



Commander's Guide to Enhancing Readiness and Resilience



Introduction

The Fleet and Family Support Program (FFSP) promotes readiness and resilience to strengthen the Navy and its family members, supports mission readiness, helps commanders plan for and respond to family readiness needs and facilitates building a strong community network of services through community outreach and partnerships. The goal is to deliver the best services at the right time and in the right place. These services are integral to the command structure and enable commands and Sailors to be battle ready. This is accomplished through the development of financial security, emotional stability and adaptation to meet an ever-changing OPTEMPO.

The *Commander's Guide to Enhancing Readiness and Resilience* provides commands with Fleet and Family Support Center (FFSC) information in an easy-to-use reference of available programs and services while afloat, ashore or online. Each of the three sections articulates how FFSP can strengthen commands, Sailors and families through workshops, resources and one-on-one connections to enable commands to focus on war fighting.

— READINESS —

The ability to produce, deploy and sustain military forces that will perform successfully in combat.

— RESILIENCE —

The ability to withstand, recover and grow in the face of stressors and changing demands.

— KEY NAVY LIFE EVENTS FFSP ADDRESSES —

Homeport or permanent change of station (PCS)

move: Planning is a critical step in managing emotions and can make a PCS a challenge rather than a risk.

Financial issues:

Possessing a solid foundation in financial education ensures Sailors maintain their security clearance and reduces stress at home.

Deployment preparation:

Helping Sailors succeed through separation and anticipate challenges so they may experience a smooth transition with each stage in their deployment cycle.

The three tabbed sections are Online, Afloat and Ashore. Each section is organized according to:



While services have always been available online, afloat and ashore, the COVID-19 pandemic provided the opportunity for increased online use, further developing this delivery method to provide mandated programs virtually. Additionally, generational preferences by Sailors and their families for online access provided a convenient avenue to services in their berthing, on their couches and on the mess decks.

This section covers FFSP programs available virtually on the Commander, Navy Installations Command (CNIC) learning management system (LMS). Before the COVID-19 pandemic, the CNIC LMS was used primarily as an internal training tool for FFSP staff. Almost overnight, beginning in April 2020, FFSCs adapted and expanded services to Sailors and their families. Using the CNIC LMS and the secure Adobe Connect platform, workshops were made available regardless of geography or time zone.

Education/Training Workshops

Why

LEADERSHIP

As the needs of Sailors evolve, FFSP continues its commitment to deliver services where needed. Training is not limited to a brick and mortar setting but available while underway or in port. It is also useful for Sailors on temporary additional duty (TAD) in remote locations as well as Reservists. This is all with the goal of building readiness and resilience to create a high level of mission readiness.

SAILOR

The FFSP is available virtually to Sailors, providing a convenient avenue for mandated and comprehensive education. In addition, point of contact (POC) training provides leadership experience and learning opportunities that contribute to command operations and enhance career progression.

How



Online learning is hosted on the CNIC LMS (<https://learning.zeiders.refineddata.com>). This virtual portal is accessible via personal as well as Navy-Marine Corps Intranet (NMCI) platforms 24 hours a day, seven days a week. The CNIC LMS houses the Navy Family Portal, webinar registration calendar and on-demand e-learning courses.

What

The CNIC LMS is comprehensive in its offerings. For command purposes, the CNIC LMS offers mandated training and personal skill building available to Sailors and their families.

For Active-Duty Sailors

Navy General Military Training (provided live, facilitator-led)

Virtual Command Financial Specialist (VCFS), OPNAVINST 1740.5D, U.S. Navy Personal Financial Management Program: VCFS training was created after in-person workshops were unavailable during the pandemic. VCFS provides appointed CFSs the required training designed to maintain financial efficacy throughout the unit so the command can remain mission ready. The CNIC LMS also provides a digital record that follows each participant through each day of instruction and delivers a certificate of completion digitally after all requirements are met.

“ I think the team has done an outstanding job putting this virtual class together, serving all the services across the globe.
 – VCFS Sailor ”

To date, there are **2,418** VCFS graduates

In the first year of VTAP, **over 22,000 Sailors** attended the various courses

“ I actually think the webinar format is easy to follow and participation is less distracting.
 – VTAP Sailor ”

Virtual Transition Assistance Program (VTAP), OPNAVINST 1900.2C, Transition Assistance Program: Transitioning Sailors may attend required TAP virtually (VTAP). VTAP met an abrupt need for the virtual delivery of a traditional in-person TAP. Working with command career counselors, the Office of the Chief of Naval Operations (OPNAV), the Department of Labor and FFSC staff, Sailors across the globe were able to prepare for their transition to civilian life. VTAP covers the exact requirements of the in-person course.

Command POC Training (provided as self-paced e-learning)

Incident Determination Committee (IDC), OPNAVINST, 1752.2C, Family Advocacy Program: IDC provides a vital role in the command, reviewing and addressing incidents of family violence. In order for IDC members to provide fair assessment and recommendations, this is required training. It is delivered in a self-paced, on-demand format that is easily accessible to the learner. This flexibility allows service members to complete training at the time and place of their choosing.

Unit Sexual Assault Prevention and Response Victim Advocate (SAPR VA), DoD Directive 6495.01, Sexual Assault Prevention and Response (SAPR) Program: Unit SAPR VAs serve an essential role in providing education, resources and referrals on the prevention

of sexual assault and reporting of incidents. With the challenges associated in this sensitive area, training is essential to Sailors embedded in the command. As issues arise and information is needed, “just in time” training is provided on the CNIC LMS. Additionally, as part of the mandate, continuing education is available virtually.

For Active-Duty Sailors and Families

Live, Facilitator-led Webinars Available on the CNIC LMS

Webinars at the moment of need for Sailors cover all FFSP programs. Below are some examples of webinar offerings that reflect the same in-person services FFSCs have offered for decades.

In the first year, FFSCs offered
1,125 webinars
 with more than
59,700 participants

READINESS

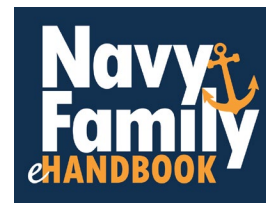
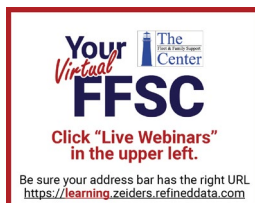
PROGRAM	PURPOSE	GROUP WORKSHOPS
DEPLOYMENT (SECNAVINST 1754.1B)	Designed to help Sailors and their families successfully manage the challenges of deployment, helping them anticipate and understand the physical and emotional demands of separation.	<ul style="list-style-type: none"> • Deployment Support for Kids • Family Readiness Groups (FRGs) • Returning To Children • Single Sailor Deployment • The Stages of Deployment
FAMILY EMPLOYMENT READINESS PROGRAM (FERP) (SECNAVINST 1754.1B)	Helps spouses and family members gain the tools they need to obtain suitable employment, establish career goals and maintain their career progression throughout their service member’s career.	<ul style="list-style-type: none"> • Accessing Higher Education • Federal Résumé Writing • LinkedIn 101 • USA Jobs • Winning Interview Techniques
LIFE SKILLS EDUCATION (SECNAVINST 1754.1B)	Steers Sailors and families in self-discovery, developing a growth mindset and exploring new techniques to build mental strength.	<ul style="list-style-type: none"> • Conflict Resolution: Skills for Personal and Professional Life • How to Have Difficult Conversations • Leadership Strategies: Informal Resolution • Mind-Body Mental Fitness (MBMF) • Positive Leadership Strategies • Understanding Anger
NEW PARENT SUPPORT PROGRAM (NPSP) (SECNAVINST 1754.1B)	Transitions families into parenthood before the birth of a child and after by providing developmental courses and resources during the child’s first four years.	<ul style="list-style-type: none"> • ABCs of Safe Sleep • Ages and Stages of Child Development • Discipline of Toddlers

PROGRAM	PURPOSE	GROUP WORKSHOPS
OMBUDSMAN (SECNAVINST 1754.1B) (OPNAVINST 1750.1G)	Trains this vital link between the command and families with initial training, networking and continuing education on resources, partner agencies and military directives.	<ul style="list-style-type: none"> • Electronic Ombudsman Basic Training (eOBT) • Ombudsman Hot Topic Discussions • Ombudsman Regional Assemblies
PERSONAL FINANCIAL MANAGEMENT (SECNAVINST 1754.1B)	Seeks to help achieve financial goals through various touchstones in a Sailor's career.	<ul style="list-style-type: none"> • Credit Repair Clinic • Family Financial Planning • Now I'm the Landlord • Scam Alert • Surviving the Holidays Financially
RELOCATION ASSISTANCE PROGRAM (SECNAVINST 1754.1B)	Aids in the preparation and execution of a PCS, whether within the continental United States or overseas.	<ul style="list-style-type: none"> • Money and the Move • Sponsor Training
SEXUAL ASSAULT PREVENTION AND RESPONSE (DoD Directive 6495.01) (SECNAVINST 1752.4C) (OPNAVINST 1752.1C)	Promotes healthy sexuality to eliminate sexual assault.	<ul style="list-style-type: none"> • SAPR Basics
TRANSITION ASSISTANCE PROGRAM (TAP) (OPNAVINST 1900.2C) (SECNAVINST 1754.1B)	Prepares Sailors for transition to the civilian sector, whether it be to another career, further education or retirement.	<ul style="list-style-type: none"> • Quick Tips for a Great Résumé • Navigating DOD SkillBridge • Navy Retirement: Is it Enough? • Salary Negotiation Skills • Survivor Benefit Plan Basics • Virtual Transition Assistance Program (VTAP)

* One-on-one virtual consultation may be available through your local FFSC.

Navy Family Portal

Today's military family is accustomed to finding the information they need online and available on their devices. The Navy Family Portal, located on the CNIC LMS, provides a location to access virtual FFSC webinars, the Navy Family ehandbook, Live Well Resiliency Webinars and the Navy spouse library. The portal is an excellent source of information for any spouse, parent, child or partner, directing them to appropriate and accurate information.



This section refers to FFSP programs and services that can be brought to a command afloat during a specified time in the command's deployment. The focus is on topics that are relevant to ships, submarines and air wings away from the homeport.

Education/Training Workshops

Why

LEADERSHIP

Commands benefit from specialized FFSC deployment and life skills training that addresses Sailors' specific needs, keeping them mission ready. Support is available aboard the command (i.e., mess decks, ready rooms, hangar bays), meeting Sailors in their workspaces at times convenient in their workday.

SAILOR

Sailors who participate in FFSC training benefit from skills gained to manage the challenges and changes of deployment. Regardless of a Sailor's deployment experience, FFSC prepares the experienced Sailor who is ready to lead junior Sailors, Sailors deploying after a life change (i.e., new parent, new intimate partner, divorce, etc.) and first-time deploying Sailors.

How

In-Person Teams

At the request of leaders, FFSC staff respond aboard the vessel or at the command's location and provide financial readiness, career services and life skills courses related to deployment that will build adaptability skills before, during and after deployment. FFSC trainers have experience training in a variety of settings and to many different groups.

Departure and Separation Teams

FFSC educators and clinicians meet Sailors during the critical first few weeks of deployment, offering individual and group workshops. Commanding officers (COs) have commended departure and separation teams, stating the command ***"is better prepared mentally and will be more resilient as they face and continue executing the current deployment because of the training provided by the FFSC team."*** (CO, USS Vella Gulf, from Navy Region Mid-Atlantic, FFSP - Departure and Separation (D&S) Initiative After Action Report)

Departure and separation workshops include, but are not limited to:

- Achieving financial goals while underway.
- Building resilience through mindfulness and meditation, finding balance while deployed.
- Communication skills.
- Conflict resolution.
- Co-parenting during deployment.
- Crisis intervention, including Sailor Assistance and Intercept for Life (SAIL) services.
- Managing the separation.
- Onboard resources and building support networks.
- Sleep management.
- Single/co-parenting.
- Suicide prevention.
- Stress and anger management.

Deployed Resiliency Educator (DRE)

A DRE is assigned to large-deck ships (i.e., aircraft carriers and amphibious assault ships) and works as part of the departure and separation team. The DRE works with commands to build individual and group resiliency during deployment with customized and targeted workshops. Additionally, the DRE will embed themselves within the unit to provide on-site assessment to readiness programs and will address any challenges or concerns within the unit.

Return and Reunion (R&R) Teams

FFSC trainers provide on-site training to returning commands, to help Sailors reintegrate successfully after deployment. R&R teams have supported commands for decades in enhancing personal and family resilience during a period of adjustment.

R&R briefs include, but are not limited to:

- Car Buying Strategies.
- Consumer Awareness.
- New Parents.
- Reintegrating with Partners.
- Reintegrating with Children.
- Singles Returning to Homeport.

Non-Medical Counseling

Why

LEADERSHIP

Sailors will bring to a deployment their current life experience. In finding their new rhythm and routine afloat, counseling will support building individual resilience and readiness that can strengthen command resilience. Previous leadership commended clinicians afloat, stating, ***“Huge dividends are being paid to the mission of the ship by having additional clinical support aboard.”*** (CO, USS Mitscher, NRMA FS DS AAR)

SAILOR

Short-term, solution-based counseling aboard has been shown to help Sailors adjust before, during and after deployment and addresses life changes and challenges, catching vulnerabilities before they become threats.

How

Deployed Resiliency Counselor (DRC)

The DRC is a shipboard credentialed clinical counselor who provides short-term individual therapy and psychoeducational training on Sailor resiliency topics such as suicide prevention, stress management, substance abuse and sexual assault prevention. Additionally, the DRC provides on-site care in the Sailor’s workspaces on aircraft carriers and large-deck amphibious assault ships.



This section outlines programs and services available for shore-based commands or for deployed commands while in port. There are 79 FFSC sites worldwide.

In FY20,
6,027,053
 Sailors and family members
 received FFSC services

Why

LEADERSHIP

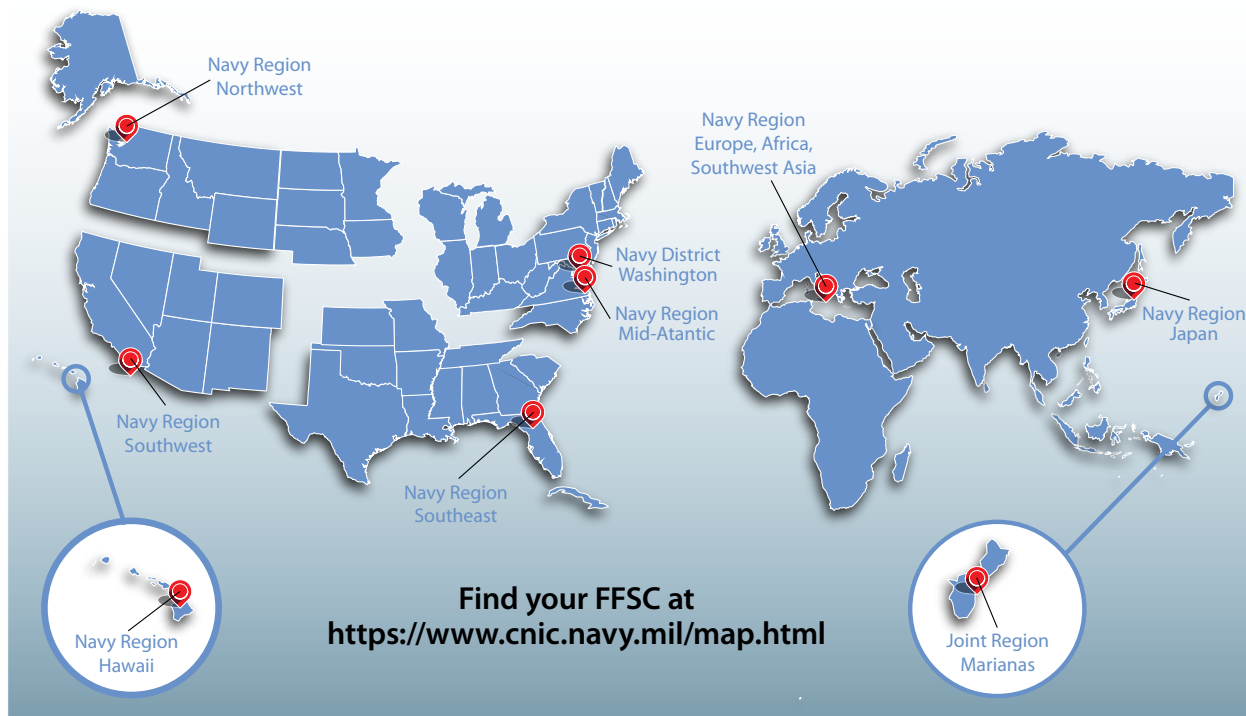
FFSC is a valuable proactive partner in mission readiness, providing quality of life programming designed to cultivate personal and unit readiness. To support command self-sufficiency, training is given to POCs for SAPR VAs, CFSS, TAP, IDC training, Exceptional Family Member Program (EFMP), ombudsman and more.

SAILOR

FFSC provides the necessary services needed to manage the realities of military service while commending growth and strengthening morale. Additionally, many FFSC workshops are available in one-on-one sessions designed to strengthen personal and family readiness, which is crucial to combat readiness.

How

Face-to-face, on location at FFSC or at a command; requested services are available at the time and place convenient for the command schedule. In addition, regularly scheduled workshops are held at the FFSC, which can be accessed by contacting your local FFSC or visiting the installation website.



What

READINESS

PROGRAM	PURPOSE	ONE-ON-ONE SESSIONS	GROUP WORKSHOPS
CLINICAL COUNSELING (DoD Instruction 6490.06) (SECNAVINST 1754.1B)	Focuses on finding solutions that enable Sailors and their families to develop problem-solving skills through short-term counseling.	Sessions with certified mental health providers who specialize in the military lifestyle and culture.	<ul style="list-style-type: none"> • Couples Communication Group Counseling • Flexible Thinking • Mindfulness and Meditation • Stress Management
DEPLOYMENT (SECNAVINST 1754.1B)	Assists Sailors and their families in successfully managing the challenges of deployment, helping them anticipate and understand the physical and emotional demands of separation.	Individual support through Work and Family Life (WFL) consultants that will enable success before, during and after deployment.	<ul style="list-style-type: none"> • Couples and Deployment • Family Readiness Groups (FRGs) • Financial Planning for Deployment • Pre-, Mid-, Post-Deployment and Reintegration • Resources for Children • Single Sailor Deployment
DISASTER PREPAREDNESS (SECNAVINST 1754.1B)	Prepares Sailors and their families for emergencies and provides relief when disaster strikes.	Sessions for emergency preparation and planning in areas such as insurance, evacuation plans and financial effects of emergencies.	<ul style="list-style-type: none"> • Family Emergency Planning • Financial Planning for Emergencies
EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP) (SECNAVINST 1754.1B)	Provides support to military family members with special needs, connecting them to necessary resources.	Consultations with EFMP case liaisons assigned to each sponsor/family enrolled in the EFMP program. They provide information and referral to resources, offer assistance in developing a family service plan and assistance with EFMP concerns.	<ul style="list-style-type: none"> • EFMP Resources • The Nuts and Bolts of EFMP

PROGRAM	PURPOSE	ONE-ON-ONE SESSIONS	GROUP WORKSHOPS
FAMILY EMPLOYMENT READINESS PROGRAM (FERP) (SECNAVINST 1754.1B)	Helps spouses and family members gain the tools they need to obtain suitable employment, establish career goals and maintain their career progression throughout their service member's career.	Appointments available for résumé review, education referrals, guidance on obtaining military spouse licensure reimbursement and other career development through WFL consultants.	<ul style="list-style-type: none"> • Accessing Higher Education • Finding Federal Employment • Interview Techniques • Options for Portable Careers • Résumé Writing
INFORMATION AND REFERRAL (I&R) (SECNAVINST 1754.1B)	Provides a service to Sailors and their families where they can learn about and access what is offered by the FFSC, the Navy and local community partners.	Assistance is provided via phone, email or in-person consultations from I&R specialists who stay abreast of local and national resources.	<ul style="list-style-type: none"> • Each program has an I&R component as a part of its delivery.
LIFE SKILLS EDUCATION (SECNAVINST 1754.1B)	Steers Sailors and families in self-discovery, developing a growth mindset and exploring new techniques to build mental strength.	Specialized sessions which meet the specific needs of Sailors with educational services facilitators (ESF) or clinical educators.	<ul style="list-style-type: none"> • Building Self-Esteem • Communication Skills • Conflict Resolution • Mind-Body Mental Fitness (MBMF) • Stress and Anger Management
NEW PARENT SUPPORT PROGRAM (NPSP) (SECNAVINST 1754.1B)	Transitions families into parenthood before the birth of a child and after by providing developmental courses and resources during the child's first four years.	Home visits by nurses and social workers provide individual education and support in a similar way friends and family would with new parents.	<ul style="list-style-type: none"> • Breastfeeding • Discipline of Toddlers • Infant Massage • New parent courses • Prenatal courses
OMBUDSMAN (SECNAVINST 1754.1B) (OPNAVINST 1750.1G CH-2)	Trains this vital link between the command and the families with initial training, networking, continuing education on resources, partner agencies and military directives.	Consultation and resource referral to command ombudsmen through FFSC ombudsman coordinators.	<ul style="list-style-type: none"> • Command indoctrination and general military trainings by command invitation.
PERSONAL FINANCIAL MANAGEMENT (PFM) (SECNAVINST 1754.1B)	Seeks to help Sailors achieve financial goals through various touchstones in their career.	Individual meetings with an accredited financial counselor (AFC) to address specific financial questions.	<ul style="list-style-type: none"> • Budgeting • Consumer Awareness • Car Buying • Home Buying • Saving and Investing • Thrift Savings Plan

PROGRAM	PURPOSE	ONE-ON-ONE SESSIONS	GROUP WORKSHOPS
RELOCATION ASSISTANCE PROGRAM (SECNAVINST 1754.1B)	Aids in the preparation and execution of a PCS, whether within the continental United States or overseas.	Consultations are available to provide customized planning with WFL consultants.	<ul style="list-style-type: none"> • Family Care Plan Preparation • Navy 101 • Sailors and Families on the Move • Sponsor Training
SEXUAL ASSAULT PREVENTION AND RESPONSE (SAPR) (DoD Directive 6495.01) (SECNAVINST 1752.4C) (OPNAVINST 1752.1C)	Promotes healthy sexuality to eliminate sexual assault.	Compliance planning and advice to command leadership through FFSC SAPR VA and unit SAPR VAs.	<ul style="list-style-type: none"> • Active Intervention • <i>Atlantic: A Graphic Novel on Consent</i> training • Healthy Sexuality • Restricted Reporting and Unrestricted Reporting • SAPR Basics • SAPR VA Training
TRANSITION ASSISTANCE PROGRAM (TAP) (OPNAVINST 1900.2C) (SECNAVINST 1754.1B)	Prepares Sailors for transition to the civilian sector, whether it be to another career, further education or retirement.	Appointments are available with TAP specialists through the transition process to address specific needs, such as job search, portable careers and education.	<ul style="list-style-type: none"> • Finding Federal Employment • Interview Techniques • LinkedIn: The Power of Networking • Résumé Writing • Transition Assistance Program (TAP)

RESILIENCE

PROGRAMS	DEFINITION	ONE-ON-ONE SESSIONS	GROUP WORKSHOPS
DISASTER PREPAREDNESS	Relief through Ready Navy is an emergency preparedness program providing assistance when disaster strikes.	Individual assistance through the Family Information Call Center (FICC), emergency family assistance center (EFAC), mobile outreach teams (MOTs) and the Navy Family Accountability and Assessment System (NFAAS).	<ul style="list-style-type: none"> • Understanding Disaster Insurance
EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)	Addresses the unique needs of the exceptional family members (EFM) and connects them to response services to advocate for the family.	EFMP liaisons work with CNIC and the Navy judge advocate general to provide legal support for families.	<ul style="list-style-type: none"> • EFMP Basics

PROGRAMS	DEFINITION	ONE-ON-ONE SESSIONS	GROUP WORKSHOPS
FAMILY ADVOCACY PROGRAM (FAP) (SECNAVINST 1752.3B) (OPNAVINST 1750.3A) (OPNAVINST 1752.2C)	Responds to allegations of domestic abuse, child abuse or neglect.	Assistance to provide the appropriate treatment related to cases through FAP clinicians.	<ul style="list-style-type: none"> • Offender accountability • Rehabilitative education and counseling • Victim safety and protection
NAVY GOLD STAR (NGS)	Provides long-term support to family members of Sailors who die while on active duty.	Individual response to Survivors after loss aiding in adjustment, stabilization and grief-related support by NGS representatives.	<ul style="list-style-type: none"> • Dealing with Grief and Loss • Gold Star Survivor events • Support groups
LIFE SKILLS EDUCATION	Offers court-mandated training or life skills courses that guide Sailors and family members when experiencing events or crises.	Educational services facilitators (ESFs) or clinicians provide one-on-one services upon request.	<ul style="list-style-type: none"> • Building Effective Anger Management Skills (BEAMS) • Co-Parenting • Effective Parenting • Responsible Anger Management (RAM)
PERSONAL FINANCIAL EDUCATION	Delivers support in situations of financial instability, which could affect command job requirements.	To help maintain a security clearance, AFCs provide corrective action to a Sailor's individual financial situation.	<ul style="list-style-type: none"> • Financial Responsibility in the Military • Tackling Debt
SAILOR ASSISTANCE AND INTERCEPT FOR LIFE (SAIL)	Supports Sailors after an incident of suicide-related behavior or suicide attempt.	FFSC clinician will provide rapid assistance, risk assessment, care coordination and reintegration assistance through a series of contacts for a minimum of 90 days after the suicide-related behavior.	
SEXUAL ASSAULT PREVENTION AND RESPONSE (SAPR)	Provides assistance when an incident of sexual assault has been identified in the command.	FFSC SAPR VAs and unit SAPR VAs will help the victim in steps following an incident.	<ul style="list-style-type: none"> • 24/7 sexual assault support line available when incidents occur.

Non-Medical Counseling

Why

LEADERSHIP

Sailors bring to commands their past experiences, which could affect their functioning at the command. To help acclimate to their new role and organization, counseling provides a necessary support in building individual readiness and resilience. It also forms personal and family readiness, which is essential to combat readiness.

SAILOR

Short-term, solution-based counseling helps Sailors adjust before, during and after deployment and through life changes and challenges by building problem-solving skills and strengthening personal flexibility.

How

Therapy services are delivered one-on-one or in a group setting, depending on the service and delivery requested.

What

Short-term, solution-based counseling designed to address life challenges that relate to the military lifestyle.

Counseling topics may include, but are not limited to:

- Adjusting to military life.
- Anger management.
- Child counseling.
- Communication and conflict resolution.
- Deployment reintegration.
- Divorce.
- Family counseling (including blended families).
- Grief and loss.
- Infidelity.
- Parenting skills.

Resources



Fleet and Family Support Center locator

https://www.cnic.navy.mil/ffr/family_readiness/fleet_and_family_support_program/FFSC.html



Chaplain Corps

<https://www.navy.mil/CHAPLAIN-CORPS>



Commander, Naval Installations Command (CNIC)

<https://www.cnic.navy.mil>



DoD Safe Helpline

<https://safehelpline.org>



Military One Source

<https://www.militaryonesource.mil>



Navy Medicine

<https://www.med.navy.mil>



Navy Personnel Command

www.mynavyhr.navy.mil/Navy-Personnel-Command



NFAAS

navyfamily.navy.mil



Navy App Locker

<https://www.applocker.navy.mil>



