

MODULE 1

Fleet and Family Support Center Overview

Module Description

Purpose: Upon conclusion of this section, Service members should have an overall understanding of the services offered by the Fleet and Family Support Center (FFSC).

Target Audience: All hands.

Module Length: 30 minutes. The time to facilitate this brief may be modified based on the needs and availability of the command.

Instructor Notes

Scripts: Instructors should become familiar with this curriculum and personalize the scripts to ensure facilitation feels natural without compromising the course content.

PowerPoint Slides: PowerPoint slides are provided but not required. This module is designed so that it can be facilitated with or without the slides. If using slides, cues are provided for when animations occur.

Training Tips: Training tips are used throughout this curriculum to guide the content and recommend alternative methods of interaction.

Resources: Fleet and Family Support Programs, www.cnic.navy.mil.

An electronic copy of the *Deployment Support Handbook* is provided on this CD. Command leadership may make it accessible to Service members from the command or through shipboard intranet.

Learning Objectives

Upon completion of this module, deployed Service members should be able to:

- Name the programs and services offered by the FFSC.
- Understand the benefits of the programs offered by the FFSC.
- Know where to go for more information about the FFSC.

Module Preparation

Materials

- *Module 1: Fleet and Family Support Center Overview* Instructor Guide
- *Module 1: Fleet and Family Support Center Overview* PowerPoint slides (optional)

Optional Materials (if available)

- Computer
- Projector

Handouts

- None

Course Outline

1. Welcome and Introductions (2 minutes)
2. Role of the Fleet and Family Support Center (FFSC) (7 minutes)
 - a. Opening Activity: *FFSC Pop Quiz*
 - b. Fleet and Family Support Center Mission (what)
 - c. Fleet and Family Support Center Staff (who)
 - d. Location (where)
 - e. What FFSC Can Do for You (why)
3. Deployment Readiness (7 minutes)
 - a. Deployment Support
 - b. Life Skills Education
 - c. Mobilization/Repatriation
 - d. Ombudsman Support
 - e. Family Readiness Groups (FRGs)
 - f. Relocation Assistance Program (RAP)
4. Crisis Response (7 minutes)
 - a. Clinical Counseling
 - b. Family Advocacy Program (FAP)
 - c. New Parent Support Home Visitation Program (NPSHVP)

- d. Sexual Assault Prevention and Response (SAPR)
 - e. Domestic Abuse Victim Advocacy (DAVA)
 - f. Navy Gold Star Program
5. Career Support and Retention (6 minutes)
 - a. Transition Assistance Program (TAP)
 - b. Family Employment Readiness Program (FERP)
 - c. Exceptional Family Member Program (EFMP)
 - d. Personal Financial Management (PFM)
 6. Closing (1 minute)
 - a. Fleet and Family Support Center Contact Info (social media and Web links)
 - b. Closing

Content

Welcome and Introductions (2 minutes)

Slide 1: Welcome



Research and know where your FFSC is located on your installation and complete slides 5 and 24 before facilitating this module. If you are unable to edit the slide or do not have the information, remove slides 5 and 24. The content may be facilitated without those slides.

Provide a brief welcome and introduction.

SAY: Today, we will discuss the programs and services provided by the Fleet and Family Support Center (FFSC) and how they can help support you, your family and your military lifestyle.

ASK: How many of you have heard of, or are familiar with, the Fleet and Family Support Center?

Solicit answers or ask a volunteer to briefly explain what they know or how they have heard about the FFSC.

SAY: The FFSC began supporting Service members and their families in 1979 and continues to provide services ranging from deployment readiness to crisis response to career support and retention. We will talk about each of these three areas today; but first, let's find out how much you already know about the FFSC.

Role of the Fleet and Family Support Center (FFSC) (7 minutes)

Slide 2: FFSC Pop Quiz



SAY: To get an idea of what you already know about the FFSC, I have seven pop-quiz style questions to test your knowledge. Call out your response, if you know the answer.

Read each question and allow time for participants to respond before providing the correct answer.

Question 1: Where is your FFSC located?

Answer: [answer will depend on your local installation]

Question 2: True or false: The FFSC offers seven programs and services to Service members and their families.

Answer: False. The FFSC offers more than 15 program areas, including life skills education, ombudsman support, relocation assistance, counseling, personal financial management and transition assistance.

Question 3: You and your partner are expecting a baby. What program is specifically designed for new parents?

Answer: New Parent Support Home Visitation Program.

Question 4: If you wanted to buy a car, a personal financial manager could help you by doing what?

Answers may include: Developing a car buying strategy, understanding what you can afford, creating a budget, choosing a car, building negotiation skills, understanding your financing options and understanding your rights.

Question 5: Specifically, who can assist a shipmate if they have been sexually assaulted?

Answer: SARC and/or SAPR Victim Advocate

Question 6: True or false: Your FFSC is open 24 hours a day, seven days a week.

Answer: False. Most FFSCs are open during business hours, Monday through Friday. Some of the services they offer, such as the SAPR program, are available via a telephone number after hours.

The DoD Safe Helpline is also available at safehelpline.org or 877-995-5247.

Question 7: If you have questions such as, "Where can I find something to do in the local area" or "My spouse needs help finding a job" – where can you go?

Answer: Your FFSC! All FFSC staff in every program area provide Information and Referral (I&R) services and can help answer any questions that you may have.

ASK: How did you do? Did you get them all correct? It is OK if you did not. We will briefly go through all of the programs and services offered by the FFSC.

Slide 3: Fleet and Family Support Center Mission



SAY: What is the mission of the FFSC? Its mission is to provide unified, customer-focused, consistent and efficient programs and services to support sustained mission and Navy readiness. They provide the right services at the right time to strengthen personnel and family competencies to meet the unique challenges of the military lifestyle.

SAY: The bottom line? The FFSC is there to support you and increase your quality of life.

Slide 4: Fleet and Family Support Center Staff



SAY: Who will you find working at the FFSC? Staff members are customer service professionals, dedicated to ensuring families remain resilient and mission ready. Many are often retired military or military spouses who are very familiar with the Navy lifestyle.

Slide 5: Fleet and Family Support Center Location



Complete Slide 5 with the location of your FFSC.

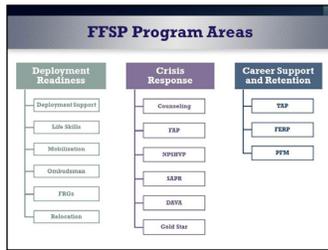
Provide the location of your installation's Fleet and Family Support Center. Include the center's website or any social media sites, if applicable.

Slide 6: What FFSC Can Do for You

Personal Financial Management	Deployment Support	Victim Services
FRG*	Ombudsman Support	Family Advocacy
Transition GPS	Life Skills Education	SAPR
Relocation	Gold Star	New Parent Support
Family Employment	Stress & Anger Management	Counseling

SAY: Our local Fleet and Family Support Center can help with a multitude of issues and concerns that we as Service members and our families face. Whether you are moving to a new area, having a baby, returning from deployment or just need to talk with someone, the FFSC has the professionally trained staff that can help you or point you in the right direction.

Slide 7: FFSC Services



SAY: The Fleet and Family Support Center’s services are categorized into three areas: deployment readiness, crisis response and career support and retention. We will start with deployment readiness.

Deployment Readiness (7 minutes)

Slide 8: Deployment Support



ASK: How many of you attended a deployment brief before we deployed?

SAY: Deployments are easier when you are prepared. The FFSC supports Sailors and families with every element of deployment support — whether you are deploying as an individual augmentee (IA) or as a command. Support services include pre-, mid-, return and reintegration support.

Slide 9: Life Skills Education



SAY: If you would like to learn how to manage your time better or have a better relationship with your friends and family, you will want to learn more about Life Skills Education.

SAY: Our Navy families face some special challenges, and the FFSC’s Life Skills Education offers many activities designed to promote family strength and well-being. Classes include time management, stress management, relationship building, parenting education and communication skills.

Slide 10: Mobilization/Repatriation



SAY: The FFSC stands ready to offer assistance to reduce tension, help solve problems and develop plans for additional assistance during natural disasters, mobilization, repatriation and mass casualties, to include establishing an Emergency Family Assistance Center (EFAC) if needed.

SAY: Navy Family Accountability and Assessment System (NFAAS) standardizes a method for the Navy to account, assess, manage, and monitor the recovery process for personnel and their families affected and/or scattered by a widespread catastrophic event.

SAY: NFAAS allows you to do the following:

- Report accounting status
- Update contact/location information
- Complete needs assessment

Slide 11: Ombudsman Support



ASK: How many of you know who our command ombudsman is?

Solicit responses. You may want to ask participants whether they can tell you the ombudsman's name or whether they know how to contact the command ombudsman.

SAY: Ombudsmen are key resources for family members, particularly during deployments. They are volunteers appointed by the commanding officer to serve as an information link between command leadership and command families. Ombudsmen volunteer their time and provide families with:

- Updates or news from the command.
- Information about key events that your family may be interested in attending, such as a halfway party or homecoming celebration.
- Emergency information during times of crisis.

Slide 12: Family Readiness Groups (FRGs)



SAY: In addition to the ombudsman, support for families is provided by Family Readiness Groups (FRGs). They are an integral part of a support service network that bundles key support services such as ombudsmen, Fleet and Family Support Centers (FFSCs), chaplains, school liaison officers and child development centers at the command level.

SAY: They help prepare families for deployments and homecomings, help new families adjust to a new area, welcome/mentor new members and coordinate social events, such as holiday celebrations.

Slide 13: Relocation Assistance Program (RAP)



ASK: Who will be moving in the next 12 months?

SAY: Whether you are settling in or relocating to a new duty station soon, you will want to know what your options are, what per diem or allowances you are entitled to, or what you can expect when it comes to temporary lodging expenses.

SAY: Relocation services include information, workshops and guidance for CONUS and OCONUS permanent change of station (PCS) moves. You also have access to computer-based technology resources to research new installations or locations.

SAY: That brings us to the end of the programs for FFSC's deployment readiness area. Are there any questions before we move on to the crisis response programs?

Crisis Response (7 minutes)

Slide 14: Clinical Counseling



SAY: Sometimes you face something that is not part of your normal, everyday life. Ever feel like you just want to talk to someone? You just need someone to listen?

SAY: The FFSC clinical counselors can help you with that. They offer you confidential and no-cost counseling and assistance for issues such as:

- Stress management
- Family hardships
- Marital conflicts
- Parent/child issues
- Money concerns
- Frequent moves

Counseling is available for individuals, couples, children or families. Some FFSCs also offer support groups, such as for individual augmentees or for victims of abuse.

Slide 15: Family Advocacy Program (FAP)



SAY: The FFSC also offers the Family Advocacy Program (FAP), which provides clinical assessment, treatment and services for Service members and their families who are involved in incidents of domestic abuse. The FAP program provides interventions and treatment services to meet the needs of individual families.

Slide 16: New Parent Support Home Visitation Program (NPSHVP)



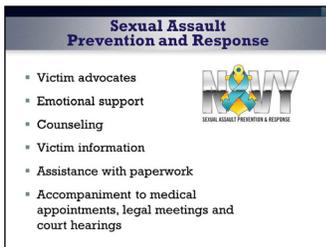
ASK: Is anyone expecting a baby? Who has children under the age of 4 at home?

SAY: If you need help with understanding the Navy Child and Youth Programs (CYP) or its child care options, have questions about your baby or just need a little extra shoulder to lean on for support, the New Parent Support Home Visitation Program is for you.

SAY: This program is designed to offer in-home, hands-on education to Navy families like yours who may be far away from their support network (parents, grandparents or siblings).

SAY: Professional staff provides assistance and information to expectant or new parents in the privacy of their own homes. New parents receive educational and social support through home visits. Staff will provide information and resources on parenting, family life, handling stress and health, and help in finding other needed services and resources.

Slide 17: Sexual Assault Prevention and Response (SAPR)



ASK: Do you know where to go if you or someone you know is a victim of sexual assault?

SAY: One of your first thoughts should be the Navy's Sexual Assault Prevention and Response (SAPR) Program. The SAPR Program provides victim advocates, emotional support, counseling, victim information and help with filling out paperwork. SAPR victim advocates and Sexual Assault Response Coordinators accompany victims to medical appointments, legal meetings and court hearings.

Slide 18: Domestic Abuse Victim Advocate (DAVA)



SAY: Domestic Abuse Victim Advocate (DAVA) services are available to victims of domestic abuse. DAVAs provide assessment, evaluation, information, education, case coordination and limited transportation.

Slide 19: Navy Gold Star Program



SAY: If you have a family member who died while on active duty, no matter the cause of death, the Navy Gold Star (NGS) Program is there to help.

SAY: The Gold Star Program connects you with people who can help you cope with your loss. Many times after the loss of a loved one, there are unresolved issues or questions that may surface months or even years later. The Navy is dedicated to providing long-term casualty assistance to foster resiliency for surviving families of Service members for as long as they desire.

SAY: The third area of support that the FFSC provides includes programs designed for career support and retention.

Career Support and Retention (6 minutes)

Slide 20: Transition Assistance Program



ASK: How many of you will be separating or retiring from the Navy in the next two years?

SAY: The Transition, Goals, Plans, Success (Transition GPS) class is required for every Service member separating from the military and is designed to help you and your family members prepare for the transition to civilian life. You will leave the military “career ready” and with strategies that augment the job search process in today’s market.

SAY: There are additional career track options in addition to Transition GPS. They are: Accessing Higher Education (AHE), Career Readiness Training Track (CRTT) and the Entrepreneur Track.

Slide 21: Family Employment Readiness Program (FERP)



SAY: If you have a spouse who would like assistance with finding a job, learning how to write a résumé or building their interview skills, tell them about the Family Employment Readiness Program (FERP).

SAY: FERP offers assistance and workshops addressing a job search, career planning, résumé writing, interview techniques, federal employment information, self-assessments, goal setting and hiring fair information.

SAY: Another added bonus of FERP? It’s not just for spouses — teenage dependents can get assistance finding summer jobs, and even active-duty Service members like yourself can use FERP as you prepare to separate from the military.

Slide 22: Exceptional Family Member Program (EFMP)



SAY: If you have a family member with special needs, the Exceptional Family Member Program (EFMP) is designed to support you. Special needs include special medical, dental, mental health, developmental or educational requirements, the requirement for adaptive equipment, assistive technology devices and services and/or wheelchair accessibility.

SAY: EFMP services include personnel, medical and family support functions. EFMP assistance includes, but is not limited to, on- and off-base information and referral, parent training, support groups, relocation assistance, financial management and school information.

Slide 23: Personal Financial Management (PFM)



ASK: Who will be purchasing a car or a house after this deployment?

ASK: Is there anyone here who needs to create a spending plan?

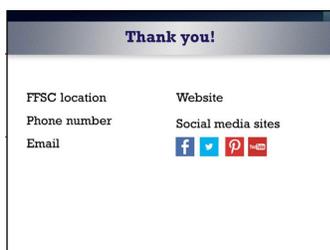
ASK: How many of you would like to retire as a "million dollar Sailor"?

SAY: If you answered yes to any of these questions, you need to speak with a personal financial manager at the FFSC.

SAY: FFSC's financial management staff are trained to assist you with your financial needs. They provide financial counseling as well as facilitate workshops on subjects such as basic money management, budgeting, car buying, consumer awareness, home buying, investment strategies, predatory lending alternatives and savings.

Closing (1 minute)

Slide 24: Fleet and Family Support Center Contact Info



 Complete Slide 24 with the contact information for your FFSC.

SAY: As you can see, the FFSC offers many services to meet the needs of our unique lifestyle.

SAY: If you would like to know more about any of the programs, contact the FFSC for an individual appointment or to request a schedule of their upcoming classes. All of their services are free and confidential.

SAY: Thank you for attention during training today.

