

Section 3

Implementation of the Navy Community Service Program

The Navy Community Service Program (NCSP) Command Coordinator is responsible for initiating community service projects, partnerships, and activities in compliance with policy guidelines. In this voluntary position, the Command Coordinator must ensure that command projects, partnerships, and activities also comply with the objectives of the program and relate to education, citizenship, health and fitness, environmental conservation, drug demand reduction, and humanitarian assistance. The community service objectives are noted at the beginning of Section 2, Program Management Responsibilities.

The Attendant Geographic/Regional or Local Area Coordinator is the central point of contact (POC) for the NCSP while the Command Coordinator is the POC within the command and the community. The Command Coordinator is encouraged to contact the Area Coordinator to obtain assistance while planning the command's community service projects, partnerships, and activities.

The Area Coordinator may possess information regarding potential partners as well as success stories and lessons learned from previous partnership efforts. This information should be shared with the Command Coordinator to facilitate the implementation of the NCSP projects, partnerships, and activities. The Area Coordinator responsibilities include assisting the Command Coordinator in the identification of Flagship Partners as well as providing technical assistance in the development and management of projects, partnerships, or activities. The Area Coordinator should be knowledgeable of current and past NCSP projects, partnerships, and activities. This includes monitoring other volunteer efforts within specific communities in order to partner and share resources and responsibilities. The Area Coordinator may also recommend the involvement of a command in an established partnership either on a local or regional level.

Before initiating projects, partnerships, or activities, the Command Coordinator should gain an understanding of the command interest and resources for community

The Command Coordinator should use the Command Interest Survey (Figure 3-1) to develop command NCSP projects, partnerships, and activities. This survey should be distributed to the command personnel.

support for NCSP projects. This information also assists the Command Coordinator in preparing a project plan and guidelines to promote the NCSP within the command. The results of the survey should be provided to the Area Coordinator to include in the inventory that tracks NCSP projects, partnerships, and activities. Potential Flagship Partnerships may be established within the parameters of the Personal Excellence Partnership, Youth Health and Fitness, Environmental Conservation, Campaign Drug Free, and Sharing Thanksgiving. It is important to identify Flagship Partnership goals and prioritize the projects during the initial development and implementation of the NCSP projects, partnerships and activities. Establishing goals and objectives for the Flagship Partnership allows the Navy to monitor and evaluate the success of community service efforts. The issues of monitoring and evaluating are addressed in Section 8 of this guidebook.

Figure 3-1

Command Interest Survey for the Navy Community Service Program

The purpose of this survey is to determine your interest in community service. Your input will be used to determine this command's involvement with a school or community organization. Please take a few minutes to answer the following items.

Name: _____ Rank/Rate: _____ Date: _____

Dept./Div.: _____ Work Phone: _____ Work Email: _____

1. With which type of organization/activity would you be most interested in volunteering?
(Check all that apply. Number your preferences starting with "1" as your top choice.)

___ School Please indicate preferred grade levels:

___ Pre K-5 ___ 6-8 ___ 9-12

___ Youth organizations such as Boys and Girls Clubs, Scouts, etc.

___ Recreation programs

___ Programs for the handicapped

___ Homeless shelters

___ Food distribution programs (Foodbank, soup kitchens, meal deliveries, etc.)

___ Neighborhood/community cleanups

___ Home repairs for the poor and/or elderly

___ Drug and substance abuse prevention programs

___ Adult literacy programs

___ Mentoring youth

3. When would you volunteer your time?

During working hours Weekdays after work Saturdays

4. For what period of time would you be willing to make a commitment?

6 mos. 1 yrs. More than 1 yr.

5. What special talents or hobbies could you share?

Return your completed survey to:

(Rank/Rate) Name (Dept/Code) (Phone)

Your interest in participating in the Navy Community Service Program is appreciated.

Once the command has specified areas of interest for volunteer efforts, it is important to utilize that information to identify potential Flagship Partners. Information gathered on potential community service projects may be obtained using the Needs Assessment Survey (Figure 3-2) and the Community Group Profile Form (Figure 3-3). The Needs Assessment Survey tends to focus on opportunities to volunteer with educational institutions while the Community Group Profile Form allows the Command Coordinator to obtain more general information from various community groups. Once obtained, this information should be considered and compared with the information collected with the Command Interest Survey (Figure 3-1). In addition, it may be necessary to review command briefing materials.

The Command Profile (Figure 3-4) allows the Command Coordinator to identify the command's resources. The Command Coordinator should complete this form and return it to the Area Coordinator upon initiating a Flagship Partnership. The Command Profile is intended to assist the Command Coordinator in obtaining information necessary to target NCSP projects, initiate partnerships and activities, and inform the Area Coordinator of command involvement in the NCSP. The information obtained from the Needs Assessment Survey (Figure 3-2) and the Community Group Profile Form (Figure 3-3) should be compared with the Command Profile to identify compatibility between the needs of the community, available resources, and volunteer support within the command to assist with the implementation of the NCSP and development of Flagship Partnerships. The Command Coordinator is responsible for ensuring that Navy resources are used to match community needs. Information obtained from the Command Profile should also be used in the preparation of the project plan and guidelines. It is important for the Command Coordinator to identify existing community service programs and resources in order to expand opportunities within the community.

Figure 3-2

Needs Assessment Survey for the Navy Community Service Program

This command is exploring the possibility of a community service partnership. This survey is designed to gather information regarding your organization's needs in the areas of: education, citizenship, health and fitness, environmental conservation, drug demand reduction, and humanitarian assistance. The information will be used to coordinate the interest, knowledge, and skills of our command with your organization's needs. This will enable the establishment of a partnership that addresses the Navy's goal of promoting volunteerism and community service to assist in the education and enrichment of the nation's youth and communities and revitalizing citizenry.

Name of Organization: _____

Point of Contact: _____ Phone: _____

Please identify five items that represent the organization's greatest needs and prioritize these needs with 1=highest and 5=lowest.

____ Classroom Activities (Circle applicable)

Tutoring

Proctoring Exams

Language Tutoring

Computer Programming

Career or Academic Planning

Time Management

Other

____ Vocational Skills (Circle Applicable)

Graphic Design

Automotive

Electrical

Carpentry

Drafting

____ Library Assistance

____ Skill Building (Circle applicable)

Writing

Speaking

Reading

Health And Physical Fitness

Mathematics

Science

Government and History

Foreign Language

English

History

Business

Home Economics

Art

____ Health And Fitness Program Assistance

____ Landscaping and Beautification Projects

Figure 3-3

Community Group Profile Form for the Navy Community Service Program

Name of Organization: _____

Address: _____

Organization Director: _____ Title: _____

Contact Person: _____ Phone: _____

Organization's Calendar Year _____ to _____ (please attach calendar)

*(month) (month)*Special Programs:

Please answer as applicable:

What deficiencies have been identified in the following areas?

- Education (all subject areas, basic skills)
- Health and Fitness (nutrition, exercise, substance abuse prevention)
- Environmental Conservation (recycling, cleanup and beautification projects)
- Citizenship (responsible behavior, self-discipline, community service, civics)
- Humanitarian Assistance (food drives)

What activities have been identified for the Navy to assist in a partnership to address the deficiencies?

What unique characteristics describe the organization?

What resources are available to establish a partnership (for example, staff, equipment, educational material, and facilities)?

What partnerships has the organization established?

Name of Partner

Typical Partnership Activities

Information obtained by utilizing the forms included in this section will provide the Command Coordinators with baseline information to support the development of goals and objectives, allocation of resources based upon identified needs of the community organizations, as well as the selection of projects, partnerships, and activities. It is also helpful for the Command Coordinator to develop short-term and long-term measurable objectives based on community needs and available community or Navy resources. The NCSP objectives, when properly written, provide specific guidance regarding:

1. Assistance to be provided in the course of the community service project.
2. Benefits to be conveyed to sailors and civilians.
3. Numbers or percentages of the group targeted to participate.
4. Types and levels of groups (youth or adult) to be targeted.
5. Outcomes (changed levels of achievement, attitudes, behaviors) expected as a result of partnership activities.

When developing objectives, it is important to be:

- **Realistic.** The NCSP projects should be within the parameters of the command ability to allocate resources and meet specific needs of the community. Be conscious of time constraints, the number of command volunteers participating in the program, the amount of time volunteers are willing and able to contribute towards activities, and the activities volunteers support.
- **Basic.** Maintain a basic program. Volunteers are participating in the NCSP as a collateral duty, above and beyond regular responsibilities. Thus it is important to channel the energy and enthusiasm of volunteers toward activities that support the community.
- **Specific.** Communication by the command and Flagship Partners is essential if goals, objectives, and expectations are to be achieved.
- **Respectful.** The NCSP policy and guidelines provide the flexibility to commit human resources, not command property for community service projects. Use this guidebook as a reference to answer questions concerning limitations on the commitment of Navy resources for partnership activities.
- **Flexible.** Partnership involvement changes. It may be necessary to modify the partnership agreement in the event of a command deployment, downsizing of personnel, or change in the command priorities. Discuss anticipated changes with the Flagship Partners.

Communication Strategies

Command Coordinators should be knowledgeable of the various Flagship programs in order to communicate effectively to other Navy personnel, to potential Flagship Partners and to the community at large. Communication should focus on:

- How the partnership addresses issues associated with education, citizenship, health and fitness, environmental conservation, drug demand reduction, and humanitarian assistance.
- The Chief of Naval Operations and command's strong support of the partnership.
- The Commanding Officer's support of the Flagship Partnership. Evidence of support may include involvement in signing letters of commendation for navy volunteers (Figure 7-1), letters of appreciation (Figures 7-2 and 7-3), and distributing certifications of appreciation (Figure 7-4).
- The success of command partnerships, as well as other Flagship Partnerships throughout the Navy.

The Command Coordinator should contact the Community Relations Officer, the Public Affairs Officer the Command Master Chief, and Executive Officer to promote the NCSP within the command and to ensure maximum coverage of community service activities. partnerships internal to the Navy are just as important as the partnerships established with the external community. An effective partnership consists of individuals willing to provide support, advice, and assistance. In addition, an effective partnership involves combining resources and sharing responsibilities to support the NCSP projects, partnerships, and activities.

Communication Tools

In order to promote the NCSP projects, partnerships, and activities with the command, the Command Coordinator may use the following tools:

Briefings. The preparation of a 15-to20-minute brief with accompanying materials to be distributed at every level of command. The brief will assist the efforts of the Command Coordinator to create a positive awareness of the NCSP. The briefing should explain the NCSP (history, goal, and objectives) and include an overview of the five Flagships of the program. The briefing should identify:]

- Flagship projects
- Target groups for Flagship Partnerships
- Organizations that are potential Flagship Partners
- Expected outcomes of the volunteer efforts
- Advantages of participating from the perspectives of the volunteer, the command, the Navy, the community involved, and other partners.

Additional resources may include videotapes, slides, or other printed materials to introduce the program. This material is available through the Area Coordinators as well as the Flagship Sponsors.

Briefings may be conducted for:

- Commanding Officers. Following an endorsement from the Commanding Officer, the Command Coordinator may want to prepare a briefing for the other senior command personnel. The focus of the briefing should be issues related to community service, volunteerism, and partnerships. Support for command participation in partnerships involving schools, youth groups, and other business and community partners is generated through strategies that focus on building awareness of the program's benefits. It is important to keep the Executive Officer, Commanding Officer, and Command Master Chief informed of community service activities and progress.
- Department Heads. The Command Coordinator may want to familiarize department heads with the NCSP and the concept of Flagships. The Area Coordinator may conduct these briefings in coordination with the Command Coordinator.
- All Hands. Short briefings from the Command Coordinator or the Area Coordinator may be conducted for the command to increase awareness regarding the NCSP. The briefing may occur at daily musters, during Captain's Calls, at indoctrination of newly reporting personnel, on closed-circuit television broadcasts, or through email. The command briefing includes an identification of resources available to implement the NCSP and develop Flagships projects, partnerships, and activities. In addition, the briefing provides an opportunity to resolve

Encourage the Commanding Officer to use these channels to promote command support for the program. Use a video or slide presentation to highlight the benefits of volunteering. Include examples of volunteer activities or provide information about current or prospective community service activities. Invite various community organizations to discuss areas of need for volunteer assistance.

Written Communication. The Public Affairs Office prepares various press and news releases including "Navy News," "Navy Times," and "Navy Community Service News;" Plan of the Day or Plan of the Week; newsletters or advisories; and general distribution of naval messages. The Command Coordinator should use this resource for publicizing the NCSP. For example of possible entries to promote the NCSP, refer to Figure 3-5. Figure 3-6 is an example of a possible newspaper article.

Also keep in mind the value of Fleet Hometown News Releases. They provide public recognition for our many valued volunteers and offer a tremendous vehicle for sharing the Navy's community service initiatives to a nationwide (often non-military) audience. The Public Affairs Officer can provide the Command Coordinator copies of the submission guidelines.

Figure 3-5

Sample Plan of the Day Entries for the Navy Community Service Program

- **PLAY A PART IN BUILDING A STRONGER AMERICA AND A BRIGHTER FUTURE** by becoming a volunteer in the Navy's Community Service Program. Volunteers tutor, support youth sports and recreation programs, encourage healthy lifestyles, encourage environmental conservation, provide positive role models, and participate in humanitarian assistance projects. If you are interested in more information, contact (Command Coordinator's name) at (location, phone number, email).

- If encouraging youth to be educated, and responsible citizens, healthy, environmentally aware, drug-free, and service oriented is of interest to you, become a volunteer with the Navy Community Service Program. **YOU CAN HELP OUR NATION'S YOUTH** by tutoring supporting youth sports and recreation programs, promoting environmental conservation, discouraging substance abuse, and providing a positive role model for youth as part of the command's community service program with Flagship Partners. Get involved by volunteering to participate in this worth while program. To volunteer and obtain additional information, contact (Command Coordinator's name) at (location, phone number, email).

- **STRENGTHEN THE NAVY'S IMAGE IN THE COMMUNITY** while also **PARTICIPATING AS A VOLUNTEER IN NAVY COMMUNITY SERVICE EFFORTS**. You can do all this by becoming a volunteer in the Navy's Community Service Program. It is a program designed to assist in the education and enrichment of America's youth and communities, and in revitalizing citizenry with regard to issues related to education, citizenship, health and fitness, environmental conservation, drug demand reduction, and humanitarian assistance.

- By tutoring, providing classroom assistance and being a positive role model, you can make a real difference in the lives of the young people in this command's partner school, youth group, or community organization. Sign up today to become a Flagship volunteer by contacting contact (Command Coordinator's name) at (location, phone number, email).

- MAKE A DIFFERENCE IN THE LIVES OF YOUTH by becoming a tutor, guest instructor, coach, or mentor through the Navy's Community Service Program. This initiative partners a Navy command with a local school, youth group, or community organization to focus Navy resources on issues related to education, citizenship, health and fitness, environmental conservation, drug demand reduction, and humanitarian assistance. Not only will you be helping to build a stronger nation, but you will be having fun and gaining the satisfaction of knowing you have helped young people develop to their full potential. To volunteer or learn more about the Navy Community Service Program, contact (Command Coordinator's name) at (location, phone number, email).

- VOLUNTEERS are needed to tutor students, support sports and recreation programs, escort student field trips, provide special instruction, and promote healthy lifestyles for our command sponsored PERSONAL EXCELLENCE FLAGSHIP AND HEALTH SAFETY AND FITNESS FLAGSHIPS. If you are interested in becoming a volunteer or want information, contact (Command Coordinator's name) at (location, phone number, email).

- VOLUNTEERS are needed to work with the community on preserving and restoring natural resources through our command sponsored ENVIRONMENTAL STEWARDSHIP FLAGSHIP. If you are interested in becoming a volunteer or want information, contact (Command Coordinator's name) at (location, phone number, email).

- VOLUNTEERS are needed to convey a drug demand reduction message to elementary, middle, and high school students through our command sponsored CAMPAIGN DRUG FREE FLAGSHIP. If you are interested in becoming a volunteer or want information, contact (Command Coordinator's name) at (location, phone number, email).

- VOLUNTEERS are needed to restore hope to the homeless, the hungry, homebound, sick, or elderly for our command sponsored PROJECT GOOD NEIGHBOR FLAGSHIP. If you are interested in being a volunteer or want information, contact (Command Coordinator's name) at (location, phone number, email).

- PERSONNEL, BOTH MILITARY AND CIVILIAN, who are interested in volunteering to participate in a FLAGSHIP PARTNERSHIPS with a local school, youth group, or community organization, should contact (Command Coordinator's name) at (location, phone number, email) to learn more about exciting volunteer opportunities. Flagship Partnerships are fun, provide support for local youth, promote healthy lifestyles, encourage environmental conservation, discourage substance abuse, and encourage humanitarian assistance while enhancing Navy relations with the local community. Flagship Partnerships benefit everyone involved!
- HELP PREPARE OUR NATION'S YOUTH FOR SUCCESS by volunteering for community service projects. By helping young people develop to their full potential, you will be making a major contribution to ensure a bright future for our nation. To volunteer or to obtain additional information, contact (Command Coordinator's name) at (location, phone number, email).
- FIND OUT HOW YOU CAN CONTRIBUTE TO A STRONGER AMERICA AND A BRGITHER FUTURE at a GMT session on the NAVY COMMUNITY SERVICE PROGRAM at (time) on (date) in (place). For more information, contact (Command Coordinator's name) at (location, phone number, email).
- SEVERAL HOURS OF YOUR TIME each week or month can make a LIFETIME OF DIFFERENCE TO A CHILD. Whether it's helping out on Sport's Day, judging an art contest, assisting in a computer lab, or tutoring a child who desperately needs additional personal instruction...THERE IS A PLACE FOR YOU in the Navy Community Service Program. For information about how you can join our partnership team, contact (Command Coordinator's name) at (location, phone number, email).

Adapted from materials provided by Naval District Washington, Washington, D.C.

Figure 3-6

Sample Community Service Newspaper Article

** Always get hometown information (city and state) form participants, in case the article is marketed outside the immediate Navy audience.

** Identify personnel with generic ranks, Petty Officer 1st Class, 2nd Class, etc. You may include their job specialty following their name: Petty Officer 3rd Class John Doe, an electrician with NMCB-0.

(Your story could begin with an intriguing lead paragraph or two about service personnel enjoying their liberty, but also frequently taking time to give to others as well... and then lead into the next paragraph, or the story could begin with the next paragraph as lead.)

On (date) more than (number) (name of command) (personnel, Sailors, Airmen, etc.) turned out for a (restoration, beautification, etc) project at (name of school, hospital, etc), lending their hands and hearts to the (children, elderly residents, etc) of the community.

Throughout the (number) hour day, teams of (number) people traded off doing... (Summarize the activity in one or two sentences).

"Upbeat quote form someone who participated about how much they enjoyed being able to help out," said Petty Officer (name, command, hometown information). "Complete their quote with a short sentiment following their identification line."

The project, which was organized by (name and command association of organizer) (saved the school more than \$1,000 in labor fees, generated more than one ton of waste from the roadside, positively impacted the lives of the senior citizens living in the home, etc...this information is simply the results of the project.)

"Quote form organizer about why he or she decided to put the project together or how they got the idea to do it," said (last name only). "Finish up this paragraph with an amplifying statement form the same person."

But those feelings weren't felt by the volunteers alone. They were also felt by those who benefited from their kindness. (This is a transition paragraph, telling the reader you are changing from a quote form a volunteer to a quote form a recipient of the project. You can write it in many different ways.)

"Quote from student, senior citizen, etc about the importance of the project and how much

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to the community and people who live in it. All stories could be ended with a statement similar to this: If you would like to find out more about how you can make an impact in the community, or have an idea for a project, contact the command community service coordinator, (name) at (phone number, email).

Submitted by (rank) (name)

(command) (title)

Decision to Pursue Flagship Partnerships

Each Navy command should determine the type of Flagship partnerships that complement the command's identified goals, objectives, and interests. The command has four options:

- Initiate a partnership to include the command and one other organization
- Coordinate with an established local partnership
- Coordinate with an established regional partnership
- Initiate a local or regional partnership

The advantages of participating in a coordinated regional partnership include access to additional resources that are unavailable through the command or from local partners; exposure to a larger base for ideas, strategies, and activities focused on community service; wider access to technical assistance; and share responsibilities.

The command may choose to initially participate in one type of partnership, then expand into others. It is important to focus efforts so that resources are used in an effective and efficient manner. A command may decide to partner with one organization and slowly expand to partnering with several organizations to achieve the goal and objectives of a specific project.

Contact with Potential Flagship Partners

After gathering information about a potential partner, initial contact should be made by mail. An introductory letter should be sent to a potential Flagship Partner or to a local and regional partnership, if one exists. The letter should explain the goals and objectives of a Flagship Partnership, identify the command's point of contact including phone number, and suggest a meeting time and location.

meeting should focus on identifying primary points of contact, available resources, and responsibilities. If the potential partners are considering a local or regional partnership, representatives from other military services, businesses, labor, foundations, colleges and universities, religious organizations, media groups, community organizations, health care centers, and Government agencies may be invited to participate in the planning process to establish a Flagship Partnership. It is important that the representatives are able to make decisions on behalf of the organization.

The Command Coordinator is encouraged to assume a facilitating role in this process. Information the Command Coordinator should distribute at the meeting may include the results of the Command Interest Survey (Figure 3-1), information on NCSP Flagships and Flagship Partnerships, command information as noted in the Command Profile (Figure 3-4), the mission statement, and command points of contact including the Commanding Officer's name and phone number, the Command Coordinator's name and phone number, the command address and information on command capabilities and limitations for involvement in the partnership.

Prepare a Command Briefing

Civilian organizations are often unfamiliar with the structure, protocols, resources, and priorities of military commands. A command briefing for potential Flagship partners should present an effective description of the command and communicate the command interest in community service partnerships.

The briefing should be presented at the initial meeting and may include the use of slides, videos, Welcome Aboard packets, and other materials that contain information of the command.

Draft a Meeting Agenda

A draft agenda should be distributed to potential partners in advance of the meeting and include a request for schedules or calendars. This information will assist in the identification of potential

- Overview of the Navy Community Service Program and Flagship Partnerships including an explanation of the goal, objectives, and purpose of the partnership. The role of Navy volunteers should be that as a partner, not just a resource provider. The Flagship Partnership goal and objectives should be developed collectively with the partners. Roles and responsibilities as well as expected outcomes should be agree upon.
- Review of Needs Assessment Survey (Figure 3-2) or Community Group Profile Form (Figure 3-3) and an explanation of the compatibility of the Navy 's goal, objectives, and available resources with the needs of the potential Flagship Partner.
- Identification information for potential partners including organization profiles such as structures, operations, and personnel. This agenda item includes the command briefing and review of the Command Profile (Figure 3-4).
- Discussion of the available resources including the number of volunteers, the types of projects supported by the command and other potential partners, as well as schedules for projects.
- Identification of challenges, barriers, and reservations regarding the potential Flagship partnership.
- Questions.

Task Forces and Committees

Task forces are convened at local, state, regional, and national levels to foster and guide changes in policy and to solidify the recruitment of whatever accompanying legislative and financial support is required. If a task force or committee is active in the community , the command may be able to join an existing partnership. The presence of a task force usually indicates that procedures, strategies, and activities have been formally established. The Command Coordinator should determine if the command needs are compatible with the task force goals. It is important for the command to participate in partnerships that comply with the objectives of the NCSP and focus on projects involving education, citizenship, health and fitness, environmental conservation, drug demand reduction, and humanitarian assistance. The purpose of a partnership is to enable a pooling of resources an sharing responsibilities to address the needs of the community.

raise at this time include:

- What are the goals for establishing a local or regional partnership? How would the partnership affect the community and address community needs?
- What organizations should be considered for the partnership?
- What are the roles and responsibilities of partners?
- How should the partnership be structured?
- Where would the partnership be headquartered?
- How would the partnership be staffed?
- How would the partnership be funded?
- What should be the next steps?

If a decision is made to pursue the Flagship Partnership, members of the initial planning group should contact other area leaders and expand the dialogue. The goal of the group is to broaden the base of ideas, concerns and information before actively developing the partnership's organization, programs, and activities.

Command Role in a Flagship Partnership

If the command decides to join an existing local or regional partnership effort, or to act as a catalyst to initiate such an effort, the Command Coordinator becomes a participating partner, liaison, and facilitator for Navy resources. Whatever type of partnership the command decides to pursue, the subsequent action should be planned with input from all partners involved. Issues the Flagship Partners should resolve include:

- Scheduling follow-up meetings with partners to plan, develop, implement, promote, manage, and monitor as well as to evaluate projects, strategies, and procedures

- Preparing and conducting orientations or command briefings to promote the Flagship Partnership
- Identifying collective needs and resources to establish goals and objectives
- Recruiting and screening volunteers
- Developing and conducting training sessions for volunteers
- Planning an event to celebrate the Flagship Partnership

Command Coordinator Turnover File

As Command Coordinator for the NCSP, responsibilities will be challenging. As this is often a collateral duty, most new Command Coordinators are limited in the amount of time available to become familiar with the steps necessary for managing the NCSP efficiently and effectively. The Command Coordinator responsibilities include planning, developing, implementing, promoting, managing, monitoring, evaluating, and sometimes revitalizing the command's community service program.

To facilitate the transition of responsibilities from each Command Coordinator, it is requested that a turnover file be prepared and maintained. The file should be current and available for review. The advantages of a well maintained turnover file include continuity in Navy Participation in community service projects, partnerships, and activities as well as the ability of the Command Coordinator to avoid reinventing the wheel. Preparing a turnover file is an excellent way of the Command Coordinator to become familiar with the program, and to ensure that the program maintains direction and focus when it comes time to pass the responsibilities to another individual. Figure 3-7, Recommended Items for the Turnover file, should be used as a reference for the Command Coordinator in preparing and maintaining the turnover file.

Figure 3-7

Recommended Items for the Turnover File for the Navy Community Service Program

- The Navy Community Service Program (NCSP) Guidebook, and other material available through the Bureau of Naval Personnel (Pers-605).
- Copies of all instructions and guidance that apply to the NCSP (Refer to Appendix A for initial listing).

NCSP points of contact for Chain of Assistance:

Pers-605

+

Flagship Sponsors

+

Fleet Commander in Chief

+

Attendant Geographic/Regional and Local Area Coordinators

+

Unit Commander, Commanding Officer, or Officer In Charge
(Command personnel responsible for community service activities)

+

Command Coordinators

(including contact information for local area commands)

+

Public Affairs Office personnel

+

Flagship Partners

- Job Description: Include Duties and Responsibilities (refer to Section 2) and who you report to and who reports to you.
- Program information such as Memorandum of Understanding (Section 6 Figure 6-1) and Activity Planning Checklist (Section 6 Figure 6-4) for each program.
- Information on volunteers, including contact information and areas of interest for:
 - Volunteers who participate on a regular basis.
 - Volunteers who occasionally supply in-kind donations, for example:
 - Logistical and Supplemental Support (transportation, refreshments, tours, etc.)
 - Special Events Assistance
- Updated list of Navy personnel available as speakers. Include name and rank, command, availability, and qualifications by area of expertise (education, citizenship, health and fitness, environmental conservation, drug demand reduction, or humanitarian assistance). This list is in the form of a computerized resource guide that can be updated periodically.
- List of personnel not presently active as volunteers, but have indicated an interest in volunteering.
- Protocols, rules and regulations of Flagship Partners that are pertinent to interaction with Navy volunteers.
- Copy of Flagship Partners' addresses and phone numbers.
- Map of the area, showing the location of the Flagship Partnership project or activity.
- Flagship Partners' calendar that notes significant dates, events, conference dates, and professional development days.
- Copies of schedules, agendas, minutes, notes from Flagship Partnership meetings as well as correspondence describing successes and lessons learned, memorandums, newsletters, media references, and training seminars.
- Promotional ideas including newspaper clippings, news releases, sample flyers, and notices that draw attention to events within the command.
- Letters of appreciation from Flagship Partners.