and a vital contributor to mission success.”

~Navy Family Framework

Transition Assistance Program

The DoD SkillBridge Initiative reduces veteran joblessness by connecting separating Sailors with training and internship opportunities that offer a high probability of employment. Those who meet eligibility requirements and obtain command approval can participate in an approved training program up to six months before separation from active duty. SkillBridge has been implemented at most installations in the continental United States.

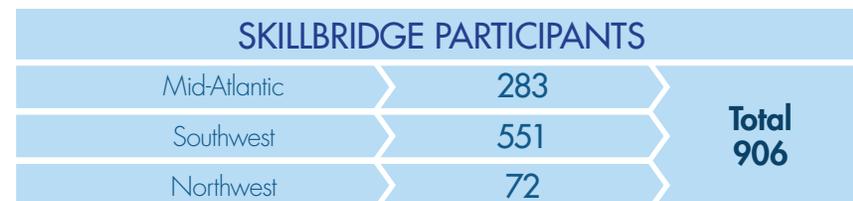


SkillBridge representatives worked with the U.S. Department of Agriculture (USDA) to introduce internship programs to the regions. USDA’s Veterans Employment Program Office focuses on training veterans through internship and apprenticeship programs.

The Office of the Chief of Naval Operations (OPNAV) Education Requirements Branch (N127) hosted the American Legion SkillBridge Roundtable.

The grand opening for the Hampton Roads Veterans Employment Center was hosted by Virginia Career Works. Commander, Navy Region Mid-Atlantic (CNRMA) participated in the local planning group that determined the best delivery of workforce services for veterans, transitioning Sailors and eligible family members.

In FY18, CNRMA expanded the number of approved programs available to Sailors across the region, which contributed to an overall increase in program enrollment. Increased enrollment in SkillBridge is also a result of enhanced awareness through promotion during pre-separation counseling, at Transition Goals, Plans, Success (TGPS) counseling, and in the FFSC Career Centers.



Counseling, Advocacy and Prevention

Family Advocacy Program

FAP incorporated child advocacy services for non-offending parents and caregivers into the services provided by FAP victim advocates (VAs). Procedures were established to better equip FAP VAs to work with non-offending parents and caregivers of children who experience abuse or neglect.

The CAP Program implemented standardized curricula to ensure consistency and integrity in the delivery of domestic violence prevention programs throughout the Navy. The curricula, evaluated through the Clearinghouse for Military Family Readiness, address outcomes that support an increase in positive behavioral change following treatment and a reduction in repeat offenses.

In-person training on the new curricula was provided to FAP clinicians currently serving as domestic violence offender group facilitators. Participants were provided the standardized training by the curriculum developer to ensure the highest level of service when treating domestic violence offenders.

Exceptional Family Member Program

The 2018 Exceptional Family Member Program (EFMP) regional case liaison and case liaison training was held in June at the Washington Navy Yard. CNIC coordinated with the Navy Bureau of Medicine and Surgery (BUMED) and the Navy Personnel Command (PERS) to provide the training and program updates to EFMP family support providers. Seventy personnel from across the regions attended the training.



New Parent Support Home Visitation Program



In May 2018, the New Parent Support Home Visitation Program (NPSHVP) launched the Baby Box pilot program, the second component of the *Baby Safe Sleep* campaign. The campaign was developed in response to a recent increase in co-sleeping infant deaths occurring in military families. The program targets families eligible for NPSHVP services. Three pilot sites were selected, based on the high percentage of live births: Naval Station Norfolk, Joint Base Pearl Harbor-Hickam and Yorktown Naval Weapons Station.



CAP conducted in-person, biannual NPSP training to train new parent home visitors on family violence prevention strategies. The training facilitates mission readiness by giving home visitors the most up-to-date resources and techniques so they can provide quality services to parents.



INDICATED-LEVEL prevention consists of short- or long-term interventions following an incident. These interventions help reduce the risk of subsequent destructive behavior patterns.

Sexual Assault Prevention and Response

SAPR helps sexual assault victims with immediate needs as well as on-going support. SARC and SAPR victim advocates (VAs) offer referrals to help victims access resources that will aid their recovery. SARCs regularly engage with stakeholders and commands and provide supervision to the SAPR VAs to address accessibility to services.

In support of the SAPR program's purpose, SARCs and SAPR VAs provided 7,402 military support service referrals and 789 civilian support service referrals to victims of sexual assault who filed an Unrestricted Report. Support service referrals were comprised of 1,788 referrals to military victim advocacy services, 1,001 to military mental health services and 1,698 referrals to military legal services. Additionally, SARCs provided 1,984 military support service referrals and 238 civilian support service referrals to victims of sexual assault who filed a Restricted Report.

Biannual installation SAPR drills have continued to prove beneficial in allowing a thorough test of the SAPR system. Regional after-action reports identified areas of strength and potential improvement and highlighted best practices for implementation across the enterprise.

Navy Gold Star Program

The coordinated efforts of the Navy Gold Star (NGS) Program help prevent families from falling into greater risk of negative behaviors because of their bereavement. Reaching out to families, connecting them to resources such as clinical or financial counseling, and providing opportunities to meet other surviving families serve as preventive measures to provide the support needed. These efforts align with the Navy's promise to ensure that Navy Gold Star families are supported for the long term and that such services provide an outlet for surviving family members to deal with their grief in a healthy manner.



Naval District Washington Navy Gold Star coordinators attended the governor's proclamation signing and license plate unveiling with Gov. Larry Hogan at the Maryland Capitol in Annapolis. The NGS coordinator worked with Navy Gold Star families, the Maryland department of motor vehicles and representatives from the governor's office to allow families eligible to wear the next-of-kin lapel button to purchase the Maryland Gold Star Plate.



In FY18, NGS released the *Navy Gold Star Survivor Finance Guide*, to provide Survivors guidance on the financial decisions they face after the passing of a service member.

On Sept. 27, 2018, 43 installations participated in the third annual *Bells Across America for Fallen Service Members*. The names of the fallen were called out, then followed by the tolling of a bell. More than 3,200 individuals participated in the ceremonies.



The Navy Region Southeast Navy Gold Star Program coordinated with NMCB 1 at NCBC Gulfport to create a human gold star. Photos of the event were used to help promote Navy Gold Star Awareness throughout the month.

2018 FFSP PROGRAM FUNDING as required by SECNAVINST 1754.1B

PROGRAM FUNDING

OMN	\$109,033,097
OMNR	\$2,223,877
Family Advocacy Program (FAP)	\$44,215,206

FFSC/REGION MANPOWER

	Authorized	Filled
Government Services	1112	951
Military Personnel	21	21
Contract Personnel	516	455
Foreign Nationals	27	26
Other	23	18
Total	1699	1471

FFSC OPERATIONS — VOLUNTEER SUPPORT

Number of Volunteers	1842
Number of Volunteer Hours	39,540
Estimated Value of Contribution	\$976,243

CUSTOMER SATISFACTION EVALUATIONS

Number of Satisfactory Evaluations	146,643
Number of Unsatisfactory Evaluations	470
Satisfaction Rate	99.68%

FFSP CUSTOMER CONTACTS

Program Area	Customer Contacts
Deployment Support	171,867
Ombudsman	33,429
Crisis Response (Critical Incident and Mass Casualty/Disaster)	15,760
Life Skills Education	269,229
Personal Financial Management (PFM)	196,645
Sexual Assault Prevention and Response (SAPR)	309,003
Information and Referral (I&R) (All areas)	5,051,101
Relocation Assistance Program (RAP)	144,637
Transition Assistance Program (TAP/TGPS)	159,404
Family Employment Readiness Program (FERP)	63,641
Exceptional Family Member Program (EFMP)	105,763
Clinical Counseling	111,361
Family Advocacy Program (FAP)	273,662
New Parent Support Home Visitation Program (NPSHVP)	96,811
Mobilization and Repatriation Support	5,907
Individual Augmentee Family Support	28,535
Navy Gold Star Program (NGS)	45,838
Retired Affairs	12,687
Other	21,955
Total	7,117,235