

## Navy Family Ombudsman Program - Navy Family Accountability and Assessment System (NFAAS)



### BACKGROUND

The Navy Family Accountability and Assessment System (NFAAS) was developed by Task Force Navy Family (TFNF) following the major hurricane season of 2005. TFNF identified the need for a single reporting system for Navy family members to inform the Navy regarding their status after a declared emergency.

In anticipation of a crisis, such as a hurricane, contact family members and urge them to go to the NFAAS website and update their contact information. This is especially important if they plan to evacuate to another location before the emergency/event is expected. It is imperative that the command is able to reach every family after the event to ensure their safety and to assist where needed. Family members should also be encouraged to update their contact information after the event if their location or contact information should change.

The Ombudsman is often the first person affected members of the Navy Family turn to following an emergency. It is important that Ombudsmen understand in the aftermath of a disaster that the immediate responses for command personnel are to: 1.) muster with command, and 2.) register in NFAAS and complete the assessment – if they have needs.

The NFAAS system is currently used for multiple purposes:

- (1) Disaster impact and recovery through data collection and reporting/reference material
- (2) Follow-on Case Management to address and assist the needs of Navy Family Members.
- (3) Individual Deployment Support of Individual Augmentees (IA) and IA families
- (4) Personnel Accountability (PA) method to muster and account for all Navy personnel and their family members

If a military member (both active duty and Selected Reserve) or civilian member of the Navy Family or their family has been affected by a declared emergency, the NFAAS allows them to report their situational status by taking an assessment survey. The assessment survey covers the following 19 categories of need: Medical, Missing Family Locator, Transportation to Onward Destination, Local Transportation, Temporary Housing, Permanent Housing, Personal Property, Financial Assistance, Pay and Benefits, DoN Civilian Employees, Family Employment, Child Care, School, Legal Services, Chaplain, Counseling, Mortuary Assistance, Funeral Arrangements and Casualty/Death Benefits Assistance. If the assessment survey indicates that they need assistance, a case manager from Fleet and Family Support will contact them.

The information provided by the affected member or their family will be used only by Navy professionals and subject matter experts working on their behalf in recovery efforts. Details of their survey are confidential and will NOT be shared with anyone without their permission, including command.



Supporting Sailors and Families  
through Preparedness and Resiliency



## Navy Family Ombudsman Program - Navy Family Accountability and Assessment System (NFAAS)



### REPORTING CURRENT STATUS

Service members or family members in a military or federally declared disaster area may log on to <https://www.navyfamily.navy.mil> or call the Emergency Call Center at 1-877-414-5358. (The TDD number is 1-866-297-1971) to report their current status. They may also report their status at a local Fleet and Family Support Center (FFSC).

### GOALS

*Benefits for the Navy Family Member:*

- Single site for reporting
- Location to enter multiple contact/location information for self and/or family
- Ability to complete a needs assessments
- Reference Library with information on available resources from Military, Federal, State and Non Profit entities.
- Ability to provide comments or feedback to support personnel
- Assignment of single point of contact Case Manager

### KEY MESSAGES

- Help is available.
- Register/update information in NFAAS before a crisis – DO IT NOW!
- NFAAS maintains a line of communication with families in need.
- Supporting service members and families when they need it most.
- Train for emergencies all the time.

### COMMAND STATEMENT

During FY10, 154,714 Navy personnel and their families logged into NFAAS to conduct personnel accountability, request assistance due to disaster/crisis, update information due to change of duty station/moved/changed phone number and participate in national level exercises. The more Sailors and their families become familiar with NFAAS the easier it will be for the Navy leadership to bring resources/assistance to those in need during times of disaster/crisis.

### RESOURCES

- CNIC Gateway: <http://www.cnic.navy.mil>
- Fleet and Family Support Program Web site: [www.ffsp.navy.mil](http://www.ffsp.navy.mil)
- Navy Family Web site: <https://www.navyfamily.navy.mil>
- Emergency Call Center at 1-877-414-5358. (The TDD number is 1-866-297-1971.)



Supporting Sailors and Families  
through Preparedness and Resiliency

