



TEAM MILLINGTON

# WORLD CLASS ONBOARDING



# TABLE OF CONTENTS

03.

TEAM MILLINGTON INTRO MESSAGE

04.

TENANT COMMANDS

05.

BASE HISTORY

06.

BEST PRACTICES

07.

THE THREE CRITICAL PHASES

10.

LOCAL AREA AND BASE DIRECTORY INFORMATION

# SHIPMATES,

Welcome to Team Millington. This document guides new arrivals and current staff through the onboarding process. We must ensure that our newest Sailors and Civilians are not only ready to contribute, but excel, the moment they join our teams.

Deliberate onboarding sends a clear message; we're one team, made stronger by our new shipmate's service. We are invested in your growth and success. The pace at which our Navy operates leaves no room for uncertainty or delay in Sailor readiness.



# TENANT COMMANDS



NAVY PERSONNEL COMMAND



MYNAVY CAREER CENTER



NAVY RECRUITING COMMAND



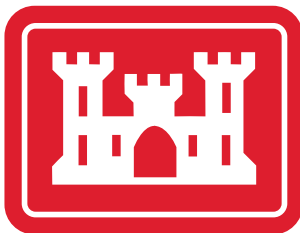
NAVY OFFICE OF  
COMMUNITY OUTREACH



NAVY MANPOWER  
ANALYSIS CENTER



NAVY MEDICINE READINESS  
AND TRAINING UNIT



U.S. ARMY CORPS  
OF ENGINEERS



COAST GUARD SECTOR  
LOWER MISSISSIPPI RIVER



FLEET BAND ACTIVITIES

# BASE HISTORY

**Naval Support Activity Mid-South has a long and rich history, one which can be traced to the birth of military aviation itself and to our country's proudest moments.**

This site was originally established in November 1917 as Park Field, an Army Signal Corps Aviation School used to train pilots for service with the Allied Forces during World War I. By February 1918, flight operations were in full swing, but only until November of that year when the Armistice was signed. Two days after the signing, training operations were ceased.

At that time the airfield began pioneering airmail routes throughout Tennessee and the surrounding states. In March 1920, the government officially purchased Park Field. However, the airfield continued to decline until it was little more than a storage area for aircraft and parts.

Ironically, the Stock Market "Crash" of 1929 breathed new life into Park Field. During the 1930s the field served as a transient camp for unemployed workers. In 1937 the Resettlement Administration took over the land and developed model farms used to demonstrate what could be achieved with correctly managed land. Park Field remained under this agency's jurisdiction until the outbreak of World War II.

Just as the onset of World War I had given Park Field its birth in 1917, the declaration of war on December 8, 1941, had similar results, heralding the arrival of naval aviation to the Memphis area. In February of 1942, the Navy Shore Station Development Board recommended approval of a reserve aviation base on the former site of Park Field. On September 15, 1942, the Naval Reserve Aviation Base was officially commissioned on the south side of the station.



On January 1, 1943, the Naval Reserve Aviation Base was renamed Naval Air Station Memphis. However, in April 1949, the base's functions completely changed, and a new Naval Air Station was established, different in both scope and function.

The new NAS assumed logistic support for all the commands at Navy Memphis, except the Naval Hospital. The boundaries included all Navy property on both sides of the Millington-Arlington Road (Navy Road). NAS Memphis continued its support and logistics role for some 50 years.

The 1993 Base Realignment and Closure Commission directed the realignment of Naval Air Station Memphis. NAS Memphis was redesignated Naval Support Activity Memphis September 30, 1995. The name was changed to Naval Support Activity Mid-South October 1, 1998, to more closely identify the base's mission requirements and to reflect the Navy's approach to regionalization.

Today, the Naval Support Activity operates and functions with an allowance of approximately 6000 enlisted and officer personnel, civilians, and full-time contract personnel, who provide all essential logistic and operational support to the commands and activities on board.

As the base has evolved and changed, so has its impact on the area. It plays an important part in the community and is one of the largest single employer in the state of Tennessee.

# BEST PRACTICES

**Every Sailor's onboarding experience should provide a strong foundation for success.**

**These best practices bring together proven approaches and regional resources to help leaders deliver a consistent, welcoming, and informative experience from check-in through integration into the command.**



1.

## **Meet Sailors at the airport**

Sailors new to the area should be greeted by their onboarding teammate or someone in their Chain of Command (CoC).

3.

## **Present a personalized letter from the leadership team**

Establishing a personal connection as early as possible is essential and opens the lines of communication from the very first point of contact.

5.

## **Present a "Welcome Aboard" pack**

The pack should contain items such as a command ball cap, patches, notepad, pen, etc. These items not only provide practical tools but also create a sense of pride and belonging from day one.

2.

## **Welcome your people on the day of arrival**

A warm, enthusiastic welcome with command members lined up at the entryway or gangway makes for a memorable first impression and helps reduce day one anxieties.

4.

## **Establishing "Team Millington"**

Comprised of a selected group of teammates who best represent your command. This helps commands remain selective on who can onboard personnel as well keep the gaining process streamlined and consistent.

6.

## **Introduce Sailors to a positive environment**

Welcome and embrace TEMADD and Reserve Component (RC) Sailors as if they were permanent members of your team. Remember, some of these Sailors may have received little to no notice of their assignment, so creating a welcoming environment will help them feel like a valued part of the command, no matter their length of stay.

# THE **THREE** CRITICAL PHASES

## **PRE-ARRIVAL**



### **ONBOARDING TEAMMATE ASSIGNMENT**

A dedicated onboarding teammate will be assigned to the Sailor prior to their arrival. This member will initiate contact and act as a point of contact for all questions and concerns.

### **NEEDS ASSESSMENT**

The onboarding teammate will conduct a needs assessment with the Sailor. This should include:

- Family make-up
- Housing needs
- Mental health and emotional well-being and health needs
- Family care plan status (review and ensure completion/accuracy). Especially crucial for single parents and dual-military couples.
- EFMP enrollment/update needs.
- Childcare needs (availability, cost, preferences - CDC, off-base options).
- Financial concerns.
- Career goals and expectations.
- Personal goals.
- Legal assistance.

### **RESOURCE PROVISIONS**

Based on the needs assessment, the onboarding teammate will provide tailored information and resources (Fleet and Family Support Center offers many resource guides on these topics.)

# THE **THREE** CRITICAL PHASES

## **CHECK-IN** (ARRIVAL-FIRST 30 DAYS)



### WELCOME ABOARD PACKAGE

A "Welcome Aboard" package should be provided, including information about the command, local area, and relevant resources (including contact information for key personnel). You can find many welcome aboard resources at Fleet and Family Support Center.

### KEY PERSONNEL BRIEFINGS

Scheduled meetings with:

- **Family Care Plan Coordinator:** Review and finalize the Family Care Plan.
- **EFMP Coordinator:** Complete EFMP enrollment/updates (if applicable).
- **Command Financial Specialist (E5 and junior/O1 through O3):** Financial assessment and resource referral.
- **Career Development Board (CDB) with CMDCM/SEL:** Discussion of career goals, expectations, and available opportunities. Address any concerns about balancing career and family responsibilities.
- **Medical Department:** Review medical records, schedule any necessary follow-up appointments, and address any health concerns (including mental health). Ensure the Sailor is connected with the appropriate healthcare providers.
- **Chaplain:** Introduce the chaplain as a resource for emotional and spiritual support.

### COMMAND OMBUDSMAN/FRG INTRODUCTION:

Introduce the Sailor to the Command OMBUDSMAN and the Family Readiness Group (FRG). Explain their role in providing support and communication between the command and families.

# THE **THREE** CRITICAL PHASES

## **POST-ONBOARDING (FOLLOW-UP)**



**30- DAY FOLLOW-UP:** The assigned onboarding teammate will conduct a 30-day follow-up meeting to assess the Sailor's adjustment and address any emerging needs. Consider a standardized survey with questions measuring if the Sailor feels supported with their onboarding and that they've received the information they feel they needed.

**HEALTH FAIR:** Include information on women's health, postpartum care, and mental health resources.

**NEW PARENT SUPPORT GROUP:** Facilitate or connect Sailors with a new parent support group (either within command or in the local community).

**MENTORSHIP PROGRAM:** Pair the Sailor with a mentor who has successfully balanced career and family responsibilities.

**TRAINING OPPORTUNITIES:** Offer training opportunities on topics such as time management, stress management, and work-life balance.

**COMMAND CLIMATE ASSESSMENT:** Regularly assess the command climate to ensure it is supportive of Sailors with families.

**SIX-MONTH FOLLOW-UP:** Ensure continued support through 6-month check-ins with the Sailor.

# LOCAL AREA **AND** BASE DIRECTORY INFORMATION



## Download the Navy Region Southeast

- **MWR updates**
- **Gate closures**
- **CDC information**
- **Condition of Readiness**
- **Latest news**
- **Alerts**
- **Photographs and messages**
- **...and more!**

## Housing

Naval Support Activity (NSA) Mid-South is located in Millington, Tennessee, roughly 20 to 30 minutes north of Memphis. As you prepare for your arrival, a primary consideration will be deciding whether to rent or buy, and whether to live on or off the installation. While base housing is available, many Sailors choose to live in surrounding communities such as Atoka, Munford, Arlington, Lakeland, Bartlett, Collierville, and Germantown. If you are unfamiliar with the area, contact the Housing Office or the Fleet and Family Support Center for local insights, neighborhood information, and resources before finalizing your decision on a place to live.

### Fleet and Family Support Center

Phone: 901-874-5075

Website: <https://www.navymwrnmidssouth.com/programs/7d380be5-61f8-406f-9cd9-63b13c6ad07d>

### Navy Housing Service Center

Phone: 901-874-5547

Website: <https://ffr.cnic.navy.mil/Naval-Housing/Housing-By-Region/Southeast/NSA-Mid-South/>

## Schools

Naval Support Activity (NSA) Mid-South is located in Shelby County, Tennessee, which features seven independent school districts: Arlington, Bartlett, Collierville, Germantown, Lakeland, Millington, and Memphis Shelby County. Additionally, some military families utilize school districts in three surrounding counties: Tipton, Fayette, and DeSoto (located in Mississippi).

Each public school district offers unique options for students in PreK through 12th grade. For families interested in non-public alternatives, there is also a wide selection of private school options available throughout the metropolitan area, ranging from independent to faith-based institutions. For a comprehensive breakdown of school zones, academic profiles, and residency requirements, please review the NSA Mid-South Education Handbook.

To help navigate district boundaries, private school listings, enrollment processes, or school choice options, please contact the School Liaison. The

installation School Liaison supports families within a 50-mile catchment radius and is available to assist you with a smooth academic transition.

### NSA Mid-South School Liaison

Phone: 901-874-5343

Website: <https://www.navymwrnmidssouth.com/child-youth/school-liaison>

## Childcare

NSA Mid-South offers on-base childcare through our certified Child Development Center (CDC), providing high-quality, developmental care for infants, toddlers, and preschool-age children. Recognizing that every military family's schedule and location needs differ, there is also a wide variety of off-base daycare options throughout Millington and the surrounding Shelby, Tipton, and Fayette counties. These range from national childcare franchises to local faith-based and independent preschool programs.

If you need assistance finding accredited community care providers, exploring financial assistance programs like Child Care Aware of America, or navigating the waitlist for the on-base CDC, please contact the Fleet and Family Support Center or visit the installation's CYP (Child and Youth Programs) office for a list of vetted local resources.

### Fleet and Family Support Center

Phone: 901-874-5075

Website: <https://www.navymwrnmidssouth.com/programs/7d380be5-61f8-406f-9cd9-63b13c6ad07d>

### Child Development Center

Phone: 901-874-5745

Website: <https://www.navymwrnmidssouth.com/programs/93b87d07-8b0d-48d4-a02b-ad725f29141a>

## Gate Information

Navy Road: (Willis Gate) 24/7

Singleton Gate: 0600-1800 Mon-Fri. Closed weekends and Federal Holidays

## Quality of Life

Whether you are looking to stay active, find family-friendly entertainment, or explore the Mid-South region, our Morale, Welfare, and Recreation (MWR) program has you covered. On base, MWR operates top-tier facilities including the fitness center, the Glen Eagle Golf Course, dining options, and community events throughout the year.

Beyond the installation gates, MWR's Information, Tickets, and Travel (ITT) office is your gateway to exploring the region. They offer discounted tickets to popular local attractions in Memphis, as well as regional theme parks and travel destinations. We highly encourage you to reach out to the MWR team or visit their office to learn about upcoming events, recreational gear rentals, and affordable ways to get plugged into your new home.

Website: <https://www.navywmwr.midsouth.com/>

## Fleet and Family Support Center

The FFSC is your central hub for military family readiness, career transition, financial counseling, and personal support. All services are free and confidential for active duty, Reservists, Retirees, DoW civilians, and their family members.

Located on the third floor of the Community Services Building (S-456), the Fleet and Family Support Center is dedicated to enhancing your tour at NSA Mid-South. Whether you are checking in, preparing for deployment, or transitioning out of the military, the FFSC staff is ready to assist you.

Phone: 901-874-5075

Website: <https://www.navywmwr.midsouth.com/programs/7d380be5-61f8-406f-9cd9-63b13c6ad07d>

## Legal Service Office

The Navy Legal Service Office provides no-cost, professional legal support by appointment only to ensure service members and their families remain legally protected and mission-ready.

The Legal office is available to active-duty service members, their eligible family members, and reservists on active-duty orders (or activated for mobilization/demobilization) of 30 days or more (Retirees & veterans are limited to in-office services). The office provides essential administrative support, including the preparation of General and Special Powers of Attorney and standard notary services. Additionally, their team of professionals offers legal advice and guidance across a broad range of personal matters. This includes family and estate law (such as estate planning, divorce, custody, and name changes), civil and consumer issues (including landlord-tenant disputes, tax law, and predatory lending), military rights and benefits, immigration and naturalization assistance, and advocacy for domestic violence or assault cases.

Phone: 901-874-7379

Email: [legaloffice@us.navy.mil](mailto:legaloffice@us.navy.mil)

## Medical/Dental

The Naval Branch Health Clinic (NBHC) Mid-South is the primary healthcare facility dedicated to maintaining the operational readiness of active-duty personnel and providing high-quality care to eligible beneficiaries. To ensure a seamless transition of care, incoming personnel should update their DEERS enrollment and transfer their TRICARE region immediately upon arrival.

The clinic offers a variety of essential medical services, including family medicine, dental, behavioral health, optometry, physical therapy, immunizations, and pharmacy support. For routine care, specialty referrals, and prescription management, patients are encouraged to utilize the MHS GENESIS Patient Portal. Please note that the clinic does not have an emergency room; in the event of a medical emergency, you should dial 911 or proceed to the nearest civilian hospital.

Phone: 901-874-6100

## Veterinary Treatment Facility

The NSA Mid-South Veterinary Treatment Facility provides essential care for your dogs and cats, including wellness testing, travel health certificates, flea and heartworm preventatives, and routine vaccinations (such as Rabies, Distemper, Bordetella, and Feline Leukemia).

For families living on the installation, base regulations enforce a strict two-pet maximum and prohibit farm or wild animals. All base-housed pets must be microchipped at the owner's expense, licensed in Shelby County, registered with the clinic, and kept on a leash or within a fenced yard to prevent impoundment by Security.

Please note that surgical services are limited to will-call spays and neuters, and the facility does not provide emergency care; any pet emergencies must be handled by off-base civilian veterinarians. To schedule an appointment or set up a new record, please call the Veterinary Treatment Facility and bring any previous medical records with you to your first visit.

Phone: 901-874-5420

## Millington VA Clinic

The Department of Veterans Affairs operates a local community-based outpatient clinic in Millington, offering a convenient healthcare option for veterans, retirees, and transitioning service members settling near the installation. As part of the VA Memphis Health Care System, the Millington VA Clinic provides essential services including primary care, physical therapy, mental health support, and laboratory testing, allowing eligible beneficiaries to receive routine care close to home without traveling into downtown Memphis. To enroll in services, transfer your medical files, or schedule an appointment, please contact the clinic directly or coordinate through the VA Memphis Health Care System portal.

Phone: 901-523-8990

Website: <https://www.va.gov/memphis-health-care/locations/millington-va-clinic/>



**NSA MID-SOUTH**

**WELCOME ABOARD!**