



DEPARTMENT OF THE NAVY  
OFFICE OF THE CHIEF OF NAVAL OPERATIONS  
2000 NAVY PENTAGON  
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OPNAVINST 1754.1C  
N17  
22 Apr 2024

OPNAV INSTRUCTION 1754.1C

From: Chief of Naval Operations

Subj: NAVY FAMILY READINESS SYSTEM

Encl: (1) References  
(2) Definitions  
(3) Acronyms  
(4) Navy Family Readiness System Programs  
(5) Fleet and Family Support Center Program Delivery Guidelines  
(6) Emergency Family Assistance  
(7) Confidentiality of Records in Fleet and Family Support Centers  
(8) Sample FFSC Programs  
(9) Sample Privacy Act Statement for Volunteers

1. Purpose.

a. To establish policy and assign responsibility for standardized delivery of services and execution of programs comprising the Navy Family Readiness System (FRS).

b. This instruction, previously titled "Fleet and Family Support Center (FFSC) Program", was revised and broadened in scope to encompass the system of Navy family readiness support services, requirements, procedures and terminology of reference (a). It institutes requirements for the Family Readiness Coordinating Committee (FRCC) and Emergency Family Assistance (EFA) Plans. References are listed in enclosure (1). This instruction is a complete revision and should be reviewed in its entirety.

2. Cancellation. OPNAVINST 1754.1B.

3. Scope and Applicability.

a. This instruction establishes policies applicable to all Active Component (AC) and Reserve Component (RC) commands for Navy family readiness support. Leaders at all levels are responsible for its execution. Family support programs must be executed and administered per references (a) through (al) in enclosure (1).

b. This instruction is not intended to, and does not, create any right or benefit, substantive or procedural, enforceable at law or in equity by any person, organization or other entity against the United States, its departments, agencies, officers, employees, agents or any other person.

c. Functions performed within family support programs are limited in that they do not establish any legal rights or remedies on behalf of individuals and families being assisted by the programs. Any failure to provide services described in this instruction may not be relied upon by any person, organization or other entity to establish the denial of any such rights or remedies.

4. Background. Family readiness is a key element of overall mission readiness and essential for families to meet the obligations and challenges of Navy life. Family readiness is also a key element of the Culture of Excellence, Navy's approach toward building an ideal environment that supports every member and their family. A culture that promotes psychological, physical and spiritual toughness leading to maximized character, competence and connectedness.

5. Definitions.

a. Family Readiness. The state of being prepared to effectively navigate the challenges of daily living experienced in the unique context of military service. Ready individuals and families are knowledgeable about the potential challenges they may face; equipped with the skills to competently function in the face of such challenges; aware of the supportive resources available to them; and make use of the skills and supports in managing such challenges.

b. Family Support Programs. The central delivery system for Service Members and families designed to help them achieve a state of family readiness as defined in subparagraph 5a.

c. Terms used in this instruction are defined in enclosure (2). A list of acronyms is provided in enclosure (3).

6. Funding.

a. Family readiness services must be executed using appropriated funds, unless the Secretary of the Navy (SECNAV) elects to operate them as a Category A Morale, Welfare and Recreation (MWR) activity per references (a) and (b).

b. Each family support program must be provided adequate resources in order to acquire, develop and perform the services described in enclosure (4).

c. During times of emergency, mobilization, large-scale deployment, repatriation or evacuation, family support programs may be augmented with additional fiscal, physical and personnel resources, as needed.

7. Policy.

a. The role of family readiness must be incorporated into organizational goals related to recruitment, retention, morale and operational readiness.

b. Service Members and families have primary responsibility for their well-being through the use of available readiness-related guidance, support programs, systems and other resources to establish, bolster and maintain an enhanced state of family and individual readiness. Family readiness services enhance their ability to fulfill that responsibility. Per reference (a), these family readiness services are provided through the FRS, a network of programs and services that promote Navy personal and family life readiness.

c. FRS.

(1) Mission: To assist Service Members and their families in managing the challenges of daily living experienced in the unique context of military service by:

(a) Providing a network of high-quality integrated services and support.

(b) Assisting Commanders in preventing, identifying and addressing family readiness-related challenges in order to maintain unit cohesion and operational readiness. FRS providers serve as consultants to commanders in this effort.

(2) Composition: Services operated by Department of Defense (DoD) and other Federal, State and community-based family readiness services delivered through a variety of access points identified in reference (a), Section 3.1. Core family readiness programs are the foundation of the FRS and must be made available to Service Members and their families. Navy Family Readiness Programs are further described in enclosure (4).

(3) Fleet and Family Support Programs (FFSPs) are the central delivery system for Navy FRS. Guidance for programs for the standardized delivery of FFSPs are delineated in enclosure (5).

(4) FFSCs are the primary access points for Navy FFSPs, guidance provided in enclosure (5). On joint bases, this is the function of the Military and Family Support Center (MFSC) or the lead Service equivalent.

(5) Except where otherwise required by law, DoD regulation or command authority, accessing family readiness services is voluntary.

(6) The type and levels of family readiness services provided by the Navy to Service Members and their families must be correlated to meet the needs resulting from the unique challenges associated with military service across four domains of family readiness:

(a) Mobilization and deployment readiness.

(b) Financial readiness.

(c) Personal and family life readiness.

(d) Relocation.

(7) Family readiness services must:

(a) Emphasize personal growth, positive development and improved individual and family functioning to improve resilience, including career, social, financial, health and community well-being.

(b) Be allocated resources to accomplish its mission per paragraph 6 of this instruction.

(c) Be designed, funded and managed:

1. Using results obtained from a performance management strategy that includes assessment of needs as well as reporting on family readiness fiscal, manpower and program information and evaluation of family readiness services.

2. To enable services, staff and resources to be surged or drawn down or evolved, as needed, to the changing needs of Service Members and their families during peacetime, war, periods of force structure change, relocation of military units, base realignment and closure, crisis, natural disaster and other emergency situations.

3. To maximize diverse forms of service delivery including, but not limited to, face-to-face, web-based and technology capabilities, telephone, social media, referrals and co-location of services in an easily accessible environment.

4. To address the varied makeup, cultural diversity and demographics of Service Members and their families.

(d) Promote military recruitment and retention and support Commanders' ability to maintain a mission-ready force.

(e) Link formal and informal networks (e.g., family, friends, neighbors, schools, faith based, medical, professionals) to promote a sense of community and optimize Service Member and family strengths and capacity to demonstrate resilience.

(f) Involve key stakeholders (e.g, Service Members, their families, service providers, DoD leaders, Military Service Organizations (MSOs)). In the development of short, medium and long-term strategies to meet the needs of Service Members and families.

(g) Promote interagency collaboration and service coordination within and among Federal and non-Federal entities to identify and achieve common family readiness goals and improve communication among service providers and with Service Members and their families.

(h) Provide compassionate, coordinated assistance and support to Service Members and their families in the event of an all-hazards incident.

(i) Use national certification program standards and standardized assessment tools to ensure that services outlined in this instruction are available, accessible, and have the intended impact.

(j) Work collaboratively with public affairs offices to create and implement uniform and comprehensive communication strategies targeted at Service Members, their families, service providers, MSOs, commanders and communities.

(k) Maximize awareness and outreach and engagement to reach those who are in remote locations or in need of flexible or virtual scheduling options.

(l) Promote Military OneSource (MOS) and other available virtual or mobile application support tools and resources, to include non-medical counseling.

(8) RC family programs must be:

(a) Knowledgeable about DoD-operated and community-based services to link RC families to such services in a timely manner.

(b) Accessible by Service Members and their families, regardless of activation status.

d. Performance management. Reference (a) mandates a performance management strategy to assess elements of cost, quality, effectiveness, utilization, accessibility and customer satisfaction. This performance management strategy must include:

(1) Assessment of needs. Except where services are mandated by law or other regulation, the content and delivery of FRS must be based on the needs of Service Members and their families.

(a) Assessments of needs must be designed to determine:

1. The types of services needed and who needs them.
2. The level at which there is a need, e.g., local, regional, Service-wide, DoD-wide.
3. Priority order of needs.

4. How Service Members and families are accessing or prefer to access services.

(b) An assessments of needs must be conducted at least every three years, pursuant to reference (c), section 1782 and a copy of the results forwarded to the office of Assistant Secretary of the Navy (ASN), Manpower and Reserve Affairs (M&RA), by 15 September, annually.

(2) Accreditation or Certification.

(a) To ensure compliance with family readiness services listed in enclosure (4), the Navy FFSP must meet national standards of quality by:

1. Achieving accreditation through a national accrediting body with published standards; or

2. Undergoing an internal certification process utilizing MFR Program certification standards outlined in ref (a).

3. Be accredited or certified not less than once every four years.

(b) The Navy FRS must request a DoD memorandum of compliance for the FFSP once certification or accreditation has been granted.

(3) Monitoring. Personnel from the Service headquarters and the Office of the Deputy Assistant Secretary of Defense (Military Community and Family Policy) are mandated by reference (a) to periodically visit family readiness access points to ensure compliance with reference (a). These visits may be part of the certification and accreditation process of subparagraph 7d(2).

(4) Evaluation. The impact of family readiness services must be measured through program evaluation that uses valid and reliable outcome, customer satisfaction, cost and process measures that are linked to specific and measurable performance goals. Evaluation must produce both qualitative and quantitative data that is used to inform decisions regarding sustainment, modification or termination of family readiness services.

(5) Reporting.

(a) An Annual Family Readiness Report must be provided to ASN (M&RA) by Commander, Navy Installations Command (CNIC) no later than 5 January, annually. This report must provide information as stated in subparagraph 7d(5)(a)1 through 7d(5)(a)10:

1. Total programmed and executed funds.

2. Total personnel employed in family support programs listed by government services, military personnel, host national and contract personnel.
  3. Total customer service contacts as defined in enclosure (2) and program usage patterns.
  4. A summary of the results of the most current triennial needs assessment and customer satisfaction evaluations, describing customer needs, priorities and planned responses.
  5. Total number of active volunteers, volunteer hours currently supporting operations for each family support program, and value of the contribution as described in the definition of “active volunteer” in enclosure (2).
  6. A list of all Navy installations with 500 or more military members assigned, and the approximate number of eligible personnel and family members in each family support program catchment area.
  7. A description of family support initiatives for providing service delivery to those installations with less than 500 AC and RC personnel assigned.
  8. A summary of collaborative efforts with other federal, state and civilian agencies for family support.
  9. A summary of the accreditation status for each family support program unit.
  10. A list of family support program units involved in crisis response emergencies such as Critical Incident Stress Management responses, natural disasters, mobilizations, repatriations, evacuations and mass casualty scenarios.
- (b) In the event of an all-hazards incident, EFA activities and lessons learned must be documented in an after-action report, paragraph 1e(3) of enclosure (6).
- (c) Additional information is provided in reference (d), paragraph 8m.
- e. Governance. Per reference (a), every military installation must have a Military Family Readiness Coordinating Committee (MFRCC), which serves as a forum for cross-organizational review and resolution of individual, family and installation community issues that impact military family readiness. The MFRCC is not necessary if an installation committee or council already performs this function, a similar function or whose function could be expanded to cover the MFRCC’s responsibilities.

(1) MFRCC Chair. The MFRCC must be chaired by the installation Commander or Deputy Commander. Delegation of authority for this responsibility beyond the next highest-ranking Commander is withheld.

(2) MFRCC Membership. MFRCC members include representatives who are military or full-time or permanent part-time Federal employees from:

(a) Leadership with oversight of the service areas of relocation assistance; non-medical individual and family counseling; personal financial management (PFM); deployment assistance; spouse education and career opportunities; exceptional family member services; child abuse prevention and response services; domestic violence prevention and response services; MWR services; and emergency family assistance;

(b) Psychological health;

(c) DoD education activity when there is a DoD school on the installation and school liaison representatives;

(d) Chaplaincy;

(e) Child and youth services;

(f) Sexual assault prevention and response services,

(g) Medical

(h) Other installation organizations as requested by the installation Commander.

(3) MFRCC role:

(a) Recommend changes to policy or procedures related to family readiness support services to Deputy, Chief of Naval Operations (Personnel, Manpower, and Training) (OPNAV N1), via their installation chain of command, region and CNIC.

(b) Facilitate pooling of resources for cross-organizational activities to enhance military family readiness.

(c) Review the results of needs assessments and program evaluations to assign appropriate follow-up actions, including making recommendations on the sustainment, modification and termination of services, as appropriate.



(d) Promote collaboration among helping agencies to identify gaps in service, reduce duplication of effort and develop and implement internal and external cross-organizational solutions to problems that cannot be resolved by individual organizations or programs.

(e) Collaborate with other components and participate in Federal, state and local boards or coalitions whose mission is to collaborate in support of Sailors and their families.

(f) Prioritize and forward, at least semi-annually, via its installation and region chain of command, to CNIC (N9), issues that cannot be resolved at the installation level.

## 8. Responsibilities.

### a. Chief of Naval Operations (CNO):

#### (1) Deputy CNO (Personnel, Manpower, and Training) (CNO (N1)) must:

(a) Set and maintain Navy strategic vision for family readiness.

(b) Develop and coordinate overall policy and strategic communications for support of Service Members and their families in achieving family readiness.

#### (2) Chief of Navy Chaplains (CNO (N097)):

(a) Advise CNO (N1) on Navy family readiness policy.

(b) Ensure chaplains are trained to provide support to Commanders regarding Navy family readiness programs per reference (e).

#### (3) Master Chief Petty Officer of the Navy:

(a) Actively communicate with and support Navy family members per reference (f).

(b) Lead the Navy Chiefs Mess in Navy-wide promotion of Service Member and family readiness.

#### (4) Navy Culture and Force Resilience Office (OPNAV N17) must:

(a) Maintain policy.

(b) Provide policy interpretation.

(c) Serve as Navy's liaison with ASN (M&RA), DoD and other cognizant agencies on family readiness policy matters.

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

(e) Conduct a Service-wide assessment of needs, per paragraph 7d(1), at least every three years, pursuant to reference (c), section 1782. A copy of the results must be forwarded to the office of ASN (M&RA).

(f) Provide advocacy leadership on family support programs to meet Service Member and family needs.

b. Commander, U.S. Fleet Forces Command functions as Navy's executive agent for Individual Augmentee family readiness as detailed in reference (h).

c. Commander, Navy Reserve Forces Command must:

(1) Ensure each Navy Reserve activity provides appropriate and accessible support to families of AC or RC Service Members within its geographic area of responsibility.

(2) Coordinate with CNIC (N9) to enable, obtain and sustain Service Member and family readiness through consistent, standardized and reliable support for Service Members and their families.

(3) Maintain positive contact with RC Service Members and their families throughout the deployment or mobilization cycle to ensure their needs are met and support is delivered per reference (a) and this instruction.

(4) Where available, coordinate with FFSCs for delivery of family readiness-related support services (e.g., deployment briefs, family support training).

d. CNIC:

(1) Execute the family readiness program.

(2) Establish, disestablish or resize FFSCs and their services, facilities and staff in response to:

(a) Establishment and disestablishment of bases;

(b) Joint Service basin;

(c) Base realignment and closure;

(d) DoD establishment of new programs and service;

(e) Other initiatives affecting the assignment of personnel and location for delivery of services for personnel and families.

(3) Establish and manage an FFSP certification program per reference (d), to ensure compliance with public law and DoD, SECNAV, CNO and program directives.

(4) Issue and maintain program specific guidance and establish a certification advisory council of regional program directors. This council must meet annually to review trends and revise standards and processes as appropriate.

(5) Issue guidance on program management and organizational structure for each program and 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 (5) and (6).

(b) Actively engage in both DoD and Department of the Navy (DON) program planning and budgeting processes to optimally resource programs from both DoD and DON resources.

(7) Prepare the Annual Family Readiness Report per paragraph 7d(5) for submission to ASN (M&RA) by 5 January.

(8) Provide support to OPNAV N1 in performance of Service-wide assessment of needs performed at least every three years by 15 September, per paragraph 7d(1)(b).

(9) 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 is comprised of a cross-functional group and customer representatives and must meet annually to focus on program improvement.

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

(11) Develop, implement and maintain a website for both customer use and a repository for staff resource information, materials and use.

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

(13) Implement Navy's responsibilities for non-combatant repatriation of Navy families per reference (g).

(14) Develop, execute and maintain the Navy Gold Star (NGS) Program to provide long-term casualty assistance for surviving families of deceased Service Members.

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

e. Echelon 2 commanders must ensure compliance of lower Echelon Commands within their area of responsibility.

f. Installation Commanders:

(1) Establish and maintain the FRCC per subparagraph 7e.

(2) Develop and maintain an EFA plan per references (a) and (i) and guidance provided in enclosure (6) of this instruction.

(3) For installations having an FFSC:

(a) Ensure adequate facilities, space, equipment and janitorial services are provided for FFSC use.

(b) Include FFSC director or site manager in appropriate departmental, quality of life, community service or other cross-functional committees involved with issues of Service Member's personal or family life.

(c) Include FFSC staff (to include functional and operational EFA staff positions) in local disaster and emergency response instructions, planning and exercises as identified in reference (a). Mass care operations are managed by CNIC (N9) but consist of a broad range of tasks requiring all N-codes for operation and support.

(4) The Navy Family Accountability and Assessment System can provide case management and tracking during emergencies and crisis by utilizing the "Needs Assessment Module." Installations may request a needs assessment via their region.

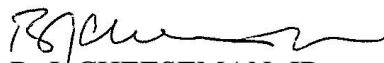
9. Records Management.

a. Records created as a result of this instruction, regardless of format or media, must be maintained and dispositioned per the records disposition schedules located on the DON/Assistant for Administration, Directives and Records Management Division portal page at <https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx>.

b. For questions concerning the management of records related to this instruction or the records disposition schedules, please contact the local records manager or the OPNAV Records Management Program (DNS-16)

10. Review and Effective Date. Per OPNAVINST 5215.17A, OPNAV N17 will review this instruction annually around the anniversary of its issuance date to ensure applicability, currency and consistency with Federal, Department of Defense, SECNAV and Navy policy and statutory authority using OPNAV 5215/40 Review of Instruction. This instruction will be in effect for 10 years, unless revised or cancelled in the interim, and will be reissued by the 10-year anniversary date if it is still required, unless it meets one of the exceptions in OPNAVINST 5215.17A, paragraph 9. Otherwise, if the instruction is no longer required, it will be processed for cancellation as soon as the need for cancellation is known following the guidance in OPNAV Manual 5215.1 of May 2016.

11. Forms. OPNAV 5211/9 Disclosure Accounting Form, required to be used to record all non-routine use disclosures of information from a Privacy Act system of records, can be found at: <http://www.doncio.navy.mil/ContentView.aspx?ID=1937>.



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Releasability or distribution:

This instruction is cleared for public release and is available electronically only via DON Issuances website, <https://www.secnav.navy.mil/doni/default.aspx>.

REFERENCES

- Ref: (a) DoD Instruction 1342.22, Military Family Readiness, 5 August 2021  
(b) DoD Instruction 1015.10 Military Morale, Welfare and Recreation Programs, 6 July 2009  
(c) 10 U.S.C.  
(d) SECNAVINST 1754.1B  
(e) SECNAVINST 1730.7E  
(f) OPNAVINST 1306.4A  
(g) Joint Publication 3-68, May 2022  
(h) OPNAVINST 3060.7C  
(i) DoD Instruction 6055.17 DoD Emergency Management (EM) Program, 13 February 2017  
(j) SECNAVINST 1752.4C  
(k) DoD Instruction 6490.06 Counseling Services for DoD Military, Guard and Reserve, Certain Affiliated Personnel, and Their Family Members, 21 April 2009  
(l) SECNAVINST 1754.8  
(m) OPNAVINST 1740.5D  
(n) OPNAVINST 1740.4E  
(o) OPNAVINST 1754.2F  
(p) OPNAVINST 1752.2C  
(q) DoD Instruction 6400.05 New Parent Support Program, 13 June 2012  
(r) Public Law 103-337  
(s) OPNAVINST 1700.13C  
(t) OPNAVINST 1900.2C  
(u) Public Law 112-56, "VOW to Hire Heroes Act of 2011," of 21 November 2011  
(v) SECNAVINST 5211.5F  
(w) DoD Instruction 1402.5 Background Checks on Individuals in DoD Child Care Services Programs, 11 September 2015  
(x) OPNAVINST 5300.8C  
(y) OPNAVINST 1740.3E  
(z) OPNAVINST 1750.1G  
(aa) OPNAVINST 1754.5C  
(ab) OPNAVINST 1720.3G  
(ac) SECNAVINST 5720.42G  
(ad) SECNAV M-5210.1  
(ae) OPNAVINST 5380.1D  
(af) OPNAVINST 1752.2C  
(ag) Unified Facilities Criteria 4-730-01, Family Service Centers, April 2006  
(ah) OPNAVINST 1754.8  
(ai) DoD Instruction 6400.10 DoD Coordinated Community Response To Problematic Sexual Behavior in Children And Youth, 20 December 2021  
(aj) DoD Instruction 1341.09 of 5 July 2016

OPNAVINST 1754.1C  
22 Apr 2024

(ak) SECNAVINST 5510.35B  
(al) OPNAVINST 5350.4D  
(am) Freedom of Information Act

## DEFINITIONS

1. Unless otherwise noted, these terms and their definitions are for the purposes of this instruction.
  - a. Access Point: A vehicle through which Service Members and their families can access family readiness information, services and referrals.
  - b. Accredited: Verification that family readiness services have been assessed by a national accrediting body and meet the standards of quality established by that body.
  - c. Active Volunteers: For reporting purposes, active volunteers are those individuals who performed at least one hour of volunteer time during the specified quarter toward family support program functions. For annual reporting purposes, use the total number of individuals who have performed services in support of the defined family support program functions in the specified 12- month period, the cumulative number of volunteer hours and a value of donated services. Hours worked will be equated to a representative salary on the Federal government scale for administrative work, program support and professional services.
  - d. All-hazards: Any incident, natural or manmade, that warrants action to protect the life, property, health and safety of military members, dependents and civilians at risk and minimize any disruption of installation operations.
  - e. Catchment Area: The geographic area of responsibility assigned to each family support program unit. Geographic areas will expand beyond individual installation borders and may extend beyond state and regional borders to include worksites and residential sites of all nearest military personnel.
  - f. Certified: Verification that family readiness services have been internally assessed by the organization providing such services and meet the standards of quality established by a national accrediting body.
  - g. Common Output Level Standards (COLS): Output or performance level standards established by the DoD for installation support using a common framework of definitions, outputs, output performance metrics and cost drivers for each installation support function. These standards provide a description of the capability associated with the particular installation support function. Where appropriate, standards will be tiered to provide options for managing risk. The COLS framework is intended to assist DoD Components in apportioning and managing limited resources.
  - h. Customer Service Contacts: Each time a command or customer contacts a Family Support Program unit in person, by phone, internet or in writing and receives a service or attends a brief or workshop the program will count one customer service contact. One contact is counted



for each website contact by customers. One counseling contact is counted for each consultation or counseling session for each person attending the session.

i. Emergency Family Assistance Center (EFAC): A central point for promoting short and long term recovery following a natural or man-made disaster. An EFAC provides a consolidated staging area where DoD families and individuals can obtain disaster relief assistance and support, current information from leadership and contingency services. The goal of the EFAC is to return affected personnel to a stable environment and mission ready status.

j. Family Readiness: The state of being prepared to effectively navigate the challenges of daily living experienced in the unique context of military Service. Ready individuals and families are knowledgeable about the potential challenges they may face; equipped with the skills to competently function in the face of such challenges; aware of the supportive resources available to them; and make use of the skills and supports in managing such challenges. Includes mobilization and deployment readiness, mobility and financial readiness and personal and family life readiness.

k. Military Family Readiness Coordinating Committee (MFRCC): An installation-level coordinating body that meets to conduct cross-organizational review and resolution of individual, family and installation community issues that impact military family readiness.

l. Family Support Programs: The central delivery system for Service Member and family support designed to assist personnel and their families achieve a state of family readiness.

m. Family Readiness System (FRS): The network of agencies, programs, services and individuals and the collaboration among them, that promotes the readiness and quality of life of Service Members and their families.

n. Family Readiness Unit Liaison: An official command-sponsored individual, who provides liaison between Service Members and their families and the command, promoting a culture of mutual support and communication.

o. Financial Readiness: The state of being prepared to successfully meet financial obligations and manage the challenges of the mobile military lifestyle.

p. Military Family Support Center (MFSC): An installation based facility that provides family readiness services at installations with 500 or more Service Members assigned. The Navy FFSC is an MFSC.

q. Mobilization and Deployment Readiness: The state of being prepared for the challenges of mobilization and deployment, to cope with changes in operational tempo, to address personal and family emergencies and stress in the absence of a deployed family member and to access appropriate services and support in the event of military service-related injury, illness or death.

- r. **Ombudsman:** A volunteer who is the spouse of an active duty or Selected Reserve command member who supports the command mission by providing communications, outreach, resource referral information and advocacy to and for command families.
- s. **Outcome:** An assessment of the results of a program compared to its intended purpose (an evaluation of how well "outputs" are meeting customer expectations). Outcomes may reflect what the customer desires, wishes to avoid, the product or service attributes wanted, process output characteristics, etc.
- t. **Output:** A product or service produced by a program or process and delivered to customers (whether internal or external). The quality or quantity of output is the primary predictor of meeting customer requirements or outcome.
- u. **Outreach:** Systematic efforts to make contact with members of the military and civilian communities outside of established family readiness access points.
- v. **Performance Measure:** Performance measures are quantitative indicators of an organization's success in delivering a service or product. They are a tool to help understand, manage and improve what organizations do and how service is provided.
- w. **Personal and Family Life Readiness:** The state of being prepared to cope with the stressors of daily living and manage the competing demands of work life and personal and family life.
- x. **Information and Referral:** The active linkage of individuals having information needs with the source(s) and resource(s) that are best capable of addressing those needs. Information and referral embodies a continuum of assistance within each program area that includes answering questions, simple referrals, complex referrals and advocacy.
- y. **Service Members:** Active Component, Guard and Reserve Component Members of the military Services, whether permanently assigned or temporary duty or temporary duty under instruction.

ACRONYMS

AC	Active Component
ASNMRA	Assistant Secretary of the Navy for Manpower and Reserve Affairs
CNIC	Commander, Navy Installations Command
CIS	Computerized Information Center
CO	Commanding Officer
COLS	Common Output Level Standards
DOD	Department of Defense
EFA	Emergency Family Assistance
EFAC	Emergency Family Assistance Center
EFMP	Exceptional Family Member Program
FAP	Family Advocacy Program
FERP	Family Employment Readiness Program
FFSC	Fleet and Family Support Center
FFSP	Fleet and Family Support Program
FOIA	Freedom of Information Act
FRG	Family Readiness Groups
FRS	Family Readiness System
HCP	Health Care Provider
I&R	Information and Referral
IA	Individual Augmentee
IGSC	Installation Gold Star Coordinator
JAG	Judge Advocate General
MFRCC	Military Family Readiness Coordinating Committee
MFSC	Military and Family Support Center
MOS	Military OneSource
MSO	Military Services Organization
MWR	Morale, Welfare and Recreation
NFASS	Navy Family Accountability and Assessment System
NGS	Navy Gold Star
NLSO	Navy Legal Services Office
OCONUS	Outside Continental United States
PA	Privacy Act
PCS	Permanent Change of Station
PFM	Personal Financial Management
PII	Personally Identifiable Information
PRP	Physical Readiness Program
RAP	Relocation Assistance Program
RC	Reserve Component
RGSC	Regional Gold Star Coordinator
SAPR	Sexual Assault Prevention and Response
SECO	Spouse Employment and Career Opportunities

OPNAVINST 1754.1C  
22 Apr 2024

SOFA            Status of Forces Agreement  
U.S.C.           United States Code

NAVY FAMILY READINESS SYSTEM PROGRAMS

1. Services listed in this enclosure must be made available to Service Members and their families. Detailed guidance is provided in reference (a), Section 4.2.

a. Sexual Assault Prevention and Reporting (SAPR). Services of the SAPR Program must:

(1) Include, but not be limited to, prevention education, training of victim advocates, referral to or provision of appropriate treatment services.

(2) Be delivered per reference (j).

b. Core FRS programs. The core services in subparagraphs 1b(1) through 1b(13) must be made available to Service Members and their families, per reference (a).

(1) Relocation Assistance. Relocation assistance must be available to Service Members who are ordered to make a permanent change of station (PCS) and dependents of such members who are authorized to move in connection with the PCS, per references (a) and (c) section 1056.

(a) Relocation assistance services must be provided through the Relocation Assistance Program (RAP).

(b) A RAP must be established and adequately resourced at installations with at least 500 members assigned. Personnel assigned to areas with fewer than 500 members, including recruiting or remote-location duty, receive services from the nearest military RAP.

(c) Services must include:

1. Information, education and referrals related to destination area preparation and settling-in, with emphasis on information regarding moving costs; housing options and home-finding assistance; child care; services for family members with special needs; spouse employment opportunities; schools; cultural adaptation; immigration issues and community orientation.

2. Workshops and counseling and, as requested and in coordination with other family readiness service providers, about financial management; home buying and selling; renting; stress management related to moving; property management; and shipment and storage of household goods (including motor vehicles and pets).

3. Sponsorship training services to facilitate cost-effective and efficient transition to a new community and unit.

(d) Relocation information and resources must be available via a secure DoD-maintained computerized information system (CIS).

1. Relocation information must be continuously updated in the CIS by installation relocation service providers.
2. Relocation information must be certified quarterly in the CIS by installation relocation service providers.
3. Relocation assistance staff must inform military personnel offices about the CIS so they may access information on locations of possible future duty assignments.

(2) Non-Medical Individual and Family Counseling. Counseling services are governed by reference (k). Services must include:

(a) Non-medical clinical counseling.

1. Non-medical Counseling services encompass a wide scope of developmental, preventative and therapeutic counseling services designed to address problems in daily living (difficulty adjusting to the military, marital discord, parenting issues, personal crises and grief) that can have a negative effect upon military readiness. Services encompass a wide scope of educational, preventive and therapeutic services to promote an improved quality of life and increased resilience in individuals and families.

2. Services provided must be short-term and solution-focused.

3. Services must focus on well-defined problem areas amenable to brief intervention or treatment.

4. Services must be available to eligible beneficiaries through individual, marital, family or group counseling.

5. Examples of issues eligible for clinical services include personal and work relationships, marital counseling, deployment related stress; post-deployment related stress; situational reactions to loss, grief, relocation or other situational stressor, parent-child issue and communications.

6. Non-medical clinical counselors.

a. Are considered healthcare providers (HCPs) and must be licensed and privileged per reference (l).

b. May provide only those clinical services for which they are privileged and within the scope of practice provided by family support programs.

c. Must possess the expertise to assess disorders contained in the standard nomenclature of current Diagnostic and Statistical Manual of Mental Disorders for the purposes of appropriate referral and quality client service.

(b) Non-clinical counseling

1. Is short term and solution-focused.
2. Supportive in nature.
3. Addresses topics related to personal growth, development and positive functioning.
4. Primary components are education, training and Information and Referral (I&R).

(3) Personal and Family Life Education. Services must:

- (a) Be offered through the Life Skills Education and Support Program.
- (b) Focus on helping families build and maintain healthy relationships, strengthen interpersonal competencies and problem-solving skills and master respective roles, tasks and responsibilities throughout the family life cycle.
- (c) Offer (when possible and in collaboration with other family readiness service providers) education and resources related to health, fitness, wellness and nutrition.

(4) PFM. PFM services must be delivered per references (m) and (ah).

(5) I&R Services. I&R services embody a continuum of service that links individuals with the information or service that meets an identified need. Such services include:

- (a) Familiarizing Service Members and their families with the range of services available through the FRS.
- (b) Making referrals to DoD-operated and community-based resources.
- (c) Working closely with Service Members and their families to identify their needs and locate services not readily available through the FRS.

(d) Advocating for Service member and family access to needed services.

(6) Deployment Assistance. The FRS must offer services and support to Service Members and their families before, during and after deployment to promote positive adjustment to deployment, family separation and family reunion. Such services must:

(a) Be provided for mobilizations, activations and deployments lasting longer than 30 days and those happening as a unit or individually.

(b) Educate Service Members and their families about deployment-related challenges that they may face and the services available to them to cope with such challenges.

(c) Be initiated early enough that Service Members and their families have adequate time to participate and respond to the information that they receive.

(d) Ensure ongoing outreach, communication, activities and events with deploying and deployed units, Service Members and their families throughout all phases of deployment to promote prevention and early identification of family problems that may compromise military or family readiness.

(e) As requested by commanders or Service Members, provide assistance in developing family care plans per reference (n).

(7) Employment Readiness. The FRS must provide services that strengthen the education and career opportunities for relocating and transitioning military spouses.

(a) Primary access to these services is through the Navy Family Employment Readiness Program (FERP).

(b) Per sections 1784 and 1784a of Reference (c), education and career opportunity services include:

1. Career exploration opportunities to help military spouses understand their skills, interests, establish priorities and goals and develop plans in order to discover available opportunities that are aligned with these personal characteristics.

2. Employment connections that promote the hiring of military spouses through the Military Spouse Employment Partnership and other partnerships, online career networks, job fairs and Federal appointment authorities, as appropriate.

3. Information regarding DoD programs designed specifically to assist military spouses in their educational and employment endeavors. These programs should include, but not limited to:



(a) Military OneSource (MOS)

(b) Spouse Education and Career Opportunities, commonly referred to as “SECO”. When assessing the need for SECO services, family readiness service providers must identify opportunities to refer military spouses to other services that support their well-being, e.g., health and fitness; family life education; and PFM services.

(c) The Military Spouse Employment Partnership, commonly referred to as “MSEP”. Employment connections that promote the hiring of military spouses through the MSEP and other partnerships, online career networks, job fairs and Federal appointment authorities, as appropriate.

(d) Education and training to help military spouses identify academic, licensing or credentialing requirements that can help them reach career goals and access sources of financial assistance for such requirements.

(e) Employment readiness assistance to optimize self-marketing skills such as resume writing and interview techniques.

(f) Employment connections that promote the hiring of individuals through local and national efforts. This includes the utilization of community partnerships, MSOs, Veteran service organizations, online career networks, job fairs and Federal appointment authorities.

(g) Information regarding the various hiring authorities available to military spouses such as “preference for military spouses for civilian employment” as outlined in Volume 315 of DoDI 1400.25.

(c) At a minimum, one staff member within the installation-based MFSC must be designated to execute employment readiness services for the military community.

(d) When assessing the need for employment services, service providers must identify opportunities to refer relocating and transitioning military spouses and other family members to services for support, education, information and resources.

(8) Exceptional Family Member Services. Per section 1781c of reference (c), family support services must be provided to assist family members with special needs in accessing services as part of the overall Exceptional Family Member Program (EFMP). The program is governed by reference (o) and services include, but are not limited to:

(a) Provision of assistance to military families with family members with special needs, regardless of the sponsor’s enrollment status in the EFMP.

(b) Provision of non-clinical case management, including the development and maintenance of an individualized services plan that identifies the family's current needs and the services they require.

(c) Provision of information about and referral to appropriate local military and community resources.

(d) Provision of information to leadership in identifying and addressing the needs of military families with special needs.

(e) Collaboration with installation providers and Federal, State and local agencies to share and exchange information in developing a comprehensive program.

(f) Provision of relocation support, including coordination with the gaining installation's EFMP community support program.

(g) Education and provision of assistance to Service Members and their families about the EFMP enrollment and assignment coordination process, resources and other topics as deemed appropriate.

(9) The FAP. FAP is a command directed program that provides clinical assessment, treatment and services for Service Members and their families involved in incidents of child abuse and domestic abuse. The primary goals of FAP are prevention, victim safety and support, rehabilitative interventions, command and offender accountability and providing a consistent and appropriate response.

(a) Child Abuse and Neglect Prevention and Response Services. Child abuse prevention and response services are provided per reference (p) and include New Parent Support Programs, reference (q). For those sites with designated New Parent Support staff, the family support program unit must identify and offer voluntary screening for new parents and provide home visitation for high-risk families, prevention education programs and information and referrals to appropriate community support services.

(b) Domestic and Intimate Partner violence prevention and response services are provided through the FAP as governed by references (p) and (r).

(c) Problematic Sexual Behavior in Children and Youth (PSB-CY). Per reference (ai), the coordinated community response (CCR) and the FAP's roles were expanded to provide supportive services to military families in response to PSB-CY. FAP is the reporting point of contact to receive and review any reports of PSB-CY through a multidisciplinary team (MDT). The primary goals of PSB-CY are education, safety and support, clinical assessment and treatment.

(d) Program staff must:

1. Respond to incidents of spouse and child abuse and neglect occurring within military families.

2. Assist victims of domestic abuse and Intimate Partner Violence (IPV) and non-offending parents or caregivers of child abuse victims by conducting clinical assessments, conducting risk assessments, developing safety plans and accessing community resources including legal assistance, victim support and victim restitution programs with and on behalf of victims of domestic violence and non-offending parents or caregivers of child abuse and neglect.

3. Address prevention, identification, reporting, intervention, evaluation, rehabilitation and follow-up.

4. Emphasize a multi-disciplinary approach through military and civilian cooperation and coordination to effectively respond to incidents of abuse and neglect occurring within military families.

(b) Key military and civilian partners (to accomplish program goals) include, but are not limited to, commands, medical, legal, law enforcement, clergy, social services and State and local government agencies.

(11) MWR Services. MWR services are provided per reference (s).

(12) EFA. EFA are provided per references (a), Section 4.2m, (i) and enclosure (6) of this instruction.

(13) Transition Assistance. Transition assistance services that prepare separating Service Members and their families to reenter the civilian work force must be provided per references (c), (t) and (u).

2. Other services provided by DoD entities and through collaboration with other Federal and non-Federal entities serve as contributors to the overall mission of the FRS. Such services include, but are not limited to, religious or spiritual support; medical services; child and youth services; psychological services; sexual assault prevention and response services; family advocacy services, suicide prevention services; and children's educational services.

FLEET AND FAMILY SUPPORT CENTER PROGRAM DELIVERY GUIDELINES

1. Fleet and Family Support Program (FFSP). FFSPs must:
  - a. Be the central delivery system for the Navy FRS.
  - b. Assist commanders in meeting regional, installation and operational mission requirements.
  - c. Be provided based on eligible population. Per reference (d):
    - (1) FFSPs must be provided at all installations with 500 or more military members assigned, including members of tenant and training commands. This network of FFSPs provide reliable and useful information, referral, resources, assistance, education and training and counseling services that support and assist eligible personnel in maintaining a sound personal and family life as well as mission readiness.
    - (2) At installations with less than 500 military members assigned there must be an officer or senior civilian designated who serves as the coordinator for individual and family readiness. Service delivery team outreach, satellite branch offices of larger family support programs or other cost effective service delivery mechanisms can be used to serve smaller Navy communities.
  - d. Be an organizational component of the regional command or installation to which it is assigned and report through the applicable chain of command.
  - e. Be designed to make maximum contributions to personnel, command, community and family readiness in meeting the unique challenges associated with Military Service across the four domains of family readiness identified in paragraph 7c(6).
  - f. Be grouped into two functional areas:
    - (1) SAPR; and
    - (2) Core family readiness programs.
  - g. Be delivered through the FFSP system, including full-service sites, focused service sites and outreach sites.
  - h. Be conducted per references (a) through (ah).
  - i. Have funding allocation and costing reported using CNIC guidance.

2. FFSC. The FFSC as primary FFSP access point must:

a. Provide Service Members and families with opportunities to achieve a more satisfying quality of life.

b. Provide services to all eligible personnel and family members assigned or domiciled in the center's geographic area per reference (d).

(1) Prioritization for services

(a) Delivery of services must adhere to all applicable public law and DoD restrictions or program requirements where eligibility requirements are otherwise specified.

(b) Services may be allocated per the list of eligible patrons in reference (d) when necessary.

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

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

(2) Special circumstances

(a) Counseling services are provided to extended family members of a Service Member severely injured or killed under traumatic or exceptional circumstances.

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

c. Conduct three types of functions across all programs and services identified in enclosure (4). These functions, whether delivered at the FFSC or through outreach at workplace or community sites, must be provided to individuals or groups. These functions are:

(1) Information and referral

(a) FFSCs must 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.

(b) Staff will access or refer clients to information on other Service installations, healthcare resources, counseling resources, employment assistance, educational resources, consumer services, credit counseling and service agencies such as American Red Cross, Navy and Marine Corps Relief Society, child care, adoption reimbursement process per reference (aj).

(c) Referrals to civilian providers of healthcare services must 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. FFSCs must:

(a) Deliver program specific education and training for the programs required by enclosure (3) of reference (a) and as specified in regulatory guidance for those specific programs.

(b) Offer informational, educational and preventive programs on a continuing basis, making maximum use of community services.

(3) Counseling and consultation. Non-Medical Individual and Family Counseling services include non-medical clinical counseling and non-clinical counseling (consultation). One-on-one or small group consultation must be available in any program if staff resources permit.

3. FFSP Service Delivery. Per reference (a):

a. Principles. Family readiness service delivery models must be configured per the principles identified in subparagraphs 3a(1) through 3a(2).

(1) Senior military and civilian personnel with direct oversight of family readiness services will encourage collaboration among family readiness service providers and integrate services provided through available access points to facilitate Service Member and family ability to navigate the FRS.

(2) Family readiness service providers may contact military family members with or without the Service Member sponsor's consent, when relaying official information to a family member pertaining to his or her readiness. Personally identifiable information (PII) is protected per reference (v).

b. Service providers conduct regular outreach to command representatives; family readiness unit liaisons, e.g., Navy ombudsmen; Service Members and their families and civilian service providers to:

(1) Maximize opportunities to work with the command to regularly share official family readiness information (e.g., program and event schedules; family readiness points of contact; location and availability of services) with military families.

(2) Promote awareness of family readiness services and encourage proactive engagement with the FRS by family readiness command liaisons, Service Members, family members and civilian service providers.

(3) Enhance individuals' ability to easily navigate among the various access points within the FRS.

(4) Ensure access to services by geographically-dispersed and socially-isolated Service Members and their families.

c. Service delivery must optimize military-civilian, inter-department and interagency partnership opportunities to:

(1) Augment services, as appropriate.

(2) Provide family readiness services to geographically- and socially-dispersed Service Members and their families.

(3) Identify and eliminate duplication of service.

(4) Promote timely and appropriate referrals of Service Members and families to services.

d. Service delivery must accommodate an array of service modalities, effectively using technology to improve the capacity of the FRS to provide Service Members and their families with easy and rapid access to high-quality information and resources, wherever they reside.

e. Family readiness services will be delivered in a manner consistent with military families' needs, as indicated through needs assessments per paragraph 7d(1) of this instruction.

#### 4. FFSP Service Providers

a. Professional requirements:

(1) Staff must meet educational, experience, credential or privileging requirements as established in specific program instructions.

(2) Clinical staff must be credentialed and privileged per reference (1).

(3) Background checks are required for any staff working with, or assigned to work with, children per reference (w) and CNIC implementing guidance.

b. Training. Family readiness service providers must receive training, as necessary, for the performance of their job responsibilities.

(1) Ongoing employee training and professional development requirements must be established and monitored to ensure that such requirements are met.

(2) Initial and ongoing training must include training about the variety of services and supports available to families across the FRS and family readiness service providers' shared responsibility for the readiness of families served.

c. Supervision. Family readiness service providers must receive the support and supervision necessary to effectively perform their job responsibilities.

#### 5. FFSP Managerial Responsibilities

a. CNIC regional FFSP managers must:

(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 including full-service sites, focused service sites and outreach sites.

(3) Staff and resource centers and offices per staffing guidance provided by CNIC program manager and this enclosure.

(4) Assist CNIC program manager to provide certification 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 (per reference (x)) and needs assessments to evaluate needs of targeted population groups and evaluated and adjust program alignment.

(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 report requirements are met.



(8) Ensure education, experience and training of new staff are appropriate and that background checks, credentialing and privileging of staff are completed per references (l) and (w). (May be delegated to FFSC director or site manager.)

(9) Address staff deficiencies, disability or disciplinary actions per reference (l) and applicable Office of Personnel Management guidance. (May be delegated to FFSC director or site manager.)

(10) Ensure staff attends necessary job-related training and is 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.

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

(12) Ensure FFSC responsibility for family support in response to natural or manmade disasters is included in regional, installation and local FFSC emergency response plans and exercises.

b. FFSC director or site manager must:

(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 guidance in subparagraphs 5b(2)(a) through 5b(2)(h) is provided:

(a) FFSCs are subject to normal Navy oversight, e.g., assessment by regional commanders, inspector general and CNIC program manager.

(b) FFSCs complete an annual re-certification, train to certification standards and participate in quadrennial certification review conducted by CNIC or regional designees and must 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

(f) Ensure all staff receives orientation and annual training on confidentiality, PII, PA regulations and procedures, information technology security, government ethical regulations as appropriate to his or her position and other required Government training.

(g) 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.

(h) Conduct ongoing internal reviews (may be conducted by regional staff depending upon organizational structure) to evaluate at least the information in subparagraphs 5b(h)1. through 5b(h)5.

1. Administrative review by director or site manager and clinical care reviews of client records per 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.

6. Coordination with Other Uniformed Service Agencies

a. CNIC headquarters, regional and field levels, coordinate programming efforts with family support programs of the other uniformed Services, including Reserve and National Guard components to maximize availability and prevent duplication of services.

b. 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.

c. FFSCs 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.

7. Cooperative Relationships. FFSC staff must:

a. Establish and maintain a close cooperative relationship with existing community (military and civilian) resources.

b. Participate on community committees and boards.

c. Conduct in-service training for community staff to educate them on military culture, challenges and family dynamics and needs.

d. 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 EFAC partners or volunteers. Because it is in the Navy's best-interest to have educated community partners, FFSCs are encouraged to use clinical and job-training internships whenever feasible.

8. Non-Duplication of Services. In order to identify and eliminate duplication of existing, comparable services and resources, FFSCs 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 Service Member or family, capacity to serve military customers, staff credentials and staff knowledge of military culture. All referral services, whether Navy or civilian, must meet or exceed industry standards of care.

9. Reserve Component Support.

a. Pre-mobilization: FFSCs will provide briefings on support services for area RC units and families.

b. Mobilization: FFSCs 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 their ombudsman, FRG or other family support programs provided by the gaining command or unit.

c. Return: FFSCs provide appropriate reintegration support services and programs for the Service Member and family.

10. Service Member 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 must be continuously evaluated in terms of meeting mission readiness requirements.

a. FFSCs will provide continuous pre-deployment, mid-deployment, reunion and reintegration preparation and post-deployment programs and services for both Service Members and families to ensure individual and family readiness.

b. FFSCs provide supportive services to command ombudsmen, FRGs and partner with other military and community organizations to provide deployment support services to Service Members and families for deploying with local units, as Navy IAs or geographic bachelors.

c. Further guidance on deployment assistance is provided in reference (a), enclosure (3), paragraph 3f.

11. Navy Gold Star (NGS) Program.

a. FFSCs serve as the key touch point for Gold Star Families seeking information and referral service assistance.

b. Services are coordinated by NGS coordinators and may consist of a combination of government and non-government programs and organizations (i.e. Chaplain services, personal financial counseling, school liaison assistance, clinical counseling).

c. Region Gold Star coordinators must be assigned to all contiguous United States regions and Navy Region Hawaii. They will be responsible for executing the NGS Program throughout their area of responsibility.

d. Installation Gold Star Coordinators will be assigned to certain installations (based on survivor population) to serve as long-term advocates and points of contact for Survivors. They will be responsible for developing and coordinating appropriate partnerships with civilian and military service providers to deliver comprehensive support and referral services.

12. Local Command Programs. The FFSC support command programs such as family care plans, reference (n), Sponsor, Indoctrination and Orientation Program, reference (y); Ombudsman Program, reference (z); FRGs, reference (aa) and Retired Activities Office, reference (ab).

13. Non-Combatant Repatriation. In the event of noncombatant repatriation of family members and civilians, FFSCs must:

a. 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.

b. Assist family members with their return or PCS to the next duty station per reference (g).

14. Emergency Preparedness and Response

a. FFSCs work in conjunction with Ready Navy (CNIC (N37)) to provide educational material and resources on disaster preparedness for personnel.

b. FFSCs have responsibility for family support in preparing for, mitigating the consequences of, responding to and recovering from natural or manmade disasters. These roles

are to be delineated in CNIC regional, installation and local FFSC emergency preparedness and emergency response plans.

c. In incidents where there are casualties (injury or death), FFSC staff will work with the casualty assistance calls officer and other staff such as chaplains, in providing coordinated support to affected casualty families.

d. 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.

e. FFSCs support regional or installation Community Support Centers and (establish separate) EFACs as needed.

f. FFSCs may request staff augmentation from, or provide staff augmentation to, other FFSCs or request augmentation from CNIC, as needed in responding to emergencies.

g. See reference (a) and local installation emergency management plan for further guidance on participation in emergency response procedures.

15. 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.

16. Confidentiality and PII.

a. FFSC staff must receive training on confidentiality, protection of personal information, information technology security, Freedom of Information Act (FOIA) and PA provisions and procedures per references (v) and (ac).

b. Any documents containing PII (e.g., letters, emails, messages, faxed documents) will be marked FOR OFFICIAL USE ONLY – PRIVACY SENSITIVE.

c. Use an approved statement provided by regional or installation information security advisor or the sample statement provided in reference (v).

d. Disclosure of PII and PA protected information is grounds for dismissal and can result in criminal and civil penalties.

17. PA Records

a. Personal information can only be collected if there is a valid PA system of records notice that covers the collected material. PA System of records notices for FFSC and FAP generated records can be found on-line at <https://dpcl.d.defense.gov/Privacy/SORNsIndex/DODwideSORNArticleView/tabid/6797/Article/570332/n01752-1.aspx>.

b. Confidentiality of records in the FFSC is governed by the PA of 1974 as implemented within Navy by reference (v). The PA limits access to personal information in PA systems of records. Enclosures (7) through (9) provide additional guidance.

c. OPNAV 5211/9 is required to be used to record all non-routine use disclosures. Reference (v) and applicable program policies should be consulted for specific guidance on the maintenance of records, per references (ad) and (ae).

18. Restricted or Unrestricted Reporting. FFSC clinical staff, FAP victim advocates, sexual assault response coordinators and SAPR victim advocates must offer restricted or unrestricted reporting options for adult victims of domestic abuse and sexual assault per regulations specific to those programs. See references (j), (p) and (af) for guidance.

19. Safety

a. Sound safety practices must be followed if clients are seen during extended hours, to include adequate staffing and accessible security systems in facilities.

b. Staffs in any of the domestic violence or sexual abuse advocacy or parenting programs conducting home visits must also adhere to sound safety practices.

20. Phone Systems. Phone systems must refer callers to other resources for emergency assistance after hours (e.g., command duty office, 24/7 sexual assault or domestic violence victim advocacy and emergency medical services). Command after hours resources must provide training and back-up contact numbers for handling emergencies.

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

22. Volunteers

a. Use of volunteers to complement and supplement FFSC programs is highly encouraged.

b. Program interns are designated as FFSC volunteers.

c. FFSC may also screen and refer volunteers to other activities for skill training as part of FERP activities or provide information and referral for those seeking to volunteer in other military or community services.

d. Volunteers will be managed per reference (ae).

e. Programs to recognize volunteers for their efforts in support of family readiness programs should be encouraged.

23. Facilities. FFSC facilities must:

a. Be visually conspicuous and conveniently accessible by Service Members and their families.

b. Be located in close proximity to other customer service and support facilities, to the greatest extent possible.

c. Be designed and furnished in a way that welcomes Service Members, their families and other clients.

d. Meet Americans with Disabilities Act requirements for public use buildings.

e. Be configured to accommodate a variety of applicable handicapped conditions, e.g., restricted mobility, sight and hearing for both individual counseling and classroom activities.

f. Be designed and built (new construction) per reference (ag). To refurbish existing facilities use reference (ag) for guidance on remodeling, space requirement and layout.

g. Be equipped with necessary computer, network, audio visual and other equipment to provide training customer service and individual staff workstations.

EMERGENCY FAMILY ASSISTANCE

1. Every Navy installation must develop and maintain an EFA plan. The plan is a written statement of policy that establishes, implements and sustains EFA under the authority of the installation emergency management plan per references (a) and (i).

2. EFA Plans. At a minimum, such plans must include:

a. Mission. Plans describe the mission of the EFAC as promoting short and long-term recovery and the return to a stable environment and mission ready status for DoD personnel and their families following an all-hazards incident. Per reference (g), delivery of noncombatant repatriation assistance for DoD and non-DoD civilian employees and DoD and non-DoD family members affected by an authorized or ordered departure from an overseas country throughout the entire safe haven period. The EFAC is the central point for:

(1) Delivery of the services outlined in subparagraph 2c(5) of this enclosure, which addresses the practical and emotional needs of families arising from the incident.

(2) Coordination of family assistance services from governmental and non-governmental entities.

(3) Continuous, authoritative and factual family assistance information for Service Members, families, service providers, leadership and other stakeholders.

b. Concept of operations. The concept of operations describes the general sequence and scope of the family assistance response effort and includes:

(1) The sequence of activities for activating, sustaining and deactivating an EFAC, including criteria for assessing the types of services required based on the type of incident.

(2) Organizational responsibilities and plans for coordination among organizations supporting the family assistance response effort.

(3) Execution of the EFA plan, including plans for synchronization of services across the functional areas using various delivery modalities including, but not limited to, face-to-face, brick and mortar, virtual, telephonic or the establishment of an emergency family assistance center (EFAC) in subparagraphs 2c(4) and 2c(5) of this enclosure.

(4) Plans for assessing the need for community support.

(5) Integration of the EFA plan as part of the installation emergency management plan.

(6) An equipment and materials checklist to activate the EFAC.



c. Organizational structure. EFA plans describe the organizational structure for the EFAC and organizational and functional responsibilities. The organizational structure of the EFA plan must be captured in the installation emergency management plan. The EFAC organizational structure must:

(1) Include the EFAC staffing structure, including lines of succession for key management and staff positions.

(2) Provide for the development and updating of contact rosters.

(3) Include any memorandums of agreement, memorandums of understanding or any other agreements with emergency responders; relevant service providers (installation-based and community-based); other Service component commands and local, State and Federal emergency management institutions. These documents define the lines of communication and working relationship between the EFAC and other emergency responders.

(4) Address, at a minimum, responsibilities of the EFAC functional areas and the staff positions that comprise:

(a) Management, which includes the EFAC director, a legal advisor and a casualty and mortuary affairs advisor.

(b) Administration, which includes volunteer coordination, documentation and reporting, communication and registration functions.

(c) Public affairs.

(5) Address the EFAC operational component, including the types of services to be provided to families, personnel requirements for such services and coordination among service providers. At a minimum, plans will address requirements for the provision of:

(a) Identification of medical needs and information on available medical services.

(b) Coordination with casualty and mortuary affairs.

(c) Religious and pastoral care in areas such as institutional counseling; individual pastoral and grief counseling; and sacraments, rites and religious ordinances.

(d) Psychosocial services, including assessment, non-medical counseling (inclusive of crisis intervention, stress counseling and debriefs) and referrals to military or community medical providers for persons requiring clinical mental health services.

(e) Housing or temporary lodging services.

- (f) Transportation.
- (g) Translation and interpreter services.
- (h) Child and youth services.
- (i) Legal services.
- (j) Financial services, including assistance with insurance, entitlements and benefits.
- (k) Information & Referral services.
- (l) Shelter management
- (m) Personnel locator assistance.

(6) Address measures to provide security, access control and protection of privacy per references (o) and (y); privacy and security rules with respect to documentation of any medical services provided and any casualty- and mortuary-related information, including media-neutral life cycle management (i.e., creation, maintenance, use and disposition) of associated records (electronic or paper).

(7) Address information sharing and coordination with command ombudsmen, installation FRGs and other trained volunteers as appropriate.

d. Administration and logistics:

(1) Site and facility. The EFA plan lists multiple site options for the delivery of EFA in the event of an all-hazards incident. Site options must:

- (a) Include installation and community-based options.
- (b) Identify primary and secondary locations.
- (c) Be accessible, convenient and secure. Proper security measures must be in place throughout the duration of the emergency response to ensure the safety and comfort of individuals served and be coordinated with local law enforcement efforts.
- (d) Have adequate space to accommodate an intake area; private areas for the provision of services to families; a briefing room; work centers for EFAC staff; space for the provision of child and youth services; a command center with private meeting space; donation collection area and space to visually display information for families.

(2) Equipment and technology. The EFA plan contains equipment and technology requirements, including those that:

(a) Enable the operation of a 24 hours a day, 365 days a year telephone hotline.

(b) Support accountability, assessment, communication and reporting functions.

(3) Supplies. The EFA plan includes a supply list and actions for accessing required supplies in the event of an all-hazards incident.

(4) Transportation. The EFA plan contains requirements for various types of transportation support.

(5) Communications. The EFA plan contains requirements for regular communication with:

(a) Persons affected by the incident

(b) EFAC staff, volunteers and other organizations supporting the emergency response effort

(c) Installation emergency operations center

(d) Headquarters

e. Procedures. The EFA plan contains guidelines and procedures for:

(1) Referral of individuals for emergency relief supplies and donations

(2) Collection and protection of information obtained from individuals served by the EFAC

(3) Documentation of EFA activities and preparation of an after-action report as required in reference (a), Section 4.2m(3).

2. Training. Those responsible for functions in subparagraph 1c(4) and providers of the services listed in subparagraph 1c(5) will be regularly trained on installation EFA plans and procedures.

3. Education. DoD personnel and their families must be provided information on installation emergency response procedures, including location(s) of the EFAC in the event of an incident.

4. EFA Exercises. EFA plans must be:
  - a. Tested annually as part of installation emergency management exercises per reference (i).
  - b. Updated annually to address recommendations made in response to installation emergency management exercises, if any.

CONFIDENTIALITY OF RECORDS IN FLEET AND FAMILY SUPPORT CENTERS

1. The Privacy Act mandates management safeguards for obtaining personal information and maintaining records. Reference (v) implements Navy's PA. FFSC users and personnel records will be maintained in strict compliance with references (v), (ac), (ad) and (ae).
2. Complete PA information can be found in reference (v). The information in subparagraph 2a through 2e provides a brief explanation of major applications to FFSC operations:
  - a. Any member or employee of DON may be found guilty of a misdemeanor and fined up to \$5,000 for willfully disclosing information protected by the PA to any unauthorized person or agency. Note that FFSC volunteers are not members or employees of DoD for purposes of the PA and consequently volunteers may not see a user's records unless given written permission by the client.
  - b. Personal information can only be collected if there is a valid PA system notice that covers the collected material. See reference (v) for list of applicable notices.
  - c. Prior to collection of any information from an FFSC user, the user must be provided (or read) a PA statement. All FFSCs will use enclosure (8). 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.
  - d. 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 Administration numbers may not be used to identify and retrieve user files in any program except FAP. Navy FFSP has an exemption to use social security numbers as the unique identifier in the case of FAP records. Military sponsors will not be granted access to family members' FFSC user files.
  - e. Users may obtain access to their FFSC record in most situations per reference (v). 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.
  - f. The PA 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 in subparagraph 2f(1) through 2f(4) according to the exception in the PA disclosure:

(1) PA 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 exception 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:

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

(b) Commanding officers (COs) and other appropriate DoD authorities, in compliance with reference (ak) and certain high-level security clearances

(c) COs and appropriate DoD authorities, in compliance with reference (al)

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

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

(f) COs and other appropriate DoD authorities (e.g., DoD medical and 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 lives of others) or significant property is endangered by the client or others disclosed to the staff member by the client.

(2) PA Exception 2: User judges that the disclosure to persons who have submitted written FOIA requests, to the extent that the reference (am), 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 an FOIA request for FFSC records is received, FFSC staff should promptly contact the regional or installation FOIA officer or judge advocate for assistance. Reference (ac) applies.

(3) PA Exception 3: disclosure of a "routine use" of the FFSC records (the Navy Family Support Plan (NFSP) 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:

(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 law enforcement, where FFSC records indicate that a violation of law may have occurred.

(c) Disclosure to certain foreign authorities in connection with international agreements, including status-of-forces agreements (SOFA).

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

(4) Other routine uses may apply in particular situations and other PA 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.

g. 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 reference (v). All disclosure accountings must be recorded on OPNAV 5211/9.

3. Requests for record access will be handled in line with subparagraphs 3a through 3e:

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 (v).

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

c. A request for record access which is of a type mentioned in subparagraphs 2f(1)(b) through 2f(1)(f) and 2f(3) 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 or site manager or clinical services supervisor per regional or local guidance.

d. An FOIA request for an FFSC record will be handled per reference (ac).

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.

4. Since FFSC records on individuals who volunteer to assist at an FFSC must be kept in a PA "system of records," those records must be maintained in strict compliance with reference (v). PA System Notice N01754-2 applies. The PA statement provided in enclosure (10) will be provided to a volunteer or potential volunteer whenever information is to be collected from the

OPNAVINST 1754.1C  
22 Apr 2024

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.



SAMPLE-FFSC PROGRAMS

1. Information which you provide to the FFSC counselors will be treated in a sensitive manner by the FFSC and will be managed per the PA. 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 NFSP record system are listed in the Privacy Act Statement

2. LEGAL AUTHORITY FOR REQUESTING INFORMATION FROM YOU:

10 U.S.C. allows the Secretary of the Navy to make regulations for the DON. One of those regulations, SECNAVINST 1754.1B, DON Family Support Programs, establishes the Navy Fleet and Family Support Center Program.

3. 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.

4. ROUTINE USES WHICH MAY BE MADE OF YOUR INFORMATION: In addition to using the information you give us for the “principal purpose”, your information may be used for one or more routine uses, referenced as “Blanket Routine Uses” that appear at the beginning of the Navy’s compilation of systems notices” in the current Federal Register notice(s) for this system. Note that routine use does not apply in situations in which restricted reporting is allowed and elected.

a. Routine uses (referenced as “Blanket Routine Uses” in the aforementioned Federal Register notice(s) include those disclosures generally permitted under 5 U.S.C. 552a(b) of the PA, as amended. Additionally, routine uses may permit all or a portion of the FFSC records or information to be disclosed pursuant to 5 U.S.C. 552a(b)(3) as listed in paragraphs 4a(1) through 4a(11) of this enclosure:

(1) To contractors, grantees, experts, consultants, students and others performing or working on a contract, service, grant, cooperative agreement or other assignment for the Federal government when necessary to accomplish an agency function related to this system of records.

(2) To the appropriate Federal, State, local, territorial, tribal, foreign or international law enforcement authority or other appropriate entity where a record, either alone or in conjunction with other information, indicates a violation or potential violation of law, whether criminal, civil or regulatory in nature.

(3) To any component of the Department of Justice for the purpose of representing the DoD, or its components, officers, employees or members in pending or potential litigation to which the record is pertinent.

(4) In an appropriate proceeding before a court, grand jury or administrative or adjudicative body or official, when the DoD or other Agency representing the DoD determines that the records are relevant and necessary to the proceeding; or in an appropriate proceeding before an administrative or adjudicative body when the adjudicator determines the records to be relevant to the proceeding.

(5) To the National Archives and Records Administration for the purpose of records management inspections conducted under the authority of 44 U.S.C. 2904 and 2906.

(6) To a member of Congress or staff acting upon the member's behalf when the member or staff requests the information on behalf of, and at the request of, the individual who is the subject of the record.

(7) To appropriate agencies, entities and persons when (1) the DoD suspects or confirms a breach of the system of records; (2) the DoD determines as a result of the suspected or confirmed breach there is a risk of harm to individuals, the DoD (including its information systems, programs and operations), the Federal Government or national security and (3) the disclosure made to such agencies, entities and persons is reasonably necessary to assist in connection with the DoD's efforts to respond to the suspected or confirmed breach or to prevent, minimize or remedy such harm.

(8) To another Federal agency or Federal entity, when the DoD determines that information from this system of records is reasonably necessary to assist the recipient agency or entity in (1) responding to a suspected or confirmed breach or (2) preventing, minimizing or remedying the risk of harm to individuals, the recipient agency or entity (including its information systems, programs and operations), the Federal Government or national security, resulting from a suspected or confirmed breach.

(9) To another Federal, State or local agency for the purpose of comparing to the agency's system of records or to non-Federal records, in coordination with an Office of Inspector General in conducting an audit, investigation, inspection, evaluation or other review as authorized by the Inspector General Act of 1978, as amended.

(10) To such recipients and under such circumstances and procedures as are mandated by Federal statute or treaty.

(11) To an authorized appeal or grievance examiner, formal complaints examiner, equal employment opportunity investigator, arbitrator or other duly authorized official engaged in investigation or settlement of a grievance, complaint or appeal filed by an employee.

b. Frequent routine uses applicable to FFSC records 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 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

(3) Disclosure to certain foreign authorities in connection with international agreements, including SOFAs

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

5. OTHER DISCLOSURE OF YOUR INFORMATION: In addition to using the information you give us for the “principal purpose” and the “routine uses,” your information may be disclosed in certain other specific circumstances, as permitted by exemptions to the PA. 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.

6. 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 the Privacy Act Statement, which includes notice of 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 \_\_\_\_

SAMPLE-PRIVACY ACT STATEMENT FOR VOLUNTEERS

1. LEGAL AUTHORITY FOR REQUESTING INFORMATION FROM YOU: Title 10 United States Code Chapter 503 Section 5013 allows the Secretary of the Navy to make regulations for the DON. One of those regulations, SECNAVINST 1754.1B, Department of the Navy Family Support Programs, establishes 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 routine uses, referenced as “Blanket Routine Uses” that appear at the beginning of the Navy’s compilation of systems notices” in the current Federal Register notice for this system.

a. Routine uses (referenced as “Blanket Routine Uses” in the aforementioned Federal Register notice(s)) include those disclosures generally permitted under 5 U.S.C. 552a(b) of the PA, as amended. Additionally, routine uses may permit all or a portion of the FFSC records or information to be disclosed pursuant to 5 U.S.C. 552a(b)(3) as follows:

(1) To contractors, grantees, experts, consultants, students and others performing or working on a contract, service, grant, cooperative agreement or other assignment for the Federal government when necessary to accomplish an agency function related to this system of records.

(2) To the appropriate Federal, State, local, territorial, tribal, foreign or international law enforcement authority or other appropriate entity where a record, either alone or in conjunction with other information, indicates a violation or potential violation of law, whether criminal, civil or regulatory in nature.

(3) To any component of the Department of Justice for the purpose of representing the DoD, or its components, officers, employees or members in pending or potential litigation to which the record is pertinent.

(4) In an appropriate proceeding before a court, grand jury or administrative or adjudicative body or official, when the DoD or other Agency representing the DoD determines that the records are relevant and necessary to the proceeding; or in an appropriate proceeding before an administrative or adjudicative body when the adjudicator determines the records to be relevant to the proceeding.

(5) To the National Archives and Records Administration for the purpose of records management inspections conducted under the authority of 44 U.S.C. 2904 and 2906.

(6) To a member of Congress or staff acting upon the member's behalf when the member or staff requests the information on behalf of, and at the request of, the individual who is the subject of the record.

(7) To appropriate agencies, entities and persons when (1) the DoD suspects or confirms a breach of the system of records; (2) the DoD determines as a result of the suspected or confirmed breach there is a risk of harm to individuals, the DoD (including its information systems, programs and operations), the Federal Government or national security and (3) the disclosure made to such agencies, entities and persons is reasonably necessary to assist in connection with the DoD's efforts to respond to the suspected or confirmed breach or to prevent, minimize or remedy such harm.

(8) To another Federal agency or Federal entity, when the DoD determines that information from this system of records is reasonably necessary to assist the recipient agency or entity in (1) responding to a suspected or confirmed breach or (2) preventing, minimizing or remedying the risk of harm to individuals, the recipient agency or entity (including its information systems, programs and operations), the Federal Government or national security, resulting from a suspected or confirmed breach.

(9) To another Federal, State or local agency for the purpose of comparing to the agency's system of records or to non-Federal records, in coordination with an Office of Inspector General in conducting an audit, investigation, inspection, evaluation or other review as authorized by the Inspector General Act of 1978, as amended.

(10) To such recipients and under such circumstances and procedures as are mandated by Federal statute or treaty.

(11) To an authorized appeal or grievance examiner, formal complaints examiner, equal employment opportunity investigator, arbitrator or other duly authorized official engaged in investigation or settlement of a grievance, complaint or appeal filed by an employee.

b. Four of the more frequent routine uses applicable to FFSC records 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 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

(3) Disclosure to certain foreign authorities in connection with international agreements, including SOFAs

(4) 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 which includes notice of the routine 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

