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March 24, 2011

Japan Disaster Response – Installations Update

"Navy Installations Command has mobilized teams of fleet and family readiness professionals to arrival airports to provide direct support to our Navy families arriving from Japan. It is important that Sailors in Japan know we are taking good care of their families, so they can then focus on the important humanitarian and disaster relief operation that is at hand. The entire CNIC team is committed to supporting the fleet, warfighter and family in every possible way."

– Vice Adm. Mike Vitale, commander, Navy Installations Command

In the aftermath of the earthquake and subsequent tsunami that struck Japan March 11, eligible family members of Department of Navy personnel were authorized voluntary departure from the island of Honshu. In support of the Navy families returning from Japan, Commander, Navy Installations Command (CNIC) mobilized specialist teams to the Joint Reception Coordination Centers located at U.S. arrival airports. These centers are manned by Department of Defense staff members and operate 24/7. Many are co-located with the United Service Organization at arrival airports.

Joint Reception Coordination Centers

- These coordination centers are providing information to Navy families including follow-on transportation to final destinations; allowance, entitlement and medical information; and temporary housing.

Personnel and Dependant Accountability and Tracking

- All Navy personnel and their families need to register and update their contact information in [Navy Family Accountability and Assessment System \(NFAAS\)](#) as soon as possible. NFAAS allows Navy personnel and their family members to update contact and location information and to request assistance.
- If Sailors or their families don't have access to a computer, they can call the 24-hour Navy Emergency Coordination Center at 1-877-414-5358 or the Travel Processing Center-Hampton Roads at 1-866-239-0303.
- Navy personnel and their families who need assistance can access NFAAS, input their needs and a fleet and family readiness representative will contact them and provide assistance.

Ensuring Current Information Available to Personnel and their Family Members

- CNIC has established a public website, [Japan Earthquake and Tsunami Information](#), to provide up-to-date, easily accessible information on where to go and what to do.
- Navy commands are using social media to provide the most up-to-date information. [U.S. Navy](#), [CNIC](#), [Navy Personnel Command](#), [Commander Navy Region Japan](#) and [U.S. 7th Fleet](#) websites continue to provide up-to-date information for Navy personnel and their families.

Key Messages

- America's Navy is committed to Operation Tomodachi and supporting our longtime ally.
- The safety and security of Navy Sailors, civilians and family members remain a top priority.
- Joint Reception Coordination Centers are in place at U.S. airports to receive Navy families and assist them with information.
- It is critical for Sailors and their family members to register on NFAAS and keep information current.

Facts & Figures

- More than 99 percent of all military, civilian, contractors and dependants have been accounted for to date.
- NAVADMINs 093/11 and 094/11 authorize the departure of eligible Navy families.
- [CNIC](#) established the [Japan Earthquake and Tsunami Information](#) website to provide current information.
- For a comprehensive list of resources and information on the Japan relief effort or voluntary departure, visit [Chinfo.navy.mil Japan resource page](#).