

# 2020 FLEET AND FAMILY SUPPORT PROGRAM ANNUAL REPORT



# From the Director's Desk: Fleet and Family Support Program Ready from the Start

Since its inception, the Fleet and Family Support Program (FFSP) has actively pursued preparedness as a primary goal: preparedness to respond to the needs of Sailors and their families, preparedness to support commands and preparedness to support FFSP staff. Preparedness requires foresight, constant innovation and the development and support of programs and services that can be adapted to changing world conditions.

Fiscal Year 2020 was a testimonial to FFSP's preparedness efforts. The onset of the coronavirus pandemic required a complete shift in service delivery; with face-to-face contact restricted or proscribed, standard service delivery was no longer an option. Commander, Navy Installations Command (CNIC) Headquarters (HQ) and the FFSP delivery staff adapted, with innovative ways, to continue to reach customers. For example, CNIC leadership has had a virtual-delivery model in place for more than 11 years that filled part of the breach created by COVID-19 restrictions. The CNIC learning management system (LMS) has been employed since 2009 to provide online training to Fleet and Family Support Center (FFSC) FFSP staff, active-duty personnel, ombudsmen and a limited number of family

members. To meet the increased needs of FFSP customers who were forced to remain at home, CNIC expanded the use of this platform to the regions, reaching thousands who may otherwise have had to struggle in silence.

This expansion of access to the CNIC LMS and other online meeting tools resulted in a seamless continuation of essential services to Sailors and family members. Examples of the programs offered online include pre-separation counseling for transitioning service members, virtual Transition Assistance Program (vTAP) and virtual Command Financial Specialist training. FFSC staff also coordinated with the CNIC LMS team to provide direct-service webinars in all program areas, including life skills, deployment, employment, personal financial management and COVID-19-specific stress management and resilience techniques.

The response to the coronavirus pandemic is one example of the success of FFSP's readiness efforts. Other examples of forward thinking include the development of program-specific desk guides that provide FFSC staff with standards and instructions to ensure consistent service delivery to customers

at all installations. FFSP has long used standardized curriculum across all program areas. Each of these products addresses the specific needs of Sailors and family members and provides FFSC staff with the tools to meet those needs. Because of lessons learned from the pandemic, these tools now include virtual delivery to meet customers in their own space when travel to a training site is not possible or not preferred.

Additionally, clinical counselors found new ways to provide essential services. Clinicians conducted outreach to identify those in need and to connect them with the services required to navigate the uncertainties present in FY20. At the headquarters and regional levels, procedures were developed to provide telephonic nonmedical counseling in a secure, confidential environment.

These efforts combined to ensure that Sailors, family members and support personnel had the necessary skills to meet the unique challenges of the Navy lifestyle. Programs and services were aimed at reducing the sense of isolation experienced during the pandemic, increasing resiliency and enhancing mission readiness.

# CNIC Strategic Prevention and Response Plan

In FY20, the *CNIC Strategic Prevention and Response Plan* was developed to codify the long-standing unified approach to preventing destructive behaviors in the military community. The plan addresses strategies that lead to healthier relationships, interactions and choices. It also provides CNIC programs and command leadership an understanding of the prevention strategies established by the Culture of Excellence and its alignment with prevention objectives for family support programs.



## Service Delivery

FY20 presented challenges unlike any previously encountered by service members and their families. The mandatory Restriction of Movement (ROM) orders required FFSP to restructure its service delivery model to provide Sailors and family members with uninterrupted access to essential programs and services.

**Face-to-face events that were moved to the virtual platform include the Ombudsman 50th Anniversary Celebration, the Personal Financial Management Navy Day and the Virtual Job Fair.**

### Face-to-face

FFSP continued to provide in-person services, wherever possible. These were facilitated through coordination with civilian and military service providers to conduct outreach, education, support programs and services that directly support mission readiness.

Counseling, Advocacy and Prevention (CAP) program services adapted to continue to provide crisis response, nonmedical counseling and Sailor Assistance and Intercept for Life (SAIL) suicide response, in addition to services provided through the Family Advocacy Program (FAP) and New Parent Support Program.

### Virtual

To meet social distancing requirements, many FFSC programs and services were converted to the virtual platform. Telephonic counseling, online workshops and virtual events enabled staff to continue to support Sailors and family members.

FFSCs worldwide created trainings to help service members and families remain resilient during the pandemic. Topics include parenting during COVID-19, self-care, communication and stress management. Formats used to deliver this information include online training, social media live streaming and American Forces Network (AFN) radio programs.

# Functional Areas

## Core Family Readiness

Core family readiness programs enhance the mission readiness of Sailors and the resiliency of family members. The two primary components of core family readiness programs are Work and Family Life (WFL) programs and CAP programs.

### Work and Family Life

WFL programs help service members and their families adapt to and successfully manage the unique demands of the military lifestyle.

WFL programs include:

- Deployment and Mobilization Support.
- Individual Deployment Support.
- Repatriation of Noncombatant Evacuees.
- Ombudsman.
- Relocation Assistance.
- Life Skills Education.
- Transition Assistance.
- Family Employment Readiness.
- Personal Financial Management.
- Family Emergency Response.
- Exceptional Family Member.
- New Parent Support.

### 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.
- Nonmedical Counseling.
- Victim Advocacy.

### Sexual Assault Prevention and Response

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.

### Navy Gold Star

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 die while on active duty.

# 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) to Hire Heroes Act (2011)*
- *DoDI 1322.29, Incorporating Change 1, Job Training, Employment Skills Training, Apprenticeships, and Internships (JTEST-AI) for Eligible Service Members.*
- *DoDI 1332.35, Transition Assistance Program (TAP) for Military Personnel.*
- *DoDI 1342.22, Incorporating Change 2, Military Family Readiness.*
- *SECNAVINST 1740.4A, 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, Change Transmittal 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, .*
- *Under Secretary of Defense Memorandum, Directive-Type Memorandum (DTM) 12-007, Incorporating Change 2, Implementation of Mandatory Transition Assistance Program Participation for Eligible Service Members.*

## Counseling, Advocacy and Prevention

- *DoD Manual 6400.01, Volume 1, Family Advocacy Program (FAP)*
- *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)*
- *OPNAVINST 1720.4B, Suicide Prevention Program*
- *NAVADMIN 053/14, Implementation of the Deployed Resiliency Counselor Program for CVN, LHD, and LHA Commands*
- *NAVADMIN 027/17, Sailor Assistance and Intercept for Life Update*

## Sexual Assault Prevention and Response

- *DoDD 6495.01, Change 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, Sexual Assault Prevention and Response Program*

## 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*

# WORK AND FAMILY LIFE

## Headquarters Level

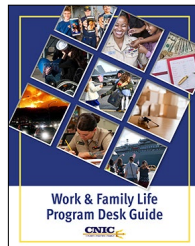
### READINESS

FFSP headquarters recognized the need to ensure the accuracy and consistency of services worldwide, and in FY20, FFSP developed or updated several program-specific guides, handbooks and curricula. These products provided staff with the tools and skills needed to assist FFSC customers in all stages of military life.

The *Deployment Support Program Desk Guide* provides FFSC deployment staff with the tools necessary to help Sailors and family members successfully cope with the challenges of deployment. The *Desk Guide* provides an overview of deployment support services, program administration and opportunities for professional development.



The *Work and Family Life Program Desk Guide* was developed to educate WFL staff about all aspects of their roles. Topics include training tips, FFSC culture, documentation, customer service and overviews of each WFL program area.



*Individual Deployment Support Specialist 101* (on-demand) is an interactive course that provides foundational knowledge on individual augmentees, the Individual Deployment Support program and the individual deployment support specialist's (IDSS) roles and responsibilities.



*Emergency Case Management 101* (on-demand) provides instruction on the purpose of emergency case management (ECM), ECM protocols and responsibilities, case management coordination, documenting information in the Navy Family Accountability and Assessment System (NFAAS), working with clients and the ECM's role in quality assurance.



### RESPONSE

Implementing the use of the CNIC LMS to provide information and services through Live Well Resiliency Webinars (LWRW), WFL headquarters staff laid the groundwork for region- and installation-level FFSC staff to meet the needs of customers during the pandemic.

Regional FFSC staff took advantage of the CNIC LMS training platform as well as webinar support services beginning in April 2020. In six months, they were able to provide 217 webinars to 9,755 sailors, family members and FFSC staff worldwide.

CNIC headquarters staff also coordinated the FFSC Transition Assistance Program (TAP), the Small Business Administration and DoD transition training to ensure that mandated transition courses remain available to

service members despite FFSC site closures. CNIC began providing virtual TAP, or VTAP, classes in the last quarter of FY 20. During those few months, the program facilitated 68 webinars to 5,056 separating or retiring service members.

**FFSC TRAINING**

217  
Webinars

9,755  
Participants

**TAP TRAINING**

68  
Webinars

5,056  
Participants



# REGION LEVEL

## RESPONSE

Region staff coordinated the move to online training for all FFSCs. Region points of contact reviewed webinar requests and collaborated with installation FFSCs to create a dynamic training schedule for Sailors and family members. The response to these offerings indicates that webinars will continue to be part of FFSC services even after the pandemic.

### Commandant, Naval District Washington

NDW partnered with the Public Affairs Office to create emergency preparedness videos for both Hurricane Exercise and National Preparedness Month. Topics included NFAAS, emergency family assistance center (EFAC) awareness and an explanation of services available to Navy families affected by a disaster.



### Commander, Navy Region Mid-Atlantic

Region staff established a COVID-19 call center to provide Sailors and their families with information and resources related to the coronavirus. Callers were connected to community resources and provided up-to-date information on the capabilities of individual FFSCs.

### Commander, Navy Region Southwest

The virtual EFAC, created and staffed by FFSC personnel, pioneered the use of the All Partners Access Network (APAN) platform to respond to inquiries from Sailors and families in a crisis situation via a confidential virtual space. This was critical because in-person gatherings were limited during the pandemic. EFACs serve as a resource hub, and APAN allows FFSC to partner with supporting agencies to make services available during disasters. The region's virtual EFAC has been successfully tested and is ready for activation, whenever needed.

Navy Region Southwest went on to present online EFAC training for Navy Region Europe, Africa, Central.

### Commander, Navy Region Europe, Africa, Central

Region staff coordinated a telephonic ombudsman meeting for the European theater with guest speaker Adm. James Foggo III, commander of U.S. Naval Forces, Europe/Commander, U.S. Naval Forces, Africa/Commander, Allied Joint Force Command, Naples. The meeting focused on key topics surrounding COVID-19, lessons learned and how FFSC staff can assist ombudsmen. Discussion also included quality-of-life issues, concerns and ideas to better support Sailors and their families during extraordinary events such as COVID-19.

### Commander, Navy Region Hawaii

At the start of the pandemic, staff used social media to share valuable information, resources and positive messages to educate and encourage the local community. Staff created video tutorials to demonstrate the crafts normally conducted at deployed family events. These tutorials were well-received and were shared many times on social media. Relocation staff also partnered with marketing to create "Whiz Clips," an animated video



series answering frequently asked relocation questions.

# INSTALLATION LEVEL

## READINESS

Through the increased use of social media tools such as Facebook and YouTube, along with the CNIC LMS, installation-level staff created a framework with which they could reach Sailors and their family members.

WFL provided ready Navy disaster preparedness training to installation Sailor 360 committees. Training covered preparation, response, recovery planning considerations, available resources and crisis stress management techniques.

## RESPONSE

Staff responded to the challenge of changing service delivery by expanding their existing use of social media tools and maximizing the opportunities available through the CNIC LMS.

FFSCs worldwide created trainings to help families and service members remain resilient during the pandemic. Topics include parenting during COVID-19, self-care, communication and stress management. Formats included online training, social media live streaming and AFN radio shows.

## Deployment

FFSC Yokosuka staff created a YouTube channel to share recordings of deployment trainings and short informational videos. This expanded FFSC's outreach to provide Sailors more access to programs, services and resources. Deployment staff also collaborated with Family Readiness Groups to create pre- and post-deployment online training for family members.



## Family Emergency Response

### Naval Base San Diego

In July 2020, FFSC San Diego activated their EFAC in the form of the Family Information Call Center resource hotline, in support of a fire aboard the USS Bonhomme Richard. FFSC staff also met with senior command leadership to make post-event stress resources available to the crew.

### Naval Submarine Base New London

FFSC New London collaborated with community partners and volunteers to launch the first drive-through EFAC exercise to safely provide resources and information to service members and their families during the pandemic. The exercise included multiple pandemic-specific role-plays to test the response to an emergency.





## Family Employment

### Naval Station Norfolk

The Hampton Roads Military Hiring event, originally scheduled as an in-person event at Virginia Wesleyan University, transitioned into a virtual direct-hire event due to COVID-19. More than 75 national employers preregistered to participate and were connected virtually with preregistered jobseekers.

## Relocation

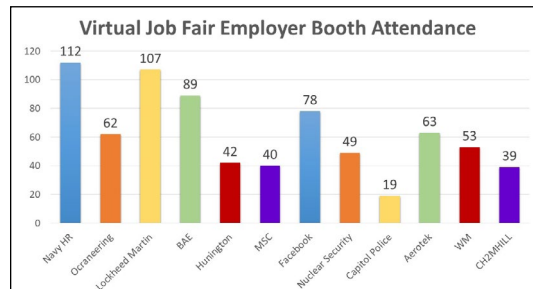
### Naval Support Activity Naples

FFSC staff at Naval Support Activity (NSA) Naples created a virtual area orientation, including recordings of essential programs and services.

## Transition

### Naval Base Kitsap

Naval Base Kitsap offered a virtual job fair via the CNIC LMS. In total, 825 job seekers visited 12 virtual job booths and attended employment webinars.



## Life Skills Education

### Naval Station Rota

Rota developed radio and social media campaigns addressing the Month of the Military Child, providing life skills topics related to money, college, peer relationships and deployed parents.

FFSC staff, in collaboration with Moral, Welfare and Recreation (MWR) and the United Service Organizations (USO), created “Beat the Barracks Blues (#KeepAfloat),” a Facebook video series to provide information focused on the needs of single Sailors.

### Commander, Fleet Activities Yokosuka

FFSC staff have taken steps to ensure effective use of virtual platforms to market programs and provide services. The elimination of physical space constraints resulted in an increased availability of services for customers. WFL programs have doubled their workshop offerings through webinars.



By coordinating online workshops regionally, FFSC staff were able to provide manpower support for other installations. This allowed FFSC staff to provide emergency services to clientele while instructional duties were handled by staff at other centers.

## Personal Financial Management

### Commander, Fleet Activities Yokosuka

FFSC Yokosuka staff created a regional virtual Command Financial Specialist (vCFS) course. Staff hosted this course on short notice, involving multiple installations and service branches. Students printed course curriculum directly from the milSuite webpage, allowing the FFSC to conserve funds and resources.

### Naval Support Activity Washington

NSA Washington converted the PFM Forum to an online platform. This resulted in a 50 percent increase in attendance.

## Ombudsman

FFSC staff did not let social distancing or mandatory ROM orders to interfere with the celebration of the 50th anniversary of the Ombudsman Program. Creative alternatives to the traditional face-to-face events included drive-through events to provide gifts while maintaining social distancing, gift baskets containing plaques, 50th anniversary yearbooks and commemorative items, and virtual events to celebrate the contributions of these essential volunteers.

### Commander, Fleet Activities Yokosuka

FFSC staff rolled out the family partner program supported by ombudsmen. This program paired military families to create partnerships to complete essential tasks during the pandemic. Families mitigated their risk of exposure to COVID-19 by coordinating trips to the commissary, doctor visits and other appointments with their partner families.



### Commander, Navy Region Southeast

Due to COVID 19 restrictions, FFSC hosted a Drive By Ombudsman Appreciation Luncheon in recognition of our esteemed ombudsmen. Ombudsmen received bagged lunches, ombudsman coins, and face masks. The event was co-hosted by the base command master chief.

Virtual programs have enabled ombudsmen to participate in assembly meetings and advanced training that would not have been possible previously. The result is that ombudsmen have better connections with other ombudsmen and relevant support services.

### Commander, Navy Region Hawaii

In lieu of an appreciation dinner for the ombudsman 50th anniversary, FFSC Hawaii coordinated with commands to provide ombudsmen with custom recognition coins and gift baskets in recognition of their contributions.



# COUNSELING, ADVOCACY AND PREVENTION

## HEADQUARTERS LEVEL

### READINESS

CAP headquarters staff created handbooks and training curricula to establish standards of performance and provide guidance on service delivery.

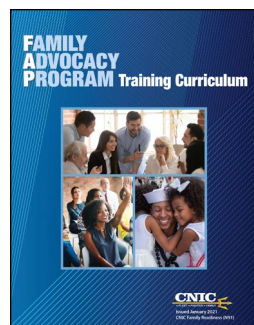
The *Deployed Resiliency Counselor Employer Handbook* is a tool for hiring, onboarding and supervising deployed resiliency counselors (DRCs) while they are homeported and during deployments. The *Handbook* is also an instrument for DRC orientation and training and identifies best practices for managing DRCs.



*Deployed Resiliency Counselor Training* (self-paced) is an interactive course that helps new DRCs understand their role aboard a ship, life at sea and the importance of creating connections with command leadership and the crew.

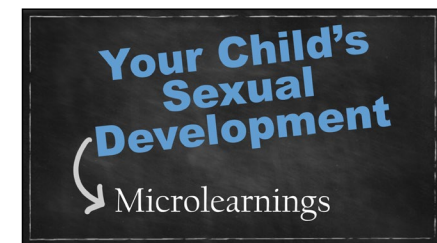


**FFSC Norfolk: Deployed resiliency counselor services are the most highly rated shipboard program.**



*Family Advocacy Program Training Curriculum* provides comprehensive education to prevent and respond to child abuse and neglect, problematic sexual behavior in children and youth and intimate partner violence. The training enhances knowledge of FAP policies, goals and services to better serve affected Navy families.

*Your Child's Sexual Development* (microlearnings) is a series of videos and interactive information that provides military parents with education and resources to understand their children's health and sexual development and feel able to have open communication about sexuality in order to prevent behavioral issues.



### RESPONSE

Clinical staff used phone bridges to ensure client confidentiality was not breached during meetings that could not be conducted on Microsoft Teams, such as sexual assault case management group (CMG) meetings.

**RESPONSE**

Counseling services became even more important during COVID-19 as people experienced isolation, uncertainty and sometimes loss. FFSCs established thoughtful tools to continue to provide this support. Most notably, installations received approval to develop telephonic counseling procedures to provide this much-needed service while maintaining privacy and confidentiality.

**REGION LEVEL**

**Commander, Navy Region Mid-Atlantic**

Resources were distributed for CAP staff to provide information, support and education to families related to mental health and safety during the COVID-19 crisis. Included were articles and fact sheets to be shared on social media and community boards. Topics included helping homebound children cope with stress, social isolation, psychological effects of social distancing, sustaining well-being, safety and how to support families.

CNRMA also developed and implemented a memorandum of understanding between FFSP, Commander, Naval Surface Force Atlantic (SURFLANT) and Commander, Naval Air Force Atlantic (AIRLANT) to create guidelines for DRCs and how they are managed within the type commands. Officers work closely with the CNRMA FFSP to ensure appropriate manning to improve service delivery and increase outreach to Sailors on ships with DRC billets.

Telephonic counseling was approved for use to provide services to CAP customers. A regional telephonic counseling standard operating procedure and a telephonic counseling protocol checklist were developed to provide guidance in the provision of telephonic counseling services. Region staff also developed and distributed required fillable forms to be completed by clients and returned to CAP staff electronically.

**Commander, Navy Region Europe, Africa, Central**

A new position was created, region resiliency counselor. This staff member is available to fill any gaps in the FAP/CAP programs virtually or by temporary duty assignment for all eight of the region’s installations. This flexible position was a valuable resource during the restriction of face-to-face contacts due to the pandemic.

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Despite restrictions due to COVID-19, clinical counseling services managed 109,359 contacts worldwide. This is only slightly reduced from the 127,441 contacts in FY19.

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**Commander, Navy Region Northwest**

Clinical staff offered Sailors and their families a “warm line” to provide emotional support and resources in response to the stressors of the pandemic and other events in FY20.

Clinical staff also conducted telephonic outreach to Sailors quarantined due to ROM. FFSC clinicians offered emotional support and resources to more than 200 isolated Sailors.



# INSTALLATION LEVEL

## Commander, Fleet Activities Yokosuka

During a Family Advocacy Committee (FAC) meeting, the need to have temporary housing for people in abusive relationships was discussed. This resulted in a collaboration with base housing, the installation command, FAP and region staff to develop a solution to this critical situation.

FFSC Yokosuka FAP victim advocates (VAs) increased their online presence during COVID-19 restrictions by regularly posting information about domestic violence, unhealthy relationships and local resources.

## Joint Expeditionary Base Little Creek-Fort Story

FFSC Little Creek clinical personnel provided seamless service delivery during FY20. Nonmedical counseling (NMC) transitioned to telephonic counseling in order to continue with clients and maintain treatment goals. Counselors were also able to open new cases during COVID-19.

## Naval Air Station Sigonella

Staff provided telephonic clinical counseling sessions in support of Sailors during mandatory ROM.

The NPSP nurse conducted regular telephonic and virtual check-ins with expectant and new parents. With strict mitigations in place, the NPSP nurse conducted in-person home visits in response to special needs cases regarding newborns.

Staff partnered with the chapel and Chaplains Religious Enrichment Development Operation (CREDO) in providing Applied Suicide Intervention Skills Training (ASIST), a two-day interactive workshop on recognizing suicidal ideation and working with clients to create plans that support their immediate safety.



## Naval Station Great Lakes

After emergency personnel noted a rise in mental health calls during the pandemic, FFSC clinical staff made barracks calls to over 1,400 Sailors who were in ROM/quarantine to check on their mental health and tell them about the services offered. Over 40 referrals were made from these calls.

## Naval Air Station Oceana

The NPSP home visitor provided much-needed support by phone to new and expecting mothers, including expecting mothers whose spouses would no longer be present for their child's birth due to deployments being extended. The moms were especially grateful for the added support and resource referrals provided by NPSP.

## Portsmouth Naval Shipyard

The shipyard has a shipboard embedded counselor in Bath, Maine, to support the needs of commands and provide direct services to Sailors onboard destroyers. The counselor provides individual counseling, training and support for both CAP and WFL programs.



# SEXUAL ASSAULT PREVENTION AND RESPONSE

## HEADQUARTERS LEVEL

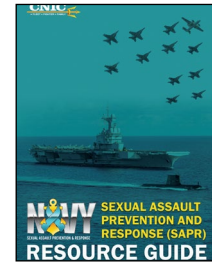
### READINESS

As part of its ongoing readiness efforts, the SAPR headquarters staff developed training to provide SAPR staff, command SAPR victim advocates and command leadership the tools necessary to fulfill their responsibilities.

*SAPR Victim Advocacy Ethics* (on-demand) is an interactive self-paced course that provides essential ethics training to sexual assault response co-ordinators (SARCs), SAPR VAs and DRCs. This training fulfills the biannual training requirements for SAPR certification.



The *SAPR Resource Guide* directly supports SAPR staff by providing easy access to program information. The *Guide* enables staff to support the program's goal of eliminating sexual assault and helps them to provide caring advocacy services to sexual assault victims.



### RESPONSE

As part of its ongoing readiness efforts, the SAPR headquarters staff developed training to provide SAPR staff, command SAPR victim advocates and command leadership the tools necessary to fulfill their responsibilities.

## REGION LEVEL

### Commander, Navy Region Northwest

CNRNW used Microsoft Teams to provide essential SAPR training to VAs. This regional online training ensures continuity of victim services through the SAPR program.

The regional SAPR team also collaborated throughout the region to conduct virtual unit SAPR VA training to increase efficiency.

### Commander, Navy Region Europe, Africa, Central

Region SARCs facilitated a virtual 40-hour SAPR VA class that included Sailors from Poland, Romania, Germany and Djibouti. The virtual format allowed for greater participation for Sailors in remote locations.

SAPR staff opened a DoD Safe Helpline on-line chat to provide a safe space for survivors of sexual assault to chat anonymously.

### Commander, Navy Region Korea

Partnered with Commander, Navy Region Japan to provide 40 hours of SAPR VA training virtually, allowing for increased training opportunities to support Navy commands across the Korean peninsula.

# INSTALLATION LEVEL

## Naval Station Great Lakes

In response to COVID-19, the Great Lakes SAPR team implemented a DoD Safe Helpline chat room. This virtual group, hosted by SAPR team members, meets weekly and provides a forum for those affected by sexual assault to receive support anonymously.

## Naval Air Station Lemoore

The DoD bestowed the Exceptional Sexual Assault Response Coordinator (SARC) Award to Raquel Hernandez of FFSC Naval Air Station Lemoore, California. Her accomplishments include providing training to active and Reserve personnel, and partnering with Victims' Legal Counsel (VLC), FAP and SAIL to provide coordinated services for military victims.



## Naval Base San Diego/Naval Base Coronado

The Naval Base Coronado SAPR team conducted their first virtual 40-hour VA training using APAN via Adobe Connect. The team conducted thorough testing of the technology in advance and offered opportunities before the session for learners to troubleshoot technical difficulties. This ensured all learners had ready access to the classroom and provided a smooth start to the workshop. Twenty-six Sailors from multiple commands completed the training.

## Naval Air Station Whidbey Island

Staff developed a process to deliver the SAPR Toolkit brief via phone. Training materials were delivered in advance of the meeting by email. The process involved a joint SAPR team presentation and engaged active leadership awareness of their SAPR program compliance and better preparation for deployment.

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**FFSCs maintained 24/7 access to SAPR services by phone. Where possible, SAPR services were conducted in person using social distancing and safety measures.**

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## Naval Station Norfolk

FFSC SAPR Program staff facilitated the first virtual Victim Advocate Basic Training course via Microsoft Teams due to COVID-19 restrictions. The SAPR team presented this training to more than 150 Sailors. Additionally, the SAPR team has offered support to other CNRMA installations and regions by sharing best practices, lessons learned and by providing demonstrations.

## Naval Air Station Joint Reserve Base New Orleans



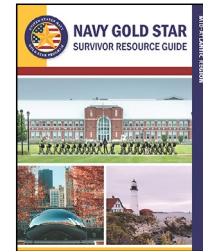
SAPR Unit VAs and the SARC collaborated to create short video features on the base Facebook page. The topic of these videos is the benefits of becoming a UVA and promotion of the SAPR Program.

# NAVY GOLD STAR

## HEADQUARTERS LEVEL

### Readiness

The *Navy Gold Star Coordinator Reference Guide* provides region coordinators with comprehensive lists of referral resources for Gold Star families. These guides were tailored for each region, providing local as well as national resources. They ensure that Gold Star Survivors have access to programs and services they need to cope with the loss of their loved one.



## REGION LEVEL

### RESPONSE

Even with the strain of site closures, FFSCs continued to support Gold Star families with events such as virtual 5Ks, Virtual Bells Across America for Fallen Service Members and communications highlighting community events and resources.

### Commander, Navy Region Northwest

The NGS regional coordinator collaborated with Navy Band Northwest for the creation and dedication of a music video for Gold Star family members.

The region staff email weekly communications to all 400 NGS households that registered an email address with the program. Each email highlights a community resource, outlines upcoming events and describes FFSC programs and services available to Gold Star family members.

### Commandant, Naval District Washington

NGS staff coordinated activities for Gold Star family members, including a White House fall garden tour, a monthly Gold Star family virtual trivia night, a Gold Star Memorial Day Walk with a Loved One and a Virtual Bells Across America event.



### Commander, Navy Region Mid-Atlantic

Due to COVID-19, many planned events transitioned to virtual delivery platforms, with installation NGS coordinators completing more than 20 virtual events during Gold Star Awareness Month. Events included weekly virtual fitness challenges, weekly Hero Tributes on Facebook, We Remember bingo, Hero Tribute stone paintings and a Memorial Day special radio broadcast on Hampton Roads radio station WTJZ, as a tribute to Gold Star Survivors.

## 2020 FFSP PROGRAM FUNDING as required by SECNAVINST 1754.1B

### PROGRAM FUNDING

OMN. ....	\$112,616,976
OMNR. ....	\$1,844,506
Family Advocacy Program (FAP) .....	\$47,953,404

### AUTHORIZED FFSC/REGION MANPOWER

Government Services .....	1,131
Military Personnel .....	21
Contractor .....	508
Foreign Nationals .....	17
Other .....	0
Total .....	1,677

### FFSC OPERATIONS — VOLUNTEER SUPPORT

Number of Volunteers .....	952
Number of Volunteer Hours .....	27,099
*Estimated Value of Contribution .....	\$737,092

### CUSTOMER SATISFACTION EVALUATIONS

Number of Satisfactory Evaluations .....	157,722
Number of Unsatisfactory Evaluations .....	389
Satisfaction Rate .....	99.75%

### FFSP CUSTOMER CONTACTS

Program Area	Customer Contacts
Deployment Support .....	75,512
Ombudsman .....	26,543
Crisis Response (Critical Incident and Mass Casualty/Disaster) ...	4,831
Life Skills Education .....	162,157
Personal Financial Management (PFM) .....	119,025
Sexual Assault Prevention and Response (SAPR) .....	198,808
Information and Referral (I&R) .....	4,692,875
Relocation Assistance Program (RAP) .....	88,671
Transition Assistance Program (TAP) .....	104,552
Family Employment Readiness Program (FERP) .....	34,586
Exceptional Family Member Program (EFMP) .....	75,145
Clinical Counseling .....	198,593
Family Advocacy Program (FAP) .....	258,391
New Parent Support Program (NPSP) .....	34,307
Mobility and Repatriation Support .....	1,621
Individual Augmentee Family Support .....	32,329
Navy Gold Star Program .....	50,916
Retired Affairs .....	6,034
Other** .....	11,189
<b>Total 6,027,053</b>	

\*\* Includes customer contacts for chaplain, Child and Youth Programs, military medicine, nonmilitary community agencies and other agencies.

