

Operational Stress Control Model

READY Green	REACTING Yellow	INJURED Orange	ILL Red
<ul style="list-style-type: none"> • Good to Go • Well Trained • Prepared • Fit and Focused • Cohesive Unit & Ready Families 	<ul style="list-style-type: none"> • Distress or Impairment • Mild and Temporary • Anxious, Irritable, Sad • Physical or Behavioral Changes 	<ul style="list-style-type: none"> • More Severe or Persistent Distress or Impairment • May Leave Lasting Memories, Reactions and Expectations 	<ul style="list-style-type: none"> • Stress Injuries Don't Heal without Help • Symptoms Persist for 60+ days, Worsen, or Initially Improve then Worsen Again
Unit Leader Responsibility	Individual, Shipmate, Family Responsibility		Caregiver Responsibility

11. Restricted v. Unrestricted Reporting:

Family Advocacy Program (FAP): Restricted reporting only applies to domestic abuse, such as abuse between adults in one or more of these categories: sharing a child, married, or sharing a domicile in an intimate relationship. If child abuse is involved, restricted reporting is not an option. Restricted reporting empowers victims by allowing them an option to report violence and still receive services while protecting their confidentiality. Only FFSC clinical staff, Victim Advocates, and Chaplains can receive restricted reports within California. Medical personnel (military and civilian) are required to notify local law enforcement. Victim may choose to move from restricted to unrestricted at any time.

Sexual Assault Prevention & Response/Sexual Assault Victim Intervention Program: Only Sexual Assault Response Coordinators (SARCs), SAPR Victim Advocates, Chaplains and healthcare providers (civilian or military) can receive restricted report disclosures. Although medical personnel (military and civilian) are required to notify local law enforcement, this does not necessarily negate restricted report eligibility.

Key Points: COs **must** receive SAPR Toolkit from FFSC SARC within (30) days of assuming command to review requirements. XO and CMC must also receive toolkit. Command SAPR team recommended to attend. COs shall also contact FFSC for mandatory training on FAP policy. Commands should advertise the restricted report options for sexual assault and domestic abuse to ensure service members are aware of their reporting options.

Commanding Officer (CO) Guide Top "Need to Know" Facts



Fleet & Family Support Center (FFSC)



1. Required Collaterals: Each command is required to appoint individual(s) to serve in the below positions. FFSC offers training and support for each role, in many cases FFSC training is required.

Command Sponsor Coordinator (CSC) & Command Sponsors (OPNAVINST 1740.3D)

- CO has appointed at least one Command Sponsor Coordinator (CSC).
- Command has organized indoctrination (INDOC) program or check-in sheet for all incoming personnel.
- Outgoing personnel receive a checkout list in a prioritized sequence with relocation resources.
- CSC ensures identified Command Sponsors receive training on duties and responsibilities from FFSC.
- CSC documents welcome package (including sponsor and resource info) given to incoming personnel.
- CSC assigns sponsor to all incoming personnel within 10 working days of receiving notice of orders, and CSC documents that Sponsor communicates with incoming Sailor within 10 days of assignment.
- CSC ensures feedback evaluations of check-in process and/or INDOCs given to incoming personnel. Results from evaluation are incorporated into improving the program as part of ongoing review.
- Command website has current points of contacts, including those available on deployment.

Exceptional Family Member Program (EFMP) (OPNAVINST 1754.2F)

- CO appoints EFMP Point of Contact (POC) in writing. EFMP POC training provided monthly by FFSC.
- EFMP POC must request EFMP UIC roster from PERS - 456.
- EFMP POC ensures Service Member (SM) has identified local assigned EFMP Case Liaison.
- EFMP POC disseminates information and resources related to EFMP.
- EFMP POC includes briefing all incoming personnel as part of check-in or INDOC process.
- EFMP POC has system to track status of enrollment and renewal packages for all eligible SM.
- EFMP POC ensures confidentiality and privacy is maintained by command regarding EFM's medical, mental health, or special educational information.
- EFMP POC reviews expired status of enrollments.
- EFMP POC coordinates with the local Military Treatment Facility EFMP Coordinator (NMCSO) to assist in the enrollment/re-enrollment process.
- EFMP POC ensures SM contact EFMP upon PCS transfer.

Command Family Care Plan Coordinator (CFCPC) (OPNAVINST 1740.4E)

- CO has appointed at least one CFCPC.
- CFCPC receives training and resources from FFSC.
- CFCPC maintains system to document all eligible Sailors submit fully completed Family Care Plans and tracks that all Family Care Plans are reviewed annually by service member.
- CFCPC ensures that all members of command are aware of program policy and resources.
- CFCPC tracks that all pregnant service members receive formal counseling on OPNAVINST 6000.1C, Navy Guidelines Concerning Pregnancy and Parenthood requirements.
- CFCPC liaise with EFMP POC and Command Sponsor Coordinator to coordinate support.

Family Advocacy Program (FAP) (OPNAVINST 1752.2.B, NAVADMIN 134/13 & NAVADMIN 155/12)

- Navy guidance requires Command Leadership obtain standard FAP training (XO/CMC recommended).
- CO appoints Command Representative to attend base Incident Determination Committee (IDC) (recommend CO, XO, or CMC). To vote, command representative must attend online IDC training.
Note: The base XO chairs the IDC. All cases are brought for determination within 60 days.
- Command has process to ensure confidentiality and victim safety measures are maintained.
- CO ensures all reported allegations reported to FFSC FAP, as well as unit situational reports sent.
- CO ensures FAP prevention education is offered at least annually, if not more often (FFSC can provide).



Commanding Officer (CO) Guide Top "Need to Know" Facts



Navy Family Ombudsman (OPNAVINST 1750.1G CH-2)

- CO appoints at least one Command Ombudsman meeting program and policy criteria.
- CO signs Ombudsman Appointment Letter and completes Form DD 2793, Volunteer Agreement Form.
- Command adds Ombudsman to Ombudsman Registry at www.ombudsmanregistry.cnic.navy.mil and ensures monthly worksheets are submitted (quarterly for reserve commands).
- Ombudsmen complete Basic Training before or within six weeks of appointment (see FFSC).
- Ombudsmen must attend Advanced Training/Assemblies for ongoing training.
- Command provides printed Ombudsman Program Manual to all appointed Ombudsmen.
- Command has process in place for Ombudsmen to receive appropriate reimbursement.
- Command establishes process for Ombudsmen to receive roster information.
- CO identifies "reportable" issues and process for reporting with Ombudsmen.
- Incoming personnel receive Ombudsman information (welcome package, website, INDOC, etc).
- Ombudsmen included in command disaster response plan and exercises as appropriate.
- Point of Contact assigned within command to communicate regularly with Ombudsmen. Establish communication/feedback plan with Ombudsmen.

Sexual Assault Prevention & Response (SAPR) (OPNAVINST 1752.1C, DODI 6495.02, SECNAVINST 1752.4C)

- CO ensures SAPR policy is integral part of daily personnel management and training, including annual training for all hands and incorporation of SAPR brief for incoming personnel into INDOC.
- CO receives CO's Toolkit from FFSC Sexual Assault Response Coordinator within 30 days of assuming command, XO and CMC also required to receive toolkit. Command SAPR team recommended to attend. CO must report to ISIC that toolkit is completed.
- CO uses CO's Checklist provided in toolkit.
- CO designates unit SAPR Point of Contact (POC) and unit Victim Advocate(s) to support command. Each of these individuals receives required training from FFSC SARC. Prior to being designated in writing, the unit Victim Advocates are required to be credentialed by DoD Sexual Assault Advocate Certification Program (D-SAAP).
- CO, ISIC representative (when unit is deployed), or other command designated representative attends Sexual Assault Case Management Group (SACMG). Note: base CO or XO chairs SACMG.

Command Individual Augmentee Coordinator (CIAC) (OPNAVINST 1754.6)

- CO appoints CIAC.
- CIAC completes online training at NFAAS website (under Training Tab) <https://nfda.navyfamily.navy.mil/main/training/>.
- CIAC uses the Navy Family Accountability & Assessment System (NFAAS) to track support.
- CIAC meets with FFSC to become familiar with resources to support deployment and homecoming.
- CIAC oversees process to complete Deployment Health Assessments on time, per OPNAV 6100.3.

Command Transition Officer (CTO) (OPNAVINST 1900.2C)

- CO appoints CTO(s) for all personnel, usually Command Career Counselor.
- CTOs ensure separating personnel fully complete all separation paperwork to include: 365-Day Initial Counseling (DD2648); Individual Transition Plan (ITP); Command Verification
- CTO reserves quota in Transition Assistance Program (TAP) workshop (mandatory for all separates and retirees).
- CTO also shares information on member selected two-day tracks (My Entrepreneurship, My Career Credential Exploration, My Employment and My Education) Contact FFSC TAP Coordinator at (619) 767-1736 or via email FFSC TAP@NAVY.MIL to register. Schedule available on Commander, Navy Installations Command website.
- Mandatory Transition Assistance Program (TAP) class is attended once (goal is one year prior to separation). Tier three Sailors must attend at least one of the two-day track workshops.
- CTO ensures capstone is complete and ITP verified by CO/designated authority at least 90 days before separation.
- CTO maintains records and submits reports, as required.

Command Financial Specialist (CFS) (OPNAVINST 1740.5D)

- For command with 25+ Sailors, CO appoints one CFS for every 75 members assigned.
- All CFS's complete FFSC five day-day CFS Training. CFSs shall attend CFS Refresher Training every three years. CFS shall attend two Quarterly PFM forums per year.
- CO and CMC must meet with CFSs at least quarterly to discuss PFM issues.
- Command includes CFS in INDOCs, check-in/check-out sheets, and regular training to all personnel.
- CFS must meet financial overseas screening standards prior to enrollment.
- All CFSs Designees must complete financial counseling prior to enrolling in CFS Training.
- Financial Education must only be provided by CFS, FFSC PFM, or approved DoD Financial Education Partner.

Command Suicide Prevention Coordinator (SPC) (OPNAVINST 1720.4A) and NAVADMIN208/16 on Sailor Assistance & Intercept for Life (SAIL)

- CO appoints Suicide Prevention Coordinator in writing (SPC) (E-7 or above)
- Ensure command crisis response plan includes process to notify SPC of all suicide related behaviors and timely submission of reports to OPNAV N171 to initiate SAIL referral.
- SPC ensures annual suicide prevention training is conducted for all hands.
- SPC completes OPNAV (N135) required training.

Optional: Family Readiness Group (FRG) (OPNAVINST 1754.5C)

- Review written bylaws before permitting FRG to use command name.
- Designate an official command liaison to support FRG. Establish communication/feedback plan.
- Advise FRG leadership to attend FFSC training on roles, responsibilities and fundraising guidelines to include Federal and State tax requirements.

2. FFSC Programs: All FFSC programs are free, confidential, and can be completely customized.

Customers can access all San Diego FFSC services through Centralized Scheduling at (866) 923-6478 or cnrsw_ffcp.censch@navy.mil. For other locations, visit www.cnic.navy.mil for more information.

- Clinical Counseling
- Family Advocacy Program (FAP)
- Domestic Abuse & Sexual Assault Victim Advocacy
- New Parent Support Home Visits
- Sexual Assault Prevention & Response (SAPR)
- Ombudsman Support
- Family Readiness Group Support
- Deployment and IA Support
- Relocation Support
- Resource Referrals
- Exceptional Family Member Program Support
- Personal Financial Management
- Transition Assistance & Family Employment
- Volunteer Opportunities
- Life Skills Workshops & GMTs
- Mass Care & Crisis Response
- Outreach and Community Programs

3. Navy Family Accountability & Assessment System (NFAAS): NFAAS is a tool for personal accountability mustering, crisis case management, and IA case management. Ensure your command leadership team has arranged for CO Representative (COR) access to your UIC in NFAAS.

4. Ready Navy and Crisis Response: The Ready Navy Campaign encourages disaster/crisis preparedness for individuals and families. Learn more at www.ready.navy.mil. FFSC offers four crisis teams: mobile outreach, family information call center/phone bank, family assistance centers, and NFAAS Case Managers to respond to each Sailor family crisis assessment. FFSC clinicians can also respond to command-level crises, including suicides, deaths, and other traumatic events.

5. Financial Readiness: Over 80% of clearances are revoked due to financial mismanagement. FFSC can help you build a climate of command support for preventing and resolving financial issues.

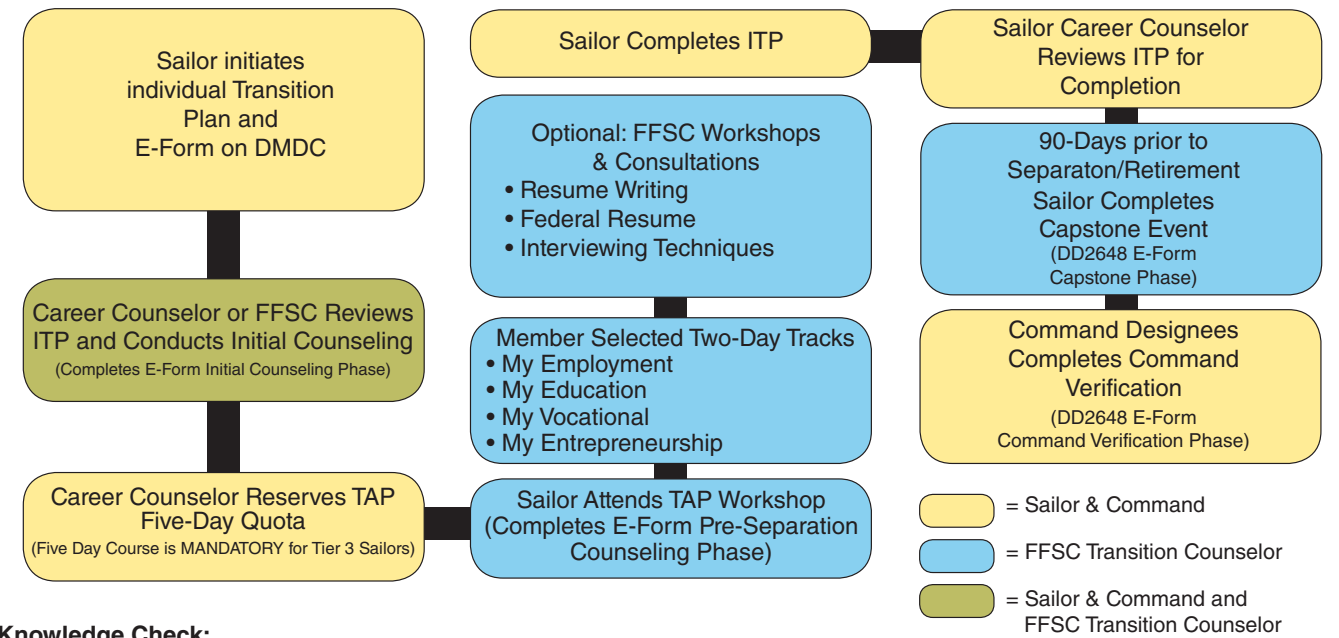
6. Ombudsman Program: FFSC offers the required Ombudsman Basic and Advanced Training. FFSC can also assist commands with Ombudsman recruitment tools and appreciation ideas.

7. AREA RESOURCE TRAINING: In San Diego, learn about military and community resources by attending FFSC's 8-hour Leadership Resource Training (LRT). FFSC can also bring a modified version of LRT to the command called Area Resource Training (ART).

8. Transition Assistance Program (TAP): Are you aware of how the new National Defense Authorization Act (NDAA) requirements will affect your command? Check out the brief summary below and contact FFSC for more information.

9. Operational Stress Control Model: Do you know the red/orange/yellow/green model for identifying stress levels in commands, individuals, and family units? Use this model to assess stress.

10. Navy Leader's Guide for Managing Sailors & Marines in Distress: Check out www.nmcphc.med.navy.mil/LGuide for the latest guide to recognize distress-related behaviors, provide support to personnel, and collaborate with resources to support distressed individuals. Sections include life challenges and self-care for leaders, deployment concerns, stress, medical and mental wellness, crisis/critical incidents, family violence, special needs, separation/retirement, financial issues, sexual assault, and more!



Knowledge Check:

- Do you know the four exemptions for TAP core curriculum participation?
- Do you know exactly what an ITP must contain before you sign?
- Do you know the policy surrounding bad conduct/dishonorable discharge and separation?
- Has your CCC visited FFSC within the last (60) days?

If no to any of above, set a time for FFSC to brief you on TAP requirements to ensure your command is in compliance with this high profile program.