

The background of the entire page is a blue-tinted photograph of a Navy fleet at sea. In the foreground, the deck and superstructure of an aircraft carrier are visible. In the mid-ground, several fighter jets are flying in formation. In the background, other ships of the fleet are visible on the horizon. The overall scene is set against a clear blue sky and sea.

2022

FLEET AND FAMILY SUPPORT PROGRAM

ANNUAL REPORT

From the Desk of the Director

Using command needs assessments, pilot program results, stakeholder feedback and lessons learned during the pandemic, CNIC's Fleet and Family Support Program (FFSP) made FY22 the year of process improvements and increased customer outreach.

FFSP services are mandated and informed by numerous laws, guidance and instructions from the congressional level, the DoD, the Department of the Navy, Commander, Navy Installations Command (CNIC) and, finally, the installation level. Staff from CNIC headquarters to the installations' Fleet and Family Support Center (FFSC) or Military Family Readiness Center (MFRC) strive not only to meet but exceed those mandated requirements.

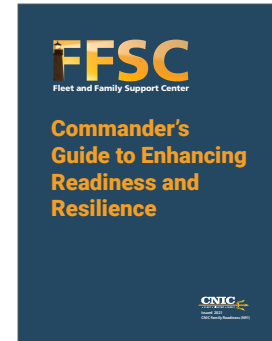
CNIC headquarters and FFSC site staff explored creative ways to meet the needs of Sailors and their families. Not content to wait for customers come through the door, staff use tools such as online training, social media mobile outreach, community partnerships and embedded shipboard workforces to bring information, training and services to the customers where they are — aboard ships, around the installation, in town or online. These efforts resulted in an increase of 30-64% in most program areas.

CNIC understands that prevention is not just part of a special month or required GMT. It is fundamental to every program and service offered. The staff appreciates that a healthy command climate requires each department to work as a cohesive unit to promote healthy behaviors.

FY22 saw an expansion and refinement of prevention services, as well as the initiation of the Integrated Primary Prevention Workforce (IPPW), which expands upon FFSP's long-standing prevention programs aimed at creating healthy command climates. Because prioritizing mental health and positive behaviors is vital to successful prevention, CNIC also adjusted the workforce to make SAIL services more accessible and created additional positions to increase the prevention footprint shipboard.

Successful pilot programs were institutionalized to better meet customer needs. The Exceptional Family Member Program pilot illustrated the need to increase staffing to assist families navigate the special educational system. The Deployed Resiliency Educator pilot evolved into a shipboard workforce that supports service members by tailoring programming to the command's needs.

To facilitate the connection between FFSP services and Sailors, CNIC published the FFSC *Commander's Guide to Enhancing Readiness and Resilience*. This primer for utilizing FFSP services lists each program area's services and trainings, details the purpose of each, describes the benefits to both command leadership and its Sailors, and charts whether the service is available online, ashore or afloat.



Through needs assessment, observations and experience, FFSP programs continue to develop and adapt to ensure they meet the needs of Navy commands, Sailors and family members. The various FFSP programs do not operate independently but collaborate with one another, with other installation services and with community agencies to form a web of support.

The FFSP considers the whole service member, recognizing that when Sailors thrive on a personal level, it provides them the ability to perform their best professionally, making the command and the Navy as a whole stronger for it.

The Department of Defense has a sacred obligation to take care of our Service members and families. Doing so is a national security imperative. Our military families provide the strong foundation for our Force, and we owe them our full support.

~Secretary of Defense Memorandum (Sep 22, 2022)

Readiness and Resilience Programs

Core readiness programs enhance the mission readiness of Sailors and the resiliency of family members. These programs and services provide personal and professional education, counseling and consultation, information and referral (I&R) and incident response, with the goal of strengthening commands, individual service members and their families.

Work and Family Life

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.
- Exceptional Family Member Program (EFMP).
- Family Emergency Response (FER).
- Family Employment Readiness Program (FERP).
- Independent Deployer Support.
- Life Skills Education.
- Navy Family Ombudsman Program.
- Personal Financial Management (PFM).
- Relocation Assistance.
- Repatriation of Noncombatant Evacuees.
- Transition Assistance.

Counseling, Advocacy and Prevention

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.
- Non-medical Counseling.
- Sailor Assistance for Life (SAIL)
- Family Advocacy.
- Victim Advocacy.
- New Parent Support.

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 non-medical case management, 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 services 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.

Fleet and Family Support Program

- DoDI 1342.22, *Military Family Readiness*
- SECNAVINST 1754.1B, *Department of the Navy Family Support Programs*

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*
- SECNAVINST 1740.4A, *Department of the Navy Personal Financial Management (PFM) Education, Training, and Counseling Program*
- OPNAVINST 1900.2D, *Transition Assistance Program*
- 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 1754.2F, *Exceptional Family Member Program*
- OPNAVINST 5380.1D, *Acceptance and Use of Voluntary Services in the Navy*
- NAVADMIN 160/22, *SkillBridge Employment Skills Training Guidance*
- 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); FAP Standards*
- 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*
- DoDI 6490.16, *Defense Suicide Prevention Program*
- 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*
- CNICINST 1754.3A, *Deployed Resiliency Counselor Program*

Sexual Assault Prevention and Response

- DoDD 6495.01, *Change 5, Sexual Assault Prevention and Response (SAPR) Program*
- DoDI 6495.02, Volume 1, *Change 7, Sexual Assault Prevention and Response: Program Procedures*
- DoDI 6495.03, *Defense Sexual Assault Advocate Certification Program (D-SAAP)*
- SECNAVINST 1752.4C, *Sexual Assault Prevention and Response Program Procedures*
- OPNAVINST 1752.1C, *Navy Sexual Assault Prevention and Response (SAPR) Program*

Navy Gold Star

- DoDI 1300.18, *Change 2, Department of Defense (DoD) Personnel Casualty Matters, Policies, and Procedures*
- NAVADMIN 194/14, *Establishment of the Navy Gold Star Program*
- CNICM 1754.1, *Navy Gold Star Program*
- CNICINST 1770.2C, *Casualty Assistance Calls Program*

FFSP provides training, outreach and counseling to Sailors where they spend the most time — aboard ship. Three important mandated programs are the deployment Return and Reunion (R&R) program, deployed resiliency counselor (DRC) role and embedded integrated prevention coordinator (EIPC) support. FFSC personnel in these programs collaborate with command leadership and provide training and support to bolster Sailor resiliency at all phases of the deployment cycle.

Return and Reunion

In FY22, FFSCs sent dozens of R&R teams to returning battle groups. For decades, this program has provided trained staff to ride ships back to homeport, taking advantage of this highly teachable time to provide valuable information, resources and referrals to help service members reintegrate successfully with their families, friends and the community when they return home.

FY22 R&R TEAMS PROVIDED:

20,230 In-person Contacts
 1,689 Hours of shipboard training
 7.25 Hours of virtual training



FFSCs will provide continuous pre-deployment, mid-deployment, **reunion and reintegration preparation**, and post-deployment programs and services for both servicemembers and families to ensure individual and family readiness.

~OPNAVINST 1754.1B
 Fleet and Family Support Center (FFSC) Program

DRC

The DRC program was piloted in FY21 and expanded in FY22. The expansion includes more providers and increases the commanding officer's flexibility to support ships in the strike group. New guidance establishes a sea-shore rotation for counselors. This adjusted deployment rhythm allows DRCs to provide support to ships in port while preventing counselor burnout.

The positions are assigned to aircraft carriers and large deck amphibious ships, provide non-medical counseling and play a major role in SAPR, FAP, and SAIL programs across the Fleet. Although DRC services are an extension of the homeport installation FFSC, DRCs are considered a member of a ship's company and a principal **assistant to commands while assigned**.

~CNICINST 1754.3A, *Deployed Resiliency Counselor Program*

In January 2022, an F-35C fighter jet hit the flight deck of the USS Carl Vinson (CVN 70) and plunged into the South China Sea, injuring seven. The DRC embedded with the crew engaged with leadership and service members to provide counseling, debriefs and education while at sea and post-deployment.

The Secretary of the Navy issued a SECNAV coin to the FFSC Coronado DRC embedded on the USS Essex (LHD 2) and expressed appreciation for all that DRCs do to support the mental health of Sailors and Marines aboard ships.

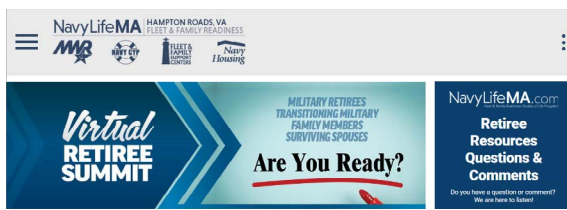
EIPC

Taking a lesson from the success of the R&R program, the FFSP underwent a pilot of the Deployed Resiliency Educator (DRE) program, where embedded counselors and educators embarked with the ship providing resiliency education and consultation to the crew during the initial, high-stress weeks of deployment. In response to the directive to create a prevention workforce, the FFSP was able to quickly pivot and expanded the program to include prevention support to the command — renaming the position of DRE to embedded integrated prevention coordinator (EIPC) to reflect the role more accurately.

Duties and responsibilities for Integrated Primary Prevention (IPP) positions include: Collaborating with program specialists and other prevention stakeholders at all levels; **Educating leaders on primary prevention and enhancing their overall prevention knowledge...; Helping leaders establish a culture of prevention** characterized by: fostering community norms that encourage healthy decision-making, empathy, communication, bystander intervention, and help-seeking.

~DoDI 6400.11, *DoD Integrated Primary Prevention Policy for Workforce and Leaders*

FFSC staff understand that reaching clients involves more than connecting with them in a center. CNIC challenges site staff to think of innovative outreach strategies. FFSC staff worldwide respond with creative and effective marketing and service delivery ideas to reach the maximum number of service members and their families — taking training out into the community, partnering with other installation agencies, and via internet-based outreach on social media and virtual training platforms. Pier-side and installationwide, site staff strive to meet customers where they are.



To support Navy retirees while the coronavirus risk was still high, Navy Region Mid-Atlantic hosted the 2022 Virtual Retiree Summit on the CNIC FFSP learning management system (LMS). More than 550 attendees engaged in sessions on TRICARE, Social Security, Veterans Affairs and more. In support of the summit, the region created the comprehensive Navy Mid-Atlantic Retiree Resources website, which provides a listing of Retired Activities Offices, Veteran Service Organizations (VSOs), health care resources, Social Security Administration information, NEX and Commissaries locators, transition support and other resources for retirees and their family members.

To raise awareness during Domestic Violence Prevention Month, FFSC Ventura FAP victim advocates (VAs) set up in the NEX. Staff greeted shoppers and provided information and resources.



To further improve the center's footprint in the community, FFSC Sigonella partnered with the base galley to host monthly I&R initiatives. Each month, staff provided resource materials and one-on-one assistance to dozens of diners on such topics as child abuse, domestic violence, clinical counseling, suicide prevention, transition, family employment, financial management and holiday stress.

FFSC Centro sent regular emails and made monthly phone calls to ensure families knew the FFSC was available to support them in every aspect of their Navy lives. Monthly training was promoted on social media and the installation's plan of the week, All Hands emails, command INDOCs, safety stand-downs and the base marquee.

As Joint Base Little Creek-Fort Story alternated between HPCON Bravo and Alpha, the FFSC offered in-person and virtual services across all program areas to best meet the customers' comfort level and varying installation restrictions. New classroom equipment at both the Little Creek and Fort Story locations allowed greater flexibility to have a blended learning environment with learners both in person and virtual at the same time.

The MFSC Bethesda team made the most of Command Rep program word-of-mouth marketing with clients. All staff coordinates with their tenant command points of contact (POCs) to discover what each command needs and target programs and training at the commands' sites.

To allow for more working family members to attend, FFSP Whidbey Island held evening and weekend pre-deployment and reunion briefs. Staff also conducted pre-deployment briefs via telephone for individual augmentees and their family members not located near the base. Prior to the phone briefs, the staff emailed slide decks to participants to accompany the discussion.

FFSC Sasebo, Japan, promoted center programs and services in the Hario housing area office, which has seen a major population increase. The FFSC also partnered with waterfront commands to bring the required sponsorship training to the ships, increasing training compliance.

FFSC San Diego rolled out the Family Readiness Express, the center's mobile outreach office, for the Gary Sinise Foundation event honoring the military, veterans and first responders. The team reached more than 300 service members and their families and provided resources and information on FFSC services.



FFSC Lemoore extended clinical hours five days a week to provide the option for later appointments. They also coordinated with two fighter wings for space to provide services at the Flight Line Resiliency Center on the other side of the base.

FFSC El Centro went mobile, visiting active-duty service members in their workspaces to increase customer convenience and allow direct and easy access to FFSC information.



FFSC Guantanamo Bay partnered with the naval hospital public health department to provide a resource table about destructive drinking behaviors and served mocktails at the Army vs. Navy flag football game on Dec. 9.

Mental health support is an important part of a continuum of whole-Sailor care and covers the spectrum from prevention activities, stress reduction and resiliency support to recovery of overall well-being. FFSP programs provide touchpoints at all these stages.



CNIC is committed to preventing suicides in the Navy community.

In order to provide fluid and responsive support, CNIC transitioned Sailor Assistance for Life (SAIL) services to a completely remote workforce. SAIL is an important prevention program that provides risk assessment, case management and safety planning for service members who have demonstrated a risk of suicide. Moving SAIL services from the site-based clinical providers to a dedicated virtual team serves as a two-fold solution. SAIL services are available throughout each region regardless of the capacity of the clinical staff at the individual installations. The shift also frees clinicians at the installations to see more counseling clients at the FFSCs.

In response to command climate surveys and command requests, FFSCs in multiple regions participated in Mental Health Stand Down events on their installations, delivering briefs on building resiliency and managing self-care.

FFSC Meridian staff educated commands on recognizing the difference between discipline issues and behavioral issues associated with mental health concerns and provided a variety of options to address Sailor needs.

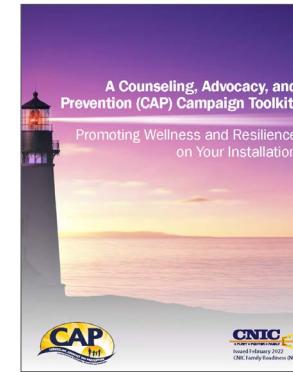
The FFSC Millington CAP team developed a one-hour "Lunch-N-Learn" series focused on mental and physical well-being. They held instruction every Tuesday and Thursday with a rotating list of topics focused on self-care to prevent destructive behaviors.

In addition to the SAIL restructure, CNIC presented training on the Columbia-Suicide Severity Rating Scale (C-SSRS) for all N9 staff. The C-SSRS is a series of simple questions that anyone can use to help identify whether someone is at risk for suicide, assess the severity and immediacy of that risk, and gauge the level of support needed. All N9 personnel are highly encouraged to have training on the C-SSRS protocol to expand the prevention outreach and referral capability throughout the Navy community.

In an effort to encourage continual process improvement, CNIC HQ kicked off the monthly Fix My CAP series of trainings in January 2022. The first in the series, Culturally Responsive Assessment, provided counselors with an intake tool to help them recognize how client diversity plays into their treatment goals and outcomes. Each successive month clinical and FAP staff had the opportunity to learn how to improve various aspects of their site's programs. Over 800 attendees took advantage of trainings such as case management, intervention planning, preventing staff burnout and more.

FFSC China Lake hosted a basewide mental health event for Mental Health Awareness Month, which included vendors and resources from throughout the community and was open to all with base access. The event helped to further connect services and awareness of programs.

The Counseling, Advocacy, and Prevention (CAP) Prevention Toolkit is a prevention-focused resource for commands to help promote individual and family resiliency and direct Sailors to resources and programs that support healthy lifestyles. This toolkit connects the Culture of Excellence,



positive signature behaviors and the command's role in prevention with CAP campaigns and services to support a year-round installation prevention plan. It presents ideas for prevention events, training and messaging.

In FY22, CNIC certified 87 WFL and counseling staff to facilitate Mind-Body Mental Fitness (MBMF). The six-session, evidence-based curriculum focuses on building mental toughness by offering practical skills to work through stressful situations. The resiliency-focused program is offered to Sailors and their family members in all regions and online via the CNIC FFSP LMS.

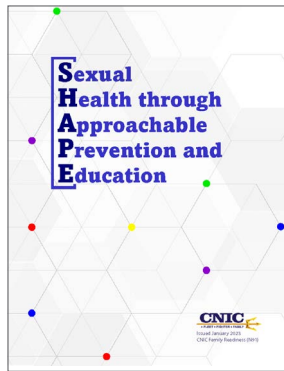
To reach the maximum number of service members and families, FFSC Diego Garcia hosted a radio show on the Armed Forces Network called "Leveling Up." The weekly program discussed various mental health topics and promoted mental-health services available on the island.

Navy policy requires leaders to foster command climates that promote health and a sense of community, remove barriers to seeking help, increase awareness of resources, and take appropriate action when a Sailor is in need. ... **A holistic approach to health and wellness** and the tools and resources to intervene will ensure the Navy's Sailors are ready to accomplish any mission and ultimately save lives.

Counseling Advocacy and Prevention

FAP

FFSC primary prevention is not limited to adults. As a result of the National Defense Authorization Act (NDAA) for 2019, CNIC expanded FAP services to include supportive services for children involved in incidents of problematic sexual behavior in children and youth (PSB-CY). In FY22, the Navy began use of the PSB-CY Non-clinical Referral Tool (DD Form 3179.) This tool is used by Child and Youth Program, DoDEA, and FAP staff to classify sexual behaviors and make referrals of PSB-CY to FAP.



CNIC FAP developed a comprehensive curriculum to teach parents how to communicate with their children about sexual health in a candid and age-appropriate manner. The Sexual Health through Approachable

Prevention and Education (SHAPE) curriculum educates parents and caregivers on which child sexual behaviors are developmentally appropriate versus cautionary or problematic in each age group. Participants learn tools to redirect inappropriate behaviors to foster healthy sexual development, preventing possible problematic incidents.

To reach parents, CNIC developed and distributed PSB-CY brochures that outline the differences between developmentally appropriate, cautionary and problematic sexual behaviors in children at each age group. The color brochures also contain information on the types of services available through FAP and community providers.



Navy Regions Japan and Guam collaborated to host the first hybrid clinical training. The five-day, evidence-based PSB-CY training was conducted in-person in Guam by the University of Oklahoma Health Sciences Center's National Center on the Sexual Behavior of Youth. Staff from both regions unable to attend in person joined via the CNIC LMS.

Primary prevention for PSB-CY will reflect the DoD policy on integrated primary prevention in accordance with DoDI 6400.09 and will address the community, family, and individual risk and protective factors associated with children and youth exhibiting or impacted by PSB through ... **learning opportunities for military parents and legal guardians that are-provided to build skills in initiating developmentally appropriate conversations with their children, from an early age** ...

~DoDI 6400.10, DoD Coordinated Community Response to Problematic Sexual Behavior in Children and Youth

NPSP

The FFSC New Parent Support Program (NPSP) proactively promotes parental skills and resilience. In FY22, CNIC hosted the New Parent Support Program Virtual Symposium. This three-day, online event provided training to over 70 home visitors, supervisors and regional staff. Training included the Take Root Home Visitation Program, PSB-CY Overview for Home Visitors, The Family Needs Screener, NPSP Documentation Standardization, NPSP Collaboration with FAP, and Intimate Partner Violence in the NPS Context.

It is DoD policy to **promote resilient families** and healthy parenting attitudes and **skills to prevent child abuse and neglect** and domestic abuse within the DoD.

~DoDI 6400.05, New Parent Support Program(NPSP)

The NDW NPS program adapted service hours to offer evening and weekend appointments, accommodating client home and work schedules to reach more families.

To provide the most up-to-date resources and referrals for families, FFSC Kitsap collaborated with organizations such as the Women, Infants, and Children program, Kitsap Public Health, Kitsap Community Resources, Early Head Start, the Breast Feeding Coalition, the Navy-Marine Corps Relief Society, and St Michaels, Bremerton Naval and Seattle Children's Hospitals.

As part of the Month of the Military Child observance, the FFSC Gulfport CAP supervisor, FAP victim advocate, and NPS home visitor provided briefs on child abuse prevention and FFSC services to Family Readiness Groups to increase community awareness.

Crisis and Disaster Preparedness and Response

Adequate preparation for disasters and emergencies builds resiliency to sustain staff and service members when an actual event occurs. Training and simulations prepare site staff to support service members and their families in the event of an actual disaster. In turn, site staff provide educational outreach to prepare customers in advance, as well as provide caring response and support post-event. In FY 22, CNIC facilitated 18 webinars with 342 staff attendees. Topics including National Preparedness Month, preparing financially for disasters and understanding disaster insurance.

FFSC Pearl Harbor-Hickam created a series of 30 tips to post to social media on each day of Disaster Preparedness Month.



Sites worldwide participated in emergency EFAC drills to prepare staff to perform EFAC duties. The mission of an EFAC is to serve as hub for promoting short- and long-term recovery for those affected and facilitate the return to a stable environment and mission-ready status.

In concert with HURREX 2022, FFSC New Orleans conducted a full-scale EFAC, testing the site's ability to respond to a myriad of community needs and collaborate with internal and external service providers. The FFSC staff and partner organizations were able to gain a better understanding of services provided by each organization and exactly what they need to have during an actual EFAC.



FFSC Lemoore held an emergency preparedness event in September. FFSC staff collaborated with the Emergency Operation Center (EOC), American Red Cross, Navy-Marine Corps Relief Society

(NMCRS), Navy Exchange and Veterinary Clinic. Resource tables set up in the FFSC parking lot provided materials and interactive activities regarding how to best prepare their families and pets in case of an emergency.

FFSC Mid-South conducted an EFAC drill as part of an ongoing effort to improve the quality of support services aboard Naval Support Activity (NSA) Mid-South. The drill trained FFSC staff on various aspects of response during and after an emergent incident.



Mass Disaster response to include **Family Assistance Center, critical incident response services, 24/7 information and referral response.**

~OPNAVINST 1754.1B,
Fleet and Family Support Center

Crisis and disaster response is provided for large- and small-scale incidents. Regardless of the number impacted, FFSCs are ready with counselors for critical incident support and knowledgeable staff, who provide resources, information and referral to support all affected.

CNIC HQ staff facilitated emergency family assistance (EFA) training for Joint Base Peal Harbor-Hickam center staff. CNIC monitored and provided guidance for an emergency family assistance center (EFAC) during the Red Hill water contamination crisis, providing leadership daily reports and data summaries.

FFSC Pearl Harbor-Hickam opened an EFAC in response to a water contamination crisis affecting 96,000 military and non-military residents. FFSC staff served over 3,000 in-person and telephonic EFAC clients during six months of activation, while simultaneously maintaining regular duties. EFAC community partners included the Housing Office, Legal, Medical, Chaplains, Public Affairs Office, Navy-Marine Corps Relief Society, Air Force Aid and Coast Guard Housing.



An EFAC was activated near El Centro in response to an aircraft crash nearby. FFSC staff were a part of the logistics team, helping to coordinate food, water and supplies with the Navy Exchange, Commissary and regional Emergency Operations Center to support personnel on site.

Work and Family Life

EFMP

In FY 2021, FFSP piloted a new staffing model for the EFMP. The pilot coordinated three tiers of support, each with its own level of expertise: installation case liaisons, regional case liaisons and regional EFMP/special education attorneys. Using an analysis of the quantitative and qualitative data obtained during the two-year staffing pilot, the Office of Special Needs recommended a maximum caseload of 250 EFMP families to each EFMP staff member. This highly successful program was institutionalized in FY22 with the addition of 55 EFMP positions to further support families, especially as they navigate the challenges of gaining special education support at each new duty station.



The FFSP Patuxent River EFMP case liaison worked with the Military Blue Star program to provide books to military children.

The FFSC Yorktown/Newport News EFMP case liaison teamed up with MWR to host the 2022 Health Fair. The fair boasted 33 TRICARE-approved resource tables covering topics important to EFMP families.



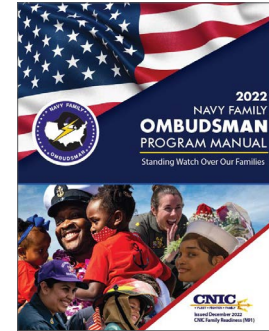
EFMP case liaisons must: establish and maintain cooperative relationships with local MTF, school liaison officer, and school district to **ensure delivery of integrated EFMP services; refer families to appropriate resources; collaborate with agencies and other service support offices...**; provide one-on-one consultation, information, classroom training, workshops, and seminars to Service members, family members, and area commands in support of the education and training component of the EFMP.

~OPNAVINST 1754.2F, *Exceptional Family Member Program*

Navy Family Ombudsman Program

CNIC HQ Ombudsman staff updated the soon-to-be-released Navy Family Ombudsman Program instruction in FY22. Development involved consultations with the Sexual Assault Prevention and Response (SAPR) and FAP programs about their updated program policies and how they would affect the scope of reporting requirements by ombudsmen.

In FY22, the ombudsman team kicked off updates to the comprehensive suite of program curriculum, guides and support materials with the revised *Ombudsman Program Guide*. This multiyear project incorporates changes arising from the new instruction and presents the material in a modern, easily digestible style to appeal to today's busy learners.



The CNIC Ombudsman Program graduated more than 450 ombudsmen from electronic Ombudsman Basic Training (eOBT) in FY22. This hybrid of live, instructor-led webinars and self-paced modules celebrated its 10th year with an overall learner satisfaction rate of 97.4%.

In July, the FFSC Lemore ombudsman coordinator conducted a refresher training workshop for command leadership called *Strengthening the Bond between Leadership and Ombudsman*. Topics included emergency preparedness, reportable incidents, the ombudsman registry, roles of the Family Readiness Group (FRG) vs. Ombudsman and supporting command ombudsmen.

FFSC NDW Ombudsman Program collaborated with the regional SAPR Program to provide training regarding the expanded eligibility to submit a Restricted Report. The training ensured that when ombudsman interact with victims of sexual assault, the correct information on their options for reporting sexual assault is provided.

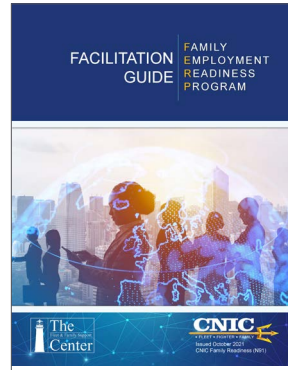
Commander, Navy Installations Command (CNIC) must: **maintain policy, establish procedures, and implement the Navy Family Ombudsman Program; establish training requirements** and ensure sufficient training is held to support those requirements.

~ OPNAVINST 1750.1G, Change 2, *Navy Family Ombudsman Program*

Work and Family Life

FERP

FERP started FY22 strong with the release of the Family Employment Readiness Program (FERP) Facilitation Guide, which provides curriculum designed to educate military family members on planning careers, searching for jobs, identifying tangible resources and maintaining their employment goals. The guide provides insight into generational learning preferences and provides techniques for effectively delivering the content in person or via virtual platforms. Training modules include Career Development, Job Search Strategies, Effective Résumé Writing, Interviewing Techniques and Navigating the Federal Employment System.



In August 2022, CNIC hosted the first virtual Federal Employment Summit. Representatives from 12 federal agencies provided informational briefs and manned virtual job booths where employment seekers could make connections and ask questions. Educational sessions on the MSEP Federal Hiring Concierge Program and using LinkedIn for Your job search, a panel on Mastering Panel Interviews and educational “intermissions” rounded out the schedule. Over the four-day event, the booths, briefs, recordings and educational webinars were viewed by more than 1,000 service members and their dependents.



Employment readiness must provide services that strengthen the education and career opportunities of **relocating and transitioning military spouses ...** [including] **employment readiness assistance** to optimize skills such as job search methods, résumé writing, interview techniques, and networking.

~DoDI 1342.22, Military Family Readiness

Transition Assistance

Recognizing that Navy spouses are not just affected but often less informed when their service member transitions from the military, CNIC developed the Navy Spouses in Transition self-paced course. This interactive tool resides on the CNIC FFSP LMS, providing information on military transition, including benefits and entitlements, relocation and financial consideration, and educational and career opportunities. The high-tech and high-touch training was completed by more than 60 users in the first week of its release and continues to be accessed nearly every day.



OF 11,858 ATTENDEE EVALUATIONS, LEARNERS CHOSE VTAP BECAUSE:

No in-person training available	34%
Convenience	29%
Preferred live webinar to self-paced training	17%

Evaluations from the virtual Transition Assistance Program (vTAP) classes demonstrated a need to continue the online offerings. While many of the TAP classes are available as self-paced trainings, the instructor-led pre-separation course is often the only available option for Sailors from smaller installations, where the class is offered infrequently; those on deployment during the months leading up to the end of their enlistment; or service members with a short window for other reasons, such as medical separation.

The FFSC Lemoore TAP team created a Career Counselor Toolbox with a number of TAP resources and initiated a monthly email to inform command career counselors of updates within the TAP program and provide information on enrolling service members into classes.

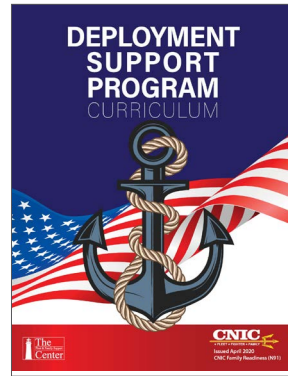
TAP will: Align, administer and reinforce transition assistance and resources at appropriate key touch points throughout the TAP MLC ... to ensure opportunity, time and resource availability for career readiness preparation. **Ensure Service member access to TAP physical classroom or virtual curriculum.**

~DoDI 1332.35, Transition Assistance Program (TAP) For Military Personnel

Work and Family Life

Deployment Support

CNIC's deployment support team completed Phase 1 of a two-part, comprehensive revision of the Deployment Support Program curriculum. The new curriculum incorporates principles of operational stress control (OSC) methodology for Sailor and family member resiliency; enhanced information on parent support and child resiliency; specified information for deploying single parents; and a revised single-Sailor module addressing their unique experience and support needs.



FFSC Lemoore hosted its first predeployment fair for an entire air wing rather than individual squadrons. By scheduling a larger, two-day event, representatives from multiple agencies were available to answer questions and provide resources for deployment preparation. The successful event was attended by 492 service members and 79 family members.



To help school administration understand the challenges of Navy children due to frequent moves and deployment, FFSC Point Loma staff collaborated with the school liaison officer to present a brief on the emotional cycles of deployment in support of the Month of the Military Child.

FFSC Groton staff provided deployment and FRG briefs to over 400 service and family members via face-to-face and virtual platforms.

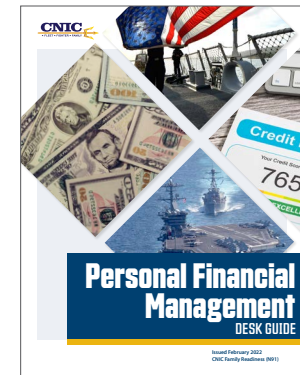
Educate Service members and families about potential deployment-related challenges and the available support programs and services.

Ensure that information regarding the long-term needs around reintegration is included as well as the services available to help manage and build skills to assist with future separations and deployments.

DoDI 1342.22, Military Family Readiness

Personal Financial Management

CNIC HQ PFM released the *Personal Financial Management Desk Guide*. The guide aids PFMs in successfully fulfilling their responsibilities and serves as a benchmark for the planning, implementation, management and evaluation of PFM services at each FFSC.



Recognizing that the majority of active-duty service members are now Generation Z and Millennials, CNIC's PFM program collaborated with the global staffing contract training team to facilitate training on communication between different generations customized for site PFM staff.

Because many sites were short-staffed post-pandemic, PFM staff from FFSC Atsugi held virtual Command Financial Specialist (CFS) classes for staff from FFSCs in Guam, Japan, Diego Garcia and South Korea, ensuring that those regions remained compliant with certification standards.

Financial counselors from FFSCs in Groton, Conn.; Newport, R.I.; Portsmouth, N.H.; Earle, N.J.; and Cape May, N.J., collaborated to provide quarterly virtual CFS training for participants throughout the New England region, resulting in over 150 certified CFS graduates.

FFSC Guam's PFM provided financial literacy training to DoDEA Guam High School junior ROTC students, MWR CYP centers and the Liberty Center to reinforce at an early age the importance of sound money management.

FFSC China Lake PFM program staff led an effort to teach core curriculum at commands rather than having Sailors come to the center for instruction. This successful initiative resulted in some commands giving PFM a standing time slot and location at the command for individual consultation with the Sailors needed financial assistance.

All DON Service members will become familiar with the policies and objectives of the PFM program, use prudent personal financial management practices in pursuit of personal excellence, and support their fellow Service members by sharing their PFM knowledge.

~SECNAVINST 1740.4A, Department of the Navy Personal Financial Management (PFM) Education, Training, and Counseling Program

SAPR

The 2022 SAPR Prevention and Outreach Toolkit offers year-round ideas and messaging for sexual assault awareness and prevention. The toolkit includes a comprehensive chapter on using social media for marketing and education, how to optimize content for different platforms and how to measure outreach effectiveness. More than just a promotional tool, the SAPM Toolkit teaches commands how to integrate prevention into events throughout the year.



In an effort to ensure Navy SAPR Program consistency enterprisewide, staff conducted online case management group (CMG) refresher training customized for each region. More than 233 regional sexual assault response coordinators (RSARCs), SARCs and commanding officers attended. The training reinforced CMG procedures, introduced new policy requirements and addressed region-specific issues. This recalibration contributes to uniform case management and reporting Navywide.

FFSC Pensacola SAPR piloted the 12-hour Enhanced Assess, Acknowledge, Act (EAAA). Young women learn to assess the level of situational risk, acknowledge and overcome obstacles to prioritizing their own sexual rights, and learn strategies to act in self-defense.



FFSC Fallon SAPR/FAP VA provided training for unit victim advocates (UVAs) on vicarious trauma — when helping trauma victims results in secondary traumatic stress and compassion fatigue. The training helped UVAs recognize the signs of vicarious trauma and ways to practice self-care to prevent burnout.

Facilitate the development and collaboration of SAPR public awareness campaigns for victims of sexual assault, including planning local events for Sexual Assault Awareness and Prevention Month. Publicize the DoD Safe Helpline on all outreach materials and Service websites. ... CMG Members shall receive the mandatory SAPR training pursuant to enclosure (12) of this instruction.

~SECNAVINST 1752.4C, *Sexual Assault Prevention and Response Program Procedures*

Navy Gold Star



Installation Navy Gold Star Coordinators will: (1) Directly conduct NGS Program outreach and training for both military leadership (ship/shore) and communities. Develop and execute various events within their area of responsibility (AOR) that encourage remembrance and Survivor connections with each other and the Navy itself.

~ CNICINST 1754.5 N9,
Navy Gold Star Program



FFSC Everett hosted the annual Remember Together retreat. A dozen NGS Survivors from multiple generations gathered to remember loved ones and find support in each other.

The seventh annual Bells Across America remembrance event drew thousands of participants to installations nationwide. Surviving family members were in attendance as their fallen heroes were honored.



FFSC New Orleans



Naval Air Station Jacksonville



Naval Station, Everett

FFSC Gulfport NGS collaborated with Outreach Services and Air Force Families Forever to host Survivors at a Blue Angels air show and a private dinner afterward.

2022 FFSP Program Funding and Contacts

PROGRAM FUNDING

OMN.....	\$117,844,827
OMNR.....	\$1,557,879
Family Advocacy Program (FAP)	\$42,233,468

AUTHORIZED FFSC/REGION MANPOWER

Government Services.....	1,091
Military Personnel	23
Contractor.....	499
Foreign Nationals.....	18
Total	1,631

FFSC OPERATIONS – VOLUNTEER SUPPORT

Number of Volunteers	1,002
Number of Volunteer Hours	25,759
*Estimated Value of Contribution.....	\$771,474

CUSTOMER SATISFACTION EVALUATIONS

Number of Satisfactory Evaluations.....	141,797
Number of Unsatisfactory Evaluations	388
Satisfaction Rate.....	99.73%

FFSP CUSTOMER CONTACTS

Program Area	Customer Contacts
Deployment Support	133,758
Ombudsman.....	19,554
Crisis Response (Critical Incident & Mass Casualty/Disaster)	4,662
Life Skills Education	126,358
Personal Financial Management (PFM).....	140,340
Sexual Assault Prevention and Response (SAPR).....	241,563
Information and Referral (I&R) (All areas).....	2,415,214
Relocation Assistance Program (RAP).....	145,831
Transition Assistance Program (TAP/ERB/TAMP)	150,698
Family Employment Readiness Program (FERP)	21,834
Exceptional Family Member Program (EFMP)	125,995
Clinical Counseling.....	133,127
Family Advocacy Program (FAP)	174,278
New Parent Support Program (NPSP).....	35,925
Mobility and Repatriation Support	1,676
Individual Augmentee Family Support.....	21,239
Navy Gold Star	31,580
Retired Affairs	6,861
Other**	19,585
Total 4,383,037	