DEPARTMENT OF THE NAVY
U.S. NAVAL SUPPORT ACTIVITY
PSC 817 BOX 1
FPO AE 09622-1000

NAVSUPPACT NAPLES INST 1754.2D
N09

9 MAY 2007

NAVSUPPACT NAPLES INSTRUCTION 1754.2D

From: Commanding Officer, U.S. Naval Support Activity, Naples, Italy

Subj: FLEET AND FAMILY SUPPORT CENTER (FFSC)

Ref: (a) SECNAVINST 1754.1B
(b) OPNAVINST 1754.1A

Encl: (1) Mission, Vision, and Services of FFSC Naples

1. Purpose. To promulgate the mission, vision, and services of FFSC Naples.

2. Cancellation. NAVSUPPACT NAPLES INST 1754.2C

3. Action. FFSC Naples shall be operated per enclosure (1) and the provisions of references (a) and (b).

J. S. JACKSON
Acting

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NAVSUPPACT NAPLES INST 5216.4x
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Mission, Vision and Services of FFSC, Naples

1. Mission. Enhance operational readiness and improve service member performance, retention, and quality of life by providing the best support services possible to our customers.

2. Vision. We are the premier Fleet and Family Support Center with professional, caring, and accessible staff, providing the very best information, referral, education, counseling, and support services possible to our customers. Guiding principles and goals are:

a. Treat each customer as our most important customer.

b. Respond to the changing needs of a diverse community.

c. Assist our customers in successfully acclimating to a new culture.

d. Committing to making the whole greater than the sum of its parts through teamwork and customer feedback.

e. Supporting the mobile lifestyle of military families.

f. Helping people help themselves by improving life skills, encouraging self-sufficiency, and offering short-term support.

g. Maintaining the strength and vitality of the FFSC staff by training and empowering them to realize their full potential, and by recognizing their significant contributions.

3. Services. FFSC Naples provides the following services to any individual in possession of a valid United States Department of Defense ID card:

a. Clinical counseling

(1) Personal, Marital, and Family Counseling.

(2) Crisis Intervention.

b. Family Advocacy

(1) Spouse and Child Abuse Prevention.

(2) Presentation of the facts regarding alleged abuse incidents to the Case Review Committee.

(3) Case management of substantiated abuse cases.

c. Transition Assistance. Transition services for those leaving military service, which includes workshops, resume assistance, electronic job bulletin board, and Defense Outplacement Referral Service.

d. Relocation Assistance

(1) Intercultural Relations Classes.

(2) Area Orientation Class.

(3) Welcome Aboard Packets.

(4) Loaner Locker (household utensils).

(5) Smooth Move (PCS) Workshop.

(6) Sponsorship Training.

e. Spouse Employment/Career Planning

(1) Job Bulletin Board.

(2) Job Search Workshops (resume writing and interview techniques).

f. Financial Education

(1) Command Financial Specialist Training.

(2) Consumer Education Classes.

(3) Budget Counseling.

g. Ombudsman Program Support

(1) Ombudsman Basic Training.

(2) Logistical Support for Ombudsman Assembly.

h. New Parent Support

(1) Pre-delivery Briefing.

(2) Home Visitation.

(3) Support Group.

i. Sexual Assault Victim Intervention

(1) Command Responsibilities Training.

(2) Victim Advocates Training for Volunteers.

(3) Sexual Assault Prevention Training.

j. Life Skills

(1) Stress Management.

(2) Anger Management.

(3) Parenting Skills.

k. Information and Referral Services

(1) Command Briefings.

(2) Retired Affairs.

(3) Referrals to other agencies.

l. Deployment Support

(1) Individual Augmentation Assistance.

(2) Family Support Group.

(3) Command Briefings.

4. Operating Hours. The FFSC shall be open Monday through Friday from 0730 until 1600. Special programs are offered after normal working hours.

5. Program Review

a. Program review is a continuous management process to ensure compliance with policy, to make necessary changes to services, and to improve effectiveness and efficiency of services.

b. The FFSC Director shall:

(1) Hold weekly staff meetings and training sessions.

(2) Review customer feedback.

(3) Perform quality assurance on all programs.

c. Commander, Naval Installations Command, conducts accreditation inspections every three years.