

## **NFAAS Frequently Asked Questions**

---

### **Q1: Who is eligible for Navy Family Disaster Assistance?**

- Navy Service Members (Active and Reserve)
- Navy Civilian Employees (both civil service and non-appropriated Funds (NAF))
- Eligible family members of service members and employees

At the CNO's direction, the Navy Family may also include other personnel such as other service members assigned to Navy commands, tenants on Navy installations, Navy retirees and their families, and members of the individual ready reserve (IRR) and their families. In the case of deceased, injured or missing Navy service members or civilians, the definition may also include certain extended family members (parents, parents-in-law, guardians, brothers, sisters, brothers-in-law, sisters-in-law).

[top of page](#)

---

### **Q2: Why should I complete this survey?**

This is a voluntary survey to identify the needs of the Navy Family following a natural or man-made disaster. Your answers will help service providers to assess how best to address your disaster-related needs, activate resources to meet those needs, and set a course for recovering from the disaster as soon as possible.

[top of page](#)

---

### **Q3: What happens after I complete the survey?**

If you identify disaster-related needs, a case manager from the Navy Community Support Center will be assigned to contact you and assist with your needs - from immediate help to less urgent referrals and information. You are encouraged to provide an honest appraisal of your needs to enable service providers the best opportunity to provide assistance and offer referrals to other agencies such as the American Red Cross or FEMA.

[top of page](#)

---

### **Q4: How and when will I be contacted?**

Case managers or other Navy support professionals will call or email you as soon as possible based on the severity of the needs you identify. It is important that you update your contact information whenever there is a change in circumstances; including phone numbers where you can be reached, email address, temporary address, etc.

[top of page](#)

---

### **Q5: Who will have access to my information?**

Information you provide will be available to a team of Navy professionals and subject matter experts engaged in the disaster-relief effort (for example, Community Support Center case managers, Navy chaplains, Navy Legal Service providers, Navy medical personnel, etc.).

Details of your individual survey responses will NOT be provided to your chain of command or anyone outside the team of disaster-relief service providers without your approval and will NOT be included in official personnel records. Commands will only receive general needs data in the aggregate (for example, 325 personnel need temporary housing) to ensure that resources and policies are in place to support Navy Family needs.