



# Navy Quality of Life Programs Guide



**Fleet and Family Readiness**



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# CNIC N9 Fleet and Family Readiness

**T**he Navy's Fleet and Family Readiness (FFR) Programs at Commander, Navy Installations Command (CNIC) are responsible for policy development, resourcing, and oversight of quality-of-life programs for Sailors and their families. The Navy Quality of Life (QOL) mission is to strengthen the warfighting capability of the fleet, fighter and family by providing essential services that enhance well-being, resilience and retention through the delivery of its Fleet Readiness, Family Readiness, Housing, Support Services, Casualty Support, and Child and Youth Programs.

## N91 Family Readiness

Family Readiness programs provide support and official information when you need it to navigate your way through the U.S. Navy.

The Fleet and Family Support Program (FFSP) provides support services for Sailors and Navy families at 81 Fleet and Family Support Centers worldwide. Services include resilience and life skills education, financial counseling, relocation assistance, new parent support, deployment support, clinical counseling, spouse employment, career and transition assistance, ombudsman and family readiness group training, family advocacy, the Exceptional Family Member Program, family emergency response, the Integrated Primary Prevention Program, and the Sexual Assault Prevention and Response Program. Programs and services are provided in person, online, by telephone, and on the MyNavy Family mobile app.

The Emergency Response Program provides assistance to Navy families before, during and after natural or man-made disasters.

## N92 Fleet Readiness

Fleet Readiness is comprised of Morale, Welfare and Recreation (MWR) Programs and the Navy Ashore Galleys Program. We deliver high-quality, customer-focused programs and services that contribute to military retention. Fleet Readiness is an integral part of installation management, directly affecting military readiness and supporting the quality-of-life needs of Sailors and their family members. These services include:

- All-Navy Sports Program
- Ashore Galley Program
- MWR Auto Skills Centers
- MWR Bowling Program
- MWR Community Recreation
- MWR Deployed Forces Support Program
- MWR Entertainment Program
- MWR Fitness, Aquatics and Intramural Sports Program
- MWR Food and Beverage Program
- MWR Golf Program
- MWR Liberty (Junior Sailor) Program
- MWR Library Program
- MWR Motion Picture Service
- MWR Recreational Lodging Program

## N93 Navy Housing

Navy Housing provides a variety of housing options and related quality services to military service members, their families and eligible civilians worldwide. The focus is to provide a comfortable place to call home through our government-owned, government-leased, privatized, and community housing. Navy Housing is a key quality-of-life program for members with and without dependents, which directly supports the Navy's mission of maintaining, training and equipping a combat-ready Navy.

## N94 Support Services

Support Services provides a broad portfolio of business functions to the other five divisions and region FFR Service Centers through a consolidation of management support functions, including acquisitions, facilities and construction, information technology, management evaluation and assistance, marketing and communications, non-appropriated fund (NAF) financial management, NAF human resources, project management, and training.

## N95 Navy Casualty Support

Navy Casualty Support is comprised of Navy Wounded Warrior, Navy and Marine Corps Fisher Houses and Navy Gold Star. Collectively, these programs provide service members, families and caregivers with compassionate and tailored non-medical services as they navigate their unexpected new normal after a significant illness, injury or death occurs.

## N96 Navy Child and Youth Programs

Navy Child and Youth Programs (CYP) provide high-quality educational and recreational programs for children and youths. Teams of caring, knowledgeable professionals plan developmentally-appropriate programs that are responsive to the unique needs, abilities and interests of children and youths. CYPs worldwide are part of the DoD military child care and youth development system, and include Child Development Centers, Family Child Care Homes, School Age Care Programs, Youth Sports Fitness, Teen Programs, Child and Youth Education Services, and the Navy Military Childcare in Your Neighborhood (MCCYN) Fee Assistance Program.





# CNIC Navy Shore Bases (70) By Region (10)



## NAVY REGION NORTHWEST

NAS Whidbey Island  
NAVMAG Indian Island  
NAVBASE Kitsap  
NAVSTA Everett



## NAVAL DISTRICT WASHINGTON

NSA Bethesda  
NAS Patuxent River  
NSA South Potomac  
NSA Annapolis  
NSA Washington



## NAVY REGION MID-ATLANTIC

NAVSTA Great Lakes  
SUBASE New London  
NAVSTA Newport  
NSA Mechanicsburg  
NSS Norfolk Naval Shipyard  
NSY BOS Portsmouth  
JEB Little Creek-Fort Story  
NSA Hampton Roads  
NAS Oceana  
NSA Crane  
NAVSTA Norfolk  
WPNSTA Yorktown  
WPNSTA Earle



## NAVY REGION SOUTHWEST

NAVBASE San Diego  
NAVBASE Coronado  
NAWS China Lake  
NAF El Centro  
NAS Fallon  
NSA Monterey  
WPNSTA Seal Beach  
NAS Lemoore  
NAVBASE Point Loma  
NAVBASE Ventura County



## NAVY REGION SOUTHEAST

NAS Pensacola  
NAS/JRB New Orleans  
NAS Jacksonville  
NAS Key West  
NAS Corpus Christi  
NSA Mid-South  
SUBASE Kings Bay  
NSF Beaufort  
NAVSTA Mayport  
NAS Kingsville  
NAS Whiting Field  
NAVSTA Guantanamo Bay  
NSA Orlando  
NSA Panama City  
CBC Gulfport  
NAS Meridian  
NAS/JRB Fort Worth



[www.navymwr.org](http://www.navymwr.org)



**NAVY REGION EUROPE, AFRICA, CENTRAL**

Camp Lemonnier Djibouti  
NSA Naples  
NSF Deveselu  
NSF Redzikowa  
NAVSTA Rota  
NAS Sigonella  
NSA Bahrain  
NSA Souda Bay



**NAVY REGION JAPAN**

CFA Okinawa  
CFA Yokosuka  
CFA Sasebo  
NAF Atsugi  
NAF Misawa  
Singapore Area Coordinator  
NSF Diego Garcia



**NAVY REGION HAWAII**

PMRF Barking Sands  
JB Pearl Harbor-Hickam



**NAVY REGION KOREA**

CFA Chinhae



**JOINT REGION MARIANAS**

NSA Andersen  
NAVBASE Guam  
NSA USMCB Camp Blaz



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# Family Readiness (N91)

**F**amily Readiness programs support mission readiness and strengthen resilience in service members and their families, while assisting commanders in planning for and responding to the needs of the Navy community. Family Readiness programs help to cultivate a solid network of services through outreach and partnerships.

## Fleet and Family Support Programs

The Fleet and Family Support Program (FFSP) aims to deliver the best services at the right time and in the right place. The organization relies on a comprehensive delivery of programs and services that includes partnerships with DoD entities and community-based organizations. FFSP strives to anticipate change to meet the ongoing needs of the Navy, enhance Sailor and family resiliency, and decrease the stigma associated with the use of FFSP programs and services. These services are provided in person at 81 Fleet and Family Support Centers (FFSCs) worldwide as well as online and by telephone. Of those 81 service delivery sites, 58 deliver a full selection of programs and services to meet the ever-growing needs of our Sailors and their families.

### Clinical Counseling

Clinical counseling is short-term, non-medical clinical counseling to help Sailors and families with problems in daily living (difficulty adjusting to the military, marital discord, parenting issues, personal crises and grief) that can have a negative effect upon military readiness. These are brief, solution-focused therapy sessions provided by licensed clinical counselors for individuals, couples, families and groups.

### Deployed Resiliency Counselor

Deployed resiliency counselors (DRCs) are professionally licensed civilian clinicians assigned to all aircraft carriers and large-deck amphibious assault ships throughout the Navy. DRCs offer confidential, short-term, non-medical counseling and psychoeducational training to Sailors while deployed and at homeport.

### Deployment Support

Deployment support is provided to commands, Sailors and Navy families throughout the deployment cycle. Support, information and referral services are available to individual augmentees and their families, along with training and support for command Family Readiness Groups.

### Exceptional Family Member Program

Enrollment in the Exceptional Family Member Program (EFMP) is mandatory for active-duty Sailors with family members identified with medical (physical, mental or emotional) or special educational requirements of a chronic nature (six months or longer). The primary goal of the EFMP is to ensure Sailors are assigned to geographic areas where their EFM's needs can be met. The EFMP provides information, resources, referrals, and general program information to commands, service members and their families. This is accomplished by linking them with military and civilian resources based on needs assessments and the development of individualized service plans.

### Family Advocacy Program

The Family Advocacy Program (FAP) is a command-directed program that provides clinical assessment, treatment and services for service members and their families involved in incidents of child abuse, domestic/intimate partner abuse, and problematic sexual behavior in children and youth (PSB-CY). The primary goals of FAP are prevention, victim safety and support, rehabilitative interventions, command and offender accountability, and providing a consistent and appropriate response to family violence.





### Family Employment Readiness Program

The Family Employment Readiness Program provides assistance and workshops on career exploration, the federal employment system, goal setting, job search strategies, portable careers, resume writing, interview tips, self-employment, volunteerism, and obtaining professional licensures.

### Family Readiness Groups

Family Readiness Groups (FRGs) are private organizations closely affiliated with a command to help provide support or meet any additional needs to military members and their families at home via social, informational, caretaking, and morale-building activities to enhance family readiness, enable the total Navy family community, and meet mission and military lifestyle challenges.

### Integrated Primary Prevention

The Integrated Primary Prevention Workforce (IPPW) promotes healthy relationships, interactions and choices among Sailors by boosting protective factors against destructive behaviors through a prevention system that is research-based. The IPPW analyzes data to identify barriers to readiness by conducting needs assessments at the command level. They also partner with leaders to build healthy command climates and create environments free from abuse and harm.

### Life Skills Education

Life Skills Education offers workshops that focus on building resilience, communication skills, parenting strategies, conflict management, suicide prevention, new spouse orientation, relationship building, and stress and anger management. The program offers monthly webinars that bring the classroom to service members and their families. This especially benefits those who are in remote locations or are unable to access the available resources at their nearest FFSC.

### Mind-Body Mental Fitness

The Mind-Body Mental Fitness (MBMF) Program is a joint training curriculum initiative that represents a partnership between the CNIC and Naval Center for Combat and Operational Stress Control (NCCOSC) with the Bureau of Medicine and Surgery. The program strengthens the resilience and toughness of our Sailors and their families. MBMF's core curriculum covers the aspects of stress resilience, mindfulness and meditation, living core values, flexibility, problem solving, and connection.

### New Parent Support Program

The New Parent Support Program (NPSP) provides comprehensive parenting education for expectant active-duty military personnel, their spouses, and those families with children under the age of 4. NPSP's primary goal is to enhance their quality of life by empowering them to meet the challenges of parenthood while maintaining a military lifestyle. The program offers a variety of services, including prenatal health and nutrition consultation, breastfeeding education, early child development education, parenting skills, and home visitation services. NPSP uses an evidence-informed curriculum to conduct assessments and provide intensive home visitation services for families who have been identified as "at risk" for child maltreatment and domestic abuse.

 [www.ffsp.navy.mil](http://www.ffsp.navy.mil)

 [/NavyFFSP](https://www.facebook.com/NavyFFSP)

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### **Ombudsman Support**

Ombudsmen are professionally trained volunteers who serve as a vital communication link between the command and family members by providing outreach, resource referrals, and information and advocacy for command families. Sailors and families can send an email to their assigned command ombudsman by visiting the Navy Family Ombudsman Registry at <https://ombudsmanregistry.cnic.navy.mil>.

### **Personal Financial Management**

Personal Financial Management (PFM) includes individualized assistance, workshops and educational seminars that foster financial responsibility and accountability with an emphasis on financial independence, sound money management, debt avoidance and long-term financial stability. These services stimulate a change in personal financial behavior and increase personal, family and operational readiness. Sailors can register for Command Financial Specialist classes at their installation under the PFM landing page.

### **Relocation Assistance**

Relocation assistance is available through information, workshops, and guidance for permanent change of station (PCS) moves, including sponsor training, international relations workshops, and information and referral. To make frequent moves easier and less disruptive for Sailors and families, FFSCs offer access to computers and web-based resources to research new installations or locations.

### **Transition Assistance Program**

Career and transition support services provide all eligible service members and their spouses with career readiness workshops, career counseling, and the five-day Transition Assistance Program Workshop (both in-person and virtually), which includes the two-day Career Tracks and the Capstone Event.

### **Sailor Assistance and Intercept for Life**

Sailor Assistance and Intercept for Life (SAIL) is an evidence-based approach to intervention that provides rapid assistance, ongoing risk management, care coordination and reintegration assistance for service members identified with a suicide ideation or a suicide attempt. SAIL is designed to provide outreach services including ongoing suicide risk assessment using the Columbia Suicide Severity Rating Scale (C-SSRS) and VA Safety Plan through a series of contacts for a minimum of 90 days, the highest risk period after suicide-related behaviors.

### **Sexual Assault Prevention and Response Program**

Sexual Assault Prevention and Response (SAPR) supports commanding officers to create a command climate of prevention that promotes installation-wide sexual assault awareness efforts and management of sexual assault cases, including victim advocacy and intervention services.

### **Virtual Clinical Counseling Program**

The Virtual Clinical Counseling Program is a live-video conferencing program, bringing together clinicians and clients that include Sailors and other service members, their families, DoD civilians, and military retirees. The Virtual Clinical Counseling Program uses video conferencing to offer the same services and support that you can receive at all FFSCs. The remote licensed clinical counselors provide virtual counseling using an online platform authorized by the Department of the Navy.



[www.ffsp.navy.mil](https://www.ffsp.navy.mil)



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## MyNavy Family App

The MyNavy Family App is designed with the Navy family in mind, and features continuously-updated information on the Navy and the Navy lifestyle for Sailors and their families. This knowledge helps Navy families navigate their way through the Navy and plan for the challenges that any military family may face.

The MyNavy Family App features information and guidance on marriage and money, financial planning for deployment, raising financially-fit kids, savings and investing, and many more topics. It combines authoritative information from a wide range of websites into a single convenient application for Navy families. New resources and links continue to be added.

The MyNavy Family App contains eLearning products such as the Navy Family eHandbook, Navy Spouse eLibrary, New Spouse Orientation, and Your Virtual FFSC Webinars. The MyNavy Family App is accessible through [www.cnic.navy.mil](http://www.cnic.navy.mil), [www.mynavyfamily.com](http://www.mynavyfamily.com), or [www.applocker.navy.mil](http://www.applocker.navy.mil).

### CNIC FFSP Learning Management System

Commander, Navy Installations Command's Learning Management System (LMS) is a digital learning platform for service members, their families, and employees of CNIC's Fleet and Family Support Program. FFSP and FFSC professionals provide numerous webinars each month covering all FFSP support services online.

### Navy Family eHandbook

The Navy Family eHandbook is an interactive electronic magazine that provides information to all members of a Navy family, including Sailors, spouses, parents, siblings, partners and friends.

### Navy Spouse eLibrary

The Navy Spouse eLibrary is a one-stop shop with information on the various stages of the military lifecycle and is organized by topics such as financial management, employment, parenting, relocation, deployment, transition, and wellness.

### New Spouse Orientation

New spouse orientation assists and integrates new spouses into the Navy family through the lens of a company's new employee orientation. The program provides tools and resources to spouses so they feel equipped to handle the challenges of a Navy lifestyle. This supports the Navy Family Framework by increasing the amount of available Navy spouse training, which helps Navy families feel more informed and better connected. The format is a self-paced online course available 24/7 on multiple devices.

### Your Virtual FFSC Webinars

Your Virtual FFSC Webinars are virtual learning for service members, military families, and employees of CNIC's Fleet and Family Support Program. FFSP, FFSC, and other military support center professionals provide numerous webinars each month covering all family support services. You can open an account for LMS on the CNIC FFSP Learning Management System at [www.mynavyfamily.com](http://www.mynavyfamily.com).



### MyNavy Family App

The MyNavy Family app provides a one-stop shop for obtaining information on services and resources. Download the MyNavy Family app at [www.applocker.navy.mil](http://www.applocker.navy.mil).





## Family Emergency Response

The Family Emergency Response Program manages the development and implementation of CNIC's response plans to provide assistance to the Navy family during a natural or man-made disaster. The program provides analysis and evaluation of the effectiveness of family support, disaster response and emergency preparedness. It also ensures that Family Readiness Programs are entrenched in emergency response protocols, plans and exercises at all levels of Navy emergency management.

### Emergency Response Plans

Emergency and resource information is available for event-specific planning and response to incidents such as hurricanes, earthquakes, wildfires and winter storms.

### Program Management

Program management is provided for the Navy Family Accountability and Assessment System (NFAAS) by exercising quality control over data submission, collection and reporting.

### Readiness Campaigns

Relevant and targeted readiness campaigns are promoted to the Navy family for emergency response and community support programs.

### Technical Support

Technical experts support the Navy-wide FFSP mass care specialist and serve as an FFSP representative on the CNIC Crisis Action Team.

### Training

Programmatic training on FFSP services is available to support staff throughout the enterprise.

 [www.ffsp.navy.mil](http://www.ffsp.navy.mil)

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# Fleet Readiness (N92)

**F**leet Readiness delivers high-quality, customer-focused programs and services that contribute to a healthy lifestyle balance and military retention, and is comprised of Morale, Welfare and Recreation (MWR) Programs and the Navy Ashore Galleys Program.

## Morale, Welfare and Recreation Program

### Fitness, Sports, Aquatics and Deployed Forces Support

#### Fitness

Navy MWR Fitness provides the Navy community with education, programs, equipment, and facilities in the areas of fitness, sports and aquatics to promote mission readiness and enhance quality of life. These programs include full-service fitness centers featuring a variety of cardio and weight equipment, basketball and racquetball courts, exercise spaces and classes, outdoor fields and courts, running tracks and trails, self-directed activities, informal sports, intramural leagues, tournaments and events, and fitness and recreational swimming. Additional program offerings include, but are not limited to:

- Trained MWR fitness, aquatics and sports professionals deliver Navywide programs and events, such as the Command Fitness Leader certification course, fun runs, intramural sports and swim lessons.
- The Navy Operational Fitness and Fueling System (NOFFS) offers a packaged fitness program that removes the guesswork and helps the Navy community to optimize wellness and operational readiness. Injury prevention and operational effectiveness are the focus of this program. Each NOFFS series (Operational, Strength, Endurance, Sandbag, and Aquatics) is designed to accommodate shipboard platforms and environments, exercise spaces, equipment, and physical fitness goals (e.g., increase strength, improve endurance). NOFFS training sessions and education are available via certified MWR Fitness professionals throughout the enterprise. When a certified fitness professional is not accessible, the NOFFS mobile app is available on both Android and iOS operating systems. Learn more about NOFFS at [www.navyfitness.org/fitness/noffs-training](http://www.navyfitness.org/fitness/noffs-training).
- Mission Nutrition is a standardized nutrition education course delivered to service members, families and DoD civilians via trained MWR Fitness professionals. This program provides attendees with scientifically-sound information and the practical skills to implement healthy nutrition in their busy lives.

#### All-Navy Sports

Sailors who possess the athletic skills to compete above the intramural level in team or individual sports have the chance to represent the Navy at higher-level athletic competitions through the Navy Sports program. All-Navy teams participate in the DoD's Sports Program and compete in the Armed Forces Sports Championships. Following inter-service competition, the very best Navy athletes may be selected to compete as members of the All-Armed Forces Team and participate in the Military World Games, national and international competitions.

The All-Navy Sports Program fields teams in basketball, bowling, cross country, golf, marathon, rugby, soccer, softball triathlon, volleyball, and wrestling. The All-Navy Sports Program also assists athletes who participate at the national or international level in activities that are not normally offered on a military installation, such as rowing, archery and shooting. Additionally, Armed Forces teams may be fielded to compete in international competitions such as cycling, judo sailing, shooting, and tae kwon do.

#### Deployed Forces Support

MWR's Deployed Forces Support Program enhances the quality of life of Sailors and Marines at sea and at forward-deployed Navy ground locations. Sports, recreational programs, physical fitness equipment, social activities (parties/picnics), tours, subsidies/rebates, and gear locker checkout are just a few of the morale-enhancing opportunities offered.

Deployed Forces Support coordinators (DFSCs) are located at major fleet concentration areas around the world. They assist ships with programming, financial management, recreation administration, procurement, and property management. DFSCs are civilian recreation and fitness professionals exclusively dedicated to supporting the fleet's MWR needs.

The MWR Civilian Afloat Specialist Program is comprised of recreation specialists (Fun Bosses) and fitness specialists (Fit Bosses) who serve on aircraft carriers, amphibious assault ships and hospital ships. Fun and Fit Bosses manage the shipboard Afloat Recreation Program.



[www.navymwr.org](http://www.navymwr.org)

## Recreation

### Single Sailor Program

The MWR Junior Sailor-Liberty Program is a recreation-based program charged with enhancing the quality of life of junior and unaccompanied Sailors (18-25 years of age, E1-E5). Supporting the personal growth of junior Sailors with recreational opportunities and social development is a core requirement of the program, which is accomplished through activities, trips and outings, leisure skills development, entertainment, and dedicated spaces. Liberty Centers provide a dedicated space for junior Sailors to discover new leisure interests, connect with fellow Sailors, play video games, watch movies, and participate in online gaming. The Liberty Program serves as the conduit for junior Sailors and off-duty recreation and leisure programs, services and activities that promote healthy lifestyle choices and behaviors.

### MWR Entertainment

Navy's MWR Entertainment Program provides quality, live entertainment for Sailors stationed overseas and on deployed ships at sea. The program assists CONUS locations with talent referral and production of shows, and partners with United Service Organizations (USO) and Armed Forces Entertainment (AFE) when possible to bring additional shows to Navy audiences.

### Navy MWR Library Program

The Navy MWR Library Program supports ashore and afloat libraries, as well as the joint-service DoD MWR Virtual Library. Managed by the Navy General Library Program (NGLP), shore libraries offer innovative library programs, access to technology and information resources, and a diverse collection of lendable materials such as books, movies and video games. NGLP's afloat libraries provide Sailors with reading materials and information access. Ashore and afloat collections are supplemented by the DoD MWR Virtual Library ([www.dodmwrlibraries.org](http://www.dodmwrlibraries.org)), which offers 24/7 access to more than 80 eResources such as eBooks, test prep, streaming services, and much more – all free of charge. NGLP's mission is: We strive to connect the Navy military community to new ideas, accurate information and memorable experiences.

### Community Recreation

Navy MWR Community Recreation engages patrons by providing recreational programs and services in the areas of activities, special events, leisure classes, trip and outings, recreation equipment rentals, dedicated and discounted tickets to attractions (Military Ticket Program), leisure travel services (American Forces Travel), information and resources, parks and picnic areas, and green spaces. Additional auxiliary programs may include doggie daycare facilities, horse stables for personal boarding, paintball, ropes courses, and skeet and trap ranges.

### Marinas

Encouraging responsible boating practices and providing skills development and instruction are just a few of the services that MWR marinas offer to promote boating to Sailors, their families and other eligible patrons. The program also provides berthing, mooring and equipment rental services, as well as other on-water activities, such as fishing, sailing and more.

### Recreational Lodging

MWR cabins, cottages, RV parks, campgrounds and resort-style vacation rentals provide leisure accommodations to all active-duty and retired military personnel, reservists, and DoD civilians at CONUS and OCONUS installations. Most site amenities include barbecue areas, bathhouses, children's play areas, community centers, game rooms, and laundry facilities. Some locations also offer swimming pools. For reservations, visit [www.navygetaways.com](http://www.navygetaways.com) or call 1-877-NAVY-BED.

### Auto Skills Centers

MWR Auto Skills Centers provide a safe environment with equipment, tools and professional assistance where patrons can perform maintenance and repairs on privately-owned motor vehicles. Visit the MWR website to see if an Auto Skills Center is available at your installation.





## Entertainment Services

### Movie Program – Commercial

Navy Motion Picture Service (NMPS) provides digital/3D cinema projection movies to sites worldwide. Commercial-style theaters offer movie-going experiences on par with off-base theaters, including full concessions at reasonable prices. Special “advance screenings” are coordinated with the film industry and other government agencies for showings the week before the movie’s commercial release. Designated overseas NAVY FIRST theaters show prime movies on the same day they open in U.S. commercial theaters.

### Movie Program – NSS

NMPS provides monthly shipments of 16 movies on encrypted Navy Solid State (NSS) SD cards to all afloat and shore sites. This movie format is geared for viewings on board Navy ships, in recreation facility spaces, or in mobile isolated and remote settings. At locations with limited recreational options, Theater In-A-Box (TIB) and footlocker equipment packages provide a portable movie program with a flat-screen TV, two NDVD players, a power converter, and a library of 200 movies. In addition to the Navy, NMPS also provides movies to the Army, Air Force, Coast Guard, Marine Corps, Military Sealift Command ships, and National Oceanic and Atmospheric Administration ships.

### Bowling Program

Navy Bowling Centers range from four to 40 lanes. Our modern facilities include electronic scoring, Wi-Fi, music and light shows, bowling leagues for youths/adults/seniors, birthday party programs, bowling instruction, and pro shop services. Many of our centers have food and beverage offerings, billiards and arcades, making them a great venue for your family or group.

### Golf Program

Navy MWR offers a wide range of attractive golf courses in the U.S. and overseas. Courses offer driving ranges, lessons, tournament play, clubhouse dining, and pro shops. Courses are designed and maintained to attract players of all skill levels.

## MWR Food and Beverage Program

With operations worldwide, MWR’s Food and Beverage Program offers a wide variety of concepts ranging from full-service clubs to quick-service restaurants in on-base clubs, catering and conference centers, pubs, delis, coffee shops, and nightclubs. More than 100 branded concepts are located throughout the Navy.

The MWR Food and Beverage Program has created a portfolio of restaurant brands within industry-recognized service styles, including kiosks, fast food, fast casual, casual, themed, tavern/saloons, brewpubs, catering, delivery, and fine dining. Growing team strength through training is supported by collaborating with industry-leading food and beverage organizations, and is paramount to the pursuit of improved business performance and achieving industry-recognized certifications and training programs.

## Galleys

### Ashore Galley Program

The cooks and food service professionals working in Navy galleys around the world are committed to providing nutritious meals offering a variety of choices. A dietitian grades all the menus to ensure that the options are well-rounded and incorporates seasonal and regional items when available.

Continual training and skill development is the key to success in order to provide 32 million meals every year. The cooks receive training in a number of ways: in-house chefs, courses at culinary schools, American Culinary Foundation certification courses, and onsite training and skills development. Culinary demonstrations and competitions provide opportunities for military cooks to demonstrate the skills they have acquired.



[www.navy.mwr.org](http://www.navy.mwr.org)





## Navy Housing (N93)

**N**avy Housing is the official U.S. Navy program manager overseeing, providing and advocating for quality housing to meet the housing needs of military members. Navy Housing has dedicated Housing professionals at Housing Service Centers (HSCs) and Unaccompanied Housing (UH) Offices across the enterprise. Navy Housing Offices are the government advocate for providing assistance and support, regardless of the type of housing one calls home.

Single junior Sailors receive support primarily from the Navy UH Offices and front desk services as living in UH is mandatory at most locations. Sailors with dependents receive support from the Navy Housing Service Centers.

### Housing Options

The Navy Housing Program provides a variety of housing choices, including Navy-owned housing, Navy-leased housing, privatized housing, and community housing.

#### Navy-owned Housing

The Navy owns permanent party barracks and student dormitories for unaccompanied personnel, family housing primarily in OCONUS locations, and mission essential housing around the world. Navy barracks are designed for all single, permanent-party Sailors in pay grades E1-E3 and E4s with less than four years of service. When space is available, E4s with more than four years of service also may be provided housing.

#### Navy-leased Housing

Navy Housing provides management and oversight of the Residential Leasing Program, which supports the needs of recruiters in areas not within commuting distance to a military installation. It also provides family housing with leased units in foreign locations where there is a shortage of suitable housing near a military installation.

#### Privatized Housing

The Navy is proud to offer service members and their families the opportunity to live in privatized Family and Unaccompanied Housing. Privatized housing provides the opportunity to live in a predominantly military community through a partnership between the Navy and a private sector management company. This approach provides a private professional property management staff to respond to day-to-day maintenance and operations while teaming with the Navy Housing staff to provide service member advocacy services and support. Privatized Family Housing is available at most CONUS installations. Unaccompanied privatized housing is available in San Diego and Norfolk.

#### Community Housing

DoD policy directs the services to rely on the community first to house service members and their families. The Housing Offices manage HOMES.mil, an online listing of available and inspected homes at each installation. Navy Housing also manages the Rental Partnership Program (RPP), which provides service members with discounted community housing that has been prescreened and inspected by Housing professionals from the HSC.



## Home Finding Services

**An array of services is available to assist service members in finding the right home:**

- Housing Early Assistance Tool (HEAT) allows service members, DoD civilians and families to contact HSCs at multiple Navy installations before they receive Permanent Change of Station (PCS) orders. There are no CAC requirements, so spouses can also use the tool.
- Housing needs assessment and home finding counseling
- Housing application review and processing
- HOMES.mil provides 24/7 access to HSC-approved housing listings for Sailors and DoD civilians. The HSC and local property managers can be contacted through HOMES.mil.
- Lease advocacy services, including lease review and explanation of terms
- Outbound services to help with home finding at the service member's next destination

## Navy Housing Resident Services

**Once a member has a home, service members can take advantage of several services:**

### Inspection Services

The HSC provides health and safety inspections to document basic health and safety conditions, and will inspect and assess damages when needed.

### Issue Resolution

Housing counselors provide issue resolution services by advocating for military members when housing maintenance, health or safety issues arise. The HSC may act as an independent third-party facilitator when issues arise between the service member and landlord.

### Cost Savings and Relief Programs

Dedicated Housing counselors make military personnel aware of cost-saving programs such as the Rental Partnership Program (RPP), deposit waivers and roommate finder programs to help them make informed decisions about their housing. Offerings may vary based on installation.

## OCONUS Services

**Community Orientation:** Housing counselors conduct orientation sessions to provide information covering local laws and customs, command policies and costs associated with renting a home. This includes information about Overseas Housing Allowance (OHA), Move-In Housing Allowance (MIHA) and Temporary Lodging Allowance (TLA).

**Language Translation Services:** Housing counselors provide translation throughout the service member's tour of duty for any housing-related issue. This includes translation between the military member and the property owner while homes are being toured and at the lease negotiation.

**Showing Services:** Housing counselors will arrange and provide home showing tours of available rentals.

**Loaner and Supplemental Furnishings:** Housing offers temporary loaner furnishings such as beds, sofas and tables while the service member awaits their household goods shipment. Once a home has been found, Housing provides appliances and equipment such as microwaves, refrigerators, wardrobes, and transformers for the service member's entire tour.

 [www.cnic.navy.mil/Housing](http://www.cnic.navy.mil/Housing)

 [/NavyHousing](https://www.facebook.com/NavyHousing)

 [/NavyHousing](https://twitter.com/NavyHousing)

 [/NavyHousing](https://www.youtube.com/NavyHousing)

 [/NavyHousing](https://www.pinterest.com/NavyHousing)



# Support Services (N94)

**T**he Support Services Division (N94), located on NSA Mid-South in Millington, Tenn., provides support across all N9 programs. These services include acquisitions for supplies and services, facilities and construction contracting, information technology, management evaluation and assistance, marketing and communications, non-appropriated (NAF) human resources, NAF financial management, project management, and training.

## **Facilities and Construction Contracting**

The Facilities and Construction Contracting Branch is an enterprise service center for assistance with facilities assessment, renovation, design, interior décor, project development, and contracting of construction and repair work. Networks of project managers are placed in strategic areas around the world to facilitate NAF projects. These services include a strategic plan for facility investment to ensure that FFR has updated, inviting facilities to house the vast number of FFR programs delivered to Sailors and their families.

## **Information Technology**

The Information Technology (IT) Branch is responsible for managing NAF core business systems including application design, development/procurement, configuration and functional support for enterprise resource planning and program activity management systems. The branch provides global help desk support for NAF systems on Navy installations including NAF financial systems, point-of-sale systems, lodging property management systems, and child/family services systems.

The IT Branch also manages patron laptops and Wi-Fi for Sailors and provides production operations support for NAF business applications, databases, application servers, operating systems, and frontline and data center hardware. It is responsible for maintaining payment card industry certifications and manages a Navywide commercial business network that securely transports NAF financial, HR and point-of-sale data between Navy installations and HQ. Although the IT Branch falls under the oversight of CNIC's N6 Information Management and Technology, N9 manages the priorities, budget and related NAF support to operate the systems supporting the various business lines.

## **Management Evaluation and Assistance**

The Management Evaluation and Assistance Branch provides leadership with an independent, unbiased review and constructive evaluation of the effectiveness and efficiency with which managerial fiscal responsibilities are being fulfilled. The team performs annual risk management reviews of all NAF throughout CNIC (MWR, Navy Flying Clubs, Civilian MWRs, Fisher Houses, and Warfighters Family Services). Additionally, upon direction or request, the branch provides management assistance members or teams to regions and installations in various operational areas to assist with onsite operations for select N9 programs and services.



### Marketing and Communications

The FFR Marketing and Communications Branch delivers consistent, accurate and aligned information about FFR programs, services and events to the Navy community that align with the Navy Quality of Life (QOL) mission. FFR Marketing uses a comprehensive, strategic approach to share the Navy's story, leveraging both traditional and digital marketing efforts. This includes developing short-term and long-term strategic marketing plans, creating marketing materials, and video production. Supporting these efforts, Marketing developed and manages a variety of relevant digital communications channels, including more than 80 websites, over 90 mobile apps, hundreds of social media platforms, and a robust digital screen network. To stay current with industry trends, Marketing continually evaluates the target audience's preferences for receiving information. Additionally, the branch oversees the CNIC HQ enterprise-wide Commercial Sponsorship and Advertising (CSA) Program. The CSA Program supports eligible programs, services and events by fostering a dynamic and robust network of corporate partnerships. All proceeds generated through CSA are used to enhance the quality of life for Sailors and their families.

### NAF Acquisitions

The NAF Acquisitions Branch creates timely, cost-effective execution alternatives to deliver better supplies and services for headquarters and Navy field commands in order to provide outstanding service to our Sailors and their families. These services enhance the community support environment through contracting actions, development of vehicle fleet cards, and the revenue-generating NAF purchase card and single use account for payment of invoices. The branch also is responsible for all training requirements and the issuing of warrants in order to provide procurement professionals in all regions.

### NAF Financial Management

The NAF Financial Management Branch documents the management of both appropriated funds (APF) via the Uniform Funding Management (UFM) process and NAF financial resources in the MWR system to ensure efficient fiscal management and compliance with regulations

through analyses of the systems, annual budgets and review of financial statements. The branch establishes, operates and maintains technical control of the worldwide, centralized NAF budgeting system, including the MWR, civilian MWR, Fleet and Family Support Programs, Child and Youth Programs, and Casualty Support Programs.


### NAF Human Resources

The CNIC NAF Human Resources Branch manages all NAF civilian personnel matters and coordinates the development of overall policy relating to CNIC NAF HR programs within the Navy. NAF HR provides assistance and guidance to the CNIC region managers and field personnel offices with the administration of employee benefits and the compliance of all policies and procedures that govern CNIC's NAF employees. The HR Branch also has implemented an active recruiting strategy to increase its prominence in the challenging employment environment.

FFR Training designs, develops and maintains the delivery of HR development initiatives for N9 programs that have a measurable, constructive impact on the quality of life of Sailors and their families. Aligned with N9's vision of enhancing a mission-ready, mission-capable civilian workforce, our HQ team of training specialists, content developers and learning management system (LMS) administrators partner with certified learning and development professionals in the CNIC regions to provide a variety of face-to-face, virtual instructor-led, asynchronous and self-paced learning opportunities that strive to meet the unique needs of our highly-diverse N9 civilian workforce.

### Project Management Office

The FFR Project Management Office (PMO) supports implementation of new processes and software to maintain the needs of the business. Its primary focus is requirements development, navigating the contracting process and interfacing with the vendors to ensure NAFI requirements and timelines are met by both internal and external parties.

 <https://www.navymwr.org/careers>





## Navy Casualty Support (N95)

**A**s a Navy, we must ensure that those who become wounded, ill or injured while serving and sacrificing for their country receive full support during and after a casualty. Navy Casualty Support, home to Navy Wounded Warrior, Navy Gold Star, and Navy and Marine Corps Fisher Houses, provides service members, commands, families, caregivers, and survivors the compassionate and personalized non-medical assistance necessary to fulfill this leadership covenant as they navigate their unexpected new normal.

### We serve:

- Wounded, ill or injured active-duty military
- Specified/enrolled retired military
- Families of wounded, ill, injured or deceased military members
- Specified/enrolled active drilling Reserve components, injured or ill on duty

### Navy Wounded Warrior

Navy Wounded Warrior provides individually tailored non-medical care and case management to seriously wounded, ill or injured Sailors and Coast Guardsmen to optimize recovery, rehabilitation and reintegration either back to active duty or transition to the Department of Veterans' Affairs. This support includes developing a comprehensive recovery plan for each enrollee, helping with pay and personnel issues, offering adaptive sports and reconditioning events designed to promote physical conditioning and emotional resilience, extending support to families and caregivers, and assisting with education and employment benefits.

Participation is voluntary and requires Sailors or Coast Guardsmen to either self-refer or be referred for enrollment determination. Information about NWW enrollment and services is available at [www.navywoundedwarrior.com](http://www.navywoundedwarrior.com), 1-855-NAVY-WWP (1-855-628-9997), or [navywoundedwarrior.fct@navy.mil](mailto:navywoundedwarrior.fct@navy.mil).

 1-855-NAVY-WWP (1-855-628-9997)

 [www.navywoundedwarrior.com](http://www.navywoundedwarrior.com)

 [navywoundedwarrior.fct@navy.mil](mailto:navywoundedwarrior.fct@navy.mil)

 [/navywoundedwarrior](https://www.facebook.com/navywoundedwarrior)


 [/navywoundedwarrior](https://www.instagram.com/navywoundedwarrior)





## Navy Gold Star Program

Our service members who die on active duty have made the ultimate sacrifice, and the Navy is committed to supporting their families. The Navy Gold Star Program serves our survivors by providing support, information and services for as long as they desire. Navy Gold Star coordinators connect survivors to grief and bereavement resources, provide benefits milestone management, assist with requesting copies of documents, offer information and referral services, and strive to create a culture of remembrance so these families know their loved ones are never forgotten.

 1-888-509-8759

 [www.navygoldstar.com](http://www.navygoldstar.com)

 @NavyGoldStar

## Navy and Marine Corps Fisher Houses

The mission of the Navy and Marine Corps Fisher House Program is to provide a home-away-from-home for wounded, ill and injured service members and their families. These homes enable family members to be close to a loved one at the most stressful time – during hospitalization for an unexpected illness, disease or injury. There are 10 Navy Fisher Houses: five houses at NSA Bethesda, home of Walter Reed National Military Medical Center in Bethesda, Md.; two houses at NMC San Diego, Calif.; one house at NMC Portsmouth, Va.; one house at Marine Corps Base Camp Lejeune, N.C.; and one house at NHC Pendleton, Calif. Fisher Houses operate under a specific eligibility requirement process. Physicians, nurses, chaplains, social workers, the American Red Cross, case managers, and/or patient administration may prepare referrals. Please contact the individual locations for more information.

 [www.navymarinecorpsfisherhouses.com](http://www.navymarinecorpsfisherhouses.com)

### Bethesda

[www.navymarinecorpsfisherhouses.com/Bethesda](http://www.navymarinecorpsfisherhouses.com/Bethesda)  
301-857-9494  
Facebook: @BethesdaFisherHouse  
Instagram: @fisherhousebethesda

### Camp Lejeune

[www.navymarinecorpsfisherhouses.com/CampLejeune](http://www.navymarinecorpsfisherhouses.com/CampLejeune)  
910-450-3885  
Facebook: @lejeunefisherhouse  
Instagram: @lejeunefisherhouse

### Camp Pendleton

[www.navymarinecorpsfisherhouses.com/CampPendleton](http://www.navymarinecorpsfisherhouses.com/CampPendleton)  
760-763-5308  
Facebook: @fisherhousecp1  
Instagram: @fisherhousecp

### Portsmouth

[www.navymarinecorpsfisherhouses.com/Portsmouth](http://www.navymarinecorpsfisherhouses.com/Portsmouth)  
757-953-6889  
Facebook: @FisherHousePortsmouthVA

### San Diego

[www.navymarinecorpsfisherhouses.com/SanDiego](http://www.navymarinecorpsfisherhouses.com/SanDiego)  
619-532-9055  
Facebook: @FisherHouseSanDiego  
Instagram: @fisherhousesandiego

# Navy Child and Youth Programs (N96)

**T**he Navy's Child and Youth Programs (CYP) is a vital part of a nationally-recognized child and youth development system that increases the quality, availability and affordability of child care for military and DoD families worldwide. CYP's outcomes extend far beyond child outcomes – CYP directly supports fleet readiness, service members' morale and retention, and command mission accomplishment. Navy CYP provides a variety of programming experiences including custodial care, school readiness and recreational programming, support for non-traditional work hours, and supplemental programs such as hourly care.

## Child Development Centers

CYP provides high-quality child development programs for children ages 6 weeks to 5 years in centers worldwide that are accredited by the National Association for the Education of Young Children and DoD certified. Navy CDCs offer research-based curriculum and apply best practices in early learning to foster children's cognitive, physical, social, emotional, and creative development through a mixture of staff and child-led activities.

## 24/7 Centers

CYP's 24/7 Centers provide a home-like environment in a center-based facility for children and youth ages 6 weeks to 12 years. These programs operate 24/7 year-round to meet the unique needs of families with shifts outside the standard hours of operation. These centers are accredited by the National Association for the Education of Young Children and DoD certified.

## Family Child Care

Navy certified family child care providers offer high-quality care for eligible children in a home environment. Program options may include full- or part-time care, emergency care, respite care, hourly care, extended hours, overnight care, and special needs care. The programs are DoD certified.

## School Age Care Programs

School Age Care (SAC) Programs provide quality recreational "out-of-school" activities for children who have started kindergarten through 6th grade, which typically includes children 5-12 years old. SAC Programs are designed to enhance (rather than duplicate) the school day, are affiliated with the Boys & Girls Clubs of America (BGCA), and offer 4-H programs. SAC Programs are DoD certified and nationally accredited by the Council on Accreditation (COA).





### Youth Sports and Fitness

Youth Sports and Fitness (YSF) programs provide sports and fitness opportunities for children 3-18 years old. YSF programs are designed to help families balance the demands of family life and military readiness by providing opportunities for youths to engage in rewarding physical activity and by exposing children to positive lifestyle behaviors. YSF programs are DoD certified and affiliated with the National Alliance for Youth Sports (NAYS).

### Teen Programs

Teen Programs are recreational programs that provide quality "out-of-school" activities for teens in 6th to 12th grade, which typically includes children 13-18 years old. Teen Programs are designed to enhance (rather than duplicate) the school day, are DoD certified, affiliated with Boys and Girls Clubs of America (BGCA), and offer 4-H programs.

### Child and Youth Education Services

Helping to "level the playing field" for transitioning students, Child and Youth Education Services (CYES) prepare schools and installations to respond confidently to the complexities of transition and deployment. Families are provided the assurance that their children's academic well-being is a Navy priority.

### Navy Military Child Care in Your Neighborhood Fee Assistance

The Navy Military Child Care in Your Neighborhood (MCCYN) Fee Assistance program provides subsidies to offset the cost of community child care for eligible patrons who are unable to access care on the installation due to distance or waitlists. The Navy Fee Assistance program also offers enhanced referrals to assist families in finding child care that meets their needs.

 [www.navycyp.org](http://www.navycyp.org)

 [navycyp@militarychildcare.com](mailto:navycyp@militarychildcare.com)

 [/NavyCYP](https://www.facebook.com/NavyCYP)

 [/NavyCYP](https://twitter.com/NavyCYP)



# Navy Quality of Life Programs Guide

**Fleet and Family Readiness**

