DEPARTMENT OF THE NAVY
OFFICE OF THE CHIEF OF NAVAL OPERATIONS
2000 NAVY PENTAGON
WASHINGTON, D.C. 20350-2000

OPNAVINST 1754.1B
N135
5 Nov 07

OPNAV INSTRUCTION 1754.1B

From: Chief of Naval Operations

Subj: FLEET AND FAMILY SUPPORT CENTER (FFSC) PROGRAM

Ref: (a) DoD Directive 1342.17 of 30 Dec 88
(b) DoD Memorandum of 23 Mar 99 (NOTAL)
(c) DoD Instruction 1342.22 of 30 Dec 92
(d) SECNAVINST 1754.1B
(e) OPNAVINST 1740.3B
(f) OPNAVINST 1750.1E
(g) OPNAVINST 1754.5
(h) OPNAVINST 1740.4C
(i) OPNAVINST 1754.2B
(j) OPNAVINST 1720.3E
(k) Task Force Navy Family FUNCPLAN 3440-N46 (NOTAL)
(l) Unified Facilities Criteria 4-730-01, UFC Design, Family Services Centers (NOTAL)
(m) SECNAVINST 1754.7A
(n) DoD Instruction 1402.5 of 19 Jan 93
(o) SECNAVINST 5211.5E
(p) SECNAVINST 5720.42F
(q) SECNAVINST 5210.8D
(r) SECNAV M-5210.1
(s) OPNAVINST 5380.1
(t) OPNAVINST 5300.8B

Encl: (1) Definitions
(2) List of Core Programs and Services
(3) Fleet and Family Support Program Common Output Level (COL) Standards
(4) Fleet and Family Support Program Configuration Descriptors
(5) Confidentiality of Records in Navy Fleet and Family Support Centers
(6) Privacy Act Statement for Fleet and Family Service Center Program
(7) Privacy Act Statement for Volunteers

1. Purpose. To establish Navy policy and assign responsibilities for the administration and support of the Navy Fleet and Family Support Center (FFSC) program as directed in references (a) through (d). This instruction is a complete revision and should be reviewed in its entirety.

2. Cancellation. OPNAVINST 1754.1A.

3. Background. Commanders are responsible for providing the opportunity for a reasonable Quality Of Life (QOL) for Navy personnel and their families. It is both ethical and pragmatic for Navy leaders to care for their families - ethical because it is the right thing to do and pragmatic because caring for Sailors and their families directly impacts upon personal and job performance, retention, and readiness. Navy personnel must be able to concentrate their energy on the successful accomplishment of the Navy mission. A key element in providing care is the establishment of family support programs administered through FFSCs that provide programs and services designed to meet the special challenges of Navy life. FFSCs were started as Family Service Centers in 1980 at all shore installations (Continental United States (CONUS) and Outside Continental United States (OCONUS)) with at least 500 active duty Navy personnel assigned to provide programs and services to all personnel and families assigned to those installations. Today, FFSCs are required to provide services to all military personnel and family members assigned or domiciled in the center's geographic area.

4. Definitions. Terms used in this instruction are defined in reference (d) and in enclosure (1).

5. Policy. FFSCs are a mission essential organizational component within Navy shore installation management activities for the delivery of Fleet and Family Support Programs (FFSPs). FFSCs will:

a. Provide comprehensive information, programs, and referral services for servicemembers and families.

b. Provide servicemembers and families with opportunities to achieve a more satisfying QOL.

c. Ensure awareness of the importance of individual and family readiness and Navy's ability to execute its mission and contribution to combat readiness.

d. Maintain close coordination and alignment among existing Navy, other Service, and civilian family support services.

e. Provide programs and services to all eligible personnel and their families per reference (d).

(1) Prioritization for services may be allocated per the list of eligible patrons in reference (d) when necessary.

(a) Suspension of some or all normal programs and services may be necessary to provide surge capability or respond to crisis events.

(b) Delivery of services shall adhere to all applicable public law and/or DOD restrictions or program requirements where eligibility requirements are otherwise specified; such as in the Family Advocacy Program (FAP), New Parent Support Program (NPSP), Sexual Assault Victim Intervention (SAVI), and the Transition Assistance Management Program (TAMP).

(c) Program priorities may also be established by program guidance and/or local needs and requirements and by service delivery modality.

(2) Special circumstances

(a) Counseling services shall be provided to extended family members of a servicemember severely injured or killed under traumatic or exceptional circumstances per DoD directed policy.

(b) A non-ID card holding partner of a servicemember may be included in joint counseling sessions with the servicemember when the focus of the counseling is on the relationship, but the non-ID holding partner is not eligible for individual counseling sessions.

6. Program Guidelines

a. Mission Readiness. Personal and family readiness are vital to combat readiness. Our success in defending our nation depends upon the men and women of the United States Navy - active, reserve, and civilian and their families. FFSCs must ensure that programs and services contribute to this culture of preparedness.

b. Core Programs and Services. FFSPs will be grouped into three major functional areas: Deployment and Readiness Programs, Crisis Response Programs, and Career Support and Retention Programs. Funding allocation and costing will be reported using CNIC guidance. Core programs and services are listed in enclosure (2). Enclosures (3) and (4) describe standards for programs and service delivery.

c. Best Practices. FFSCs will recognize, share and implement best practices throughout the system to ensure the most effective and efficient delivery of services.

d. Other Command Programs. FFSCs will also support command programs such as Sponsor, Indoctrination and Orientation Programs, Ombudsman Program, Family Readiness Groups (FRGs), Family Care Plans, Exceptional Family Members, Retired Activities Offices, and the Task Force Navy Family Functional Plan per references (e) through (k).

e. Family Readiness Alliance. FFSCs will participate in the local installation family readiness alliances which coordinate key support services such as Ombudsmen, FFSCs, Chaplains, School Liaison Officers, Child and Youth Programs, and FRGs to provide coordinated services in support of servicemembers and their families.

f. Facilities. Program service delivery will include both facility-based and outreach-delivery models. To the greatest extent possible, FFSC facilities shall be located in close proximity to other customer service and support facilities. New FFSC facilities will be designed and built per the Joint Service Family Center requirements, reference (l). Refurbishment of existing facilities shall use this reference for guidance on remodeling, space requirements, and layout. All facilities must

meet Americans with Disabilities Act (ADA) requirements for public use buildings and should be configured to accommodate a variety of applicable handicapping conditions (such as restricted mobility, sight, and hearing) for both individual counseling/consultation and classroom activities. Facilities are to be equipped with necessary computer, network, audio-visual, and other equipment to provide training, customer service, and individual staff workstations.

(1) Sound safety practices must be followed if clients are seen during extended hours, to include adequate staffing and accessible security systems in facilities. Staffs in any of the domestic violence or sexual abuse advocacy or parenting programs conducting home visits must also adhere to sound safety practices.

(2) Phone systems shall refer callers to other resources for emergency assistance after hours (e.g., command duty office, 24/7 sexual assault or domestic violence victim advocacy, contracted answering service, other DoD-sponsored services, 911 and/or emergency medical services). Command after-hours resources will provide training and back up numbers for handling emergencies.

g. Non-duplication of Services. It is the intent of FFSPs that centers will not duplicate existing comparable resources that are otherwise available to and accessible by personnel and family members. FFSCs will conduct local community capacity surveys, at least triennially or when major changes occur, to evaluate the availability and accessibility of other military and civilian community programs. Evaluation should include eligibility requirements, accessibility, location/hours/cost to Sailor or family, capacity to serve military customers, and staff credentials and knowledge of military culture. All referral services, whether Navy or civilian, shall meet or exceed industry standards of care.

h. Cooperative Relationships. FFSC staff will establish and maintain a close cooperative relationship with existing community (military and civilian) resources. Staff will participate on community committees and boards and will conduct in-service training for community staff to educate them on military culture, challenges, and family dynamics and needs. Staff will establish liaison and cooperative relationships with

community services for provision of services in crisis or disasters. To that end, staff will be responsible for ensuring the appropriateness of potential partners or volunteers. Because it is in Navy's self-interest to have educated community partners, FFSCs are encouraged to use clinical and job-training internships whenever feasible.

i. Coordination with Other Uniformed Service Agencies. The Navy FFSC program, at headquarters, regional, and field levels, will strive to coordinate programming efforts with family support programs of the other uniformed services.

(1) A Memorandum of Agreement or inter-service agreement may be used to describe services to be provided when tenant organizations reside on another uniformed service's installation. Members and families of other uniformed services are provided assistance per reference (c).

(2) FFSC staff will partner with other DoD-sponsored family support services to provide services beyond the capacity of the local FFSC for 24/7 and on-line consultation, educational services, and additional community counseling services.

j. Staffing. An appropriately educated and experienced staff is the most critical resource for the delivery of services. Staff must meet educational, experience, credential, or privileging requirements as established in specific program instructions. Clinical staff shall be credentialed and privileged per reference (m). Background checks are required for any staff working with, or assigned to work with children, per reference (n) and CNIC implementing guidance.

k. Program Functions. Three types of functions will be conducted across all programs and services: information and referral, education and training, and counseling or consultation. These functions (delivered at the center or through outreach at workplace or community sites) can be provided to individuals or groups.

(1) Information and Referral. FFSCs will provide information and referral services (such as informational brochures, telephone numbers, and contact information) to eligible patrons concerning programs, services, volunteer

opportunities, and resources available in both military and civilian communities. Staff will access or refer clients to information on other service installations, health care resources, counseling resources, employment assistance, educational resources, consumer services, credit counseling, and service agencies such as American Red Cross (ARC), Navy and Marine Corps Relief Society (NMCRS), child care, and special needs services. Referrals to civilian providers of health care services shall be made through TRICARE advisory offices or other DoD-contracted services to ensure clients do not encounter unnecessary or excessive out-of-pocket costs.

(2) Education and Training. A major function of FFSCs is the delivery of program specific education and training for the programs required by reference (d), as listed in enclosure (2), and as specified in regulatory guidance for those specific programs. FFSCs will offer informational, educational, and preventive programs on a continuing basis, making maximum use of community services.

(3) Consultation/Counseling. Both clinical and non-clinical counseling (consultation) services will be offered by FFSCs. One-on-one or small group consultation shall be available in any program if staff resources permit. Clinical counseling for individual, marital, family and child or domestic abuse issues are core FFSPs. Scope of practice for clinical counseling is defined in enclosure (1).

1. Servicemember and Family Readiness for Deployment. A primary mission support function of the FFSC is education and support for families before, during and after deployment. All programs, services, and delivery of services will be continuously evaluated in terms of meeting mission readiness requirements.

(1) FFSCs will provide continuous pre-deployment, mid-deployment, reunion and reintegration preparation, and post-deployment programs and services for both servicemembers and families to ensure individual and family readiness. FFSCs will provide supportive services to command Ombudsmen, FRGs, and will partner with other military and community organizations to provide deployment support services to servicemembers and families for servicemembers deploying with local units, as Navy Individual Augmentees (IAs), or as geographic bachelors.

(2) In preparation for mobilization of Reserve personnel, FFSCs will provide briefings on support services for area Reserve units and families. In the event of mobilization, FFSCs will provide appropriate support for personnel mobilizing from or reporting to their area of support. Such support may include information and referral services, outreach to families out of area, family relocation assistance, other program support, and assistance in connecting the family with the ombudsman, FRG, or other family support programs provided by the gaining command or unit.

m. Non-combatant Repatriation. In the event of noncombatant repatriation of family members and civilians, FFSCs will provide assistance to departing family members at the departure site, to arriving families at point of arrival, and at the "safe haven" destination during the duration of the event as directed by the repatriation program manager. FFSCs will assist family members with their return or Permanent Change of Station (PCS) to the next duty station per the Department of the Army, Joint Plan for DoD Non-Combatant Repatriation of Nov 2005, which is available on-line at http://www.armygl.army.mil/MilitaryPersonnel/neo/jointPlan.html.

n. Emergency Preparedness/Response. FFSCs shall have responsibility for family support in preparing for mitigating the consequences of, responding to, and recovering from emergencies and mass casualties. These roles are to be delineated in CNIC regional, installation, and local FFSC Emergency Preparedness/Emergency Response Plans. In incidents where there are casualties (injury or death), FFSC staff will work with the Casualty Assistance Calls Officer (CACO), and other staff such as chaplains, in providing coordinated support to affected casualty families. In emergency preparedness and response efforts, staff will coordinate services and work with appropriate installation staff to include Regional Emergency Managers and installation Emergency Management Officers. If the emergency requires it, FFSCs will support regional or installation Community Support Centers (CSCs) and/or establish separate Family Assistance Centers (FACs) as needed. FFSCs may request/provide staff augmentation from other FFSCs as needed. See reference (k) for further guidance on participation in emergency response procedures. Information on establishing FACs is provided at www.ffsp.navy.mil.

o. Liability. Government employees are protected from adverse actions arising from performance of their duties, however they may be vulnerable to personal liability for negligent or wrongful actions or omissions made while acting within the scope of Federal employment. Managerial, clinical and other professional staff members should be made aware of this so they may consider the advisability of having their own liability insurance.

p. Confidentiality and Protected Personal Information (PPI). Ensuring confidentiality and the protection of personal information obtained during the course of providing services are of utmost importance. Staff shall receive training on confidentiality, protection of personal information, information technology security, Freedom of Information Act (FOIA) (references (o) and (p)) and Privacy Act (PA) provisions and procedures. Any documents containing PPI (e.g., letters, memos, e-mails, messages, faxed documents), shall be marked **FOR OFFICIAL USE ONLY - PRIVACY SENSITIVE.** Use an approved statement provided by regional or installation information security advisor or the sample statement provided in reference (o). Disclosure of PPI and/or privacy act protected personal information is grounds for dismissal and can result in criminal and/or civil penalties.

q. Privacy Act Records. Personal information can only be collected if there is a valid Privacy Act System Notice that covers the collected material. Privacy Act Notices for FFSC and FAP generated records can be found on-line at http://privacy.navy.mil. Confidentiality of records in the FFSC is governed by the Privacy Act of 1974 (5 U.S.C. § 552a) as implemented within Navy by reference (o). The Privacy Act limits access to personal information in Privacy Act systems of records. Enclosures (5) through (7) provide additional guidance. OPNAV 5211/9, Disclosure Accounting Form is required to be used to record all non-routine use disclosures. Reference (o) and applicable program policies should be consulted for specific guidance on the maintenance of records, per references (q) and (r).

r. Restricted Reporting. FFSC clinical staff, FAP victim advocates Sexual Assault Response Coordinators (SARCs) and SAVI victim advocates shall offer restricted or unrestricted reporting options for adult victims of domestic abuse and sexual assault per regulations specific to those programs.

s. Volunteers. Use of volunteers to complement and supplement FFSC programs is highly encouraged. Program interns are designated as FFSC volunteers. FFSC may also screen and refer volunteers to other activities for skill training as part of Family Employment Readiness Program activities or provide information and referral for those seeking to volunteer in other military or community services. Volunteers will be managed per reference (s).

7. Action

a. Chief of Naval Operations (CNO), Personal Readiness and Community Support Branch (N135) shall:

(1) Establish program policy.

(2) Conduct consumer surveys of target customers (leadership, spouses, and servicemembers).

(3) Monitor and assess program effectiveness for Navy families and mission impact, if any.

(4) Provide advocacy to leadership on family support programs to meet Sailor and family needs.

b. Commander, Navy Installations Command (CNIC) shall:

(1) Implement the program.

(2) Establish, disestablish, or resize FFSCs and their services, facilities, and staff in response to the establishment and disestablishment of bases, joint service basing, base realignment and closure (BRAC), DoD establishment of new programs and services, and other initiatives affecting the assignment of personnel and location for delivery of services for personnel and families.

(3) Establish and manage an FFSP Accreditation Program, per reference (d), to ensure compliance with public law and DoD, Secretary of the Navy (SECNAV), CNO, and program directives. Issue and maintain program-specific guidance and establish an Accreditation Advisory Council of Regional Program Directors. The council shall meet annually to review trends, and revise standards and processes as appropriate.

(4) Issue guidance on program management and organizational structure for each program.

(5) Issue implementing guidance on all program changes directed by DoD or Navy higher-level authority.

(6) Ensure sufficient fiscal, physical, and personnel resources are provided to implement the requirements of this instruction.

(a) Provide resource controls (funding and staffing) to enable program execution. Establish program execution levels and standards to guide resource allocation and execution per enclosures (4) and (5).

(b) Actively engage in both DoD and DON Program Planning and Budgeting processes to optimally resource programs from both DoD and DON resources.

(c) Establish an FFSP Advisory Board to review and revise standards, metrics, customer feedback, and capability levels in order to advise on evolving mission requirements and program adjustments. The board shall be comprised of a cross-functional group and customer representatives and shall meet annually to focus on program improvement.

(7) Develop, implement, and maintain automated data collection and case management system(s) for generation of program data, statistics, metrics, and data/case transfer.

(8) Develop, implement, and maintain a Web site for both customer use and a repository for staff resource information, materials, and use.

(9) Collect and implement best business and service practices to ensure efficient and effective service delivery.

(10) Implement Navy's responsibilities for non-combatant repatriation of Navy families per the Department of the Army's Joint Plan for DoD Non-Combatant Repatriation of November 2005.

(11) Develop and periodically conduct training and information campaigns to inform and train regions and/or command personnel on FFSC programs.

(12) Implement all responsibilities outlined in reference (d), paragraph 11.

c. Regional FFSP Managers shall:

(1) Resource, plan, execute, manage, evaluate, schedule, and deliver services; train staff; and ensure quality of services and service delivery to support all military personnel and families within each Region's area of responsibility.

(2) Establish and maintain delivery of FFSPs to include full-service FFSCs and other configurations such as CSCs, Fleet and Family Support Offices, and workplace and remote satellite offices.

(3) Staff and resource centers and offices per staffing guidance provided by CNIC Program Manager and enclosures (3) and (4).

(4) Assist CNIC Program Manager to provide Accreditation Reviews per CNIC issued guidance for quality assurance of program, staff, and management.

(5) Establish and use focus groups, advisory boards, cross-functional installation committees, local surveys, and needs assessments to evaluate needs of targeted population groups and evaluate and adjust program alignment. Navy survey guidance is provided in reference (t) and on-line at http://www.npc.navy.mil/AboutUs/NPC/SurveyPolicy/.

(6) Implement best business and service delivery practices region-wide to ensure most effective and efficient use of resources to reach the maximum numbers of clients.

(7) Collect and analyze data to monitor effectiveness and efficiency of program and service delivery. Ensure all CNIC program reporting requirements are met.

(8) Ensure education, experience and training of new staff is appropriate and that background checks, credentialing, and privileging of staff is completed per references (m) and (n). Address staff deficiencies, disability, or disciplinary action

per reference (m), and applicable Office of Personnel Management or contract guidance. These actions may be delegated to the FFSC Director/Site Managers.

(9) Ensure staff attends necessary job-related training and are provided opportunities for professional development. Funds must be budgeted and distributed equitably to provide professional training. Appropriated funds may be used for professional training for obtaining or maintaining licensure requirements.

(10) Ensure quality assurance of service delivery practices, records management and security, and protection of Privacy Act protected information.

(11) Ensure FFSC responsibility for family support in response to emergencies and mass casualties is included in regional, installation, and local FFSC Disaster/Emergency Response plans and exercises.

d. Installation Commanders shall:

(1) Ensure adequate facilities, space, equipment and janitorial services are provided.

(2) Include FFSC Director/Site Manager in appropriate departmental, QOL, community service, family readiness alliance, or other cross-functional committees involved with issues of servicemember's personal or family life.

(3) Include FFSC in local Disaster/Emergency Response exercises and plans.

e. FFSC Director or Site Manager shall:

(1) Manage the FFSC program per all appropriate program regulations and CNIC-issued guidance.

(2) Conduct Program Review. Navy FFSCs are expected to maintain a high degree of professionalism in order to provide the highest quality of services to individuals and families. To ensure a sound FFSC program, the following guidance is provided:

(a) FFSCs are subject to normal Navy oversight, e.g., assessment by Regional Commanders, Inspector General, and CNIC Program Manager.

(b) FFSCs will complete an annual self-assessment, train to accreditation standards, and participate in triennial accreditation review conducted by CNIC or regional designees and will maintain status as an accredited site.

(c) Perform personnel functions as delegated by the Regional Program Manager.

(d) Ensure all staff members are fully qualified and trained to perform assigned duties.

(e) Ensure confidentiality is maintained. Ensure all staff receives orientation and annual training on confidentiality, PPI, PA regulations and procedures, information technology security, government ethical regulations as appropriate to their position, and other required government training.

(f) Ensure staff enters all program and case management information into the automated data collection and case management systems as directed by regional and CNIC Program Managers and that reports are provided on time.

(g) Conduct ongoing internal reviews (may be conducted by regional staff depending upon organizational structure) to evaluate at least the following:

1. Administrative review by Director/Site Manager and clinical care reviews of client records in accordance with specific program guidance.

2. Educational program evaluations for continuous improvement.

3. An annual needs assessment.

4. Customer satisfaction assessments of services provided.

5. Staff competency and performance.

8. Reports and Forms

a. FFSCs will use the CNIC approved Fleet and Family Support Management Information System (FFSMIS) to collect automated data for production of required DoD, SECNAV, CNIC, and Regional reports. During emergency situations, additional data collection and reporting will be required. See specific program regulations and CNIC guidance for report requirements.

b. CNIC will provide required reports per reference (d) and specific program instructions.

c. Additional guidance, including a listing of all current program-specific instructions and required forms are posted at the FFSP website: www.ffsp.navy.mil.

d. OPNAV 5211/9, Disclosure Accounting Form (Mar 1992) is available at http://forms.daps.dla.mil/.

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DEFINITIONS

A comprehensive list of definitions is included in reference (d). Only additional definitions, not included in that list, are listed here.

FAMILY MEMBER. Includes, but is not limited to, spouse, children, parents, or guardians. Designated individuals who have a significant relationship with the wounded or injured servicemember may also be considered for services under provisions of the Navy SAFE HARBOR Program. Not all family members are eligible for services. See reference (d) and specific program regulations for eligibility requirements or restrictions.

FAMILY READINESS ALLIANCE. A network of key support services such as Ombudsman, FFSCs, Chaplains, School Liaison Officers, Child and Youth Programs, as well as Family Readiness Groups at the local installation level which provide coordinated support services to servicemembers and their families.

SAFE HARBOR. A Navy-wide program, managed by the Deputy Chief of Naval Operations (Manpower, Personnel, Training and Education) (DCNO) (MPT&E) (N1) to provide and coordinate non-medical assistance and support to severely injured personnel and their families in dealing with personal challenges from the time of injury through transition and beyond.

SCOPE OF PRACTICE FOR CLINICAL COUNSELING. Clinical counseling is offered for individuals, couples, parents with children, families, and groups for problems of living such as situational adjustment disorders to separation, grief, deployment, relocation, relationship issues, parent-child interactions and other challenges of military and family life. It is intended to be problem-focused and brief. The intent is to focus counseling on well-defined problem areas amenable to relatively brief intervention/treatment. Clinical providers shall possess the expertise to assess disorders contained in the standard nomenclature of the current Diagnostic and Statistical Manual of Mental Disorders (DMS) for the purposes of appropriate referral and quality client service.

LIST OF CORE PROGRAMS AND SERVICES

Reference (d) provides a listing of family support programs required by Congress, DoD, and DON with references for the specific program regulations. All FFSC programs include information and referral and outreach to the military and civilian community. FFSCs will also support other command programs as described in this instruction. Below is a listing of FFSC-required programs and services as compiled under the three programmatic categories.

1. Deployment and Readiness components

a. Deployment Support Programs. To include Pre-, Mid-, and Post-Deployment; Return & Reunion; Homecoming Preparation; and Reintegration services.

b. Relocation Assistance. To include consultation, workshops, briefings and tours, SITES, welcome information, lending locker, and Area Orientation and Inter-Cultural Relations programs at OCONUS sites.

c. Ombudsman Support. To include training and consultation.

d. Life Skills Education. To include prevention/education programs/General Military Training (GMT).

e. Mobilization. To include individual contacts, workshops and briefings for units, Individual Augmentees, and geographically separated members and families.

f. Repatriation. To include individual contacts, provision of services, and tracking.

2. Crisis Response Components

a. Clinical Counseling. Short-term, solution-focused counseling for individual, marital, group, and family issues.

b. Family Advocacy Program (FAP) Victim Advocacy. Includes initial and ongoing consultation, advocacy, and assistance to domestic abuse victims including safety assessment and planning, and providing information and referral resources. Also includes facilitating domestic abuse education and training, public awareness, and systems advocacy.

c. Family Advocacy. Prevention and intervention for domestic abuse and child abuse to include identification, reporting, assessment, treatment, command consultation, case management, education, community liaison and coordination.

d. Casualty/Disaster Response. Mass Disaster response to include Family Assistance Center, critical incident response services, 24/7 information and referral response, and coordination of community/base social services.

e. Sexual Assault Victim Intervention (SAVI). Includes prevention and education, data collection and reporting, and coordination of 24/7 victim care and response, to include SAVI Victim Advocate Training, supervision and oversight.

f. Critical Incident Intervention. Isolated incident response to include Critical Incident Stress Management, command consultation, and suicide intervention.

g. New Parent Support. Includes information and referral, screening/assessment, and voluntary home visitation for at risk parents who are expecting or have children under age four.

3. Career Support and Retention Components

a. Transition Assistance Management Program (TAMP). To include classes, individual assistance, information and referral, internet resources, job fairs, and resource centers.

b. Family Employment Resource Program (FERP). Includes classes, information and referral to community and national placement services, internet resources, job fairs, and resource centers.

c. Personal Financial Management (PFM). To include classes, consultation, information and referral to internet, community and national resources, and Command Financial Specialist training and/or consultation.

d. Additional program-specific guidance is maintained at www.ffsp.navy.mil.

FLEET AND FAMILY SUPPORT PROGRAM
COMMON OUTPUT LEVEL (COL) STANDARDS

COL 1 - NO RISK

Staffed, trained, qualified, and equipped to provide all (90-100 percent) deployment readiness, crisis response, and career support and retention programs. Services are provided in a timely manner to all eligible beneficiaries per Public Law and DoD directives.

Casualty/disaster response and mobilization/repatriation will be provided at the expense of all other programs as required.

COL 2 - LOW RISK

Staffed, trained, qualified, and equipped to provide most (80-89 percent) deployment readiness, crisis response, and career support and retention programs/services to most eligible beneficiaries per Public Law and DoD directives.

Casualty/disaster response and mobilization/repatriation will be provided at the expense of all other programs as required.

COL 3 - MEDIUM RISK

Staffed, trained, qualified, and equipped to provide (70-79 percent) deployment readiness, crisis response, and career support and retention programs/services at minimum requirements of Public Law and DoD directives.

Casualty/disaster response and mobilization/repatriation will be provided at the expense of all other programs as required.

Priority given to deployment, ombudsman, and relocation (OCONUS) services.

DoD mandated programs (FAP, Relocation Assistance (RAP), and TAMP) will be provided at the level of DOD funding.

COL 4 - HIGH RISK

Staffed, trained, qualified, and equipped to provide (69 percent or less) deployment readiness, crisis response, career support, and retention programs and services.

Casualty/disaster response and mobilization/repatriation will be provided at the expense of all other programs as required.

DoD mandated (FAP, RAP, and TAMP) programs will be provided at the level of DOD funding only.

COL STANDARDS FOR DEPLOYMENT READINESS SUB-FUNCTION

COL 1 - NO RISK

Staffed, trained, qualified, and equipped to provide all (90-100 percent) deployment readiness programs and services in a timely manner to all eligible beneficiaries per Public Law and DOD directives.

Includes individual customer contacts, briefings/workshops, and consultation in the areas of deployment support, RAP, Ombudsman support, life skills education, mobilization/repatriation.

COL 2 - LOW RISK

Staffed, trained, qualified, and equipped to provide most (80-89 percent) deployment readiness programs and services to most eligible beneficiaries per Public Law and DoD directives.

Includes individual customer contacts, briefings/workshops, and consultation in the areas of deployment support, RAP, Ombudsman support, life skills education, mobilization/repatriation.

Prioritize classes for active duty.

COL 3 - MEDIUM RISK

Staffed, trained, qualified, and equipped to provide (70-79 percent) deployment readiness programs and services. Priority given to deployment, Ombudsman, and relocation (OCONUS) services.

Significant reduction in marketing, material, and equipment support to all programs.

Life skills education (stress and anger management, relationships enrichment, communications and parenting classes) reduced.

Significant reduction in community Navy-wide working group or committee participation.

Increased waiting time and significant reduction in after-hours briefs.

DoD mandated relocation assistance will be provided at the level of the DoD funding.

COL 4 - HIGH RISK

Staffed, trained, qualified, and equipped to provide only the core programs of deployment support and mobilization/ repatriation.

Relocation assistance to continue at DoD funding level only.

Return and reunion program and ombudsman support are reduced.

Life skills education is eliminated.

Periodic deployment/mobilization briefings to large groups.

COL STANDARDS FOR CRISIS RESPONSE SUB-FUNCTION

COL 1 - NO RISK

Staffed, trained, qualified, and equipped to provide all (90-100 percent) crisis response programs and services in a timely manner to all eligible beneficiaries per Public Law and DoD directives.

Casualty/disaster response will be provided at the expense of all other programs as required.

COL 2 - LOW RISK

Staffed, trained, qualified, and equipped to provide most (80-89 percent) crisis response programs and services to eligible beneficiaries per Public Law and DoD directives.

Casualty/disaster response will be provided at the expense of all other programs as required.

Clinical counseling prioritized for active duty.

Non-FAP treatment and education groups are larger in size and provided less frequently.

COL 3 - MEDIUM RISK

Staffed, trained, qualified, and equipped to provide (70-79 percent) of the following programs and services.

DoD mandated programs (FAP) will be provided at the level of DOD funding; Navy funding for New Parent Support and FAP is eliminated.

Casualty/disaster response provided at the expense of all other programs as required. Continue to meet minimum requirements of Public Law and DoD directives for crisis response subprograms.

Clinical counseling (non-FAP) for active duty only except OCONUS; families on a space available basis, with increased response time/increased waiting list.

Reduced community involvement (school support, board membership).

COL 4 - HIGH RISK

Staffed, trained, qualified, and equipped to provide:

Casualty/disaster response services at the expense of all other programs as required.

Navy funding for DOD mandated programs (FAP and new parent support) is eliminated, and programs will be provided at the level of DoD funding only.

Intake assessment and referral only. General counseling for crisis only.

COL STANDARDS FOR CAREER SUPPORT AND RETENTION SUB-FUNCTION

COL 1 - NO RISK

Staffed, trained, qualified, and equipped to provide all (90-100 percent) career support and retention programs and services in a timely manner to all eligible beneficiaries per Public Law and DoD directives.

COL 2 - LOW RISK

Staffed, trained, qualified, and equipped to provide most (80-89 percent) career support and retention programs and services to most eligible beneficiaries per Public Law and DoD directives.

TAMP classes offered with enough frequency to allow all potential participants (spouses, joint services, repeat attendees) to attend within legally mandated time frames (no waiting list).

FERP: Individualized service on demand only, limitations on number of classes.

PFM: Responsive to command requests for financial education briefs/GMTs and special requests; priority for active duty.

COL 3 - MEDIUM RISK

Staffed, trained, qualified, and equipped to provide (70-79 percent) of the following programs and service:

TAMP classes offered with enough frequency to allow all potential participants to attend within legally mandated time frames (no waiting list).

FERP: Group consultation only, delivered through TAMP classes; self-directed client resource center access, materials, and equipment limited.

PFM: Service delivery provided in workshops and briefings only.

Command Financial Specialist training offered regionally. No individualized PFM counseling.

COL 4 - HIGH RISK

FERP and PFM services eliminated. Command Financial Specialist classes provided through regionally-designated sites.

FFSC CONFIGURATION DESCRIPTORS

Configuration 1 - Metro FFSC:
Metro location with main center and multiple delivery sites.
Regional/metro program delivery.
Regional program management.
Major Fleet concentration area (more than 50,000 active duty)
Diverse mission support/Fleet intensive.
Maintains full service facility.
Maintains broad operational capability.
Sustained surge capability.
Navy-wide programs.
Configuration 1 FFSC Installations are in Hampton Roads, VA and Metro San Diego, CA.

Configuration 2 - Medium to Large FFSC:
One or more service delivery sites.
Regional program delivery.
Regional program management.
Active duty population of 7,001 - 50,000.
Maintains full service facility.
Surge capable.
Staffed to provide operational requirements.
Examples of Configuration 2 FFSC sites include Pensacola, FL; Pearl Harbor, HI; and Yokosuka, JA.

Configuration 3 - Small FFSC:
Single sites.
Installation program delivery.
Active duty population of 501 - 7,000.
Regional program management.
Limited crisis surge capability.
Staffed to provide operational requirements with external support.
Examples of Configuration 3 FFSC sites include Lemoore, CA; Corpus Christi, TX; Key West, FL; and Gulfport, MS.

Configuration 4 - FFSO:
Single services/personnel.
Shared facility/office equipment.
Active duty population less than 500.
Dependent on region for support.
No surge capability.
Examples of Configuration 4 FFSO sites include Diego Garcia and Panama City, FL.

CONFIDENTIALITY OF RECORDS
IN FLEET AND FAMILY SUPPORT CENTERS

1. The Privacy Act of 1974, 5 U.S.C 552a, mandates management safeguards for obtaining personal information and maintaining records. Reference (o) implements Navy's Privacy Act. Fleet and Family Support Center (FFSC) user and personnel records will be maintained in strict compliance with references (o) through (r).

2. Reference (a) has been extensively revised. FFSC staff having responsibility for PPI should be familiar with the instruction in its entirety. The information below provides a brief explanation of major applications to FFSC operations. Complete Privacy Act information can be found in reference (o) and at http://privacy.navy.mil.

3. Any member/employee of DON may be found guilty of a misdemeanor and fined up to $5,000 for willfully disclosing information protected by the Privacy Act to any unauthorized person or agency. Note that FFSC volunteers are not members or employees of DoD for purposes of the Privacy Act, and consequently volunteers may not see a user's records unless given written permission by the client.

4. Personal information can only be collected if there is a valid Privacy Act System Notice that covers the collected material. See reference (o) for list of applicable notices.

5. Prior to collection of any information from an FFSC user, the user must be provided (or read) a Privacy Act Statement. All FFSCs will use the Privacy Act Statement, OPNAV 1754/2, enclosure (6). This statement will be part of all FFSC forms which collect information from a user. For domestic violence or sexual assault clients electing restricted reporting options, see program regulations for additional guidance.

6. FFSC user files will be retained under the name or case number of the user being served. Military sponsors' names or other identifying information will not be used to identify files of family members who are FFSC users. Social security numbers may be used to identify and retrieve user files. Military sponsors will not be granted access to family members' FFSC user files.

7. Users may obtain access to their FFSC record in most situations per reference (o). Disclosure of information from a user's record to third party (e.g., local resources) at the prior written request (or with the prior written consent) of the user is also permitted. In cases of marriage or other joint counseling, all of the users whose records are combined in a single file must give prior written permission before records from that file are disclosed to a third party.

8. The Privacy Act allows an FFSC to disclose information from a user's record, without the consent of the user, in certain carefully defined cases. Common situations in which a user's records may be disclosed are listed below according to the exception in the Privacy Act disclosure:

a. Privacy Act Exception 1: disclosure to officers and employees of DOD who have a need for the record in the performance of their duties. For example, this exemption allows a user's records, except in the case of a domestic violence or sexual assault victim who elects restricted reporting, to be disclosed to:

(1) The FFSP staff, however, not to FFSC volunteers, except by written acknowledgement by the client;

(2) Commanding Officers (COs) and other appropriate DoD authorities, in compliance with SECNAVINST 5510.35A and certain high-level security clearances;

(3) COs and appropriate DoD authorities, in compliance with OPNAVINST 5350.4C;

(4) COs in cases of established spouse abuse, child abuse and neglect, sexual assault, and rape pursuant to the FAP and SAVI programs that are not otherwise considered covered communication under restricted reporting requirements for incidents of domestic abuse or sexual assault;

(5) DoD law enforcement activities, e.g., Naval Criminal Investigative Service (NAVCRIMINVSVC), Naval Legal Service Offices (NLSO), in connection with their official duties, and

(6) COs and other appropriate DoD authorities (e.g., DoD medical or security personnel) when the clinical FFSC staff member in direct contact with the client judges that there is a danger to the client's life (or the lives of others) and/or significant property is endangered by the client or others disclosed to the staff member by the client.

b. Privacy Act Exception 2: user judges that the disclosure to persons who have submitted written FOIA requests, to the extent that the FOIA, 5 U.S.C. 552, requires this disclosure. However, since release of FFSC records will in most cases result in "a clearly unwarranted invasion of personal privacy," very little, if any, information is likely to be required to be released by the FOIA. If a FOIA request for FFSC records is received, the FFSC staff should promptly contact the Regional or installation FOIA officer or judge advocate for assistance. Reference (p) applies.

c. Privacy Act Exception 3: disclosure for a "routine use" of the FFSC records (the Navy Family Support Program system of records, system N01754-1) Routine uses are published in the Federal Register and are included in the Privacy Act Statement given to FFSC users. Four of the more important routine uses are:

(1) Disclosure to State and local government authorities per State or local laws requiring the reporting of suspected child abuse or neglect;

(2) Disclosure to the appropriate Federal, State, local, or foreign agency charged with law enforcement, where FFSC records indicate that a violation of law may have occurred;

(3) Disclosure to certain foreign authorities in connection with international agreements, including status of forces agreements (SOFAs); and

(4) Disclosure to the Department of Justice for litigation purposes.

d. Other routine uses may apply in particular situations, and other Privacy Act exceptions may be used to disclose information where appropriate. In cases where there is any question as to the propriety of disclosure, the advice of a judge advocate should be sought.

9. If information from a user's FFSC record is disclosed in any way other than through Exception 1 or 2, a disclosure accounting must be kept per Conditions of Disclosure of reference (o). All disclosure accountings must be recorded on OPNAV 5211/9, Disclosure Accounting Form.

10. Requests for record access will be handled as follows:

a. A request by users for access to their own record, or an oral or written third-party request for access to a user's record made with the prior written consent of the user, will be handled per reference (o).

b. Record access between FFSP staff will be handled per regional or local FFSC standard operating procedures and the Privacy Act.

c. A request for record access which is of a type mentioned in subparagraph 8a(2)-(6) and 8c above (i.e., DOD user from outside the FFSC and routine users) will normally be in writing and signed by the person seeking the records. In the case of a request by a governmental agency, the signature should be that of a person holding a position of significant authority in the organization, at least equivalent to that of the head of the local branch of the organization. The decision to approve or disapprove the request should be made in consultation with the local Judge Advocate General (JAG) or NLSO for final approval prior to release of records by the FFSC Director/Site Manager or clinical services supervisor per regional/local guidance.

d. A FOIA request for an FFSC record will be handled per reference (p).

e. Any other request for record access must be submitted in writing fully stating the "need to know" or other statutory basis for access, and must be processed through the chain of command, to include the local JAG or NLSO, and then to CNIC for disclosure determination.

11. Since FFSC records on individuals who volunteer to assist at an FFSC will be kept in a Privacy Act "system of records," those records will be maintained in strict compliance with reference (o). Privacy Act System Notice N01754-2 applies. The

Privacy Act statement provided in enclosure (7) will be provided to a volunteer or potential volunteer whenever information is to be collected from the volunteer or potential volunteer for use in their records in this system of records. When disclosure accountings are required they will be made on OPNAV 5211/9.

PRIVACY ACT STATEMENT FOR
NAVY FLEET AND FAMILY SUPPORT CENTER PROGRAM

IMPORTANT NOTICE

Information which you provide to the Fleet and Family Support Center (FFSC) counselors will be treated in a sensitive manner by the FFSC and will be managed per the Privacy Act of 1974, 5 U.S.C. § 552a. The information provided by the client to FFSC is not privileged. Although the information solicited is intended to aid the FFSC in assisting you, certain kinds of information may be provided by the FFSC to others as required by law or regulation. Routine uses for the Navy Family Support Program record system are listed in the Privacy Act Statement below.

1. LEGAL AUTHORITY FOR REQUESTING INFORMATION FROM YOU: 10 U.S.C. § 5013 allows the Secretary of the Navy to make regulations for the Department of the Navy (DON). One of those regulations, SECNAVINST 1754.1B, Department of the Navy Family Support Programs, established the Navy Fleet and Family Support Center Program.

2. PRINCIPAL PURPOSE FOR WHICH YOUR INFORMATION WILL BE USED: The information you provide will help the Fleet and Family Support Center Program staff to assist you.

3. ROUTINE USES WHICH MAY BE MADE OF YOUR INFORMATION: In addition to using the information you give us for the "principal purpose" given above, your information may be used for one or more of the "routine uses" listed in the Federal Register notice for this system (including the blanket routine uses that are applicable to all Navy Privacy Act systems of records). This Federal Register notice is available at http:/privacy.navy.mil/. Note that routine use does not apply in situations in which restricted reporting is allowed and elected. Four of the more important routine uses are:

a. Disclosure to State and local government authorities per State or local laws requiring the reporting of suspected child abuse or neglect;

b. Disclosure to the appropriate Federal, State, local, or foreign agency charged with enforcing a law, where FFSC records indicate that a violation of the law may have occurred;

c. Disclosure to certain foreign authorities in connection with international agreements, including SOFAs; and

d. Disclosure to the Department of Justice for litigation purposes.

4. OTHER DISCLOSURE OF YOUR INFORMATION: In addition to using the information you give us for the "principal purpose" and the "routine uses" given above, your information may be disclosed in certain other specific circumstances, as permitted by exemptions to the Privacy Act. These could include disclosures to a CO and other DoD officials in connection with certain security clearances, personnel reliability programs, law enforcement programs, life-threatening situations, substance abuse programs, and family abuse situations.

5. DISCLOSURE IS VOLUNTARY: You need not disclose any information to us; however, failure to provide this information may hinder or prevent the FFSC staff from being able to assist you.

I have read and understand the above IMPORTANT NOTICE and Privacy Act Statement and the routine uses of the information which may be provided by me. My FFSC counselor has explained the contents of the Privacy Act statement to me.

_____ _____
Date Signature

_____ _____
Date Witness

Note: Additional reporting requirements may apply for members of the Personal Reliability Program (PRP).
Are you/or the sponsor a member of a PRP? Yes____ No____

PRIVACY ACT STATEMENT FOR VOLUNTEERS

1. LEGAL AUTHORITY FOR REQUESTING INFORMATION FROM YOU: 10 U.S.C. § 5013, which allows the Secretary of the Navy to make regulations for the Department of the Navy. One of those regulations, SECNAVINST 1754.1B, Department of the Navy Family Support Programs, established the Navy Fleet and Family Support Center Program.

2. PRINCIPAL PURPOSE FOR WHICH YOUR INFORMATION WILL BE USED: To supervise your performance as a volunteer in the Navy Fleet and Family Support Center Program.

3. ROUTINE USES WHICH MAY BE MADE OF YOUR INFORMATION: In addition to using the information you give us for the "principal purpose" given above, your information may be used for one or more of the "routine uses" listed in the Federal Register notice for this system (including the blanket routine uses that are applicable to all Navy Privacy Act systems of records). This Federal Register notice is available on-line at http://privacy.navy.mil. Three of the more important routine uses are:

a. Disclosure to the appropriate Federal, State, local, or foreign agency charged with enforcing a law, where Fleet and Family Support Center records indicate that a violation of law may have occurred.

b. Disclosure to certain foreign authorities in connection with international agreements, including SOFAs; and

c. Disclosure to the Department of Justice for litigation purposes.

4. DISCLOSURE IS VOLUNTARY: You need not disclose any information to us; however, failure to provide this information will prevent us from being able to assign you to duties as a volunteer in the Fleet and Family Support Center Program.

I have read and I understand the above Privacy Act Statement and the uses of the information which I may provide. The contents of the Privacy Act statement have been explained to me.

_____	_____
Date	Signature of Volunteer
_____	_____
Date	Signature of Witness