



# FLEET AND FAMILY SUPPORT PROGRAM ANNUAL REPORT

2024



## From the Desk of the Director

Allow me to begin by saying thank you for your hard work and unwavering dedication throughout FY24. Whether ashore or afloat, your commitment to duty has impacted Sailors and families all over the world.

The past year has been nothing short of inspiring for the FFSP family. We've made significant strides in expanding our service delivery model to better support our staff, which, in turn, has increased access to our quality-of-life programs and improved the level of service we provide Sailors and their families.

As we marked Fleet and Family Support's 45th year of customer excellence, we launched the Navy Fleet and Family Support Center (FFSC) Virtual Clinical Counseling (VCC); a program that has proved to be a huge success! By the end of the fiscal year, we hired over 30 remote clinical counselors and more than 650 non-medical clinical counseling cases were opened, helping Sailors and their families navigate challenges.

As many of you know, we also began a soft launch of an exciting new initiative: the Virtual Work and Family Life (vWFL) program. Initially launched with U.S. Pacific Fleet and EURAFCENT, we aim to expand this program enterprisewide in 2025. The vWFL program, which includes mobile training teams, will provide an additional resource for afloat commands, deployed units and geographically isolated locations.

FFSC's continued efforts demonstrate the long-term sustainability and impact of our programs. One example is the Sailor Assistance and Intercept for Life (SAIL) program, supported by remote counselors working in regionally based teams. This initiative opens the door for flexible and accessible care coordination, ensuring our Sailors receive the help they need, regardless of their geographic location.

I want to take a moment to thank each of you for the invaluable work you do to offer a wide array of mental health and wellness programs

services to ultimately increase the well-being and resilience of our Sailors and their families. I'm incredibly proud of how FFSCs have evolved to not only support the Navy's operational mission but also enhance warfighter readiness and increase lethality.

From the headquarters to every region and installation the entire FFSP workforce has shown remarkable commitment toward fostering warrior toughness and family resilience. I look forward to seeing all the amazing things you and your teams will accomplish in the coming year.

Please take care of yourselves and lean on one another. Once again, thank you for all you do for our Navy and our country!

Sincerely,



*Shauna L. Turner*

*Fleet and Family Support Program, Director  
Commander, Navy Installations Command*

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"We will ensure our quality of service meets the highest standards, and we will look after our families and support networks, who enable us to accomplish our warfighting mission."

~Former Chief of Naval Operations Adm. Lisa Franchetti

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# 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 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 Readiness Support.
- Exceptional Family Member Program (EFMP).
- Family Emergency Response (FER).
- Family Employment Readiness Program (FERP).
- Life Skills Education.
- Navy Family Ombudsman Program.
- Ombudsman Support.
- 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 and Intercept 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 DoD Civilians..

## Integrated Primary Prevention

Integrated Primary Prevention (IPP) is a DoD initiative to promote protective factors and reduce risk factors among individuals, within relationships and within organizations. This is accomplished through policies, programs and practices. CNIC's Integrated Primary Prevention Workforce (IPPW) is staffed with skilled professionals who partner with command leadership to promote the health of the Navy community.

# 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.

## Fleet and Family Support Program

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

## 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 1750.1H, *Navy Family Ombudsman 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*
- Undersecretary 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*
- OPNAVINST 1752.2C, *Family Advocacy Program (FAP)*
- OPNAVINST 1720.4B, *Suicide Prevention Program*
- SECNAVINST 1752.3B, *Family Advocacy Program (FAP)*
- 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 6, *Sexual Assault Prevention and Response (SAPR): Program*
- DoDI 6495.02, Volume 1, Change 9, *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*

## Integrated Primary Prevention

- DoDI 6400.09, *DoD Policy on Integrated Primary Prevention of Self-Directed Harm and Prohibited Abuse or Harm*
- DoDI 6400.11, *DOD Integrated Primary Prevention Policy for Prevention Workforce and Leaders*
- NAVADMIN 256/24, *Integrated Primary Prevention Workforce*
- SECDEF Memo, *Implementation of a Dedicated Primary Prevention Workforce Model*



# Counseling, Advocacy and Prevention

CAP programs play a crucial role in enhancing the well-being of Sailors and their families by offering a dedicated team of professionals who provide non-medical counseling for individuals and groups, trauma-informed advocacy for victims of family and sexual violence, and educational initiatives on mental health, domestic and child welfare, and positive sexual behavior.

The need for high-quality behavioral health services has surged in both the military and civilian sectors. According to research from the American Psychological Association, 90% of the public believes the U.S. is facing a mental health crisis. Half of young adults and one-third of all adults report experiencing frequent anxiety in the past year, with a significant portion seeking but being unable to access mental health services.

In response, CNIC made significant strides in FY24 to revamp the clinical workforce, focusing on recruitment, retention and sustainability of high-performing professionals. This included salary increases and a realignment of workforce structures.

To boost recruitment and retention efforts, CNIC HQ upgraded the position descriptions for the Family Advocacy Program and CAP roles, upgrading each position by at least one grade level to reflect responsibilities. A directive from the CNIC admiral instructed immediate implementation of the upgraded positions, strengthening recruitment and retention efforts while fostering growth in

these essential roles. Additionally, CNIC has initiated efforts to recruit clinicians or apply surge staffing for short-staffed installations and increased alignment counseling and prevention services to headquarters.

Beyond supporting clinical and prevention staff, CNIC has also focused on increasing the Sailors' adoption of mental health services. With a shortage of mental health professionals and insufficient appointment hours, many Americans struggle to access care. A study from the Kaiser Family Foundation shows that, as of April 2024, over half of the U.S. population lives in areas facing a shortage of mental health providers. The potential stigma of seeking mental health support in a building on base can also raise a barrier to seeking services.

To help Sailors and their families overcome these challenges in accessing behavioral health services, CNIC has introduced innovative models aimed at increasing access. Notably, three key programs stand out: the Sailor Assistance and Intercept for Life (SAIL) Program, Virtual Clinical Counseling and Deployed Resiliency Counselors.

NAVSTA Norfolk FFSC hosted a mental health roundtable that identified mental health resources available for clinical providers to alleviate wait times at naval mental health departments. Clinicians came from the FFSC and local military medical centers, SURFLANT, SUBLANT, DRCs and the base Chaplains' Office also attended.

"SAIL has been an immense value add to my command. The services they provide have a direct, positive impact on my command's mental health and consequently, our readiness."

~Commanding officer evaluation of VCC services

"Accessible and effective behavioral health services are critical to prevent suicide."

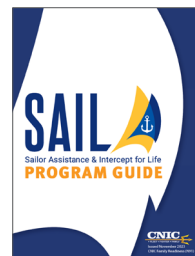
~Suicide Prevention and Response  
Independent Review Committee

## SAIL

The Navy's SAIL Program provides intensive follow-on support for Sailors who have had a suicide-related incident. The program involves a series of voluntary caring contacts with SAIL case managers and allows for command support and involvement throughout a Sailor's recovery to ensure mission readiness. In FY24, the program processed 3,503 referrals, with 62% accepting services and 96% of participants completing the program — a significant increase over in-person SAIL services. This success helped safeguard lives, prolong careers and preserve the Navy's investment in Sailors' essential skills. With the GAO's estimate of \$13,500 to recruit and train an active-duty Sailor, the SAIL Program saved the Navy more than \$21 million in FY24 alone.

CNIC updated the *SAIL Program Guide* in FY24 to reflect the most up-to-date information on roles, programs, services, policies and other guidance about SAIL case management services. This edition includes the processes outlined for virtual services, coordination of care with other providers and collaboration with commands.

Complementing the guide, *SAIL New Case Manager Training* supports the Navy's prevention efforts by providing case managers with initial training needed to successfully fulfill their role. Through a series of scenario-based activities, participants learn to manage SAIL cases, assess levels of client risk, create safety plans and document all client contacts.





# Counseling, Advocacy and Prevention

## Virtual Clinical Counseling

The Virtual Clinical Counseling (VCC) program delivers short-term, non-medical counseling through a Navy-approved platform to support Sailors and their families with everyday challenges, such as difficulty adjusting to military life, marital discord, parenting concerns, personal crises, grief and other issues that can affect military readiness. Launched Navywide in spring 2024, the VCC program transformed clinical service delivery by reducing wait times and improving access through virtual care. Its regional rollout was guided by dedicated staff, clear communication and detailed implementation plans, ensuring a smooth transition without sacrificing service quality. By September, counselors managed an average caseload of 22 clients. The program's flexibility enabled appointments within 48 hours of initial contact, serving 1,474 clients between January and September 2024.

"I've already recommended the program to others seeking counseling services. I was able to get the help I needed that fit my schedule, and I couldn't be happier with it. Thank you for making this possible."

~Service member evaluation of VCC services



VCC staff joined FFSC Sasebo, Japan, counseling and SAPR staff to man a resource table.

## Deployed Resiliency Counselors

On the waterfront or afloat, Deployed Resiliency Counselors (DRCs) are fleet-focused, licensed professionals who serve aboard aircraft carriers and large amphibious assault ships. DRCs provide confidential, short-term, non-medical counseling for all active-duty service members, both while deployed and in homeport. They can also serve as SAIL case managers, increasing access to this life-saving service. DRCs lead life skills workshops, such as stress management and communication, and serve as certified victim advocates in the Sexual Assault Prevention and Response (SAPR) Program. They also support the homeport Family Advocacy Program (FAP) in cases of domestic violence and child abuse.

The 2024 Foundations of DRC Competency event used scenario-based training to help DRCs build foundational competencies, connecting with globally distant peers, and earning continuing educational credits. More than 450 staff members representing all regions took advantage of the professional development opportunity.



For Mental Health Awareness Month, FFSC Everett clinical team curated resource bags to deliver to ships that included mental health information, resources, resiliency and self-care tips.



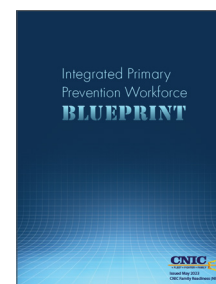
## Integrated Primary Prevention

The mission of Integrated Primary Prevention (IPP) is to address harmful behaviors that plague the health and well-being of Sailors and families, and impact operational readiness for our fighting force. This is achieved through a prevention system that is research-based and continuously evolving to establish holistic wellness and resilience.

The Integrated Primary Prevention Workforce (IPPW) includes 44 embedded integrated prevention coordinators (EIPCs) stationed on board 15 aircraft carriers and amphibious ships to serve commands.

In FY24, CNIC IPP Headquarters hosted training for 83 IPPW supervisors, covering foundational prevention principles, workforce roles, and the onboarding, training and credentialing process. CNIC held training sessions for 80 members of the sexual assault response workforce (SARW) focusing on the IPPW's role and opportunities for SARW-IPPW collaboration.

The *Integrated Primary Prevention Workforce Blueprint* outlines the Navy's process for the establishment of the IPPW. Topics included the hiring process, onboarding of new employees and professional development.



Navy Region Mid-Atlantic EIPC Shelby Bennett was awarded a Meritorious Civilian Service Award for serving aboard the USS Dwight D. Eisenhower during its 9-month deployment.



# Counseling, Advocacy and Prevention

## Family Advocacy Program

The Family Advocacy Program (FAP) is a congressionally mandated DoD program designed to prevent and respond to child abuse and neglect, intimate partner violence and problematic sexual behavior in children and youth (PSB-CY). The program operates in partnership with military commands, stakeholders, civilian law enforcement and social service agencies.

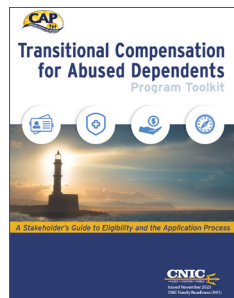
FAP provides comprehensive services that focus on prevention, early identification, intervention, victim support and offender treatment. It is a command-support resource aimed at addressing domestic and child abuse within military families.

FAP victim advocates support military-affiliated victims of domestic abuse and non-offending caregivers in child abuse cases. Victim advocates work to enhance safety and promote autonomy for victims by assisting with safety planning, providing information about military and civilian resources, accompanying victims to court when needed, connecting them to support services and offering ongoing emotional support and referrals.

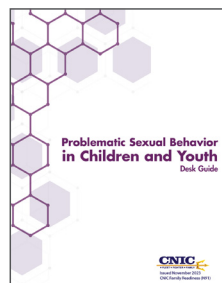
CNIC facilitated FAP Overview of Case Management, Utilization, and Services (FOCUS) training in Naples, Italy, for the Commander, Navy Region Europe, Africa, Central (EURAFCENT) region. The training had 19 participants, including FAP clinicians, FAP supervisors and regional CAP staff. The training for FAP clinicians was conducted from Jan. 31 to Feb. 2, 2024, and for Leadership Feb. 5-6, 2024. The FOCUS training was developed as a result of CNIC's participation in a 90-day special assignment to support EURAFCENT from March 2023 to June 2023. The training addressed identified gaps in understanding, training and execution of FAP-related services.

The *Transitional Compensation for Abused Dependents Program Toolkit* is a comprehensive

guide for stakeholders responsible for facilitating the TCAD program, including FAP staff, commands, Naval Criminal Investigative Service and legal services. The toolkit includes checklists, flowcharts and diagrams, covering program components, eligibility requirements, benefits, roles, responsibilities and processes. Additionally, a new leadership/stakeholder briefing resource was introduced as a supplement to the toolkit, providing an overview of the TCAD program that can be delivered within 15 minutes.

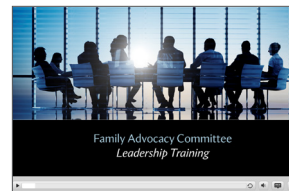


The *Problematic Sexual Behavior in Children and Youth Desk Guide* supports FAP staff in delivering quality prevention and response services for military families. Aligned with DoD and DoN policies, it provides essential tools to help staff prevent and reduce PSB-CY, strengthen families and enhance mission readiness.

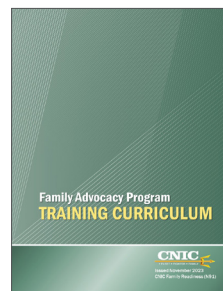


FFSC Newport News New Parent Support provided an information booth at the annual health fair

Family Advocacy at Naval Base Kitsap established a "Healthy Homes" working group to develop workshop curriculum to reduce the number of neglect-related FAP cases.



The Family Advocacy Committee Leadership Training highlights the critical role of the of the family advocacy committee (FAC) in developing a coordinated response to domestic and child abuse. This training is deployed on the CNIC FFSP Learning Management System (LMS) and offers installation FAC members a comprehensive overview of their roles and responsibilities, meeting structure, required training and the standards for program implementation and certification.



The *Family Advocacy Program Training Curriculum* offers comprehensive education on preventing and responding to intimate partner violence, child abuse and neglect, and problematic sexual behavior in children and youth. It strengthens understanding of FAP policies, goals and services to better equip multidisciplinary teams and community partners in supporting affected Navy families.

FFSC Oceana staff wore blue in recognition of Child Abuse Prevention Month, demonstrating their commitment to spread awareness.



Naval Support Activity South Potomac's domestic abuse victim advocate initiated a co-parenting class on base that is approved and accepted by courts in Virginia. There is no cost to separating or divorcing service members who otherwise would have to pay a substantial fee on the civilian side.

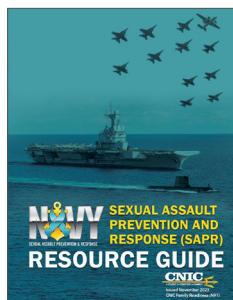


# Sexual Assault Prevention and Response

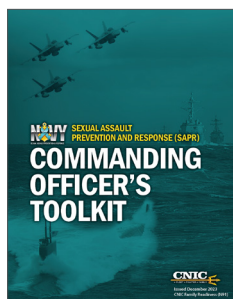
The Sexual Assault Prevention and Response (SAPR) Program oversees and coordinates prevention of sexual assault in the Navy and recovery for survivors. The SAPR Program promotes military readiness by reducing sexual assault through prevention, advocacy and execution of SAPR Program policy, planning and oversight. SAPR staff members collaborate with counterparts in other service branches and with civilian providers to develop, implement and disseminate innovative prevention and response policies and programs and to improve prevention, climate and culture, victim care and support, and accountability in the sea services.

During FY24, CNIC developed or updated several products in support of the SAPR Program. Curriculum, guides and on-demand training were created for support SAPR staff, active-duty SAPR victim advocates and command leadership.

The *Sexual Assault Prevention and Response (SAPR) Resource Guide* provides easy access to SAPR role requirements and information critical to the program. It incorporates SAPR policy, prevention, confidentiality and eligibility requirements and command responsibilities.

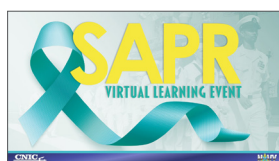
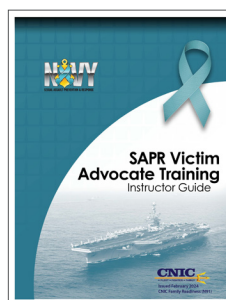


The *Navy SAPR VA Pocket Guide* is a convenient reference for victim advocates to use in the field. Combined with [www.sapr.mil](http://www.sapr.mil), the *SAPR VA Training Student Manual* and the DoD Safe Helpline, SAPR VAs will find the information they need to provide initial response to victims, effectively do their jobs and offer services to victims of sexual assault.



The *Sexual Assault Prevention and Response Commanding Officer's Toolkit* supports COs in managing the SAPR Program at their commands. It teaches how to create a command climate of prevention and receive support from the FFSC SAPR team.

CNIC updated the 40-hour *SAPR Victim Advocate Training Instructor Guide* to reflect all current policies and program updates. The revised curriculum equips SAPR victim advocates with the essential tools and knowledge needed to effectively support this critical role within the SAPR Program.



CNIC provided two online SAPR training events in FY24. Each session was held early and late in the day in order to accommodate various time zones.

The SAPR Summer Leadership Series provided sexual assault response coordinators with professional skills to support their roles in the SAPR Program. Topics included emotional intelligence, boundaries, constructive feedback and facilitation skills.

The SAPR Summer Health and Wellness Series was designed to build resilience in SAPR victim advocates. Topics included Building a Support Network and Mindful Practices for Self-care.

The on-demand *SAPR Leadership Training* was structured to equip installation leadership with the foundation to effectively manage and oversee the SAPR Program in compliance with legal and policy requirements while protecting victims' rights. Previously a live training requiring travel, CNIC developed the training and deployed it on the CNIC FFSP learning management system (LMS) to educate new installation COs and FFSC site directors across the enterprise at their convenience within 60 days of onboarding.



The self-paced Case Management Group (CMG) Training details the goals, processes and requirements of the CMG meeting. The course provides an overview of CMG members' roles and responsibilities, explains the differences between monthly and quarterly meetings and explores CMG topics.



SAPR Ethics on-demand is a highly interactive, self-paced course that satisfies the two-hour continuing education ethics requirement for the D-SAACP (Department of Defense Sexual Assault Advocate Certification Program) certification. The training is hosted on the CNIC FFSP LMS for sexual assault response coordinators (SARCs), SAPR VAs and DRCs.



FFSC Bahrain, Air Base Dubai Camp Lemonnier, Djibouti, conducted SAPR drills to evaluate the response capabilities of the on-call uniformed advocate hotline.

# Work and Family Life

## Exceptional Family Member Program

The Exceptional Family Member Program (EFMP) helps place service members in billets that provide access to services required by family members with special needs while maintaining a service member's career progression. Active-duty family members with physical, emotional, developmental or educational limitations requiring specialized services enroll in EFMP so their needs can be considered in the military personnel assignment process.

In FY24, the CNIC EFMP program worked to improve the Navy Family Accountability and Assessment System (NFAAS) EFMP application to streamline support service and ensure complete management of the EFMP program. CNIC established a technical adviser to the contracting office who manages the EFMP Respite Care Program Contract. This role provides expertise and policy insight.

To improve connection to site-based EFMP staff, CNIC established the EFMP Portal on the CNIC FFSP LMS. This one-stop shop links case liaisons to policies, trainings, best practices, FAQs, resources and a discussion forum.

To support EFMP case liaisons, the *Exceptional Family Member Program Desk Guide* was updated to provide the latest tools, information and guidance necessary to successfully implement the program. This comprehensive sourcebook defines and outlines EFMP requirements, processes, standards, best practices and resources and is an instrument for orienting new and existing staff to their essential role and day-to-day responsibilities.



FFSC Whidbey Island EFMP welcomed back Outdoors for All and offered another adaptive cycling day. One returning family was excited to share that since participating at last year's event they were able to purchase their own adaptive roadster bike. Thanks to this new addition, all four of their children can now ride together, enjoying the freedom of the outdoors without limitations.



FFSC Pearl Harbor responded to survey data indicating low awareness of the EFMP by conducting a family needs assessments through NFAAS. The needs assessment and service plan provide installations with records of essential services and support required for families with special needs. EFMP has also enhanced its program offerings, adding an EFMP Overview class for new members, and strengthening command POC training to improve command-level understanding of the program.

## Personal Financial Management

The Navy's Personal Financial Management (PFM) Program is a proactive quality-of-life initiative that delivers comprehensive financial education, counseling and resources to service members and their families. Recognizing that financial stress is a leading contributor to personal and family issues — including health problems, substance abuse, relationship strain, job performance and mission readiness — the PFM Program plays a critical role in supporting Sailors' overall well-being and operational effectiveness.

In alignment with the Secretary of Defense's "Strengthening our Support to service members and their Families" initiative, CNIC partnered with the DoD to launch the Dependent Care Flexible Spending Accounts. CNIC trained FFSC PFM staff, Command

Financial Specialists (CFS), ombudsmen, and Child and Youth Program personnel to help families take advantage of pre-tax savings for eligible dependent care expenses such as preschool, day camps, before/after-school programs and adult day care.

To better support financial professionals in the field, CNIC developed online LMS portals offering training videos, quarterly CFS meetings, continuing education, on-demand training modules and virtual CFS testing.

CNIC initiated a web-based CFS pre- and post-test. The shift from paper to web-based pre- and post-tests has improved efficiency, eliminated administrative burdens and allowed for real-time course updates. Over 675 trainees have already benefited from these

digital tools, ensuring timely and relevant financial training that supports mission readiness.

The PFM Program offered the three-day Invest In Yourself virtual learning event on the CNIC FFSP LMS. This annual event disseminates best practices and provides an opportunity for financial managers in remote locations to earn continuing education credit for their Accredited Financial Counselor (AFC) certifications. This year's event included 10 financial topics, attracting 348 attendees who earned 276 continuing education units.

**invest in yourself**  
a PFM professional development  
series for career growth & success



# Work and Family Life

## Deployment Support

Deployments are a constant reality for military families, requiring them to adapt to changing demands and shifting redeployment plans driven by global events. The Deployment Support Program addresses this through four key phases: preparation, deployment, homecoming/reunion and reintegration.

During FY24, CNIC hosted regular Town Hall meetings, increasing outreach and sharing program best practices throughout the enterprise. Each town hall reflected on a different topic in the Deployment Support Curriculum.

FFSCs worldwide facilitated 1,844 deployment workshops for 68,863 clients. Additionally, FFSC staff supported 4,958 people with individual consultations.

FFSC Naples partnered with over 20 organizations to provide the first-ever Ready Resilience Fair that assisted over 100 individuals in preparation for the deployment cycle.



Staff at FFSC Kitsap partnered with Base Housing and MWR to support a Return and Reunion event for the USS Ronald Reagan (CVN 76).



## Family Emergency Response

Each year, natural and human-made disasters impact hundreds of thousands of people. Navy installations and communities are frequently located in regions more susceptible to hazards such as flooding, wildfires and other emergencies. Within every installation, all personnel have a role to play in emergency management, disaster response and recovery efforts.

CNIC's Family Emergency Response (FER) program provided critical support in the aftermath of several major weather-related events. These efforts resulted in 47 documented cases and the completion of needs assessments for 8,156 individuals. Supported events include Hurricane Idalia, the Maui City wildfires and Hurricane Helene.

To strengthen preparedness, CNIC introduced a new webinar focused on emergency evacuation procedures. The session explores key topics such as who has the authority to issue evacuation orders, the implications of such orders for family members and the typical sequence of events during an evacuation.

## Relocation Assistance

The Relocation Assistance Program (RAP) helps Sailors and their family members transition smoothly from one duty station to the next. RAP provides resources that make the moving process run as effortlessly as it can be for any household size and configuration.

To ensure this, CNIC Headquarters staff collaborate monthly with the Office of the Secretary of Defense to stay current with the latest program updates and services to share with the regions. Collaboration

Additionally, CNIC's FER program partnered with Emergency Management Training and Readiness (N36T) to deliver emergency management training to 20 prospective commanding officers and executive officers. The training covered essential areas including emergency family assistance center (EFAC) operations, conducting needs assessments, available response options and opportunities for N9/N91 support during crises or disasters at their installations.

Naval District Washington FFSC demonstrated their abilities to coordinate and manage an EFAC by establishing an in-person family assistance center training exercise on the Washington Navy Yard.



with Household Goods regarding relocation updates for moving and household goods further ensured the regions receive accurate information.

To support geographically remote families, CNIC initiated a relocation training series on the CNIC FFSP LMS. Four modules from the relocation standardized curriculum were converted for optimal webinar delivery. The new webinars were offered at various times of day to ensure availability to all time zones.

# Work and Family Life

## Family Employment Readiness Program

The Family Employment Readiness Program (FERP) directly supports Sailor readiness and retention by helping spouses and dependents navigate barriers to employment caused by frequent moves and geographically remote assignments. In FY24, CNIC Headquarters played an active role in supporting military families by conducting a needs assessment, organizing virtual job fairs, fostering partnerships with external agencies and training to FFSC staff.

CNIC FERP staff participated in the Office of the Secretary of Defense Roundtable on military spouse hiring with DoD stakeholders to discuss how the DoD and its components could positively impact the hiring of military spouses. CNIC also held the Military Spouse Employment Partnership (MSEP) meeting for 26 FFSC staff to introduce multiple enhancements on the MSEP Partner Portal to offer a new and improved experience for MSEP partners.

CNIC's FERP Analyst collaborated with N94 to launch the recruitment video initiative to attract top candidates for in-house, deployed, or remote CAP, WFL, SAPR, IPP positions. The pre-production meeting included collaboration with the Navy Region Southwest FFSC and USS Tripoli (LPH-10) for the designated video locations, onsite support requirements, and audiovisual logistics. The initiative featured a communications plan and marketing package that included a 3-minute and 1-minute generalized N91 recruitment video promoting the N91 job opportunities across the enterprise.

Partnership with LinkedIn to develop a talent acquisition strategy resulted in 741,800 page views and a significant application rate of 5.8% for the Fleet and Family Readiness (FFR) Programs hiring campaign.

CNIC hosted the annual Federal Hiring Summit on the CNIC FFSP LMS. The summit addressed key recommendations from the 2023 Employment Readiness Program Study, particularly those related to relocation challenges and isolated duty stations.



The no-cost, virtual event featured presentations from 12 federal employers, each offering 45-minute informational sessions and 20-minute virtual job booths. The summit provided direct support to over 3,252 military spouses, transitioning service members and veterans.



To further support military spouses, CNIC hosted a hiring fair focused specifically on connecting attendees with companies offering remote positions. For three days in October, national employers like Cox Enterprises, Cedars-Sinai, Humana, the U.S. Departments of Energy and Agriculture, Ameresco, MicroTech and Hyundai manned virtual job booths. Educational sessions provided information and resources that help job seekers secure remote positions. Virtual career coaches were available before and during the event to edit résumés, provide mock virtual interviews and discuss career goals.

The Navy Region Southwest virtual job fair, hosted on the CNIC FFSP LMS, boasted 189 job seekers and 54 résumés reviews. Participating employers included Home Depot, ICI Services, Cisco, LabCorp and the Los Alamos National Laboratory.



## Life Skills

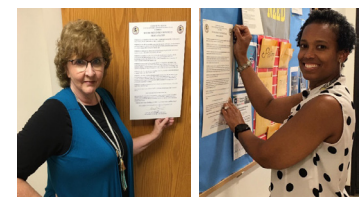
The Life Skills Program offers service members and their families prevention and enrichment programs that help them develop skills necessary to thrive in the military lifestyle. Training topics include anger management, stress management, time management, effective communication, parenting and suicide prevention.

The six-module Mind Body Mental Fitness (MBMF) training is a pillar of the Life Skills Program. In FY24, CNIC facilitated the MBMF Train-the-Trainer training in the EURAFCENT region for 27 staff from across the N9 programs. Trainers collaborated to offer MBMF internal employee personal development and build a robust community stress reduction and resilience building support systems. Overall, CNIC graduated 234 MBMF trainers via the CNIC FFSP LMS in FY24. MBMF was also facilitated for 749 participants on the CNIC FFSP LMS during the fiscal year.



FFSC New London worked in coordination with the Liberty Center leadership to have an information table set up during the students' lunch break. FFSC staff provided on the spot life skills training for students covering stress management, resiliency, time management, mindfulness and other identified needs. Having this space allows the Life Skills curriculum to be distributed to students in a greater and more immediate capacity.

FFSC Gulfport staff promoted Suicide Prevention Awareness month, posting copies of the signed proclamation around the command.





# Work and Family Life

## Transition Assistance Program

CNIC continues to support service members who are unable to attend the Transition Assistance Program (TAP) classes due to being deployed, geographically isolated or otherwise unable to attend in-person. During FY24, TAP webinars facilitated via the CNIC FFSP LMS boasted overall attendance of 1,064.

In FY24, the CNIC TAP program developed the Onward Empowerment Session (OES) as a subset of the TAP program FFSC Great Lakes for the Sailors who are ineligible for TAP due to separation prior to 180 days of continuous active duty. The objective of OES is to collaborate with state and federal agencies to provide transition assistance to this population of Sailors. OES provides information, relocation support, employment and health care resources, and post-separation counseling. CNIC also collaborated with the DoD Military to Civilian Transition Office to rewrite the curriculum for Financial Planning for Transition. In support of staff, CNIC provided monthly Town Hall webinars, sharing new initiatives, guidance and curriculum updates.

FFSC Norfolk participated in three Recruit Military hiring events. Recruit Military is an initiative that connects employers with transitioning service members.



FFSC Whidbey Island hosted FAA-Aviation Safety Seattle Flight Standards District Office (FSDO), which provided a brief on achieving A&P certification to Navy aircraft mechanics.



## Ombudsman Program

Navy ombudsmen serve as an official line of communication between commands and families, providing information and resources to support Navy families. CNIC actively supports the program through clear policy, comprehensive training and consistent oversight. In FY24, CNIC registered 31,169 ombudsmen across 3,667 commands, underscoring the scale and importance of the program. A significant milestone came in December 2023 with the release of the updated program instruction, OPNAVINST 1750.1H, *Navy Family Ombudsman Program*.

Throughout FY24, CNIC enhanced the knowledge base of its ombudsmen by facilitating a series of trainings, including Ombudsman Hot Topics, Town Halls, and Ombudsman Advanced Training. Webinar offerings were expanded to reach ombudsmen stationed at geographically isolated commands. The quarterly Certified Ombudsman Trainers (COT) community of practice provided an interactive platform where ombudsmen could exchange best practices, share resources and collaboratively address challenges.

CNIC updated and modernized the Ombudsman Basic Training (OBT) and its companion training materials. The OBT curriculum underwent a complete overhaul in FY24 to align with the new instruction, streamline training time and improve learner retention. Designed using a scaffolded approach to build knowledge and scenarios to apply the knowledge in practical situations, the curriculum enhances understanding and long-term retention.



Electronic Ombudsman Basic Training (eOBT) is a hybrid, online learning model available through the CNIC FFSP LMS. This approach blends self-paced prework with four live webinars conducted over a two-week period. The redesigned eOBT improves the participant experience, reducing the duration of live sessions by one day while still supporting comprehensive learning and retention. eOBT graduated 399 ombudsmen in FY24.

The *Navy Family Ombudsman Program Handbook* was updated to reflect the content and activities in the 2024 OBT training. Using visual, charts and plain language, the Handbook serves as the training aid for both OBT and eOBT, and as a ready reference for future use in their role as ombudsmen.



For ombudsmen who are unable to attend OBT within the first six weeks of training, Ombudsman Orientation On-demand provides the minimum that new ombudsmen need to know to get started with their commands.

To roll out the new training materials, CNIC hosted The C.O.T. Experience - Facilitating OBT. The training event was open to both staff and ombudsman certified ombudsman trainers (COTs). Over seven sessions, participants learned training and marketing techniques, as well as a train-the-trainer session that consisted of a deep dive of the new curriculum.

# 2024 FFSP Program Funding and Contacts

## PROGRAM FUNDING

Operation and Maintenance, Navy (OMN)	\$132,702,710
Operation and Maintenance, Navy Reserves (OMNR)	\$1,648,888
Family Advocacy Program (FAP)	\$49,565,831

## AUTHORIZED FFSC/REGION MANPOWER

Government Services	1,460
Military Personnel	23
Contractor	474
Foreign Nationals	30
Total	1,987

## FFSC OPERATIONS — VOLUNTEER SUPPORT

Number of Volunteers	1,049
Number of Volunteer Hours	22,025
*Estimated Value of Contribution	\$700,395

## CUSTOMER SATISFACTION EVALUATIONS

Number of Satisfactory Evaluations	121,395
Number of Unsatisfactory Evaluations	358
Satisfaction Rate	99.71%

## FFSP CUSTOMER CONTACTS

Program Area	Customer Contacts
Deployment Support	79,938
Ombudsman	18,895
Crisis Response (Critical Incident & Mass Casualty/Disaster)	4,013
Life Skills Education	175,053
Personal Financial Management (PFM)	148,741
Sexual Assault Prevention and Response (SAPR)	216,853
Information and Referral (I&R) (All areas)	1,726,504
Relocation Assistance Program (RAP)	100,884
Transition Assistance Program (TAP/ERB/TAMP)	130,172
Family Employment Readiness Program (FERP)	29,097
Exceptional Family Member Program (EFMP)	156,903
Clinical Counseling	142,472
Family Advocacy Program (FAP)	199,286
New Parent Support Program (NPSP)	42,955
Mobility and Repatriation Support	630
Individual Augmentee Family Support	5,295
Navy Gold Star	13,287
Retired Affairs	20,922
Other**	22,841
Total 3,234,741	



