



DEPARTMENT OF THE NAVY

NAVY PERSONNEL COMMAND
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18 Mar 03

MEMORANDUM FOR DEPUTY ASSISTANT SECRETARY OF DEFENSE (PERSONNEL
SUPPORT, FAMILIES AND EDUCATION)

THROUGH: Principal Deputy Assistant Secretary of the Navy
(Manpower and Reserve Affairs)

FROM: Assistant Commander, Navy Personnel Command, Fleet
Support (PERS-6)
Prepared by: Mr. Ben Hill, PERS-660M, 901-874-4351

SUBJECT: Family Centers Instruction (DoDI 1342.22) Reporting
Requirements - INFORMATION MEMORANDUM

DISCUSSION: Per DoDI 1342.22 and SECNAVINST 1754.1A, Navy Fleet
and Family Support Centers Report for FY-02 is
submitted in Attachments 1 and 2. The report has
been coordinated with the NAVPERSCOM (PERS-6)
Comptroller and the OPNAV (N46) Family Support
Program Resource Sponsor.


M. L. PURCELL

Attachments:

1. Management Information Report
2. Documentation of Compliance

cc:
CNO (N46)

**FLEET AND FAMILY SUPPORT CENTERS (FFSC)
ANNUAL REPORT FISCAL YEAR 2002**

Management Information Report

1. Total programmed and executed FFSC funds.

	Military Service Resources (1)	Relocation Assistance Program (RAP)/ Transitional Assistance Management Program	Personal Financial Management (PFM) (DON Resources)	Family Advocacy (DOD Resources) (Includes NPSP)	Sexual Assault Victim Intervention (SAVI) (DON)	Spouse Employment Assistance Program	Total all Funds
Programmed Funds (2)	\$44.818M	\$14.748M	\$1.436M	\$32.448M	\$1.618M	\$.491M	\$95.559M
HQ Executed	\$.881M	\$2.733M	.929	\$17.448M (3)	.080M	\$.400M	\$22,471M
Programmed Funds Local FFSCs	\$37.267M	\$12.483M	\$.507M	\$15.302M	\$1.538M	\$.091M	\$67.188M
Executed Funds Local FFSCs	\$34.178M	\$12.015M	\$.507M	\$15.000M	\$1.538M	\$.091M	\$63.329M

(1) O&MN(+ O&MNR)DON Family Support Program(FSP) funds.

(2) Programmed Family Support Program (FSP) funds (including HQ funding)

(3) Includes Family Advocacy Program (FAP) Centers, HQ, and other non-FFSC program support.

2. Total authorized and filled FFSC manpower positions.

	Government Services	Military Personnel	Contract Personnel	Other(1)	Total Positions
Authorized Manpower Positions	743	58	394	91	1286
Filled Manpower Positions	689	55	392	443	1579

(1) Includes volunteers, interns, Limited Duty (LIMDU), Temporary Assigned Duty (TAD), and foreign nationals.

3. FY-01 Total Fleet and Family Support Center Customer Client Contacts.

Program	Number of Contacts
Deployment Support	148,778
Ombudsman	54,477
Crisis Response	28,175
Life Skills Education	194,917
Personal Financial Management (PFM)	193,976
Outreach Services	152,623
Sexual Assault Victim Intervention (SAVI)	107,673
Information and Referrals (I&R)	1,240,618
Relocation Assistance Program (RAP)	331,149
Transition Assistance Management Program (TAMP)	309,687
Spouse Employment Assistance Program (SEAP)	150,140
Exceptional Family Member Program (EFM)	17,744
Clinical Counseling	216,953
Family Advocacy Program (FAP)	196,483
New Parent Support Program (NPSP)	82,779
Retired Activities	62,202
OTHER	234,363
TOTAL	3,719,203

* Customer Service Contacts include all phone inquiries, class, workshop, and presentation attendees for each session and one-on-one contacts with staff.

4. Summary of customer evaluations.

a. Triennial Needs Assessment Survey: The triennial needs assessment survey; "The Navy Command Leadership Survey 2000" was completed in the summer of 2000. In the fall of 2000, each FFSC, regional office, and major claimant received reports on how they compared to the rest of the Navy.

b. Customer Evaluations:

Number of Satisfactory Evaluations	165,886	99.5%
Number of Unsatisfactory Evaluations	867	.5%

c. Initiatives Underway to Address Community Needs.

(1) FY-02 brought many challenges to FFSCs. Mobilized reservists were successfully indoctrinated into active duty by receiving orientations briefings at FFSCs. These briefs for mobilizing and demobilizing reservists continue to be held at the FFSCs and at Reserve Mobilization Centers.

(2) The Navy Needs Assessment (Command Leadership Survey 2000) identified a need for FFSC services to be available on base near command worksites. In response, some FFSCs have opened satellite offices/sites on the waterfront, and in some base housing areas. Also, challenged by more rigid base security after 11 September, FFSCs have planned for alternate service delivery sites. FFSC staff personnel continue to provide services where and when needed.

(3) FFSCs participate in base Indoctrination Programs, which offer tours, program reviews, and information and referral guides for major and tenant commands.

(4) FFSCs have developed comprehensive Crisis Response Plans that serve as a guide in crisis situations. Training continues to prepare staff to assist in emergencies and conduct critical incidence stress management and address the additional stress of first responders such as Fire, Security, Casualty Assistance Call Officers, and those who staff crisis centers.

(5) Return and Reunion workshops are being provided to units deployed and continue to be offered onsite at the unit's request. On-going needs assessments and focus groups are providing valuable information for future program planning to meet population needs.

(6) Thirteen FFSCs established a relationship with ADECCO during FY-02 to broaden the resources available to military spouses for employment assistance. An additional 36 sites are expected to establish ADECCO partnerships in FY-03.

(7) Many FFSCs are providing website access to commands and the community with listings of ongoing classes, links of other services, information and referral to community services, and e-mail availability to communicate directly with specific program staff. Internet programs and services are being used to make morale contacts with families of deployed personnel. Some FFSCs have access to and utilize regional video teleconferencing systems.

(8) Some FFSCs have collaborated with the Department of Labor to address the needs of the youth in the communities by providing training in the classrooms to better prepare them for their job search. These include resume writing, interviewing techniques, and employer expectations. In addition to the briefs, job fairs are organized to provide employment opportunities to youths.

(9) Collaborative meetings with community organizations are ongoing; addressing military and community needs, service exchange, and community relationship developments. Surveys are conducted and the resultant feedback is used to formulate needs and priorities. FFSCs continue to work with the local school districts to enhance

information about working with military children. FFSCs also work with the Army and Air Force family support agencies in military intensive areas. Electronic copies of information are available to DoD and the Military Child Education Organizations.

(10) FFSC staff, along with Chaplains, work in tandem with medical mental health professionals to collectively provide one-on-one or group crisis debriefing and conduct immediate short-term counseling assistance in response to crisis situations.

(11) FFSC clinical and FAP staff are working to improve communication and collaboration with the local Child Protective Services and county/state programs. The FFSC staff presents briefings to community service/mental health organizations. FFSC staff work closely with the Red Cross in responding to local community needs. Many establish Boot Camp for New Dads, providing training for expectant and new fathers to boost their confidence and improve their parenting skills.

(12) Personal Financial Management (PFM) Mobile Training Teams were created to provide proactive training seminars in financial education. PFM emphasizes personal and family financial planning, budgeting, Thrift Savings Plan (TSP), and reducing the inherent stress of financial hardships associated with deployment.

(13) Intercultural Relations Programs at OCONUS FFSCs provide cultural briefings to individuals with resources and information on local societies to reduce fear and counterbalance mis-information, stereotypes, and negative images portrayed in the media. Programs have been developed to assist foreign nationals who marry American service members to understand cultural differences and the lifestyle of the military. Pre-marital seminars have been created to target cross-cultural marriages.

(14) The Sexual Assault Victim Intervention (SAVI) Program provides 24-hour emergency response to survivors of sexual assault and rape. The program is survivor based with the type and scope of support provided defined by the survivor. SAVI Advocates respond to survivors regardless of branch of service. Coordination with appropriate non-Navy agencies is conducted as needed.

(15) FFSC Rota, with support of base leadership, is developing a state of the art drug abuse prevention and intervention program for youth. Commander, Navy Europe (CINCUSNAVEUR) is providing a contract for an Adolescent Substance Abuse Counseling Service (ASACS) counselor to spearhead the program and ground work has already been laid with participating activities.

(16) FFSC Bangor/Bremerton has initiated a pilot program "Your Home" sponsored by Navy Personnel Command (PERS66/65) for

newly assigned residents to military housing. The program is a welcome wagon type program. Over 300 families have been visited in the West Sound with 100 percent positive feedback.

(17) FFSC Earle had little or no attendance at the center-based parenting and relationship classes, so they focused on outreach services in an attempt to connect with military and family members. The child counselor visited the Child Development Center to provide parents with information and referral regarding child development and parenting issues. Due to the popularity of this approach the child counselor was invited to visit the Youth Activity Center once per month to provide the same service. The counselor is available for information, referral, and intake for clients referred for FFSC counseling services.

5. Current initiatives to inform DoD personnel, retirees, and families of FFSC programs and services, to include volunteer opportunities.

a. FFSCs have initiated mass marketing efforts using e-mail distribution lists along with links to base Internet, Navy websites, Department of Defense sites, and civilian resources. In addition, FFSCs are heavily involved in individualized marketing initiatives through the Command Representative Program. In conjunction with NAVPERSCOM PERS-66 marketing efforts, FFSCs have received professionally developed marketing tool kits that contain various materials that can be used to promote their programs and services. The kits contain templates that allows FFSCs to print and develop handouts, brochures, posters, and flyers that can be distributed at key base locations. The kit also contains CDs and videotapes for promotional purposes.

b. Expanded marketing efforts are accomplished through naval message traffic, newsletters, workshops, General Military Training, local/base newspapers, Navy cable channel, and base marquees. Distribution of marketing packets with information on available program services, facilities, and local services phone numbers are given to command leadership, Child Development Centers (CDC), area schools, and Navy Inns and Lodges. FFSCs publish and distribute program schedules and newsletters electronically and in print. Press releases are sent to area commercial radio and TV stations announcing program information that highlights special events, including Child Abuse Prevention Month/Month of the Military Child, Domestic Violence Awareness Month, Military Family Week, Volunteer Appreciation, Military Spouse Appreciation and Ombudsman Appreciation events. Where possible, these events are coordinated regionally to take advantage of shared resources.

c. FFSCs set up information tables and displays staffed by FFSC personnel near Commissary and Exchange facilities to distribute brochures and other informational materials to members of the community. Materials contain general information, available program services, facilities, and local services.

d. Some FFSCs are using new computer software that permits on-line registration of classes and are now available 24 hours a day and seven days a week. This has resulted in everyday advertisements of the programs via various web pages. Initiation of the on-line registration for clients and classes in many instances are a region-wide collaborative effort by the MWRs and the FFSCs. FFSC and MWR have combined marketing programs and events at many sites. They have co-sponsored events such as Military Family Appreciation and Month of the Military Child. Most FFSCs have established their own web sites, which are hyper-linked to other local and Navy-wide websites. Some FFSCs have put welcome aboard packets online. They list programs and classes and give generic email addresses where people can write directly to the FFSC for information and referral.

e. Focus groups are conducted locally with leadership personnel throughout the year. These events allow a free interchange between FFSC staff and commands and allow an opportunity to clarify FFSC service delivery options.

f. OCONUS sites, in cooperation with local Armed Forces Network detachments, are getting coverage of FFSC sponsored special events and activities to promote FFSC classes, programs, and interviews with staff members.

g. The Command Representative Program has been revitalized in many FFSCs. Staff are involved in the program and responsible for maintaining contact with their assigned commands. The commands needs are identified and FFSC programs are marketed through this program. FFSC information is presented through various command indoctrination programs to new personnel checking into the base or a tenant command. Service members are briefed by FFSC staff members about all the programs and services the FFSC offers. Representatives from New Parent Support Team (NPST) go into the Child Development Centers to provide on-site consultation with parents regarding early childhood issues they are experiencing and as a marketing avenue to reach out to young parents and parents of young children.

6. Total number of volunteers and volunteer hours currently supporting FFSC operations.

Number of volunteers	2,217
Number of volunteer hours	524,330
*Estimated \$ contribution	\$8,268,684

* The estimated \$ contribution was calculated at a GS-7 Step 5 level to estimate cash value of hours contributed by volunteers.

7. Installations with FFSCs greater than 500 active duty and Inspection/Accreditation Status.

a. PERS-66 suspended FFSC Accreditation during FY-02 to conduct a major revision of the Quality Standards and Accreditation Procedures. A working group of PERS, Claimant, Regional Staff, and an industry representative from the Council on Accreditation for Children and Family Services was convened; new standards and processes were developed and tested. Five pilot accreditation site visits were scheduled with two completed in FY-02 and team training was held for new team members. The new accreditation process is to be implemented in FY-03. See following page for complete list of FFSCs, population, and accreditation status.

a. Installation and Accreditation Status

COMPONENT	POPULATION			HQ INSPECTION	
	ACTIVE DUTY	ELIGIBLE PERSONNEL (1)	FAMILY MEMBERS	DATE	STATUS
ANNAPOLIS	1175	8000	3615	Dec-98	Accredited
ATLANTA	1765	8000	12120	Sep-01	Accredited
ATSUGI	3180	571	4300	Mar-96	See (2) Below
BAHRAIN	2745	3768	721	Feb-99	Accredited
BANGOR/BREMERTON	11686	23226	24359	Dec-95	See (2) Below
BRUNSWICK	6381	5700	5704	May-00	See (2) Below
CHARLESTON	12369	12369	5404	May-00	Accredited
CHINA LAKE	805	805	755	Nov-02	See (3) Below
CORPUS CHRISTI	316	2915	6440	Mar-00	Accredited
DAHLGREN	1600	3000	1400	Nov-02	See (3) Below
EARLE	1600	9000	732	Apr-00	Accredited
EVERETT	5659	6384	8696	Nov-96	See (2) Below
FALLON	1200	200	1800	None	See (2) Below
FORT MEADE	1700	1700	6000	Jul-01	See (2) Below
FORT WORTH	2195	10000	6000	Apr-00	Accredited
GAETA	877	3020	2000	Apr-99	Accredited
GREAT LAKES	18778	54028	11250	Mar-01	Accredited
GUAM	4104	629	4207	May-95	See (2) Below
GUANTANAMO BAY	3008	3740	746	Jun-00	Accredited
GULFPORT	4200	7000	4355	Apr-00	Accredited
HAMPTON ROADS	82896	227106	105000	Oct-01	Accredited
INGLESIDE	2777	2000	4700	May-01	Accredited
JACKSONVILLE	9800	44343	42000	Jun-01	Accredited
KEFLAVIK	1918	3904	1911	Apr-00	Accredited
KEY WEST	1421	1000	2131	Aug-01	Accredited
KINGS BAY	5743	14105	15127	Mar-99	Accredited
KINGSVILLE	1400	20000	3500	Jun-99	Accredited
LAKEHURST	314	2500	1110	Aug-01	Accredited
LA MADDELENA	1488	150	1069	May-00	Accredited
LEMOORE	6500	22895	6175	Nov-94	See (2) Below
LONDON	1285	1600	2406	Jul-01	Accredited
MAYPORT	12318	12150	18075	Jan-99	Accredited
MEMPHIS	1897	50609	7588	Jan-01	Deferred
MERIDIAN	2200	7200	5000	Mar-99	Accredited
MONTEREY	3050	7000	5005	Aug-99	Accredited
NAPLES	2752	811	2249	Apr-99	Accredited
NEW LONDON	7500	16000	12000	Aug-99	Accredited
NEW ORLEANS	4610	17000	10643	Feb-01	Accredited
NEWPORT	5704	21000	23864	Jul-02	See (4) Below
PASCAGOULA	2500	10800	4100	Aug-00	Accredited
PATUXENT RIVER	3050	20519	5185	Apr-01	Accredited
PEARL HARBOR	25700	6200	22550	Jun-02	See (4) Below
PENSACOLA	16100	34000	24150	Jul-00	Accredited
ROOSEVELT ROADS	2066	21000	2750	Jan-00	Accredited
ROTA	3035	5725	2139	Oct-02	See (3) Below
ST MAWGAN	311	300	172	Dec-99	Accredited
SAN DIEGO	60037	37577	32897	Nov-94	See (2) Below
SARATOGA SPRINGS	1574	37930	2031	Jul-01	Accredited
SASEBO	3296	219	2361	Mar-96	See (2) Below
SIGONELLA	3437	150	3500	Apr-02	Accredited
VENTURA COUNTY	11340	21340	42510	Jun-95	See (2) Below
WASHINGTON D.C.	15000	25073	30000	Dec-97	Accredited
WHIDBEY ISLAND	7500	10000	13000	Apr-96	See (2) Below
WHITING FIELD	1743	8439	4358	Sep-99	Accredited
WILLOW GROVE	3500	8361	8750	Aug-02	Accredited
YOKOSUKA	10078	846	8444	Apr-96	See (2) Below
TOTAL	411183	883907	589054		

Note 1. Includes other military, retirees, and civilians at OCONUS FFSCs

Note 2. These FFSCs were not accredited by HQ per PACFLT waiver, but will be accredited beginning in FY03.

Note 3. Accreditation Pending as of report date

Note 4. Accredited Using New Revised Standards

8. Family support initiatives for installations with less than 500 active duty and/or reserves.

a. FFSCs Atsugi and Yokosuka, Japan - Provided NSF Diego Garcia with Return and Reunion workshops, TAMP, Stress Management and communication skills classes. Provided Camp Fuji (Marine Corps) with TAMP and intercultural relations training.

b. FFSC Everett, WA - Provided all services including TAMP to U.S. Coast Guard and area recruiters.

c. FFSC Mayport, FL - Held briefings, classes, workshops, and counseling services at the Coast Guard Station, Naval Reserve Center and Blount Island Marine Facility.

d. FFSC Mid-South, TN - Provided Ombudsman Support/Training and FAP service, including assessment and treatment recommendations, to Recruiting District St. Louis, MO. They provided assistance with mobilization materials, ombudsman support, and briefs to service members at Reserve Centers in Cape Girardeau, MO and Nashville, TN. Staff attended Family Day activities and provided information to families to support Ombudsman and provided Family Advocacy services including assessment and treatment recommendations for the Recruiting District Cumberland Valley, KY. They also provided assistance for families of activated sister service reserves and Coast Guard service members and their families.

e. FFSC Roosevelt Roads, Puerto Rico - Provided TAMP/Employment workshops for Coast Guard Stations at San Juan and Aquadilla, Puerto Rico.

f. FFSC Saratoga Springs, NY - Created a Command Representative Program that supports commands at Stratton Airfield, NY National Guard, Stratton Air Guard, NROTC at Cornell University, and Albany Reserve Center. Monthly contacts by Command Representatives distribute media and marketing materials. Presentations offered to these commands included FFSC Overview, Suicide Prevention Training, and Financial Classes.

g. NEAS Lakehurst, NJ - Expanded hours to include evenings and provides programs at the workspaces. They have expanded positive family program activities, revitalized the SAVI Program, and offer the SHARE Program (a community service volunteer and free food program) through the FFSC.

h. FFSC JMF St. Mawgan, England - Initiated a Single Sailor Outreach Program, established a satellite office on base and began Newcomer Orientation.

9. Summary of the impact of the four FFSC Readiness Support Capabilities and key functions on commands, servicemembers, and

family members and a description of collaborative efforts with other federal, state, and civilian agencies for family support.

a. Summary of impact:

(1) As OPTEMPO has increased, demand for services from the FFSCs has also increased. Even though there are well-developed deployment support programs, in most cases there are no additional FTEs to support efforts and assure consistency of services. The impact of the conversion has had minimal effect on support services to eligible populations, as the four support capabilities fall directly in line with mission operation readiness of commands. In most FFSCs there is no "middle-management" so no clear divisions exists between functions. Short and long-term goals are "teamed" with staff members who have the motivation, interest and skill to accomplish identified goals. This "team" approach has greatly enhanced interaction, cooperation, and understanding of the Fleet and Family Support Center. Conversion has permitted FFSCs to better tailor functions to meet community needs. Conversion produced a positive impact, mostly because of budgetary and management issues which better enable FFSCs to track program costs. Military leadership reacted favorably as it appears to have simplified how they understand the FFSC role in relation to their responsibilities. FFSCs see the impact more internally, in reporting procedures and in funding. They continue to have better funded programs such as SEAP and PFM through the changes. FFSCs report it has fostered a real team approach to funding issues and requisitioning between SEAP, PFM, RAP, and TAMP.

(2) FFSC Lemoore has maintained a strong contact with host and tenant commands. Their major focus is on Deployment & Mobilization support because of the rotation of their tenant commands. Mobility support this year has focused on SEAP as a priority for service. This program has surpassed established goals and expectations. They have received high praise from their command for their efforts. Counseling and advocacy has had one of its best years with a full compliment of clinical staff and stable leadership to provide direction and accountability. This stable leadership has also enhanced management and technology support. They report that overall this fiscal year is one of the most productive and successful years for FFSC Lemoore. They expect more direct impact on commands, service members, and family members in FY-03 with the implementation of new programs. Also, impact will be more widespread as this FFSC enhances ways to reach more Sailors/families through direct face-to-face contact.

(3) Impact at FFSC San Diego during this fiscal year has been minimal in that the organization of programs into the four capability areas has not affected the manner in which services are provided within each program. FFSC San Diego has found it to be

more efficient to include the SAVI program within the Counseling and Advocacy Support capability for management purposes due to the relationship between sexual assault advocacy and counseling support. In addition, their contract requirement to have Life Skills and Family Advocacy Prevention education provided by clinical counselors has also led to the inclusion of these programs in their Counseling and Advocacy Support management grouping. The Family Advocacy and Victim Advocacy functions are performed by a separate FAP Center in San Diego, but work closely with the FFSC to coordinate service provision. As reported previously, use of the four readiness capabilities has made it significantly easier to identify the focus of various programs when marketing FFSC programs and services to operational unit commanders.

(4) In the Northwest Region reorganization, Counseling and Life Skills Programs were physically separated. The conversion to the new capabilities and key functions went smoothly with their Functionality Assessment (FA). The impact of the four FFSC Readiness Support Capabilities combined with their Most Efficient Organization (MEO) is expected to have a positive impact on all FFSC staff for two reasons: The conversion allows them to better serve their customers because all staff will be cross-trained within functional areas. This will allow staff to become a stronger team because they will be "less separated" by their work, creating a stronger product and a more responsive FFSC. SAVI in this region is managed under Counseling and Advocacy purview rather than Life Skills as is done in other FFSCs.

(5) At FFSC Pearl Harbor, Activity Based Costing Data was collected on how FFSC staff spent their time in three of the four Readiness Support Capabilities (Management and Technology were rolled into the other three). However, beginning in January 2002, energy was spent to convert to the new support capabilities of Deployment/Readiness, Crisis Response, and Career Support/Retention. Although these categories were unofficial, FFSC briefings were changed to discuss programs within these three capabilities. The response was quite positive from command leadership, Sailors and families. The changes resulting from the FA have had more of an impact due to name changes and in some cases combining of FFSC/MWR programs into Community Services. However, programs and outreach services have continued to support the command, service members, and family members.

(6) Based on the work of the Integrated Process Team (IPT) the Installation Management Accounting Project (IMAP) changed categorical definitions of FFSC programs in FY-03, converting the capability areas from four to three: Deployment/Readiness, Crisis Response, Career Support/Retention. Hampton Roads FFSC has been briefing three categories for some time prior to the actual

approval. That has worked very well because people understand the terminology whether they are active duty or family members.

(7) FFSCs at fleet intensive areas report that people are very interested in the crisis response and deployment components of FFSC briefs due to their population of seagoing commands. The major impact was on resource management and manpower staff to realign budget execution and cost accounting data trails.

(8) In summary the focus of the FFSCs has always been on supporting mission readiness, which they emphasize in marketing to the commands. Each program or brief is tied into supporting the commands either directly or indirectly. Survey data shows that commands do utilize the services and do refer. There is limited impact on the families in how programs are categorized. They simply know that FFSCs are available to offer assistance and support. The major impact of the conversion is the ability to share resources and coordinate programs and services, enabling FFSCs to maximize service delivery.

b. Summary of collaborative efforts:

(1) Numerous FFSCs maintain Memoranda of Understanding (MOU) with civilian and military agencies and departments. Included are: local and state Department of Human Services, domestic violence shelters, U.S. Army Reserve Centers, American Red Cross, Department of Veterans Affairs, Consumer Credit Counseling Services, Better Business Bureaus, County Boards of Education, Defense Finance & Accounting Service, United Way, Federal Trade Commission, Department of Labor, United Service Organization, Churches, Navy/Marine Corps Relief Society, Legal Services, Morale, Welfare, & Recreation, Naval Criminal Investigative Service, Base Security, and local universities.

(2) The FFSCs have established MOUs with Branch Medical Clinics in response to exceptional family members, FAP cases, and New Parent Support program. FFSCs have also established MOUs with Child Development Centers for reporting of child maltreatment and neglect. The Family Advocacy Program works closely with the Departments of Social Services in the intervention, assessment, case management and treatment of child maltreatment allegations involving Navy, Marine Corps, Army, Air Force, and Coast Guard families. MOUs have been initiated with Vocational Rehabilitation Centers to provide counseling for referrals for Civilian Employee Assistance Program (CEAP).

(3) FFSCs network with local health care/Exceptional Family Member providers to keep abreast of current information based on needs of military personnel and their families. FFSCs coordinate with local United Way agencies to standardize access to civilian agencies for both military and civilian personnel.

(4) FFSCs overseas have worked with the local Department of Defense Dependent Schools in matters of developmental and behavior counseling of American children of base personnel. FFSCs maintain contact with overseas governments to acquire informational material that is included in "Welcome Aboard" packets for newly reporting personnel.

(5) FFSC staff members serve on boards and/or committees for the purpose of providing FFSC collaboration with community agencies such as Armed Services YMCA, Navy League, Navy/Marine Corps Relief Society, Military Affairs Committees, and the United Way. FFSCs have participated in or work with regional DoD\DON Councils, Cooperative Extension Programs, Job Services, Career Counselors Association, Domestic Violence Councils, and Sexual Assault Crisis Center Advisory Boards.

(6) FFSCs have partnered with ADDECCO, an employment placement agency to work with Navy spouses. Under a written agreement between the Navy and ADECCO, Navy spouses receive customized recruiting, training, and placement with ADECCO, the world's largest staffing agency. This initiative will help to increase career development and mobility for military spouses. Ongoing partnerships are maintained with local employment offices, staffing agencies, and businesses for spouse employment opportunities. Pacific Business News wrote an article on this program in July 2002 focusing on how the Navy's partnership with ADECCO helps businesses.

10. FFSCs involved in crisis response exercises and actual emergencies such as natural disasters, mobilizations, repatriations, evacuations, and mass casualty scenarios.

a. Natural Disasters

(1) FSC Dahlgren, VA - provided assistance for tornado victims in Waldorf, MD.

(2) FFSC Guam assisted 17 persons displaced by Typhoon Chata'an.

(3) FFSC Gulfport, MS staffed the CBC Command Shelter and CBC Emergency Shelter to provide services for family members during base hurricane evacuation.

(4) FFSC Pascagoula, MS - The Gulf Coast was threatened on two occasions by predicted major hurricanes. In preparation for the season and at the time of the alarms, FFSC conducted six Hurricane Briefings for a total of 128 persons.

b. Mobilizations - FFSCs involved in mobilization processing and number of with customer service contacts were: Bangor/Bremerton (1350), Brunswick (215), Earle (161), Great Lakes (1522), Hampton Roads (1050), Jacksonville (2176), Key West (48), Kingsville (534) New London (507), Pensacola (1100), San Diego (1334), Saratoga Springs (31), Willow Grove (4,265).

c. Repatriations - PERS-66 and FFSCs were involved in repatriation of 21 families from Indonesia, India, Pakistan, Madagascar, and Venezuela. FFSCs that assisted were; Everett, WA (1), Fort Meade, MD (2), Great Lakes, IL (2), Mid-South, TN (1), New London, CN (1), Pearl Harbor, HI (4), San Diego, CA (3), Ventura County, CA (1), and Naval District Washington (7).

d. Crisis Responses

(1) Pentagon Attack: FFSCs provided direct and indirect service for DoD Civilians, Contract Personnel, Active Duty Military, and families including those from American Airlines Flight 77. They assisted in the coordination of service logistics for the relocation of the Pentagon Resource & Referral Office. The following FFSCs that assisted in the Pentagon Family Assistance Center were; Hampton Roads, Earle, Naval District Washington, Patuxent River, Annapolis, Dahlgren, and Fort Meade.

(2) FFSC Gaeta, Italy - Provided post 9/11 counseling support and communication for affected family members.

(3) FFSC Bangor/Bremerton, WA - Provided CISM* training and intervention to commands resulting from accidents.

(4) FFSC Charleston, SC - CISM trained staff assisted commands with two suicides and provided first responder counseling and post-incident training.

(5) FFSC Great Lakes, IL - Provided counseling for Navy Exchange Employees following the arrest of a fellow employee for homicide, also a counselor provided assistance at the Navy-Marine Corps Relief Society office staff to calm an unruly customer.

(6) FFSC Hampton Roads, VA - 642 military personnel were provided counseling services in various crisis situations.

*Note: Most FFSCs have Crisis Intervention Stress Management (CISM)® or Crisis Intervention Stress Debriefing (CISD)® trained teams who respond to critical incidents.

(7) FFSC Ingleside, TX - Staff members, in cooperation with other trained responders from Naval Station Ingleside and the Coast Guard, conducted 41 CISM debriefings for 550 affected

active duty members over a four-day period in response to a fatal fire onboard USS INCHON (MCS 12) on 19 October 2001.

(8) FFSC Mayport, FL - Provided CISM for Firemen/Rescue workers who were unable to revive an eight-year-old child. They also presented three CISM briefs for security gate guards who responded to a speeding car that crashed through the front gate and landed near the base security office.

(9) FFSC Patuxent River, MD - Staff provided CISD debriefings and support following a fatal plane crash.

(10) FFSC Pearl Harbor, HI - Clinical counselors responded to individual crises such as suicides and other deaths by providing CISD and crisis counseling for survivors.

(11) FFSC Saratoga Springs, NY - Provided CISD for a suicide and a death in fire/automobile accident.

(12) FFSC Ventura County, CA - Counselors/staff provided CISM for personnel from the Rapid Response Team, family members and friends, commands, and Force Protection following a civilian air show crash disaster. Counselors/staff provided CISM to family and co-workers of a civilian killed in a work-related accident at Port Services. Counselors provided CISM for 61 Air National Guard medical personnel returning from Afghanistan.

e. Crisis Response Exercises

(1) The following FFSCs reported participation in Crisis Response/Disaster Exercises (actual or table-top) with their installations which in some areas also included local community service organizations; Annapolis, MD; Charleston, SC; Great Lakes, IL; Lakehurst, NJ; Mid-South, TN; New London, CN; New Port, RI; Pascagoula, MS; Pearl Harbor, HI; Pensacola, FL; ST Mawgan, GB; Whidbey Island, WA; Yokosuka, Japan; and Willow Grove, PA.

(2) FFSC Sasebo, Japan - FFSC played a key role in a major mass casualty drill conducted by the command this past year. Setting up a Crisis Response Center, the staff handled dozens of walk-in and referred individuals suffering from trauma, anxieties, or simply seeking refuge from the disaster. Lessons learned following the exercise found the command identifying even further uses and benefits they could derive from greater use of the FFSC and its highly trained staff in future drills, or in the event of an actual crisis situation.

**FLEET AND FAMILY SUPPORT CENTERS
ANNUAL REPORT FISCAL YEAR 2002**

Documentation of Compliance

The following documents Navy compliance with paragraphs 5.3.1 through 5.3.11 of DoDI 1342.22:

1. In FY-01, 55 Fleet and Family Support Centers (FFSC) were in operation worldwide with 65 delivery sites. FFSCs provided approximately 3.7 million customer service contacts to active duty personnel, reservists, family members, and military retirees.
2. Implementing regulations and procedures are set forth in SECNAVINST 1754.1A published in February 1999.
3. Resources to accomplish the mission have been allocated. \$44.818M in Navy funding was programmed (see attachment 1) and \$34.178M was executed at the FFSCs in FY-02. DoD/DON programmed \$50.741M for FFSC and Headquarters TAMP, RAP, PFM, SAVI, and FAP/NPST programs and \$50.741M was executed.
4. The Fleet and Family Support Division (PERS-66) support for field operations included personnel training, program oversight via accreditation site visits, needs assessment and evaluation studies, development and dissemination of program guidance, and the purchase of program materials.
5. A SECNAV Fleet and Family Working Group was established in August 1997 to facilitate the development of a Master Plan. The Master Plan was approved by the Assistant Secretary of the Navy (Manpower and Reserve Affairs) on 22 April 1998 and updated January 2000. It has been fully endorsed and used as the basis for planning, resource programming, and policy development. The Master Plan rearranged the FFSC multiple core programs into four readiness support capabilities. The current Fleet and Family Support Program (FFSP) Integrated Process Team (IPT) work will provide further changes to the Master Plan.
6. Evaluation system is as follows:
 - 6.1. The Quality of Life Management Information System Network (QOLMISNET) was deployed in June 1998 to replace QOLMIS-66. The system was designed to collect work count data and service delivery patterns, and it has the capacity for maintaining electronic case records when the requirement for electronic signatures is incorporated into the system. A Business Process Review (BPR) was conducted in FY-02 providing an

AS-IS Model and a proposed TO-BE Management Information System that would be web-based and compatible with the NMCI system. This new system will be developed and on line by FY-04. The system will contain management tools for maintaining personnel records, budget processes, and information on commands served and community based initiatives. Integrated on the same platform will be the Family Advocacy Case Management System (CMS) which is used by Family Advocacy Program staff to assess, manage, and report incidents of child and spouse abuse as mandated by DoD.

6.2. The third triennial FFSC Navy Needs Assessment Survey was conducted in FY-00 to assess on how well the FFSCs meet the needs of leadership. The project was completed in the fall of 2000 with results reported in the FY-01 FFSC Annual Report.

7. After the establishment in June 1994 of the Accreditation Process for the FFSCs, several revisions followed in 1997 and 1998. In November FY-01, a working group representing all installation management claimants was chartered and revised FFSP standards and processes based on legal and regulatory requirements. In FY-02/03, the revised Accreditation Quality Standards were tested at five pilot sites and subsequently approved by PERS-6 for full implementation in FY-04. Meanwhile, in FY-03, seven more sites have volunteered to begin the accreditation process. A Navy instruction is currently in development to institutionalize the accreditation program. (See attachment 1, item 7).

8. Baseline services have been established at all FFSCs as directed by SECNAVINST 1754.1A.

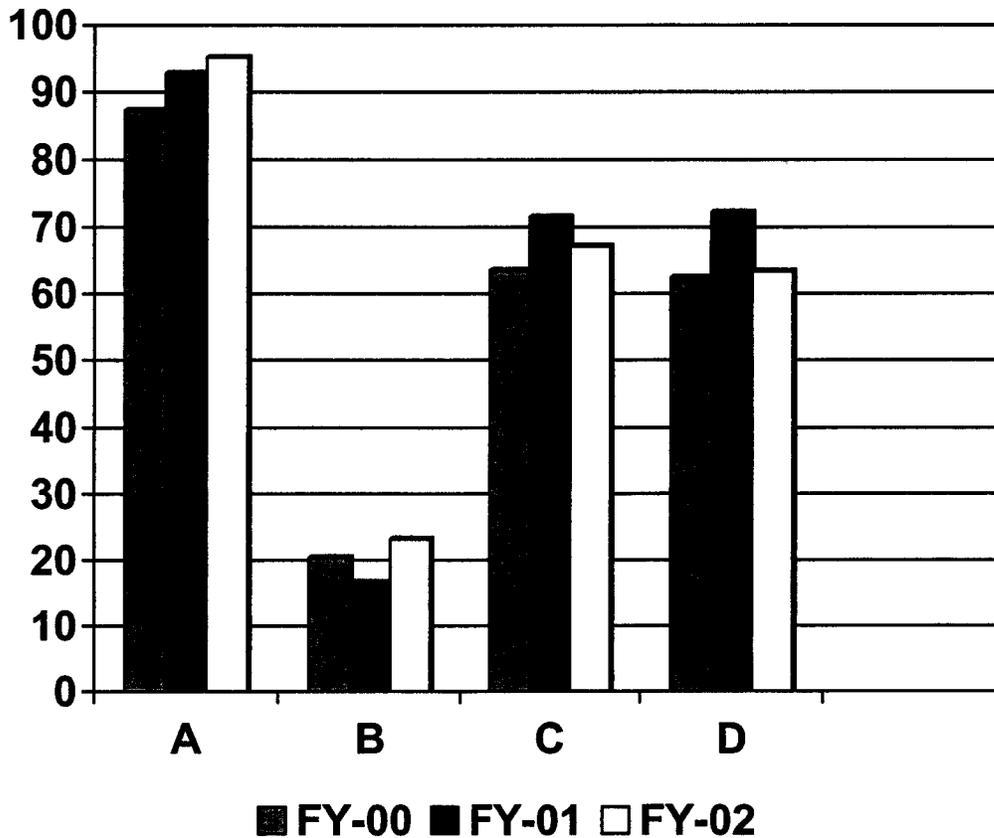
9. As directed by SECNAVINST 1754.1A, the FFSCs serve as the focal point for the command's response to personal and family needs during natural disasters, mobilization, repatriation, and crisis response. During 2002 our FFSCs provided assistance and services as indicated in Attachment 1, item 10.

10. Each FFSC has been directed to actively market their programs and services as listed in Attachment 1, item 5.

11. The FFSCs are directed to collaborate and coordinate their programs and activities with other agencies by the FFSC Master Plan, SECNAVINST 1754.1A and OPNAVINST 1754.1A. OPNAVINST 1754.1A is currently under revision to reflect programmatic changes.

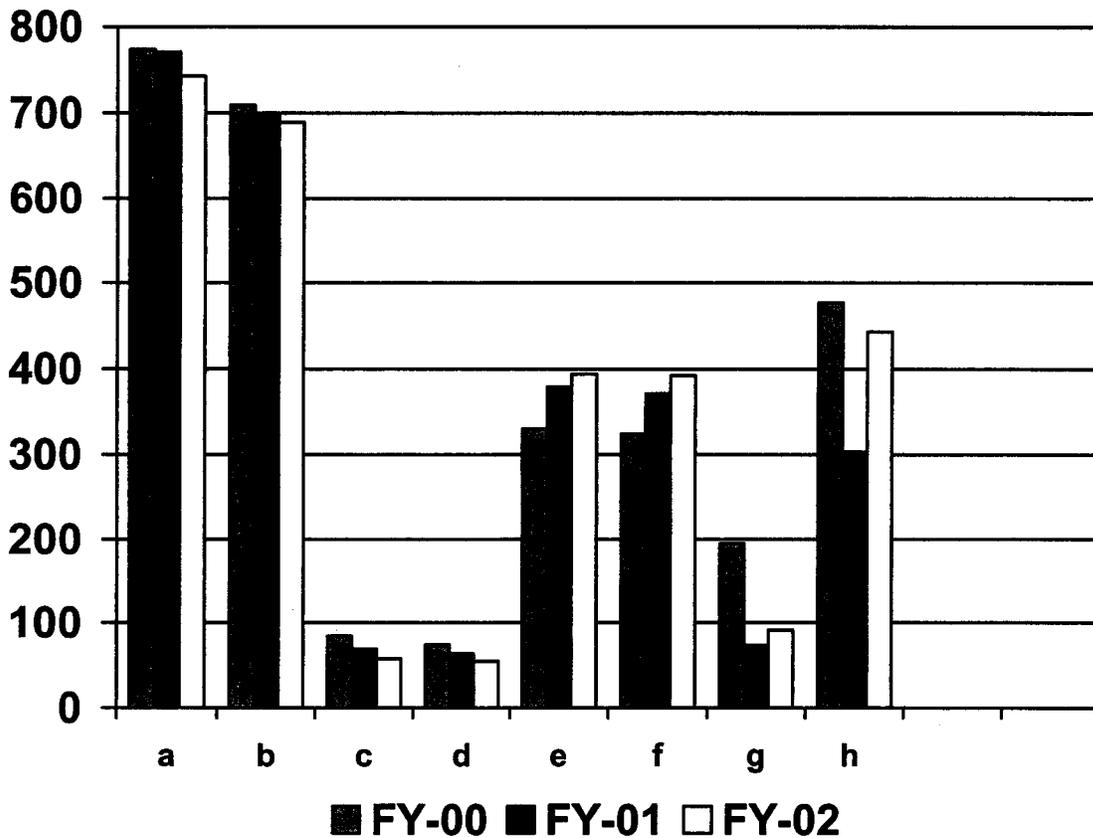
FFSC PROGRAM TRENDS FY-00, FY-01, FY-02

1. The following is a graphic depiction of FFSC funding, manpower, volunteers, and customer contacts.
2. This graph indicates FSP funding in \$M (including DOD/DON reimbursable).
 - a. "A" represents FFSP programmed funds.
 - b. "B" represents Head Quarters executed funds.
 - c. "C" represents Programmed funds at the FFSC level.
 - d. "D" represents Executed funds at the FFSC level.



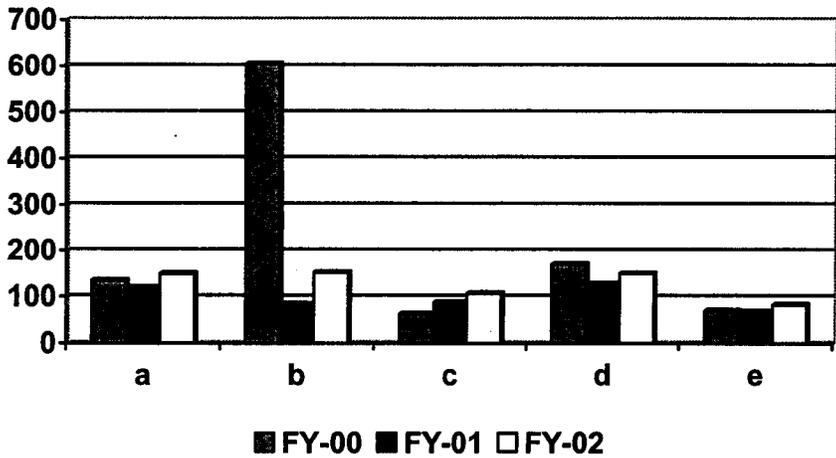
3. This graph indicates Total Authorized and Filled Positions in the FFSCs.

- a. Authorized GS Positions
- b. Filled GS Positions
- c. Authorized Military Positions
- d. Filled Military Positions
- e. Authorized Contract Positions
- f. Filled Contract Positions
- g. Other Authorized Positions (includes volunteers, interns, Limited Duty, Temporary Assigned Duty, and foreign nationals)
- h. Other Filled Positions



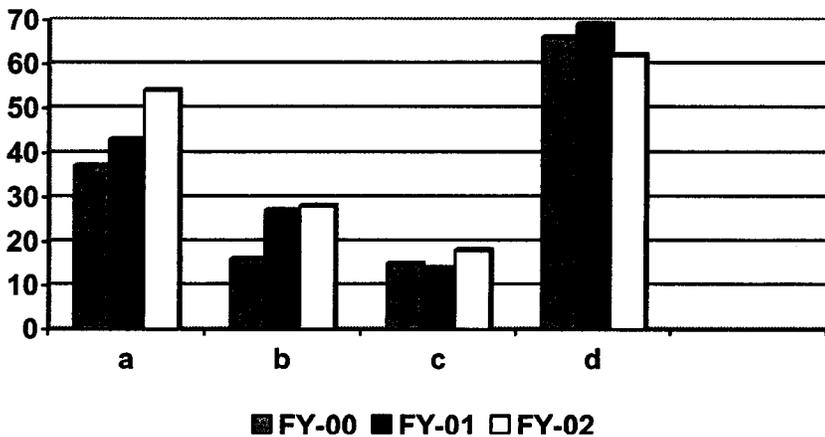
4. The chart below (in thousands) indicate service contact trend for:

- a. Deployment Support
- b. Outreach Services
- c. Sexual Assault and Victim Intervention
- d. Spouse Employment Assistance Program
- e. New Parent Support Program



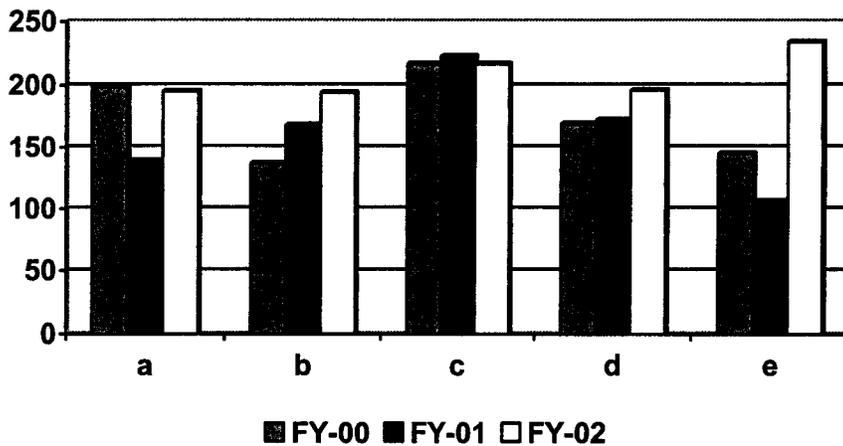
5. The chart below (in thousands) indicate service contact trend for:

- a. Ombudsman
- b. Crisis Response
- c. Exceptional Family Member Program
- d. Retired Activities



6. The chart below (in thousands) indicate service contact trend for:

- a. Life Skills Education
- b. Personal Financial Management
- c. Clinical Counseling
- d. Family Advocacy Program
- e. Other Contacts



7. The chart below (in thousands) indicate service contact trend for:

- a. Information and Referral
- b. Relocation Assistance Program
- c. Transition Assistance Management Program

