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Family Connection is a publication of the Fleet and Family Support Program.

The Navy's Fleet and Family Support Program promotes the self-reliance and resiliency of Sailors and their families. We provide information that can help you meet the unique challenges of the military lifestyle.

If you have questions or comments, contact Timothy McGough at timothy.mcgough@navy.mil.

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Celebrating Military Families

In recognition of the "Month of the Military Family," Fleet and Family Support Programs (FFSP) celebrate the exceptional service, strength and invaluable sacrifices of our service members and their families. FFSP offers support and family readiness through a full array of services and resources. The New Parent Support Home Visitation Program (NPSHVP) extends this support with additional education and support to military families with young children.

Beginning in 2013, the NPSHVP will integrate the "Strengthening Families" approach into an overall Healthy Family Awareness Campaign. The campaign's focal points include the Five Protective Factors. Research has shown that together these factors significantly lower the risk for child maltreatment and domestic abuse. The Five Protective Factors and positive outcomes are:

- **Parent Resiliency** — Parents who are emotionally and psychologically healthy are able to resolve conflicts and handle unexpected life challenges.

- **Social Connections** — Parents who have supportive and trusting adult relationships are able to receive spontaneous emotional support and advice that could improve their quality of life.

- **Concrete Support in Times of Need** — When families are in crisis, having their needs met with accessible and tangible resources alleviates anxiety and stress.

- **Knowledge of Early Child Development** — Parents who have basic child development education will be able to set age appropriate expectations and milestones for their child.

- **Social and Emotional Competency** — Children who communicate their feelings in an age appropriate manner appear to motivate parents to respond appropriately to their needs.

For additional information on the Strengthening Families approach and the Five Protective Factors, visit www.strengtheningfamilies.net. Learn more about available programs and services at your local [Fleet and Family Support Center](#).

"The strength of a nation derives from the integrity of the home."

~Confucius



Ready Navy Kids

Emergency preparedness is not just for adults. Involve your children in emergency planning and preparation. [Ready Navy Kids](#) provides opportunities for them to learn what actions to take in the event of a disaster. Get the entire family involved. Have some fun with your preparations!



Safe Harbor Promotes ‘Success Through Transition’

Safe Harbor is an essential resource that every Navy family should know about. The Navy Wounded Warrior (NWW) – Safe Harbor program provides non-medical assistance to seriously wounded, ill, and injured Sailors and Coast Guardsmen, as well as their families. Non-medical Care Managers address a wide range of potentially stressful issues including pay and personnel problems and concerns about the disability evaluation process, which then enables service members to focus solely on getting well. The program ensures a smooth transition back to active duty or to civilian life while connecting the service member to a host of mentorship, athletic and employment programs.

Committed to supporting those who care for wounded warriors, the program shares critical resources on child and youth care, mental health, respite care, scholarships and financial management. Non-medical Care Managers collaborate with partner organizations to address unmet, pressing needs of enrolled families with the ultimate goal of keeping them healthy and whole as they navigate a major life change.

November marks Warrior Care Month; a time to recognize wounded warriors, as well as their caregivers, for their service, sacrifices, and achievements. However, at NWW, every month is Warrior Care Month. November is simply an opportunity to join with other branches of service in public celebration of these heroes. This year’s theme, “Success through Transition,” highlights the many ways wounded

warriors and their families thrive after illness and injury — on active duty, on the playing field, in the classroom, or on the job.

Take time this month to honor and support our wounded warriors. You can refer a service member to the program by calling 855-NAVY WWP (628-9997). Help spread the word about [Navy Wounded Warrior](#).



Navy Family Accountability and Assessment System (NFAAS)



NFAAS allows Navy personnel to manage the recovery process for personnel affected

by a widespread catastrophic event. It is also helpful in providing commands with information to support IA family members while their sponsors are deployed overseas. [Watch the video](#) and [log on to NFAAS](#).



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 (577-6691)

RELOCATION ASSISTANCE PROGRAM

Moving Made Easy

Preparing for air travel with your child?

Let the ticketing agent know when making arrangements. Ask for first-row seating (on some airlines referred to as bulkhead seating) as it tends to offer more space. To make your child’s trip a little more special bring their favorite book or snack.



Consumer Financial Protection Bureau Now Taking Complaints on Various Accounts

The Consumer Financial Protection Bureau (CFPB) is now accepting consumer complaints about bank accounts, credit cards and mortgages. Bank and credit accounts play a critical role in the lives of most Americans, but these products and the laws governing them are complicated, and consumers need someone on their side to keep banks and credit unions accountable.

Almost nine out of 10 American households have at least one checking account, and many also maintain a savings account and various credit accounts. Despite the fact that they are commonplace, accounts and terms can be complex and confusing and consumers often find themselves at a disadvantage when trying to complain about their accounts to customer service representatives.

Consumers can file a complaint with the CFPB using the bureau's website or by mail, fax, or telephone. The CFPB's U.S.-based call centers handle calls with little or no wait times, provide services for the hearing- and speech-impaired and have the ability to assist the public in 187 languages.

Upon receipt of a complaint, the CFPB requires banks to respond to complaints within 15 days and seeks to close all complaints within 60 days. Consumers are given a tracking number after submitting a complaint. They are then able to log in to the CFPB website at any time and check the status of their case. Each complaint will be processed individually and consumers will have the option to dispute a bank's resolution.

The Bureau's Consumer Response team has already received and resolved over 20,000 complaints, including nearly 7,000 on mortgages and almost 12,000 on credit cards. The Bureau has seen three major issue areas with respect to credit cards: consumer confusion, third-party fraud, and factual disputes between the consumer and the card issuer. For mortgages, the biggest complaint source has been foreclosures, and the majority of those complaints have been sent to companies for review and response.

Consumers with complaints on bank accounts, credit cards and mortgages should contact the [Consumer Financial Protection Bureau](#) or call 855-411-CFPB.



Getting Your Military ID Card Just Got Easier

The [Defense Manpower Data Center \(DMDC\)](#) now offers the Real-time Automated Personnel Identification System (RAPIDS), a self-service portal that provides common access card (CAC) holders with online access to apply for ID cards for family members or retirees or to update dependent statuses. So whether the military sponsor is nearby on the installation or deployed overseas, or if the family member is a college student residing in another state, the RAPIDS portal provides a way for the service member to authenticate eligibility without the need to be physically present. [Read more.](#)



After Deployment

Reintegration is a process. Good communication is a key factor in understanding what your Sailor wants and needs after deployment. A lot has happened since the beginning of deployment cycle. Kids may have grown; there have been changes in the home, maybe a new car or shifts in responsibilities. This is a huge adjustment and there is no set time for your Sailor to feel fully acclimated.



Discuss celebration plans before the homecoming day. Family members are encouraged to be patient. It's not uncommon for Sailors to want to catch up on sleep the first few days back. Allow them time to decompress. Excessive anger, depression, symptoms of post-traumatic stress including use of illegal drugs, misusing prescription drugs, or drinking alcohol excessively, may signal that your Sailor may need professional assistance. Challenges faced during reintegration are unlike those faced while deployed. You can begin to design solutions essential to the overall health and well-being of your family. For additional information and resources, [click here](#).

Warriors at Ease

Warriors at Ease brings the healing power of yoga and meditation to military communities around the world, especially those affected by combat stress, PTSD and trauma. Sessions are offered by training and deploying certified mind-body professionals to enhance the health and well-being. Learn about resources for yoga, meditation and other support organizations to service members, veterans, their families and caregivers.



NAVY ia U.S. Navy Individual Augmentees
[Like us on Facebook.](#)

IA Discussion Group Schedule

[View the Fleet-wide list of classes, support groups and events.](#)



Transition and Employment Corner

Volunteer Work Counts

A large number of military spouses volunteer. In fact, a recent Blue Star Families study showed 81 percent of military spouses performed some sort of volunteer work this past year. It also revealed that many of these same volunteers thought the experience either did not apply or was not relevant to work experience, and they did not mention it on job applications and resumes! So, Blue Star Families came up with a solution. It prepared sample resume bullets as well as sample resumes to highlight numerous volunteer positions unique to military life such as Family Readiness Group (FRG) leader, United Services Organization (USO) worker, Spouse Club planner, American Red Cross (ARC) helper and more.

For example, if you were a Navy Ombudsman who regularly distributed information between leadership and families, here is how Blue Star Families suggests you can highlight that skill on a resume: ***Maintained a communication system ensuring accurate and timely information disseminated for over 300 members of an organization.*** Or, perhaps you raised money for a cause, planned weddings at the base chapel, trained community members on life events. Maybe you have taken on the volunteer role of school liaison, committee member, volunteer recruiter, or newsletter editor. These activities boost your resumes, and Blue Star Families has sample accomplishment statements for you to use.

Didn't see your volunteer effort mentioned here? Blue Star Families has many more for you to look at on its website. Volunteering is work experience; it is quality know-how. Visit "Making Volunteerism Work for You!" at www.bluestarfam.org.

