

INDIVIDUAL AUGMENTEE
Family
Handbook



2012
Supporting the Fleet, Fighter and Family



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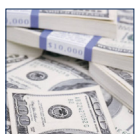
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What is an IA, Anyway?

Experienced Navy families say continuous readiness and familiarity with resources are the keys to successful deployments. Sailors and their families must always be ready for deployment. This handbook provides basic information to help families better prepare for a unique kind of deployment, the individual deployment.

In contrast to Sailors who deploy with a ship, squadron or unit, those who leave their assigned commands to deploy individually or with a small group are known as individual augmentees (IAs). According to IA Gram 4, an IA is any Sailor in receipt of individual deployment orders, to include Individual Augmentee Manpower Management assignments (IAMM), Overseas Contingency Operations Support Assignment (OSA) for enlisted, Global Support Assignment (GSA) for officers, Mobilized Reserve personnel (RC MOB) not mobilized as a part of a commissioned unit and Health Services Augmentation Program personnel (HSAP). Most IAs are concentrated in the Central Command region, which includes Iraq, Afghanistan, Kuwait, Bahrain and the Horn of Africa. The rest are serving elsewhere in the world.

IA Sailors work in their skill sets to provide combat support and combat service support. IA Sailors do not replace infantry or front-line combat soldiers.

IAMM Sailors may be assigned to an individual deployment or may have volunteered for IA requirements that were issued to their commands. Sailors looking for OSA (Enlisted) and GSA (Officer) orders negotiate them with their detailers. Reserve commands receive information about upcoming personnel requirements. Sailors can be assigned to or may volunteer for a set of mobilization orders.

“Parent commands” are the commands that Sailors leave for Temporary Additional Duty (TAD) or detach from for their IA deployments. Parent commands, ombudsmen and command IA coordinators (CIAC) retain the IA and family support responsibilities throughout the deployment cycle. Expeditionary Combat Readiness Center (ECRC) does not act as a “parent command” but does provide administrative support for GSA and Mobilized Reserve Sailors.

IA Process

A Sailor should have at least 60 days to prepare for an IA assignment. Pre-deployment preparation information is available at www.ia.navy.mil.

Every Sailor must complete the following pre-deployment steps:

- Complete expeditionary screening checklist(s) found at www.ia.navy.mil.
- Complete Navy Knowledge Online courses as directed in orders.
- Complete personal and family readiness, to include wills, powers of attorney, family-care plans, ID cards, etc.
- Update personal and family contact information with CIAC, ombudsman and in the Navy Family Accountability and Assessment System (NFAAS) found at <https://navyfamily.navy.mil>.

IA Timeline

The following information is provided to help explain the IA process:

1. A Sailor is notified that he or she has been selected to fill a billet.
2. The Sailor and the CIAC review the orders and complete required preparation. The Sailor should ensure the command has current contact information. CIACs and Sailors can go to www.ia.navy.mil and contact ECRC at ecrc.hq.fct@navy.mil or (757) 462-4744 extension 119 to obtain additional information about their orders and mission. Questions about reporting to the Navy Mobilization Processing Site (NMPS) can be addressed using the site-specific telephone numbers provided in their orders and at www.ia.navy.mil.
3. Sailors report to the NMPS designated in their orders. IA Sailors will remain there approximately one week to ensure all requirements are complete and that they qualify for IA orders. NMPS will also provide the Sailors with the required uniforms. Families cannot accompany Sailors to NMPS and are not allowed to be with them from this point forward.
4. Sailors travel to the Army training site designated in their orders for basic combat skills training. This training lasts approximately three weeks. Any uniform items or gear that was not issued at NMPS is issued at the training site.
5. Some Sailors may require additional mission-specific training. The location and length of the training is specified in their orders.
6. After completing training in the United States, some IAs will receive additional training in theater before reporting to their assigned mission locations.
7. After completing their missions and before returning home, most Sailors go through the Warrior Transition Program (WTP) in theater. Sailors spend approximately one week at the WTP to begin reintegration into life in a non-combat environment. They attend briefs and turn in their issued gear. Sailors who do not transition through the WTP in theater return to the United States by the route directed in their orders and begin reintegration at that location.
8. All IAs will return through NMPS. IAMM and Mobilized Reservists will then return to their parent commands. OSA will return to their parent commands for 60 days and then go to their gaining commands. GSA will PCS to their gaining commands. The parent commands, in coordination with the Personnel Support Detachment (PSD), should ensure that all pay, leave, personnel records, evaluations, awards and advancement exam information are updated, correct and reflect the Sailor's honorable service.

Family Support

Top Navy leaders have updated Navy instructions and have published “IA Grams” to provide guidance on IA Sailor and family support. The Navy provides the following to reach and support IA families:

- The Navy IA website, www.ia.navy.mil, provides official information for commands, Sailors and families. It is a one-stop shop for Navy families to link with information, events, training, updates and support throughout the IA deployment cycle.
- Social media links can be found at the bottom of the www.ia.navy.mil home page. These include mobile apps, Facebook and Twitter.
- Support provided by Navy commands:
 - Parent commands provide a CIAC, ombudsman and Family Readiness Groups (FRGs). Ensure that you have command contact information prior to your Sailor’s departure. It is important to maintain two-way communication with the parent command representatives throughout the deployment.
 - Fleet and Family Support Centers (FFSCs) provide individual deployment support specialists (IDSS) who will make monthly contacts with IA families. Please contact your nearest FFSC to ensure that your IDSS has your current contact information.
 - Expeditionary Combat Readiness Center provides the 24/7 Family Hotline at (877) 364-4302. IA Family Email Help Desk is ecrc.fs.fct@navy.mil.
 - The Navy Family Accountability and Assessment System (NFAAS) is found at <https://navyfamily.navy.mil>. Please log in and ensure that your family contact information is correct. This is the system that the Navy and the Fleet and Family Support Centers use to provide deployment support and disaster services. If you relocate during the deployment or evacuate for a disaster, please log in to NFAAS and update your contact information.

Outreach to families includes:

- The Family Connection Newsletter, an electronic newsletter published monthly by Commander, Navy Installations Command. Go to www.ffsp.navy.mil and click on the Family Connection Newsletter link in the middle of the page.
- IA Discussion Groups, to inform participants about the resources and support available to manage the challenges that often occur with IA deployments. Links and information can be found at www.ffsp.navy.mil. Click on the Individual Augmentees link in the middle of the page.
- Deployment, pre-deployment, homecoming and reintegration briefs. Links and information can be found at www.ffsp.navy.mil. Click on the Individual Augmentees link in the middle of the page.
- Operational Stress Control (OSC), the Navy’s prevention and awareness initiative. FFSCs incorporate OSC concepts into programs offered to Navy families. We believe “Ready Family = Ready Sailor.” OSC helps the Sailor and family recognize some common signs of stress and provides tools to cope with stress. With these skills, families are prepared and Sailors are mission ready. Further information can be found at <https://wwwa.nko.navy.mil>, www.facebook.com/NAVSTRESS and www.nmcphc.med.navy.mil.

Deployment Documents

The foundation of a successful deployment may seem to be built on paper! It is important to review, update and organize a number of important documents before deployment. These documents include the following:

Wills

A will is a legal expression or declaration of an individual's wishes upon his or her death. For couples with children it is important to include who you would want to care for your children should something happen to both you and your spouse. To ensure your estate is distributed the way you want, you should have a current will and your loved ones should know its location. Your local Naval Legal Service Office will assist you in making a will at no cost.



Power of Attorney

Powers of attorney (POA) can be useful when you need someone else to conduct personal business and you cannot be present. They can also be dangerous documents, because they allow someone to act in your behalf, with or without your authorization. You may need different types of powers of attorney for different tasks. For example, you may need a special power of attorney to file your taxes or for you to buy or sell a big-ticket item such as a vehicle or condo. A general power of attorney can be used in a variety of situations. It is important to know in advance what type of power of attorney will be accepted by an institution with which you want to do business. Not all will accept a general power of attorney. Your local Naval Legal Service Office can discuss options and draw up a power of attorney at no charge.

Servicemembers' Group Life Insurance (SGLI)

Active-duty service members and members of the Reserve and Guard who are paid for monthly drills are eligible to be insured under SGLI up to a maximum of \$400,000 in increments of \$50,000. Before deployment, verify who is designated as beneficiary and make changes as necessary. A will does not affect the beneficiaries of life insurance. To make changes, the Election and Certificate form (VA Form SGLV-8286) must be completed. For more information on Servicemembers' Group Life Insurance, visit the Department of Veterans Affairs Group Life Insurance information page at www.insurance.va.gov/sgliSite/default.htm.

Traumatic Injury Insurance Protection (TSGLI) for Hospitalized Troops and Veterans

Those covered by Servicemembers' Group Life Insurance (SGLI) as of Dec. 1, 2005, are automatically covered by the Traumatic Injury Insurance Protection program (TSGLI). SGLI covers on- and off-duty injuries but did not always include traumatic benefits. Active-duty and Reserve Component members who are hospitalized for 15 or more consecutive days due to an injury which occurred on or after Oct. 7, 2001, may be eligible for a \$25,000 payment from the SGLI. Active-duty members can apply for the hospitalization benefit even if they have been discharged or received TSGLI benefits for other losses. For more information about the new TSGLI benefit or to apply, go to <http://www.insurance.va.gov/sqliSite/TSGLI/Retro.htm>.

Emergency Data Form

The emergency data form is more commonly referred to as the "Page 2" of a Sailor's service record. It lists who should be contacted if a service member becomes ill or is injured, killed or missing. Any time your family moves or contact information changes, this form should be updated through the administration department at the command or through your local Personnel Support Detachment (PSD).

Defense Enrollment Eligibility Reporting System (DEERS)

DEERS is a worldwide, computerized database of uniformed service members (called "sponsors"), their family members and others who are eligible for military benefits including TRICARE. DEERS registration is the key to establishing and maintaining TRICARE benefits eligibility. DEERS is the DoD's family-member database and the primary way to keep track of a Sailor's entitlements. For further information go to <https://www.dmdc.osd.mil/appj/address/index.jsp>.

Navy Family Accountability and Assessment System (NFAAS)

The Navy Family Accountability and Assessment System (NFAAS) is a database used to document service and support provided to IA Sailors and their families. NFAAS also provides the means for assisting the family in the event of a natural disaster. Family information needs to be kept current in NFAAS. Ensure you or your Sailor updates NFAAS, and be sure to update contact information if you move during the deployment. To update NFAAS:

- Log on to NFAAS at <https://navyfamily.navy.mil>.
- Click the "Click Here" button under "Navy Military, Civilians, OCONUS Contractors, and their Families."
- Log in via Common Access Card (CAC) or Username and Password methods. (The Personal Information login method will not allow you to make all the needed updates to your information.) If you do not have CAC access or do not know your username and password, you can use the "I don't know my password and/or username" option.

- Update your family information under the “MY INFO” tab. Enter everyone you want contacted in the event of an emergency.
- A needs assessment survey may be available under the “ASSESSMENT” tab. The “ASSESSMENT” tab is only available if the user is affected by an incident that requires assessments. If the member is not affected by such an event, the ASSESSMENT tab will NOT be available. The assessment survey asks whether you have been affected or need assistance in 19 different areas. These include medical care, transportation, housing, finances, employment, child care, counseling and other needs that may arise.

Other Important Documents

If you don't already have one, it is a good idea to invest in a small, fireproof safe or to rent a safe deposit box to store your family's important documents. Many of these documents are hard to replace. Even though you do not need them often, when you do need them, they are critical. Do you know where each of the following documents are located?

- Birth certificates.
- Marriage license.
- Divorce decrees.
- Death certificates.
- Medical records for each family member.
- Dental records for each family member.
- Veterinarian records for each pet.
- Adoption papers.
- Citizenship/naturalization papers.
- Passports/visas.
- Insurance policies (life, health, home, vehicle, flood).
- Real estate documents (lease, deed, first and second mortgages).
- Car title, registration and inspection.
- Most recent leave and earnings statement (LES).
- Social Security number of each family member.
- Current address and phone number of immediate family members of both spouses.
- Power of attorney.
- Will.
- Copy of orders.
- Passwords for NFAAS, myPay and bank accounts.



Finances

Discussing the family budget, banking, taxes and other important financial decisions may not seem exciting, especially just prior to a deployment. However, organizing your financial affairs and establishing a spending plan can ensure that financial issues will be minimized during deployment.

Entitlements

Service members may be entitled to additional financial incentives during an IA assignment. Most IA assignment-related entitlements start at the mobilization processing site. Some of these include:

- Hostile Fire Pay/Imminent Danger Pay (where applicable).
- Combat Zone Tax Exclusion (where applicable).
- Savings Deposit Program (SDP). Allows service members deployed to combat zones to earn 10 percent interest on deposits earned in theater up to \$10,000.
- Tax-free pay for enlisted/warrant officers. Officers get tax-free pay up to an allowable limit. Note: Social Security and Medicare taxes are collected.
- Hardship Duty Pay.
- Incidental Expense. Per diem paid when lodging and meals are provided. This is in addition to full Basic Allowance for Subsistence. Monthly travel claims are required for payment.
- Family Separation Allowance.

Pay Changes to Monitor

Service members may see some of their pay changed — reduced, increased or stopped entirely. Some of these changes include:

- Sea pay
 - Not eligible after 31st day of IA assignment. Sea pay will stop.
 - Sea counter stopped with the stop of sea pay.
 - Special detailing considered for credit of IA assignment.
- Meal deduction
 - No meal deduction for entire IA assignment.
- Special Duty Assignment Pay (SDAP)
 - Eligibility can continue up to the first 90 days of IA assignment.
 - If command transfers special duty assignment to another qualified command member, SDAP can be stopped the first day of IA assignment.



Tax-Free Savings Incentive

The tax-free savings advantage can be significant during an IA assignment. The Thrift Savings Plan (TSP) is a retirement savings plan for civilians who are employed by the United States government and members of the uniformed services. TSP allows Sailors to contribute 100 percent of their pay and bonuses, tax-exempt, up to an IRS limit of \$45,000. This provides a great opportunity to prepare for retirement. For further information, go to <http://www.tsp.gov>.

The Savings Deposit Program (SDP)

The Savings Deposit Program (SDP) is available to those serving in designated combat zones. Military members deployed in combat zones, qualified hazardous duty areas or certain contingency operations may be eligible to deposit all or part of their unallotted pay into a DoD savings account up to \$10,000 during a single deployment. Interest accrues at an annual rate of 10 percent and compounds quarterly. Interest accrued on earnings deposited in the SDP is taxable.

To be eligible for SDP, a service member must be receiving Hostile Fire/Imminent Danger Pay (HFP/IDP) and serving in a designated combat zone or in direct support of a combat zone for more than 30 consecutive days or for at least one day for each of three consecutive months. Service members may begin making deposits on their 31st consecutive day in the designated area. All deposits must be made in \$5 increments, and deposits may be discontinued at any time. The account will stop accruing interest 90 days after a member returns from the combat zone. To learn more about SDP, visit the Defense Finance and Accounting Service (DFAS) at www.dfas.mil.

Spending Plan

Setting up a spending plan is one of the smartest things you can do prior to a deployment or any other time. A spending plan allows you to see where your money is going and to make adjustments as needed to meet your financial goals. If you have a spouse or partner, it is a good idea to do a plan together so you both understand and agree to how finances will be handled during the deployment.

A spending plan, or budget, can be as simple as documenting income and expenses, or it can be much more elaborate. When setting up or updating your spending plan prior to deployment, look at possible changes to income:

- Will there be any additional income for family separation allowance, combat duty pay, sea pay, etc.?
- Is there a chance for a promotion during deployment?
- Will a re-enlistment bonus be received during deployment?
- Will you lose income due to the loss of a second job or your spouse not working, or gain income because your spouse moves in with family during deployment?
- Will some pay be tax-exempt?

Before deployment, ensure:

- That pay distribution is set up appropriately. Are direct deposits, any allotments or automatic check drafts established?
- How ongoing bills will be paid, and by whom.
- That, if in a relationship and using a joint checking account, you have discussed how you will manage the account.
- That you have overdraft protection for your checking accounts — just in case.
- That you are prepared for recurring, but not monthly, expenses such as tuition payments, car and home insurance.
- That the expectations for using credit during deployment are determined.

Financial Challenges

- Do you have money saved in case of financial emergency? A pre-authorization form with Navy-Marine Corps Relief Society can be signed before deployment if savings are minimal.
- Who is authorized to use the DFAS myPay account?

Taxes

- Will you be deployed during tax season? If you file jointly, you'll need to get a special power of attorney for filing taxes or depositing a refund.
- Do you need an extension of the filing deadline?
- Do you need to file state income tax returns?

Contact the Internal Revenue Service at www.irs.gov for more information.



Financial Goals

Many find deployments provide a good opportunity to save money. What are your financial goals? Are you saving for emergencies, a new car, a house, a vacation? Are you enrolled in the Thrift Savings Plan? If you have credit card balances, are you working to pay them off?

Contact your local command financial specialist, Fleet and Family Support Center, Navy-Marine Corps Relief Society, credit union or Military OneSource if you would like to develop a spending plan to help achieve your financial goals.

Servicemembers Civil Relief Act

The Servicemembers Civil Relief Act (SCRA) is a law that protects service members on active duty. Major provisions include:

- Termination of residential leases. Allows individuals to break a lease when they go on active duty if the lease was entered into before going on active duty. Additionally, the act allows a service member to terminate a residential lease entered into while in the military if the member receives permanent change of station (PCS) orders or orders to deploy for a period of not less than 90 days.
- Automobile leases. If a member enters into an automobile lease before going on active duty, the member has the right to terminate the lease when going on active duty. However, for this to apply, the active duty must be for at least 180 continuous days. Military members making a PCS move, from CONUS to OCONUS or from any state OCONUS (Alaska, Hawaii, or a commonwealth, territory or possession of the U.S.) to any place outside that state, or who deploy for 180 days or longer, have a right to terminate such leases.
- Evictions from leased housing. Service members may seek protection from eviction under SCRA. The rented/leased property must be occupied by the service member or his/her dependents and the rent cannot exceed a certain amount that is adjusted each year. The service member or dependent who has received notice of an eviction must submit a request to the court for protection under SCRA. If the court finds that the service member's military duties have materially affected the ability to pay rent, the judge may order a stay or postponement of the eviction proceeding for up to three months or make any other "just" order.
- Installment contracts. SCRA gives certain protections against repossessions for installment contracts. If the contract was entered into before going on active duty and at least one payment was made before that time, the creditor cannot repossess the property while the member is on active duty, nor can they terminate the contract for breach without a court order.



- Six percent interest rate. If a service member's military obligation has affected his/her ability to pay on financial obligations such as credit cards, loans, mortgages, etc., the service member has the right to have the interest rate capped at 6 percent for the duration of the service member's military obligation. Qualifying debts are debts that were incurred by the service member, or jointly by the service member and spouse, before coming on active duty. Debts entered into after going on active duty are not protected.
- Court proceedings. If a service member is a defendant in a civil court proceeding, the court may grant a 90-day delay in the proceedings. The provision applies to civil lawsuits, suits for paternity, child-custody suits, bankruptcy debtor/creditor meetings and administrative proceedings. Your Naval Legal Service Office can assist in securing a delay.
- Enforcement of obligations, liabilities and taxes. A service member or dependent may, at any time during military service, or within six months thereafter, apply to a court for relief of any obligation or liability incurred by the service member or dependent prior to active duty, or in respect to any tax or assessment whether falling during or prior to the service member's active military service. The court may grant stays of enforcement during which time no fine or penalty can accrue.

Additionally, SCRA protects service members from a form of double taxation that can occur when a spouse works and is taxed in a state other than the state in which the Sailor and family maintain their permanent legal residence. The law prevents states from using the income earned by a service

member in determining the spouse's tax rate when that person does not maintain a permanent legal residence in that state.



Communication

Communication can be challenging during an IA deployment because your Sailor may not be near a telephone or a computer. And at times, mail service can take weeks. Don't let this deter you. Any Sailor will tell you there is not a better day brightener than hearing from loved ones back home.

When you do not hear from your Sailor, try not to worry. No news is often good news. It means your Sailor is hard at work. Know that if your loved one is ever seriously injured or missing from duty, a uniformed Navy representative with ID will contact you in person to inform you. Beware of scams claiming your Sailor is injured and asking you for personal information about your Sailor over the phone or by email.

OPSEC

Operations security (OPSEC) keeps potential adversaries from discovering sensitive Department of Defense information. As the name suggests, it protects U.S. operations — those planned, in progress and completed. Success depends on secrecy and surprise, so the military can accomplish the mission more quickly and with less risk. Enemies want this information, and they see Sailors and their families as potential information sources.

Types of sensitive information include:

- Unit mission or the number of personnel assigned.
- Locations and times of deployments.
- Unit morale or personnel problems.
- Security procedures.
- Troop movement.
- Military intentions, capabilities or operations.

Respect OPSEC. Do not:

- Talk about sensitive information in public settings such as the club, commissary, Navy Exchange or in the community.
- Talk about sensitive information over the telephone.
- Post pictures or information on websites.
- Include sensitive information in emails or attachments.
- Write about sensitive information in newsletters or blogs.
- Neglect to shred papers with information on operations.
- Try to talk around classified information. It is extremely difficult to outsmart experienced intelligence analysts.



Email

Quick and easy, email is great for staying in touch. Discuss email expectations prior to deploying:

- Will email be readily available?
- If so, how often will you send emails?
- What address will you use?
- What is the availability of instant messaging?
- What effect will the time differences have on email response?



The IA's Navy.mil account will usually be inactive. Military email addresses and mailing addresses are not assigned until the IA reaches the assigned unit. Sailors should ensure that they have a personal email account to use during the tour.

Email is not an ideal form of communication when you are angry or upset. If you really have a need to get your feelings off your chest, go ahead and write the email, but save it for 24 hours and reread before you send. It is usually best to communicate strong feelings over the phone when you cannot do it in person. Also, remember that emails are not confidential and may be seen by others. Be careful what you write.

Letters

Letters take longer in transit but are a more personal way to communicate. Many couples save their "love letters" from a deployment. Not many save emails. It is a good idea to number letters because they do not always arrive in the order they are written.

Exchange your mailing address with everyone you would like to communicate with during deployment. Create a "mail kit" with cards, interesting stationery, pens, stickers, stamps, etc. to make letter writing easy and enjoyable.

Letters do not have to be long. Do not worry about grammar or spelling. Write letters about your daily existence, your plans for the future, and your thoughts and feelings to help maintain your emotional connection and make it easier to reunite at homecoming.

Care Packages

Who does not like to receive a present in the mail? Care packages are usually presents *from* home, but that does not mean a deployed Sailor cannot send a package *to* loved ones back home! While most items Sailors needs are provided to them, items that make their lives more comfortable are not. Moms, grandmothers, religious and community service organizations and friends often enjoy sending care packages to service members as expressions of their support.

The United States Postal Service (USPS) offers free packing materials to families of military members deployed overseas. Call (800) 610-8734. They do not provide free postage. Additional information about USPS services for military members can be found at <https://www.usps.com/send/apo.htm>.

Care Packages

Running out of creative ideas for care packages? Try some of these “theme” pack ideas.

Call Home (or at least write) Pack

- Note paper and colorful pens
- Phone cards
- Address labels
- Address book
- Pre-addressed special occasion cards
- Love letters from your courting days

Beach Party Pack

- Flip-flops
- Sunglasses
- Inflatable beach toys
- Sunscreen
- Bathing suit
- Beach towel



Night At The Movies Pack

- DVDs
- Popcorn
- Movie candy
- Nachos supplies
- Homemade poster

Second Childhood Pack

- Yo-yo
- Old Maid cards/Go Fish cards
- Silly Putty
- Silly String
- Marbles
- Balloons
- “Kid Meal” toys



“Whine” & Cheese Pack

- Tape of you/kids whining
- Assortment of cheeses
- Assortment of sausages
- Assortment of crackers



Good Sport Pack

- Sports magazines
- Popcorn and peanuts
- Pennants
- Favorite team T-shirt or cap
- Video of a local game or your children’s games
- Autograph from a favorite star

Our Morning Coffee Pack

- Favorite coffee blend
- All the goodies to add... creamer, sugar, flavors, etc.
- A great mug
- Coffee cakes
- Biscotti
- A picture of you in PJs
- A picture of kids at breakfast table

Coming Home Pack

- Picture of your new outfit
- Your favorite perfume or cologne
- A map of how to get home from the airport
- A banner
- A picture of the welcome home decorations
- A menu

Telephone Calls

Telephone calls can bring the greatest emotional highs as well as the worst emotional lows. It is wonderful to hear your loved one's voice and talk in the here and now, but sadness can briefly overwhelm you when you hang up and realize how much you will miss your loved one. Make the most of your telephone conversations:



- Keep a written list of things you want to talk about.
- Try to stay positive and upbeat. At least try to end each call on a positive note.
- Talk about your daily activities to make it easier to reconnect at homecoming.
- Suggest to older children that they keep a list of things to tell their parent when they call.
- If you share bad news, make sure someone is available to provide emotional support to your loved one.
- Talk about plans for homecoming and future activities.
- Discuss problems and solutions, but do not spend the entire call talking about them.
- Keep in mind that it may be difficult to have a completely private phone call.
- Tell your loved one you love them and appreciate their sacrifices.

Pictures, Video Recordings and Video Teleconferencing

While letters and emails are nice, there is nothing better than seeing your loved ones. If your loved one has access to a DVD player, make recordings of daily life and ask your Sailor to do the same for you. Realize that privacy is at a premium, so be discreet when sending videos and pictures to Navy units.

Send pictures of yourself, family members, colleagues, your work environment, any new items you purchase or the new furniture arrangement. If you have children or are an expectant parent, pictures are even more important as children grow and change quickly.

If you have the opportunity to do video teleconferencing or if you have a webcam, it might be helpful to jot down a few items you'd like to talk about, have the children sing a song or do a funny skit. It is not so much what you say, but the fact that you cared enough to put effort into brightening your loved one's day that will be remembered.

Emotional Ups and Downs of Deployment

Sailors have been deploying for centuries, and loved ones have awaited them for just as long, but that does not mean deployments are easy. It is not just daily life that you must handle on your own, but the roller coaster of emotions with which you have to deal that makes deployments so demanding for Navy families.

Much research has been done to understand the common feelings Sailors and their families experience when separated from each other due to a military assignment. You may experience similar feelings or your reactions may be different. There is no such thing as a “right” or “wrong” feeling. If you find your feelings hindering your daily activities, do not hesitate to contact your Fleet and Family Support Center, a chaplain, the medical department or Military OneSource for assistance. Typical reactions include the following:

Anticipation of Loss

Anticipating loss occurs before deployment. This period is often a time of tension and confusing emotions. You may be angry and resentful of the hours required to get ready for departure. You may or may not talk about your fears and concerns. Service members may feel guilty about leaving their families. Family members may feel abandoned. Arguments and bickering are common. Although irritating, tension can be a way for you to distance emotionally in preparation for the separation.



Detachment and Withdrawal

The day or two before deployment can be difficult. You stop sharing thoughts and feelings with others. This is a natural response as separation is imminent. Although physically together, you are separating emotionally. This can be especially difficult if it is seen as rejection rather than as a reaction to trying circumstances. Often non-deploying spouses think, “If you have to go, go.” And Sailors think, “Let’s get on with it!”

Emotional Disorganization

Once the deployment begins, you may feel an initial sense of relief followed by guilt. You may feel disorganized, depressed or restless. Old routines have been disrupted and new ones not yet established. Give yourself a few weeks, and you will begin to feel more in control.

Recovery

At some point during the deployment, new routines are established. You feel more comfortable with the reorganization of roles and responsibilities. New sources of support and a new sense of independence and freedom are developed.



Ten Tips for Deployment Success

Focusing on the Navy mission, your relationships and yourself can be a real challenge. Successful Sailors and their families:

1. **Communicate.** Regular, honest, open communication with a variety of people is the norm for successful deployers and their families.
2. **Ask for help.** Successful deployers and their families are aware of the numerous resources available to military families and do not hesitate to ask for help when they need it.
3. **Manage stress.** Stress is unavoidable. Successful Sailors and their families manage stress. They generally eat a balanced diet, exercise, avoid excessive alcohol and drugs and have some type of spirituality or belief system.
4. **Prepare.** Successful Navy families prepare for deployments. They ensure ID cards do not expire, update their Page 2, SGLI, wills and POAs.
5. **Have a positive attitude.** While you may not have control of many things in your life, you do have control over how you approach them and your attitude. Successful Sailors and their families are optimistic that they can accomplish a deployment. While they allow themselves to worry or occasionally experience self-doubt, they usually give themselves positive internal self-talk and maintain a “can do” attitude.
6. **Set goals.** The future is bright for successful Navy personnel and their families. They have long-term goals and they also set goals to accomplish during deployment – increase proficiency in their job, lose weight, read more or get in shape.
7. **Have fun.** Successful Navy families don’t put life on hold during a deployment. They make time for fun and do things they enjoy. They also celebrate personal successes as well as successes of friends and family.
8. **Get involved.** Successful Navy personnel and their families participate in Family Readiness Groups, religious organizations, sports and volunteer events, and they attend classes and stay busy. They often focus on helping others as a way to deal with deployment loneliness.
9. **Make friends.** Successful people initiate friendships and do not wait for someone to approach them. They reach out to others in need and others reach out to them when needed.
10. **Are trusting.** Successful Sailors and their families rely on others to do the right thing. They are not naïve but believe in others.





Children and Deployment

Tell your children about the upcoming deployment. Do not assume they are aware and understand that a parent is deploying. Reassure them that they will be cared for while Mom or Dad is away. Encourage them to ask any questions they might have.

Allow children to miss their parent and to feel sad about their absence. Encourage communication with your children and allow them to express any feelings they may have. Children are often confused, angry, worried and insecure. It is important for you to maintain your child's daily routine and be consistent in discipline.

Most Navy kids are resilient. If your child is struggling, do not hesitate to contact your child's school counselor, the school liaison officer, the Fleet and Family Support Center, a chaplain or Military One-Source for assistance.

The following chart provides some tips on what to expect from your child:

Age	What to Expect	Ways to Help
Infants and Toddlers 	They may seem fussier, clingy, may eat less and have trouble sleeping.	Have your spouse/child's caregiver: <ul style="list-style-type: none"> ■ Record video/audio taped stories. ■ Post pictures of deployed parent. ■ Provide extra hugs and cuddles. ■ Maintain routine. ■ Take care of themselves to be better able to care for children.
Preschoolers	May feel their behavior caused their parent to leave. May become more fearful/irritable. May regress in potty training/thumb sucking/etc. May have trouble sleeping.	Have your spouse/child's caregiver: <ul style="list-style-type: none"> ■ Record video/audio taped stories. ■ Create a waterproof photo album or picture book of deployed parent and child doing things together. ■ Provide extra hugs and cuddles. ■ Maintain routine. ■ Move your child back to their bed a few weeks before your expected return. Do not get too concerned if your child wants to sleep in Mom and Dad's bed while you are gone. It often provides a sense of security.
School-age 	May see a decline in school performance. More irritable or moody. May worry about deployed parent's safety.	<ul style="list-style-type: none"> ■ Have a family discussion before deployment. ■ Involve teachers, religious community, neighbors. Enroll in Big Brother/Sister Program. ■ Communicate regularly. ■ Reassure about safety training/drills/equipment. ■ Play games via email and regular mail. Have your spouse/child's caregiver: <ul style="list-style-type: none"> ■ Schedule fun activities. ■ Help child compile care packages to send to deployed parent. ■ Limit viewing of TV news about war. ■ Assist your child to send care packages, letters and cards to their parent and others serving.
Teens	May be ambivalent. May be moody/withdrawn. May test rules.	<ul style="list-style-type: none"> ■ Communicate regularly. ■ Do not expect teen to take on your household responsibilities. ■ Ask spouse/caretaker to maintain rules, curfews and discipline as much as possible.

Deployment Activities for Kids

Paper Chain

- This chain is made with strips of construction paper glued or stapled into cylindrical shapes and linked together.
- Children tear off a link for each day (or one for each week) until Homecoming Day when the last link is left. This assists children in marking the passing of time.
- The paper chain can also be used as a journal. As each link is removed, the children can write something that happened that day (or week) to be mailed to the deployed parent or shared upon their return.
- Or, each day/week, a link can be added to build a chain, including an activity done during that day/week, written on the link. When the Sailor returns, they can read what was accomplished during the deployment.



Command Ball Cap, T-shirt, Jacket, etc.

- These items can be given to children to wear while separated from the deployed parent.
- School-age children wear them as a sign of pride in the deployed parent and as a way to feel closer to that parent.

Deployment “Grab-Bag”

- Fill any type of bag with scraps of paper that have activities written on them, such as go to the zoo, whisper all day, read a book, take a walk, etc.
- Draw an item from the bag and do the activity with your child.
- Send to the deployed parent a picture of you and your child doing the activity.

Deployment Journal

- This can be any type of notebook, scrapbook, diary, etc., used by the child or parent to write letters, thoughts or to share feelings with one another.
- Adding memorabilia such as a baseball game ticket, ballet program, postcard, etc., along with journaling thoughts or feelings at the time can make the event come alive. Remembering these events and special occasions help make the deployed parent feel more involved.
- This is especially useful if mail is going to be slow or if there will be no mail (such as some submarine deployments).



Calendar Pages

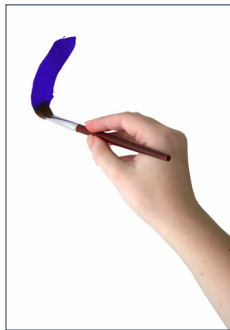
- This can be a purchased calendar, one created on a computer, or hand-drawn pages.
- Mark off the passing days of a deployment.
- Use the calendar as a journal to write in daily activities.
- Each page can be mailed or reviewed at the end of the deployment.

Postcard Mobile

- The deployed parent will send the child postcards to be colored.
- These can be cut out of a coloring book or drawn by a parent.
- They can show a holiday theme or anything of special significance to the parent and child.
- When the child receives the picture, he/she colors it, gets help enclosing it in clear plastic (contact paper works great!), and punches a small hole in it.
- Thread a ribbon or string through the hole and attach it to pipe cleaners or Popsicle sticks to make into the shape of a mobile to be hung in the child's room or somewhere the child will see it frequently.
- If the mail will be unreliable, the pictures can all be completed by the deploying parent and left with the parent/caregiver at home with the instructions of when to give each picture.

Decorated Pillowcase

- A pair of old pillowcases can be used for the project. The deploying parent will decorate one for each child and the child/children will decorate one for the deploying parent.
- The spouse can decorate the reverse side.
- Be sure to use permanent markers so the pillowcase can be washed.



Map

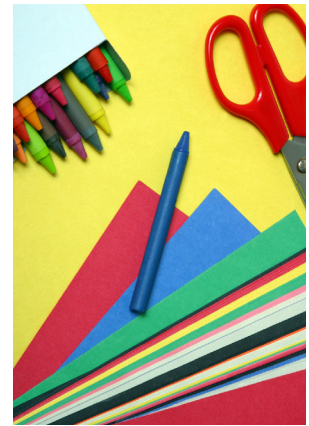
- This is used by the child during the deployment to follow their parent throughout the world.
- Give the child markers and stickers to keep track of the ship/unit.

Star Connection

- Parents and child can work together to decorate a construction paper star for each of them before the deployment.
- Spend time together looking at the stars in the night sky and talking about being able to look at the same stars while they are separated.
- They can then hang their decorated star somewhere they will see it often to remind themselves of one another.

Flower Petals

- This helps children track time during a deployment.
- Parent spends time with their child decorating a Popsicle stick to look like a flower stem.
- Cut out "petals" from construction paper, which the parent takes with them on deployment.
- The parent writes a small message on a petal and sends it to the child.
- As the child receives the petals, they glue them to the stem. When the flower is completed, it is time for homecoming.



These are just a sample of the many activities and ideas that are available to help make deployments and separation easier for children. Contact your local FFSC for additional ideas.

Emergency Preparedness

Dealing with an emergency is challenging, but IA families have the support of their CIAC, ombudsman, IDSS, emergency case manager, parent command, Fleet and Family Support Center and ECRC 24/7 Family Hotline. Please do not hesitate to call and ask for help. Your support system is standing by.

Disaster Preparedness

It may seem like an oxymoron, but being prepared for possible emergencies can provide some peace of mind.

- Make sure you have insurance for your property. If you rent or live in military housing, get renters insurance.
- Have a designated person to contact out of state so that you and loved ones can each call that person and check in. This is especially important if communication is limited and you are physically separated.
- Have an emergency plan that includes evacuation routes and supplies.

When preparing for an emergency, it is best to think first about the basics of survival:

- Fresh water.
- Food.
- Warmth.
- Designated family meeting place.

Put together the following items and store them in an easily accessible location:

- Water, one gallon per person per day for at least three days.
- Food, at least a three-day supply of non-perishable food.
- Can opener for food (if kit contains canned food).
- Battery-powered or hand-cranked radio and extra batteries.
- Flashlight and extra batteries.
- First aid kit.
- Family documents such as insurance policies and bank account records in a waterproof container.
- Whistle to signal for help.
- Wrench or pliers to turn off utilities.
- Prescription medications and glasses.
- Infant formula and diapers.



- Pet food.
- Cash.
- Sleeping bag or warm blanket for each person.
- Change of clothing.
- Matches in a waterproof container.
- Feminine supplies and personal hygiene items.
- Paper products - cups, plates and plastic utensils.

For more information about emergency preparation, go to:

- www.cnic.navy.mil/cnic_hq_site
- [American Red Cross - www.redcross.org](http://www.redcross.org)
- [Ready America - http://www.ready.gov/build-a-kit](http://www.ready.gov/build-a-kit)

Service Member Casualty

If a service member is seriously injured or killed, primary next of kin will be notified by a uniformed service member and, typically, a chaplain. Notifications are made in person. Primary next of kin are those individuals identified by the service member on an emergency data form or Page 2 of their personnel record. That is why it is so important to ensure the information on the Page 2 stays current. If a family member is going out of the area for an extended time during the deployment, it is a good idea to alert the command ombudsman and provide temporary contact information, as well as update NFAAS with the contact information. Ensure your personal email address is noted in NFAAS.

Navy Safe Harbor (Wounded Warrior)

Navy Safe Harbor is the Navy's organization for coordinating the non-medical care of seriously wounded, ill and injured Sailors, Coast Guardsmen and their families. Through proactive leadership, the program provides a lifetime of individually tailored assistance designed to optimize the success of shipmates' recovery, rehabilitation and reintegration activities.

Supported Population

- All seriously wounded, ill or injured Sailors, Coast Guardsmen, and their families.
- Operation Iraqi Freedom, Operation Enduring Freedom and Operation New Dawn casualties.
- Shipboard accidents.
- Liberty accidents (automobile and motorcycle accidents).
- Serious medical and psychological conditions (e.g., cancer, severe PTSD).
- High-risk non-seriously wounded, ill or injured Sailors, Coast Guardsmen and their families (on a case-by-case basis).

Supported Services

- Respite care for enrollees and their families.
- Warrior weekends.
- Financial and legal support.
- Travel expenses.
- Court costs.
- Housing/rental support.
- Support of transition from recovery/rehabilitation.
- Family support (e.g., Christmas gifts, family camps).
- Adaptive athletics.
- Housing modifications.
- Vehicle modifications.
- Specialized equipment.
- Public awareness.
- PTSD/combat stress support and education.

For more information please visit <http://safeharbor.navylive.dodlive.mil/>.

Phone (877) 746-8563 or email: safeharbor@navy.mil.





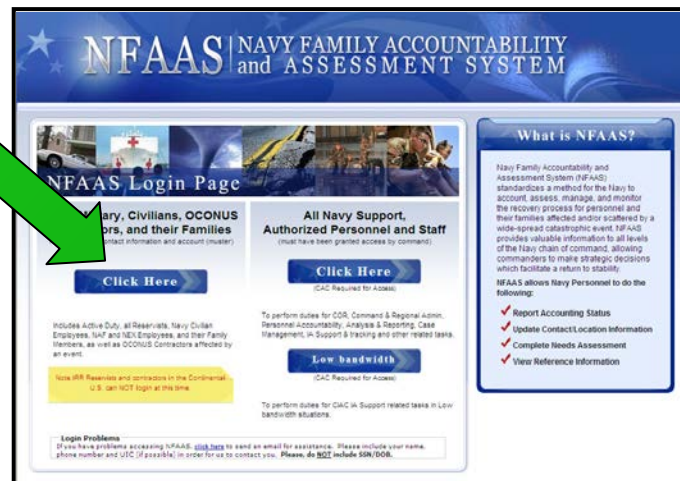
NFAAS | NAVY FAMILY ACCOUNTABILITY and ASSESSMENT SYSTEM

<https://navyfamily.navy.mil>

After a major disaster, such as a hurricane, flood or terrorist event, the Navy must account for the location of all affected personnel and family members to ensure their safety and offer assistance for those in need. The Navy Family Accountability and Assessment System (NFAAS) is a web-based tool used by the Navy, to account for, assess, manage and monitor the recovery process of personnel and their families affected by a widespread catastrophic event. It is important to update NFAAS every time your home address changes so the Navy will know if you are in a disaster area and will be able to account for and provide assistance to you and your family.

➤ Update NFAAS

Whenever your contact information (home address, phone number) changes, go to: <https://navyfamily.navy.mil>, log in, click on the "My Info" tab and update you and your family member's contact information.



➤ Muster

During or following a widespread disaster, the Navy will require you to muster, or report your whereabouts, with your command to ensure all members are safe and accounted for. To muster, log into NFAAS to account for yourself and your family members. If a computer is not available, call the Navy Personnel Command Emergency Coordination Center at 1-877-414-5358 or 1-866-287-1971 (TDD).

➤ Recover

If you or your family has been affected by the disaster and you need assistance, you can log in to NFAAS to complete a Needs Assessment Survey to report what you need help with (e.g., housing, finance, legal, and transportation). Once you submit the survey, a Fleet and Family Service Center representative will contact you to assist.



NFAAS is available for:

Active Duty, Reservists, Navy civilian employees, NAF, NEX employees, and their family members, as well as OCONUS contractors.

Disaster Preparedness Resources

Operation Prepare:

(www.cnic.navy.mil)

Emergency planning tools for all Navy Personnel

Fleet and Family Support Center:

(www.ffsp.navy.mil)

Programs and services to support sustained mission and Navy readiness

American Red Cross

(www.redcross.org) Guides and information for home, school, work and community

Ready.Gov (www.ready.gov)

Information, checklists and printable forms to educate and empower Americans to prepare for various emergencies

FEMA (www.fema.gov/plan)

Offers information on the range of natural and manmade disasters and guidance for protecting families and property

Hints for a **Happy Homecoming**

Reuniting after a long deployment is fun, exciting and one of the best things about Navy life. Enjoy homecoming and be prepared to renegotiate your relationship as you reconnect.

Cooperation

Each of you has been making daily decisions for yourself. Now you'll have to relearn cooperation. What television show are you going to watch? What do you want for dinner? What time are you going to get up in the morning?



Responsibilities

Homecoming provides a great opportunity to re-evaluate and reassign family chores. Who manages the money, mows the grass, does the laundry and walks the dog are the types of daily chores that must be done. Discover which family member enjoys doing a particular chore and fairly divvy up the unpleasant jobs.

Friendships

You both may have made some good friends during the deployment. You may miss the camaraderie and daily connection.

New Stresses

Physical, social and psychological consequences of combat deployment may present challenges. The birth of a child, a serious illness in the family, a possible surge deployment, PCS move or other significant change can be stressful. If you need assistance in dealing with stress, contact your local Fleet and Family Support Center, a chaplain, Military OneSource or a psychologist or psychiatrist through your local medical department.



Communication

Learning to cooperate can be challenging because your communication skills may be rusty. Service members may have to soften their communication style, as they are used to giving and receiving orders without much discussion.



You're not used to reading your partner's non-verbal skills. "What did he mean by that sigh?" "Did she roll her eyes when I said that?" Watch for those non-verbal signals and calmly ask if you're not sure what is being "said."

Those at home may have to help their service member catch up with missed experiences. Sailors may have to clean up their language and social skills. You may have to adjust to different access to privacy than was experienced during deployment.

Tips from Experienced Navy Couples

- Be careful not to get caught in the "Who Had It Worse" game.
- Plan time together as a couple.
- Share your feelings. It's natural to have mixed emotions at this time — excitement and happiness together with nervousness and insecurity.
- Be realistic. The perfect reunion fantasy is just that: a fantasy.
- Expect to be more tired than you think. With all the excitement and preparations, fatigue is a common homecoming reaction for everyone.
- Intimacy involves emotional as well as physical closeness. Talk about each other's expectations for reconnecting physically.
- Communicating openly and honestly with your partner about your feelings, expectations, needs and worries is a sure way to help make this homecoming the best it can be!
- If homecoming day is also a duty day, plan to make the best of it. Have dinner together!



Children and Homecoming

Reunion is a time of excitement, joy and readjustment. Younger children take their cues about homecoming from you, their caregiver. Older children may have similar feelings as you do. They will be excited and happy but may feel anxious if they believe they did not live up to their deployed parent's expectations.

Often the parent who has been at home is reluctant to share the responsibility of parenting. It is important for children to see both parents in the caregiving role. It also allows the returning parent to experience the innocence, intimacy and joy that caring for their children can provide.

Just as parents need time to re-establish relationships, so do children. It is best for the returning parent not to make drastic changes to their children's routine, rules and responsibilities immediately. For the first few days after their deployed parent's return, children will likely go to the parent who has remained at home with them for permission, questions and assistance.

If possible, plan a few days for a family vacation at home. Do fun activities as a family. Limit house cleaning and chores to the essentials. Talk, play, listen and enjoy being a family again.

Duty nights can be challenging after an extended deployment because young children may worry that their parent has left again. Older children are usually delighted that their family is reunited, even though they may, at times, resent the discipline enforced by having two parents at home.



Helpful Organizations

Get to know the following organizations that provide helpful services and programs to military families.



American Red Cross

www.redcross.org or toll free hotline at (877) 272-7337

Primary service is emergency communications and verifications to enable commanding officers to make informed decisions about granting emergency leave. Additionally, it provides emergency financial assistance for families who are not near a Navy-Marine Corps Relief Society office. The following information must be provided when calling: Sailor's full name, rank/rate, Social Security number, date of birth, APO and, if possible, DSN phone number, nature of the emergency, name of the person affected, how to verify (doctor or funeral home and telephone contact numbers). When the case number is received from the American Red Cross, families can call ECRC at (877) 364-4302. ECRC will notify the action officer for the Sailor's mission.



Armed Services YMCA

www.asymca.org

The Armed Services YMCA offers programs for spouses of junior enlisted. Programs vary by location but typically include:

- Spouses' morning/night/day out.
- Craft groups.
- Holiday dinners and dances.
- Sign language classes.
- Parenting workshops.



Chaplains

<http://chaplaincare.navy.mil/>

Chaplains play a vital role in helping fellow sea-service personnel and family members during crucial moments in their lives, and they are experts in faith and religious practice. Chaplains assist Navy personnel and families in dealing with the challenges of Navy life - including those of being an IA -- utilizing a wide spectrum of counsel, advice and pastoral care. Such support is available through all phases of the IA deployment cycle: pre-deployment, boots-on-ground and re-deployment. Communications with a chaplain are held in confidence unless the person communicating directs otherwise. Local unit chaplains stand ready 24/7 to provide IA, personal and religious ministry support. Additionally, chaplains may be reached after hours through area-wide duty chaplains or through the above Chaplain Care website. Core areas of service are:

- **Counseling.** Confidential counseling in times of personal, family and professional distress.
- **Information and referral.** A rich resource as well as an advocate for Sailor and family members.
- **Religious accommodation.** Help in locating worship opportunities or with other religious needs.
- **Facilitating communication.** Assistance for families and deployed Sailors in making contact.
- **Emergency response.** While your initial action may be to phone 911 or visit a medical treatment facility, a duty chaplain is also available to assist you in dealing with suicide, sexual assault, domestic violence, substance abuse or operational stress.

An excellent resource for IAs and their dependent family members can also be found in the Chaplain Religious Enrichment Development Operation (CREDO) retreats. These are free weekend retreats and workshops for families, couples and individuals. There are 10 CREDO centers located in fleet concentration areas. Please contact your local chaplain about how to attend a CREDO retreat.

Command Family Readiness Group

A Family Readiness Group (FRG) coordinates fun and informational activities for family members of Sailors serving within the sponsoring command. In addition to spouses, some groups may also include parents, children and fiancées as determined by the commanding officer.

Some installations have created IA family support groups where you can meet other family members experiencing similar assignments. Getting involved with a Family Readiness Group is a great way to get to know other families, to learn more about the Navy and to support your Sailor. To learn about your command's Family Readiness Group, contact your command ombudsman. You may also contact the ombudsman coordinator at your FFSC for further information.



Command Ombudsmen www.cnic.navy.mil/CNIC_HQ_Site

Ombudsmen are volunteers, appointed by a commanding officer, who serve as official information links between command leadership and Navy families. They are not professional counselors, but they are trained to listen to questions or problems and to refer to professionals who can help.

Most ombudsmen publish a newsletter. Some also have a Careline, which is a recorded message that is regularly updated with news about the command, Family Readiness Group activities, and local military and community information. The parent command or CIAC, or the local Fleet and Family Support Center, can provide you with contact information for your ombudsman. You may also contact your ombudsman using the "Contact Your Ombudsman" feature at www.ffsp.navy.mil or at <http://www.ombudsmanregistry.org>.



Defense Finance and Accounting Service (DFAS)

www.dfas.mil

DFAS ensures that service members are paid. MyPay is a useful feature of the DFAS website, allowing service members (and their families if they have a PIN number) to get real-time information about their pay accounts, start and stop allotments, sign up for the Thrift Savings Plan (TSP), change their withholding and much more.



Expeditionary Combat Readiness Center (ECRC)

www.ecrc.navy.mil

- ECRC IA Family Helpdesk: ecrc.fs.fct@navy.mil
- Family assistance, information and resource referrals
- ECRC 24-hour toll-free Family Careline: (877) 364-4302



Fleet and Family Support Center

www.cnic.navy.mil/CNIC_HQ_Site

Fleet and Family Support Centers provide programs and services for deploying families:

- Family Connection Newsletter.
- Deployment preparation briefs are provided by all FFSCs. Briefs are a facilitated discussion that cover practical and emotional preparation for deployment, resources for assistance if needed and allow time to address questions and concerns of participants.
- Homecoming briefs are offered at all FFSCs. Briefs are a facilitated discussion and cover possible reactions at homecoming and suggestions for ways to successfully reintegrate.
- FFSCs offer IA discussion groups. Sometimes a specific topic is covered, such as helping children deal with deployment, but generally they are open discussions where spouses and family members can ask questions and connect with other family members of deployed service members.

Many other programs and services are provided by FFSC, including:

- Clinical Counseling.
- Family Employment Readiness Program (FERP).
- New Parent Support Home Visitation Program (NPSHVP).
- Personal Financial Management (PFM).
- Relocation Assistance Program (RAP).
- Information & Referral (I&R).
- Volunteer Assistance Program.
- Transition Assistance Management Program (TAMP).
- Family Advocacy Program (FAP).
- Sexual Assault Prevention and Response (SAPR).

Free Space A Flights for Families of Deployed <http://www.dtic.mil/whs/directives/corres/pdf/451513r.pdf>

Spouses and children of personnel deployed 120 days or longer can use military transport in CONUS, to/from CONUS and within/between theaters, provided they have a verification letter from the military member's commander. Family members, regardless of where they are based, may travel unaccompanied for unlimited times during the deployment when seats are available. Children under the age of 18 need an eligible parent or legal guardian to travel with them.

The travel option is also available to Guard and Reserve families, as well as Navy families whose military sponsor is assigned to a deployed ship with PCS orders. While many may use the privilege to visit parents and grandparents, the guidelines do not restrict travel to home of record or family-based visits. That makes the policy more equitable and useful, since many people's extended families may not live in their home of record. In addition, some families may find help and encouragement in a visit to friends at a previous base or through a low-cost vacation getaway.

Space A, which is based on availability, often involves waiting to gain space on a flight (and the government won't cover meals, lodging or other costs associated with that). Even so, families — especially those with children — could find this to be a real boost to their travel budget. A family of four based on the West Coast who wants to travel to the East Coast to stay with grandparents for a few weeks could potentially save up to a few thousand dollars in airline tickets. Of course, there's no guarantee with Space A flights, but for those who can take the time, the opportunity for free flights can be not only a morale-booster but also a money-saver.

Further information on air transportation eligibility including category information, phone numbers and sample letters for the command is available on the website.



Individual Augmentee U.S. Fleet Forces (USFF) <http://www.ia.navy.mil>

Identifies resources and provides support to the IA Sailor, family and command throughout the IA continuum.



Joint Family Support Assistance Program <http://militaryhomefront.dod.mil/sp/jfsap>

Joint Family Support Assistance Program was established to support military families who do not live near a military installation. Most JFSAP teams are located at the state's National Guard headquarters. They are staffed with a:

- Child and Youth consultant.
- Military and Family Life consultant.
- Military OneSource consultant.
- American Red Cross representative.
- Employer Support of the Guard and Reserve (ESGR) representative.
- Transition Assistance Program (TAP) consultant.
- Financial educator.
- USDA (Operation Military Kids) representative.



Joint Services Support www.jointservicesupport.org

Extensive information on resources and programs for geographically-dispersed Guard or Reserve families. Links are provided to sister services support programs as well as local events and activities for families with a deployed family member.



Military OneSource www.militaryonesource.com

Military OneSource is a 24/7, real-time information and referral service funded by the Department of Defense. All services are provided at no cost and are available to active-duty, Guard and Reserve personnel and their immediate family members, regardless of activation status. Military OneSource is a "virtual extension of existing installation service." Besides helping with referrals, Military OneSource also maintains a library of more than 3,000 educational materials such as CDs, DVDs and booklets on a wide range of topics. They also offer interpretation and translation services in more than 140 languages. Through Military OneSource, you can access up to six in-person or telephone non-medical counseling sessions per issue with a licensed counselor. They also offer financial counseling at no charge.



Navy Family Accountability and Assessment System (NFAAS) <https://navyfamily.navy.mil>

NFAAS allows Navy personnel to manage the recovery process for families affected by a widespread catastrophic event. It is also helpful in providing commands with information to support IA family members while their sponsors are deployed overseas. It is important that Navy families log in to NFAAS and verify that their contact information is up to date. If you relocate during deployment or have to evacuate during a disaster, once you have arrived at your new location, please log in and update NFAAS so your CIAC emergency case manager, ombudsman and IDSS can maintain contact with you and provide deployment and/or disaster support services as needed.

Navy Fitness Program www.navyfitness.org

The goal of the Navy Fitness Program is to create "Fitness for Life" for the entire Navy population, including active-duty Sailors, family members, retirees and DoD civilians. Across the Navy enterprise, Navy Fitness offers state-of-art fitness facilities staffed with highly-trained and motivated fitness professionals who are able to provide programming including fitness, sports and aquatics to meet the needs of every customer. Reaching across the ballfield to the battlefield, Navy Fitness Deployed Forces Support provides the resources necessary to maintain mission readiness for our Sailors. From Family Fitness to Command Physical Fitness, Navy Fitness is actively engaged in and committed to the enhancement of the health and wellness for the entire Navy family.

N@vy Knowledge Online <https://wwwa.nko.navy.mil>

Navy Knowledge Online is an official Navy website that offers a wealth of information about deployments and Navy life. There is an online spouse forum for discussions, as well as moderated forums, so you can get accurate answers to questions you may have.

To log in to NKO, you must have an ID card which registers you in DEERS and allows you access to NKO. If you do not have an ID card, go to the NKO website and register as a guest user. [Tutor.com](https://www.tutor.com) is a free service offered to military families and can be accessed through NKO. They provide 24/7 tutoring for children and résumé reviews for military spouses



Navy Legal Services www.jag.navy.mil

Free attorney assistance is available at local Naval Legal Service Offices (NLSO) for service members and family members with military ID cards. Services available may include adoption advice, domestic relations, immigration and naturalization, Servicemembers Civil Relief Act, powers of attorney, wills and notary service. NLSO is also the clearinghouse for personal property claims for damages that result from a PCS move.



Navy-Marine Corps Relief Society (NMCRS) www.nmcrs.org

Navy-Marine Corps Relief Society (NMCRS) is a volunteer-based not-for-profit private 501(c)(3) organization sponsored by the Department of the Navy. No financial assistance is received from the Department of the Navy to conduct the society's programs. The society provides interest-free loans or grants to help with emergency needs such as:

- Food, rent, mortgage and utilities.
- Essential vehicle repairs.
- Emergency transportation.
- Funeral expenses.
- Patient's share of medical/dental bills.
- Disaster relief assistance.
- Child care expenses.
- Pay problems or delays.
- Unforeseen family emergencies.

Financial assistance is provided on a need basis. All loans are interest-free and normally repaid by allotment. In some instances, if repayment would cause a hardship, assistance may be provided as a grant.

Loans are made to the service member. During deployments, in the absence of the service member, an eligible family member may seek assistance with a valid power of attorney, or a NMCRS pre-authorization form can be placed on file at the NMCRS office prior to deployment. If neither is available, the service member will be contacted to provide authorization and to agree to repayment terms.

Layettes are “Baby’s First Seabag.” They contain more than \$100 worth of baby items, which are provided to all Navy, Marine Corps and Coast Guard personnel or family members who are expecting or have had a baby. Personnel receive the Seabag when they participate in the Budget for Baby class or an individual budgeting session. For those families living in remote locations, a layette can be provided upon your request from a NMCRS office. Each layette contains a handmade blanket or sweater set, crib sheets, onesies, hooded towel, bibs, socks, receiving blanket and burp cloths.



Navy Morale, Welfare and Recreation <http://navymwr.org>

The Navy Morale, Welfare and Recreation (MWR) Division provides a varied program of recreation, social and community support activities on Navy facilities worldwide. Programs provide active-duty, Reserve and retired Navy personnel and their families with sports, physical fitness activities, entertainment and dining.



Navy Operational Support Center (NOSC)

Navy Operational Support Centers are located in all 50 states and two territories. Families who do not live near a military installation but near a Navy Operational Support Center (NOSC) can receive support from the NOSC. The NOSC can assist families with resources in the local area and also provide support to the families for ID cards and DEERS enrollment. To locate a NOSC, contact the Family Support Program administrator at the Reserve Component Command region in which the family lives.

- RCC Southeast Jacksonville (904) 542-2486 x116.
- RCC Midwest Great Lakes (847) 688-4916.
- RCC Northwest Everett (425) 304-3855.
- RCC Southwest San Diego (619) 532-4274.
- RCC Mid-Atlantic Norfolk (757) 444-7295 x2007.



Naval Services FamilyLine <http://www.nsfamilyline.org>

Naval Services FamilyLine is an all-volunteer, nonprofit organization dedicated to empowering sea service families to meet the challenges of the military lifestyle. They coordinate the Compass Program, which is a program for new military spouses that covers topics including deployment preparation, finances and military customs and traditions. They also offer a range of free publications as well as information and referral assistance.



Operation: Military Child Care www.childcareaware.org

Operation Military Child Care is a Department of Defense initiative to support the child care needs of military parents who are activated or deployed in support of the global war on terrorism. Active-duty families who are unable to access care on military installations are eligible during the deployment period and for 60 days after the return of the military parent.

This initiative helps eligible military families locate and subsidize affordable child care in local communities. Military families who are using licensed/legally operating community-based child care programs and providers pay reduced fees.

Child care costs often increase when your Sailor is deployed. This subsidy program can be used by spouses who are employed or looking for work, going to school or have special medical needs. For more information, contact the National Association of Child Care Resource and Referral Agencies at (800) 424-2246 or visit their website www.naccrra.org.



Operation: Military Kids www.operationmilitarykids.org

Operation: Military Kids is a collaborative effort with America's communities to support children and youths of National Guard, Reserve and active-duty families. State 4-H military liaisons in 34 states in partnership with the National Guard, Reserve, the Military Child Education Coalition, Boys and Girls Clubs of America, the National Association of Child Care Resource and Referral Agencies, The American Legion, schools and other community organizations are supporting youths before, during and after the deployment of a parent or loved one. Some of the programs include:

- Workshops for community professionals who work with youths to offer an insight into military culture, the deployment cycle and suggest ways to understand the needs of and provide support to military kids and their families through community resources.
- Hero Packs, backpacks filled by non-military youths with mementos and items designed to help connect kids with their deployed parent.
- Speak Out for Military Kids, a youth-led, adult-supported project that generates community awareness about issues faced by youth of military families. Through simulations, interviews and research, participants begin to understand what military families go through during deployment. As the youth form speakers bureaus, they develop presentations, public service announcements, videos and other materials and actively seek opportunities to share their experiences with others in the community (e.g. school assemblies, youth club meetings, city council meetings, fairs and teacher in-service programs).
- Mobile Technology Labs, used to facilitate connections between deployed service members and the children left behind.



Operation Purple Camp

<http://www.militaryfamily.org/our-programs/operation-purple/>

The Operation Purple program was created in 2004 to help military children struggling with having a parent deployed. Any military child can apply. If all spaces are not filled with campers who meet the deployment criteria, the remaining camp slots are filled with any military child from any service branch, the National Guard, Reserve, Public Health Service and NOAA. "Deployment" is defined loosely, as it is recognized that temporary duty and travel can often take service members away from family for significant periods of time.

Registration for the free summer camps begins in late spring for all Operation Purple camp locations. Details on how to register and the necessary forms to apply for camp are available at <http://www.militaryfamily.org/our-programs/operation-purple>. Click on the applicable state for camp registration, application and contact information.

Operational Stress Control (OSC)

www.med.navy.mil/sites/nmcscd/nccosc/

OSC is designed to help Sailors and families recognize the signs of chronic stress and offer actions to improve psychological health. Further information and links to 24-hour hotlines are available at:

- PDHealth.mil at <http://www.pdhealth.mil>. Information on post-deployment health care.
- Defense Centers of Excellence at <http://www.dcoe.health.mil>. Information and programs on psychological health and traumatic brain injury.
- Navy NavStress operational stress control blog at <http://navynavstress.com/>.

Personnel Support Detachment

http://www.cnic.navy.mil/CNIC_HQ_Site/WhatWeDo/BaseSupport/CommandAndStaff/MilitaryPersonnelServices/NPPSC/PSD/index.htm

The Navy's Personnel Support Activity (PSA) is the agency that provides administrative, personnel, pay and transportation support including:

- Defense Eligibility Enrollment System (DEERS).
- Family and service member ID cards.
- Transportation services.
- Travel claim processing.
- Transition processing.

Each installation has a local Personnel Support Detachment (PSD). To locate yours, use the website above. Family members may need a general or specific power of attorney to receive some services from PSD. Your CIAC is your advocate when working with PSD.

Returning Warrior Workshops www.ia.navy.mil

Sailors who have recently returned from a mobilization or deployment as an IA are invited to attend a Returning Warrior Workshop (RWW) with the guest of their choice.

The goal of the workshops is to give loved ones a chance to reconnect. The guest may include a spouse, significant other or family member. The definition of family member has been expanded to include: girlfriend, boyfriend, parent, brother or sister. The Sailor will attend the RWW on active duty for training (ADT) or Defense Transportation System (DTS) travel orders.

The events are held at a four-star hotel away from military bases and everyday distractions. Civilian business attire is required. All lodging, meals, conference fees and miscellaneous expenses are covered at the RWW and include: dinner on Friday night, three meals on Saturday, and breakfast and lunch on Sunday. Travel by personal vehicle is encouraged and mileage will be paid at the current government rate. Ideally, attendees should be within 350 miles of the workshop.

For more information on RWWs, please log on to www.ia.navy.mil for the latest schedule and point of contact information. Your IDSS and CIAC can also provide you with additional information about RWWs.



TRICARE www.tricare.mil

TRICARE is the health care program for Sailors and their families. Reservists and National Guardsmen are also eligible for TRICARE coverage when they are on active duty, pre- and post-mobilization.

The four most common TRICARE programs are:

- TRICARE Prime.
- TRICARE Extra.
- TRICARE Standard (formerly called CHAMPUS).
- TRICARE Reserve Select.

TRICARE provides a dental benefit, a pharmacy program and TRICARE for Life for most Medicare-eligible uniformed service retirees. There is also a Program for Persons with Disabilities (PPPWD) that can help with some of the costs associated with specialized medical equipment and services. In addition, mental health services are available.

Each TRICARE program has its own eligibility and enrollment requirements. Individuals must be registered in the Defense Enrollment Eligibility Reporting System (DEERS) to be eligible for any TRICARE benefits. Enrollment for TRICARE coverage is subject to location, eligibility category and the specific program requirements. Costs and enrollment fees also differ by program.

Health benefits advisors are available at local TRICARE Service Centers (TSC) or military treatment facilities (MTF) to help with questions regarding health care services, or go to the website listed above.



United Service Organizations www.uso.org

The USO's mission is to support service members and their families. There are 160 centers worldwide whose programs and services include:

- Emergency assistance. USO centers offer housing and financial information, along with support for military members and their families, especially during emergencies. Programs set up by USO centers help provide military families with resources and assistance.
- Support groups. With troops deployed all over the world, USO centers have established local support groups where family members of deployed service members can gather to provide support and encouragement for one another.
- New spouse orientation. Moving to a new area is often a difficult transition. Many USO centers offer orientation programs, which help acclimate new residents to the culture and community.

A Deployment Readiness Assessment

Do a quick self-assessment to determine your deployment readiness:

- _____ Do you have your Sailor's phone number, mailing and personal email addresses? Remember that your IA's mailing address and military email address will not be assigned until they reach their destination.
- _____ Do you have your Sailor's Noble Eagle number?
- _____ Do you have contact information for your CIAC?
- _____ Do you have the contact information for your ombudsman?
- _____ Do you have copies of your Sailor's orders?
- _____ Is your contact information current in DEERS, NFAAS, at your Sailor's command and with the command ombudsman?
- _____ Do you have a will and a power of attorney?
- _____ Have you attended a deployment readiness briefing offered by the FFSC?
- _____ Do you have access to myPay, bank accounts, allotments and safety deposit boxes?
- _____ Will your ID card be current throughout the deployment?
- _____ Did your Sailor update his or her emergency data form (Page 2)?
- _____ Did your Sailor update beneficiary information on their Servicemembers' Group Life Insurance policy?
- _____ Do you have a "communication plan"?

We value your feedback. [Click here](#) to take a short survey on FFSC Deployment/IA services.