



N9

FFR Program Guide

Commander, Navy Installations Command



Fleet and Family Readiness



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Fleet and Family Readiness (N9)

The Navy's Fleet and Family Readiness (FFR) Program at Commander, Navy Installations Command (CNIC) is responsible for policy development, resourcing, and oversight of quality of life programs for Sailors and their families. The mission of the FFR team is to enable a warfighting naval force by providing a variety of essential quality of life programs and services to maximize the readiness, well-being and resiliency of the entire Navy family. FFR enables a ready Navy force through its Fleet Readiness, Family Readiness, Housing, Support Services and Navy Wounded Warrior Programs.

N91

Family Readiness

Family Readiness consists of the Fleet and Family Support Program (FFSP), Emergency Response Program and Navy Gold Star Program.

FFSP provides services through Fleet and Family Support Centers, such as the Navy Family Ombudsman Program, relocation assistance, new parent support, deployment support, non-medical clinical counseling, financial counseling, family employment readiness, family advocacy, life skills education, Exceptional Family Member Program, family emergency response, Navy Gold Star Program, sexual assault prevention and response, and the Transition Assistance Program. Services are provided in person, online, by telephone, and on the MyNavy Family mobile app, which provides a one-stop shop for obtaining information on services and resources.

The Emergency Response Program manages CNIC's response plans to provide assistance to the Navy family during a disaster.

The Navy Gold Star Program provides individually-tailored support to survivors of Sailors who died while serving on active duty. Support is provided on an ongoing basis, helping survivors adapt and transition through different phases of life, thereby promoting resilience and fostering survivor well-being.

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Fleet Readiness

Fleet Readiness is comprised of Morale, Welfare and Recreation (MWR) Programs, official and recreational lodging, ashore galleys, and Child and Youth Programs (CYP). These services include: All-Navy and Intramural Sports

Programs; Ashore Galley Program; Bowling Program; Child and Youth Programs (includes Child Development Centers and Homes, School Age Care Programs, Youth and Teen Programs, and Child Education Services); Community Recreation; Deployed Forces Support Program; Navy and Marine Corps Fisher House Program; Golf Program; Liberty Program; MWR Food and Beverage Program; Navy Entertainment Program; Navy Fitness; Navy General Library Program; Navy Gateway Inns and Suites; Navy Getaways (MWR Recreational Lodging Program); Navy Motion Picture Service; and Navy Voting Assistance Program.

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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, whether it

be through government-owned, government-leased, privatized, or community housing for both single and married members. Housing counselors provide issue resolution services by advocating for military members when housing maintenance, health or safety issues arise. Navy Housing is a key quality of life program that directly supports the Navy's mission of maintaining, training and equipping a combat-ready Navy.

N94

Support Services

Support Services supports the other four divisions and region FFR Service Centers through a consolidation of management support functions, such as acquisitions, facilities and construction, information technology, non-appropriated fund (NAF) human resources, NAF financial management, management evaluation and assistance, marketing and communications, and training.

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Navy Wounded Warrior (NWW)

Navy Wounded Warrior (NWW) is the Navy and Coast Guard's sole wounded warrior support program. It provides individually-tailored, non-medical care to wounded warriors, as well as

resources and support to their families and caregivers. Enrollment in the program is available to service members diagnosed with serious illnesses or those injured in combat or shipboard, training or liberty accidents. Enrollment in NWW supports service members through recovery, rehabilitation and reintegration back to active duty, or through transition to the Veteran's Administration.



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CNIC Navy Shore Bases (71) By Region (10)

NAVY REGION NORTHWEST

NAS Whidbey Island
NAVMAG Indian Island
NAVBASE Kitsap
NAVSTA Everett

NAVAL DISTRICT WASHINGTON

NSA Bethesda
NAS Patuxent River
JB Anacostia-Bolling
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 Saratoga Springs
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



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**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



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FAMILY READINESS (N91)

Family Readiness promotes self-reliance and resiliency to strengthen the military and its family members, supports mission readiness, assists commanders in planning for and responding to family readiness needs, and facilitates building a strong community network of services through community outreach and partnerships.

Fleet and Family Support Programs

Fleet and Family Support Programs (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. The services are provided in person at Fleet and Family Support Centers (FFSCs) as well as online and by telephone.

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 services encompass a wide scope of educational, preventative and brief therapeutic services that promote increased resilience.

Deployed Resiliency Counselor

Deployed resiliency counselors promote overall wellness and resiliency by providing short-term, non-medical clinical counseling, training and prevention education to Sailors on aircraft carriers and large-deck amphibious ships while they are deployed and at homeport.

Deployment Support

Deployment support is provided to commands, Sailors and 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 all 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 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.

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 Live Well Resiliency Webinars, which bring the classroom to Sailors and their families. This especially benefits those who are in remote locations or unable to access the available resources at their nearest FFSC.



 www.ffsp.navy.mil

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Navy Family Portal

Designed with the Navy family in mind, the Navy Family Portal contains eLearning products such as the Navy Family Handbook, Navy Spouse Library, New Spouse Orientation, and Live Well Resiliency Webinars. The Navy Family Portal is accessible via the MyNavy Family app, the CNIC webpage (www.cnic.navy.mil) or www.mynavyfamily.com.



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 for 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.



Live Well Resiliency Webinars

Live Well Resiliency Webinars bring the classroom to spouses. Members of the military family can connect with service members and families from around the globe in the comfort of their home, office or other location. Online webinars are about one-hour long and provide tips, tools and resources to support the Navy lifestyle.



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.





New Parent Support Program

The New Parent Support Home Visitation Program (NPSHVP) provides comprehensive parenting education for expectant active-duty military personnel, their spouses, and those families with children under the age of four. NPSHVP'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. NPSHVP uses the evidence-based Nurturing Parenting Program 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.

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 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.

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.

Sailor Assistance and Intercept for Life (SAIL)

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.

Transition Assistance Program

Career and transition support services provide career readiness workshops, career counseling, and the five-day Transition Assistance Program Workshop, which includes the two-day Career Tracks and the Capstone Event, to all eligible service members and spouses.





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 Navywide 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.

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 support groups and grief and bereavement counselors, provide benefits milestone management, request 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.



FLEET READINESS (N92)

Fleet Readiness delivers high-quality, customer-focused programs and services that contribute to a healthy lifestyle balance and military retention. Program components include Morale, Welfare and Recreation (MWR) Programs, Child and Youth Programs (CYP), Navy Gateway Inns and Suites official lodging, Navy and Marine Corps Fisher House Program, Ashore Galleys, and Navy Voting Assistance Program (other Community Support).

Morale, Welfare and Recreation Program

Navy Fitness, Sports 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 that feature a variety of cardio and weight equipment, basketball and racquetball courts, exercise spaces and classes, outdoor fields and courts, self-directed, informal sports, intramural leagues, tournaments and events, and fitness and recreational swimming. Additional program offerings include, but are not limited to:

- Trained MWR professionals who deliver Navywide programs, such as the Command Fitness Leader certification course, available via MWR trainers at every shore installation.
- Navy Operational Fitness and Fueling System (NOFFS), which offers a packaged fitness program that removes the guesswork and helps Sailors progress from any fitness level to operational readiness. Injury prevention and operational effectiveness are the focus of this program. Each series is designed to accommodate all shipboard platforms and corresponding space and equipment constraints. NOFFS training sessions and education are available via certified MWR Fitness professionals throughout the enterprise. When a certified professional is not accessible, the NOFFS mobile app is available on both Android and iOS operating systems.
- FFR Nutrition and Mission Nutrition are standardized nutrition education courses delivered to service members, families and DoD civilians via trained MWR Fitness professionals. The program provides attendees with scientifically-sound information and the practical skills to implement healthy nutrition in their busy lives.
- Approval of YMCA and private fitness memberships for independent duty personnel, unaccompanied spouse/family members, including National Guard and Reservists, and community-based warrior transition units. This initiative is supported by the Office of the Secretary of Defense (Military Community and Family Policy).

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 Navy Sports Program fields All-Navy teams in bowling, cross country, wrestling, basketball, soccer, triathlon, volleyball, softball, golf, rugby, and marathon. The 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 taekwondo, shooting, sailing, cycling, and judo.



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 and forward-deployed ground forces with programming, financial management, recreation administration, procurement, and property management. DFSCs are civilian recreation and fitness professionals exclusively dedicated to supporting the MWR needs of the fleet and forward-deployed ground forces.

The Afloat Recreation Program Management Course prepares shipboard MWR recreation service officers and recreation funds custodians, afloat recreation and fitness specialists, and shipboard internal fiscal oversight board members to manage finances, administer recreation programs and prepare for CNIC Afloat Recreation Program inspections.

The Navy's MWR Civilian Afloat Program is comprised of recreation specialists (Fun Bosses) and fitness specialists (Fit Bosses) who serve on aircraft carriers, amphibious assault ships and hospital ships. Fit and Fun Bosses work together to provide recreation and fitness programs for shipboard Sailors and Marines.





Recreation

Liberty

The Liberty Program offers single and unaccompanied Sailors (E1-E6) a place to discover new leisure interests, use computers, play video games and billiards, watch movies, participate in social activities, and participate in outdoor recreation outings and trips to explore the local area.

MWR Entertainment

MWR's Navy 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.

MWR Library Program

Installation libraries provide access to computers and Wi-Fi, lend materials such as books, videos and video games, and conduct a wide range of programs. Some libraries offer use of DIY equipment, including 3D printers and embroidery machines. The Navy MWR Library Program also outfits new ships with a complete library and provides library materials to the fleet as funding is made available, such as Navy e-Reading Devices (NeRDs). In addition, NavyMWRDigitalLibrary.org provides 24/7 access to e-books, audio books, music, test prep, and much more – all free of charge!

Community Recreation

The Community Recreation Program engages patrons by providing recreational programs and services in the areas of outdoor recreation, community events, discounted tickets to attractions and vacation bookings, leisure skills development classes, recreation equipment rentals, parks and picnic areas, and information and referral to a variety of recreational offerings in the local area.

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 and their families. The program also provides berthing, mooring and equipment rental services, as well as other on-water activities, such as fishing, sailing and more.

RV Parks

RV parks and campgrounds 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, laundry, bathhouses, children's play areas, game rooms, and community centers. Some locations also offer swimming pools. For reservations, visit www.navygetaways.com or call 1-877-NAVY-BED.

Cottages and Cabins

From rustic and simple to sophisticated comfort, affordable accommodations in cottages, cabins, townhomes, and resort-style vacation rentals are available at prime locations worldwide. For reservations, visit www.navygetaways.com or call 1-877-NAVY-BED.





Entertainment

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 – NDVD

NMPS provides monthly shipments of 16 movies in encrypted Navy DVDs (NDVDs) to all afloat and shore sites. This movie format is geared for viewings in recreation facility spaces or in mobile settings. The Cinema at Sea Initiative serves afloat Sailors by delivering movie equipment featuring an NDVD player, projector, screen and sound system. 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 Air Force, Coast Guard, Marine Corps, Military Sealift Command ships, and National Oceanic and Atmospheric Administration ships.

Bowling Program

Bowling operations range from two lanes to 40 lanes in modern facilities with electronic scoring, sound and lights bowling, lessons, youth/adult league play, birthday party programs, and pro shops.

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 food and beverage organizations, such as the National Restaurant Association, Culinary Institute of America, American Culinary Federation, International Foodservice Manufacturers Association and International Military Community Executives Association, and is paramount in the pursuit of industry-recognized certifications and training programs.





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. CYP's worldwide programs are part of the DoD military child care and youth development system.

Military children face more than the usual challenges growing up, such as moving every few years and establishing new friendships, while worrying about family members who have been deployed. Navy CYP provides children and families with trusted programs and services that assist in coping with these challenges, making the difference between stress and success. Programs and services are specifically designed and operated to meet the unique needs of the military mission, service members and their families.

Child Development Centers

CYP provides 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.

Child Development Homes

Quality care in a loving, learning home environment is available for children ages 4 weeks to 12 years. The flexible hours, 24/7 care, low child-to-adult ratios and convenient locations make this a viable option for families whose "normal" workday is anything but normal. The Navy Child Development Program certifies all homes.

School-Age Care Programs

The School-Age Care Program provides quality before and after-school programs and camps for children ages 6 to 12 years in centers worldwide. The Council on Accreditation nationally accredits all centers.

Youth and Teen Programs

Older children have access to developmental and recreational programs that provide a safe place to learn and grow – all while having fun. CYP operates Youth Centers worldwide. All programs are affiliated with the Boys and Girls Club of America and 4-H.

Child and Youth Education Services

Helping to "level the playing field" for transitioning students, Child and Youth Education Services 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.





Lodging

Navy Gateway Inns and Suites

Navy Gateway Inns and Suites (NGIS) is the official and preferred lodging choice for all temporary-duty (TDY) travelers. NGIS provides a professionally managed, business-based lodging program that contributes to mission readiness by offering quality lodging and services for a mobile military community while keeping official travel costs to a minimum.

NGIS offers lodging services for individual and group TDY travelers, active-duty and retired military personnel, Reservists, DoD civilians, sponsored guests, and travelers in a leisure status, if space is available. NGIS's in-room amenities include free internet service, free premium cable TV, coffee, newspapers, refrigerator, microwave, guest laundry, business center, fitness room, and housekeeping. NGIS also offers handicapped-accessible guest rooms, and all rooms are non-smoking rooms. To ensure that DoD travelers' needs are met, NGIS at select locations has partnered with commercial hotels to offer rates at or below per diem, while providing safe and secure lodging that meets DoD lodging standards. Specific commercial lodging information is provided when making reservations to ensure the closest proximity to installations or assignment. For reservations, call 1-877-NAVY-BED or visit <http://dodlodging.net>.

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 Naval Support Activity Bethesda, home of Walter Reed National Military Medical Center in Bethesda, Md.; two houses at Naval Medical Center (NMC) San Diego, Calif.; one house at NMC Portsmouth, Va.; one house at Marine Corps Base Camp Lejeune, N.C.; and one house at Naval Hospital Camp 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.

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. To ensure menu options are well rounded, a nutritionist grades all menus, and seasonal and regional items are incorporated 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.





It's **Easy** to Stay Connected

4 Tips

www.navymwr.org

1

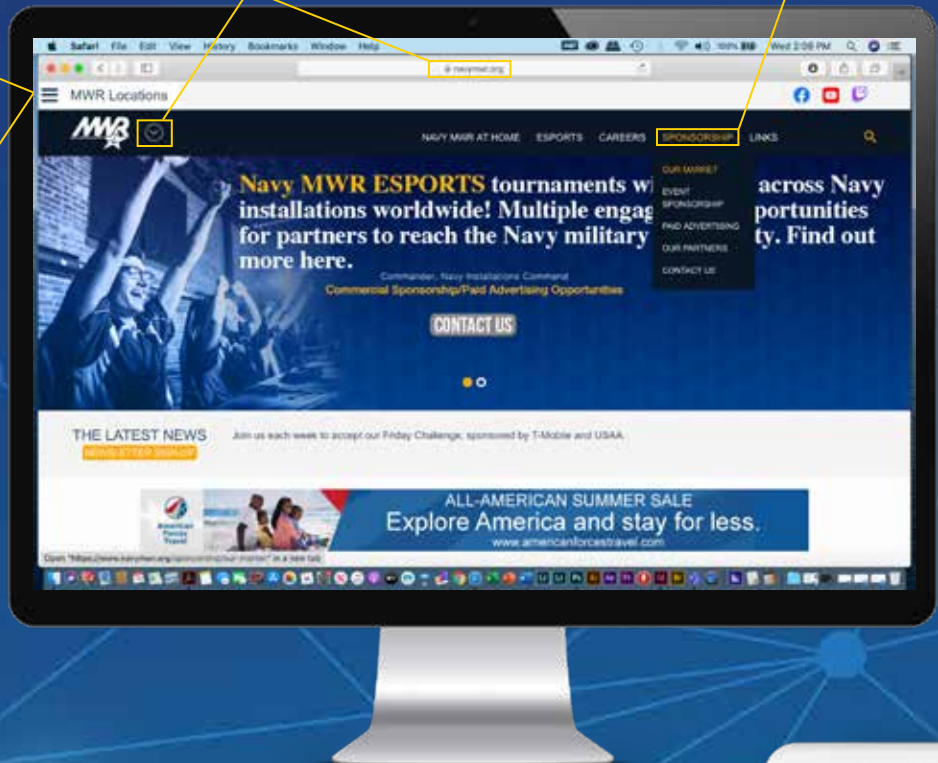
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NAVY HOUSING (N93)

The Navy Housing Program strives to meet the housing needs of military members through services provided by dedicated Housing professionals at Housing Service Centers (HSCs) and Unaccompanied Housing (UH) Offices across the enterprise. Single junior Sailors receive support primarily by the UH Offices since living in UH is mandatory at most locations. Navy Housing Offices are the government advocate for providing assistance and support, regardless of the type of housing one calls home.

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 designated 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 may be provided housing.

Navy-leased Housing

Navy Housing provides management and oversight of the Residential Leasing Program. The leasing program services the housing needs of recruiters in areas not within commuting distance to a military installation and provides 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 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. Navy Housing manages the Rental Partnership Program (RPP) to provide 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 both single and married service members in finding the right home:

- Counseling to assess housing needs
- Housing application process
- Lease services, including lease review and explanation of terms
- Outbound services to help with housing at the service member's next destination
- HOMES.mil provides 24/7 access to HSC-approved housing listings for Sailors and DoD civilians. The HSC and property managers can be contacted through HOMES.mil.
- 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 and need only minimal information about their sponsor to get started.

Issue Resolution

Housing counselors provide issue resolution services by advocating for military members when housing maintenance, health or safety issues arise. Counselors are available to help when issues arise with property owners and can serve as the liaison to military leadership and legal offices to address issues that cannot be resolved using HSC services.

Inspection Services

The HSC provides health and safety inspections to document basic health and safety conditions in homes as well as complaint inspections to assess damages and assist with issue resolution.

Cost Savings and Relief Programs

Dedicated Housing counselors make military personnel aware of cost saving programs such as the rental partnerships, deposit waiver, and roommate finder programs to help them make informed decisions about their housing.

OCONUS Services

- **Community Orientation:** Counselors conduct orientation sessions to provide information covering local laws and customs, command policies and cost differences associated with renting a home. This includes information about Overseas Housing Allowance (OHA) and Temporary Lodging Allowance (TLA).
- **Language Translation Services:** Counselors provide translation between the military member and the property owner while homes are being toured, at lease negotiation, and throughout the service member's tour of duty for any housing-related issue.
- **Showing Services:** Home showing tours are provided so that homes can be seen in person. Housing counselors will arrange appointments to tour the homes.
- **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, and wardrobes for the military member's entire tour.

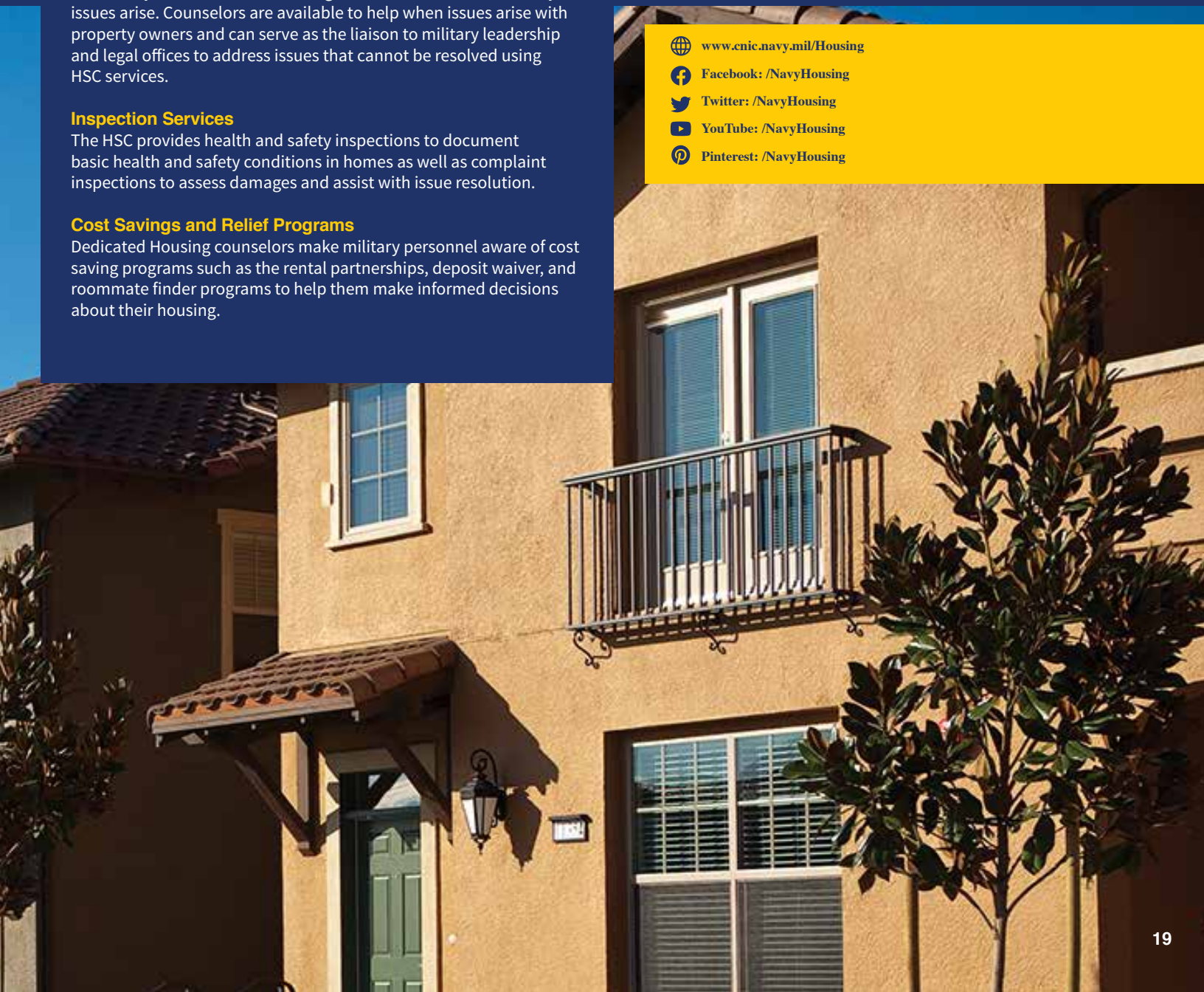
 www.cnmc.navy.mil/Housing

 Facebook: /NavyHousing

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 Pinterest: /NavyHousing



SUPPORT SERVICES (N94)

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

Acquisitions for Supplies and Services

The 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 (SUA) for payment of invoices.

Facilities and Construction

The Facilities and Construction 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 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 manages NAF core business systems and provides application design, development/procurement, configuration and support for enterprise resource planning systems, including program management, system setup, training, go-live support, and sustainment. The branch also provides help desk support concentrated on NAF systems deployed Navywide, such as NAF financial systems, point-of-sale systems, lodging systems, and family services systems. The IT Branch provides production operations, including LAN administration, web application servers, database administration, application server administration, operating system administration, hardware support, maintenance of FFR system and network security, and payment card industry certifications. It also manages a secure Navywide network for NAF systems that includes NAF financial, HR and point-of-sale.



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 Human Resources Programs within the Navy. NAF Human Resources provides assistance and guidance to the CNIC regional 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.

Financial Management

The NAF Financial Management Branch monitors 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 system and field activity APF and NAF budgets and review of financial statements and APF execution. The branch establishes, operates and maintains technical control of the worldwide, centralized NAF budgeting system, including the MWR, civilian MWR, Navy Gateway Inns and Suites (NGIS), and Fisher House Programs.

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 (NGIS, 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 Marketing and Communications Branch provides consistent, accurate and aligned information on FFR programs and services to all customers. The FFR marketing team uses a comprehensive approach to telling the FFR story by creating products such as internal publications, brochures, posters, videos, social media graphics, smartphone applications, and websites. The branch also administers the Navy's Commercial Sponsorship and Advertising Program.

Training

The FFR Training Branch develops FFR talent with the leadership, service, sales, and FFR-specific business skills to deliver customer-driven business results. Through a standardized and consolidated blend of face-to-face, virtual instructor-led and asynchronous virtual learning events led by a cadre of FFR certified learning professionals, the FFR Training Branch provides FFR-specific essentials, program-specific development, personal/career development, customized learning events, and Navy-required training performance improvement opportunities.



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



NAVY WOUNDED WARRIOR (N9

Navy Wounded Warrior (NWW) is the Navy and Coast Guard's sole wounded warrior support program. It provides individually-tailored, non-medical care to wounded warriors, as well as resources and support to their families and caregivers. Enrollment in the program is available to service members diagnosed with serious illnesses or those seriously injured in combat or shipboard, training or liberty accidents. Enrollment in NWW supports service members through recovery, rehabilitation and reintegration back to active duty, or through transition to the Veteran's Administration (VA).

Non-medical care can include assistance with pay and personnel issues; Invitational Travel Orders; lodging assistance; housing adaptation; child and youth care; family member bedside transportation needs; legal and guardianship issues; liaison with education and training benefit resources and internship resources; commissary and exchange access; respite care referral resources; traumatic brain injury/post-traumatic stress support service resources; and more.

Information about NWW enrollment and services is available at www.navywoundedwarrior.com, 1-855-NAVY-WWP (1-855-628-9997), or navywoundedwarrior.fct@navy.mil.





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Service and Description

Non-medical Care Management

Non-medical care management anticipates and addresses the pressing day-to-day non-medical needs of enrolled service members and their families. This program develops and executes, with enrollee and family member input, individually-tailored Comprehensive Recovery Plans that list long-term goals and identify solutions to potential issues that may arise during the wounded warrior's recovery, rehabilitation and reintegration process.

Pay and Personnel

The Pay and Personnel team works with the Bureau of Naval Personnel/Navy Personnel Command (BUPERS/NPC), the enrollee's command, MTFs, and other stakeholders to address pay and personnel issues. NWW is the sole authority to administer the Pay and Allowance Continuation (PAC) and Special Compensation for Assistance with Activities of Daily Living (SCAADL) entitlement programs.

Legal Affairs

NWW coordinates closely with the Naval Legal Service Command to connect enrollees and their families to a global network of legal assistance attorneys who can provide guidance on legal issues related to Navy and Coast Guard policies and procedures.

Family Support

Family support is provided to addresses short-term family and caregiver issues, including child care, lodging and Invitational Travel Orders, as well as long-term concerns, such as financial management assistance, respite care and youth programs.

Federal Recovery Care Coordination

NWW enrollees are provided information and access to VA benefits. The most complex cases – catastrophically wounded, ill, and injured service members – are enrolled in the VA's Federal Recovery Care program.

Adaptive Sports and Recreation Opportunities

A series of adaptive sports reconditioning camps aid wounded warriors in their recovery and rehabilitation. These opportunities connect enrollees to sports clinics held by partner organizations as well as national and international wounded warrior competitions. The program partners with Navy MWR and non-governmental organizations to provide enrollees and their family members with inclusive recreational opportunities that allow for participation in activities that may otherwise be off-limits due to medical conditions.

Transition Assistance

Enrollees and their families and caregivers are connected to a host of resources and services, including employment assistance, identifying vocational training opportunities, and transferring to the Department of Veterans Affairs. Non-medical guidance is continually provided for those placed on the Temporary Disability Retired List (TDRL) to ensure that benefits do not expire and that the enrollee is proactive in updating their personal information.

- 1-855-NAVY-WWP (1-855-628-9997)
- www.navywoundedwarrior.com
- navywoundedwarrior.fct@navy.mil
- Facebook: /navywoundedwarrior



N9 FFR Program Guide

Commander, Navy Installations Command

