



# ***Command Individual Augmentation Coordinator (CIAC) Orientation***



**EWTGLANT , BLDG #3504 , MIDWAY AUDITORIUM  
JEB LITTLE CREEK- FORT STORY  
VIRGINIA BEACH, VA  
25 OCTOBER 2012**





# Agenda

| <b>Time</b>        | <b>Topic</b>   |
|--------------------|--|
| <b>0830 – 0845</b> | <b>Welcome/Admin/Logistics/Kick-off</b>  |
| <b>0845 – 0930</b> | <b>IA and CIAC Overview</b>  |
| <b>0930 – 1000</b> | <b>Importance of Being an Effective CIAC</b>                                   |
| <b>1000 – 1015</b> | <b>Break</b>   |
| <b>1015 – 1100</b> | <b>CIAC Support – Pre-Deployment: Phase I</b>                                  |
| <b>1100 – 1145</b> | <b>CIAC Support – Train and Equip: Phase II</b>                                |
| <b>1145 – 1245</b> | <b>Lunch</b>   |
| <b>1245 – 1300</b> | <b>CIAC Support – Boots on Ground: Phase III</b>                               |
| <b>1300 – 1330</b> | <b>CIAC Support – Re-Deployment: Phase IV</b>                                  |
| <b>1330 – 1345</b> | <b>Returning Warrior Workshop (RWW)</b>  |
| <b>1345 – 1415</b> | <b>CIAC NFAAS Overview</b>   |
| <b>14315– 1430</b> | <b>Break</b>   |
| <b>1430 – 1530</b> | <b>Resources: CIAC &amp; IA Sailor, FFSC/IDSS IA Support, Chaplain Support</b> |
| <b>1530 – 1600</b> | <b>Conclusion/Survey</b>   |



# *Orientation Logistics*

***JEB – LITTLE CREEK, VA  
Midway Auditorium  
Heads  
Coffee Mess  
Smoking  
Snack Machines  
Lunch Options  
Cell Phones  
Well Deck Lounge  
Parking***



# Orientation Objectives

- **IA Overview:**
  - *Definition of Individual Augmentee*
  - *IA support policy directives & IA Grams*
  - *4 IA Sailor types of orders*
  - *Global IA assignment locations*
  - *4 phases of an IA deployment (The “IA Continuum”)*
- **CIAC & Parent Command roles and responsibilities:**
  - *Definition of a CIAC*
  - *Importance of CIAC & parent command support of IA Sailors*
  - *CIAC responsibilities in the 4 phases of the IA Continuum*
  - *NFAAS and the role it plays in the CIAC’s support of IA Sailors & Families*
- **CIAC and IA Sailor support resources**



# ***IA Stakeholders & Functions***

- ***U.S. Fleet Forces Command (USFF)***
  - *Executive Agent for the IA Program*
- ***Navy Personnel Command (PERS-4G)***
  - *IA Order writing*
- ***Navy Mobilization Processing Sites (NMPS)***
  - *Validation & completion of Expeditionary Screening*
  - *Initial training*
- ***Expeditionary Combat Readiness Center (ECRC)***
  - *IA Training & Equipping*
  - *IA Sailor and Family Support*
- ***Commander, Navy Reserve Forces Command (CNRFC)***
  - *RC IA Sourcing and Support*
- ***Fleet & Family Services Center (FFSC)***
  - *IA and Family Support*
- ***Supported Commands***
  - *CENTCOM: Commander Task Force – Individual Augmentee (CTF-IA)*
  - *AFRICOM: Commander Joint Task Force – Horn of Africa (CJTF-HOA)*
  - *SOUTHCOM: Commander Joint Task Force – Guantanamo Bay (CJTF-GTMO)*



# *IA Overview*





# IA Defined

- **IA Gram #5, April 2009 (NAVADMIN 099/09)**
  - **“An Individual Augmentee (IA) is defined as any Sailor in receipt of individual deployment orders from PERS-4, to include Individual Augmentee Manpower Management (IAMM), Global War on Terrorism Support Assignments (GSA), Mobilized Reserve Component (RC) personnel not mobilized as part of an established commissioned RC unit, or a Health Services Augmentation program (HSAP) personnel.”**
  - **NAVADMIN 171/10, November 2010: Overseas Support Assignment (OSA) replaces GSA (Enlisted only)**
- **Once in receipt of Orders from PERS-4G, you are an IA**
- **IAs deploy without the normal organic support a parent command provides**



# ***IA & Family Support Policy Directives***

- ***OPNAVINST 1754.6 (TBD 2012): Navy Manpower Augmentation Guide***
  - ***Revised instruction containing CIAC requirements***
- ***OPNAVINST 1754.6 (April 2009): Personal and Family Readiness Support for IA's and their Families***
- ***MILPERSMAN 1300-318 (October 2010): Screening Procedures for GSA, OSA, IAMM and RC MOB Assignments***



# ***Important IA Grams for CIACs***

- ***#2 (GENADMIN 151850ZSEP08): Common Operating Picture for IA/IA Family Support***
- ***#3 (NAVADMIN 293/08): Parent Command Assignment and Responsibilities for IA Sailors and their Families***
- ***#4 (NAVADMIN 076/09): Roles and Responsibilities of Parent Commands, NOSCs, and ECRC for IA Sailors and their Families***
- ***#5 (NAVADMIN 099/09): Assignment of CIAC***

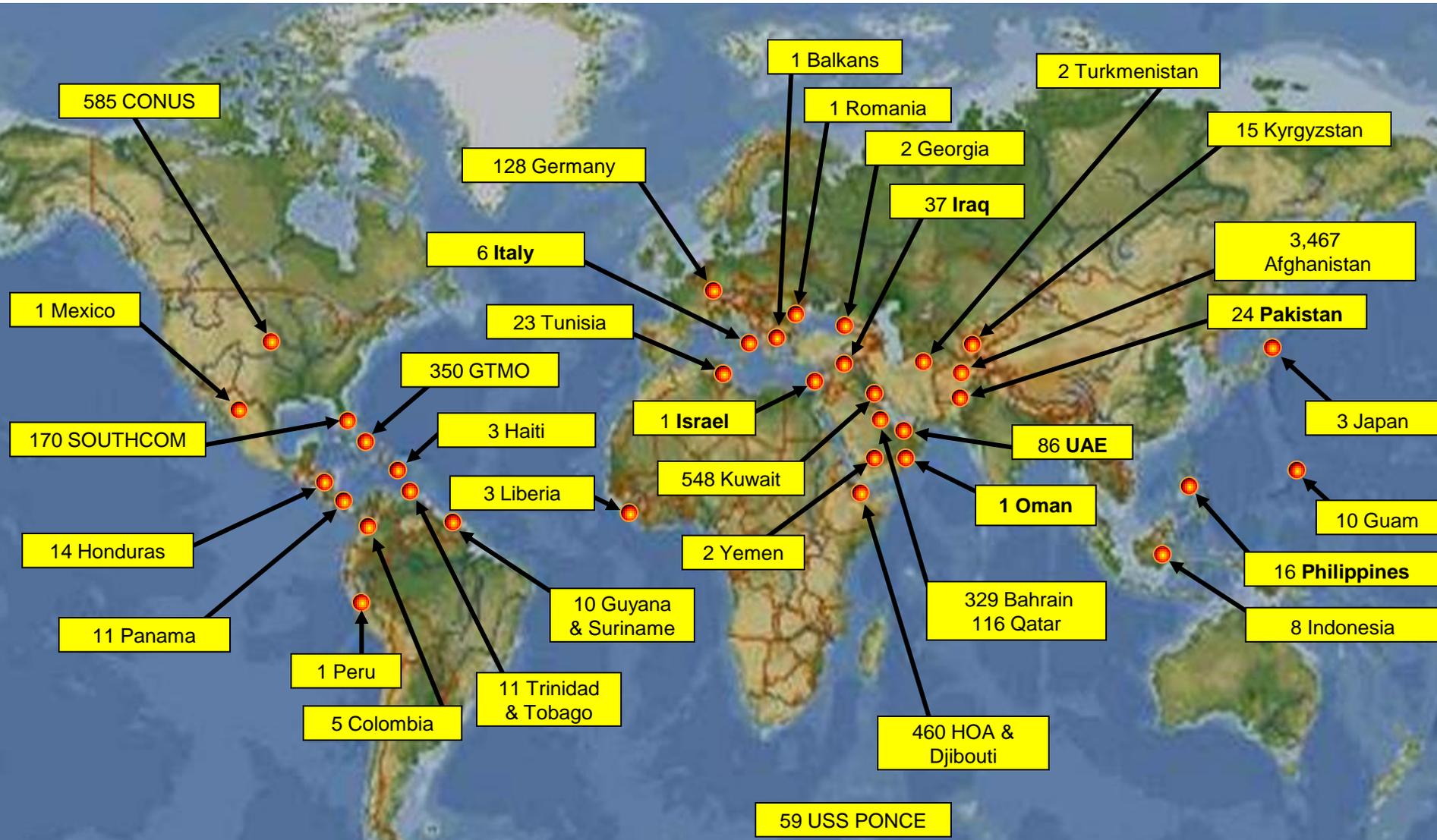


# **IA Sailor Types of Orders**

- ***IAMM (Individual Augmentee Manpower Management)***
  - *AC Sailor who executes IA assignment TDY from parent command mid-tour (rip to fill)*
- ***OSA (Overseas Contingency Operations Support Assignment)***
  - *AC Sailor (Enlisted only) who executes IA assignment as part of normal PCS process*
  - *Sailor goes TEMADD or ITDY from the Parent Command and returns to Parent Command for 60 days upon completion of IA assignment prior to PCS to new command*
  - *Command receives backfill upon Sailor departure for IA assignment*
- ***GSA (Global Support Assignment)***
  - *AC Sailor (Officer only) who receives PCS orders to ECRC and goes TEMADD/TDY on IA assignment from ECRC*
  - *Officer does not return to Parent Command upon completion of IA assignment*
  - *Despite the PCS, the Parent Command retains CIAC responsibility for the duration of the IA assignment*
- ***RC MOB (Reserve Component Mobilization)***
  - *RC Sailor mobilizes through the NOSC and the NOSC retains CIAC responsibility for the duration of the IA assignment*

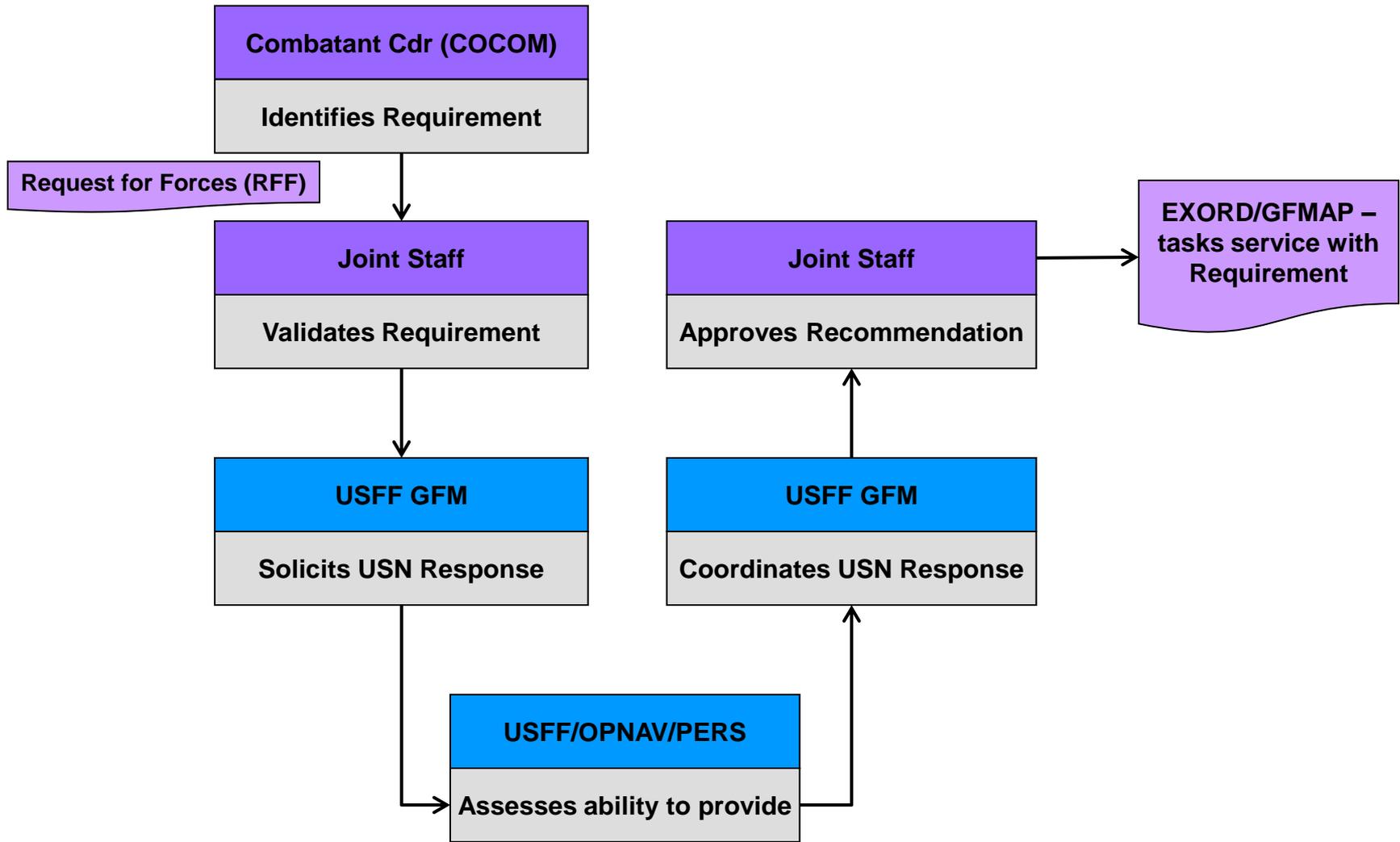


# Global Navy IA Locations



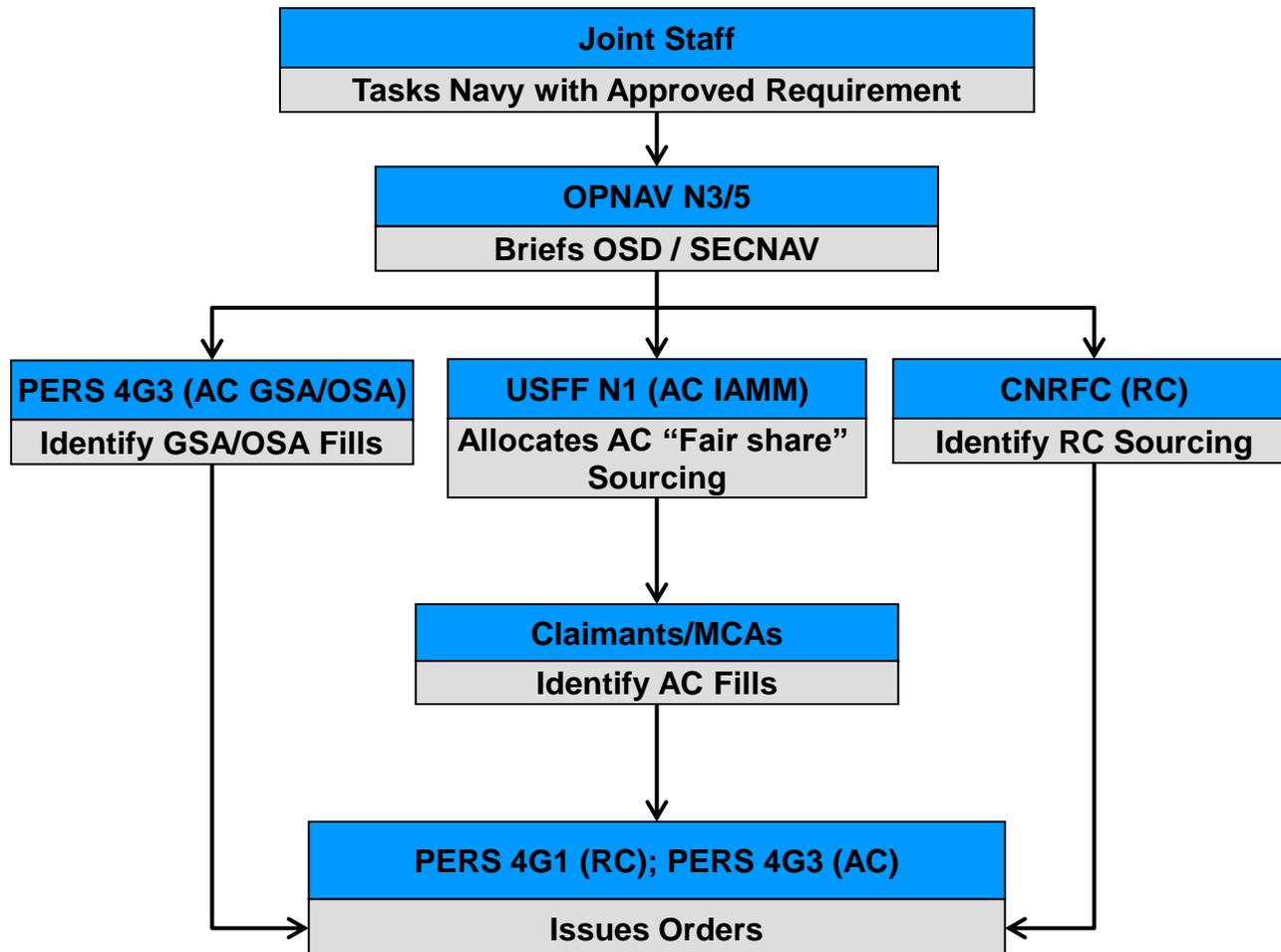


# Navy IA Requirements Process



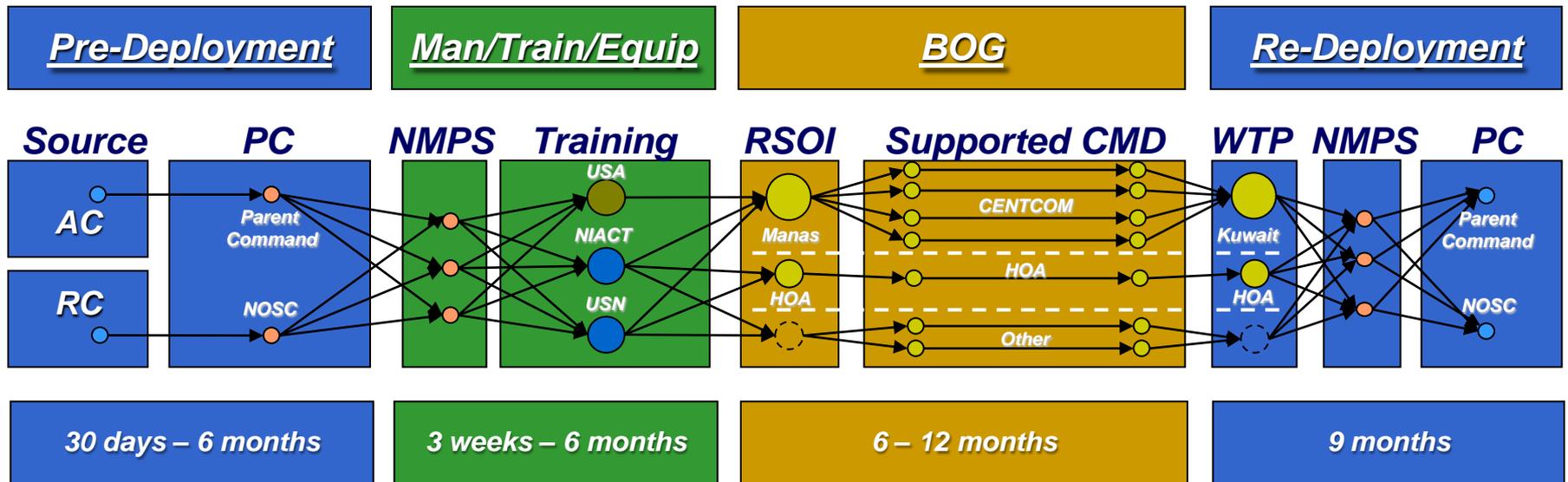


# Navy IA Sourcing Process





# IA Continuum





# *Definition of a CIAC*





# CIAC Defined

- **The Command IA Coordinator (CIAC) is the individual assigned by the Commanding Officer or Officer in Charge to provide support to the IA Sailor and Family throughout the IA Continuum**
  - Acts as a mentor, advocate and professional source of information for the IA Sailor before, during and after an IA assignment
  - Should be an E-7 or above, preferably with previous IA experience
  - Shall complete initial training on NKO (**TBD in FY13**)
  - Shall be designated in writing by the CO or OIC
  - **Must have personal initiative and command support to be successful**
- **All Navy commands with Sailors on IA Orders awaiting departure, currently on IA assignment or having returned from IA assignment within the last 9 months must have a CIAC designated in writing by the CO or OIC**
  - All NOSCs must have designated CIACs to support RC IA Sailors assigned to lower echelon RC units



# *Importance of CIAC Support of IA Sailors*



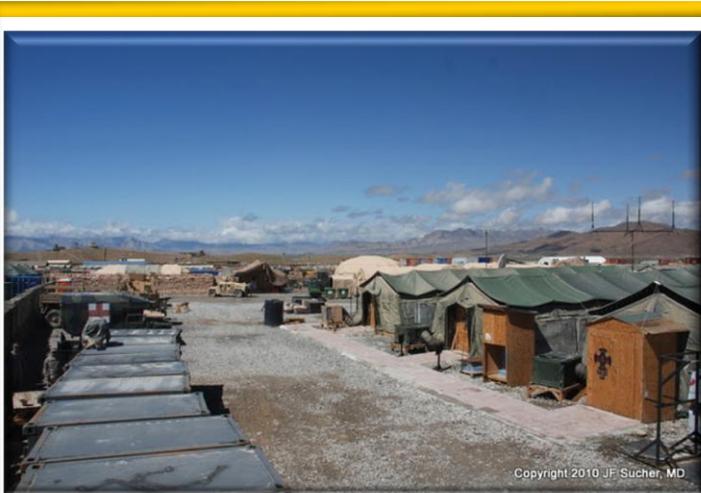
## *IA Comments*



# Why IAs Need Effective CIAC Support



Four Star Hotel?... NOT!!!



"Hospital Facilities"... MASH Style



ONE WEEKEND A MONTH MY ASS!



"Internet Café" facilities...



"Hit the deck... and take cover!"

If you can't make much out of this photo, I'm not surprised. I couldn't see much either when I was lying on my belly a few hours ago. We were enjoying lunch at the dining facility (the "DFAC") when the foreboding alarms went off, alerting us of an incoming rocket. As we have been instructed, we all hit the deck, covering our heads. One does this for several minutes and then seeks out a bomb shelter or "hardened" building.



# Why IAs Need Effective CIAC Support

## • Sailor Comments from USFF Post Deployment Surveys

*I keep trying to forget this whole thing ever happened, but it keeps getting brought back up. Nobody cared that I left, and nobody cared that I came back, with the singular exception of my Chief, and nobody told him what to do either. If there was a crack to fall through, I fell through it. Throughout my entire deployment and for six months afterward, I had no idea who my CIAC, or if I even had one (I didn't). A chief called me in August (7 months after I returned) claiming to be my CIAC, but who needs a CIAC half a year after they get back from an IA? He was about a year and a half late.*

*- AC, E4-E6, CENTCOM*

*My Command CIAC was OUTSTANDING!!! We had a natural disaster that affected our home and the CIAC went above & beyond to help out my family*

*- RC, O3-O4, Afghanistan*

*The main reason my IA experience was unpleasant was because for the first 8 months I was in Iraq I never heard from my parent command or my CIAC. At the 8 month mark we got a new IA coordinator that contacted me and seemed like he genuinely cared.*

*- AC, E4-E6, Iraq*

*CIAC sucked, all I received were nasty grams about make contact. Reserve unit never contacted my family. I initiated most contacts with them.*

*- RC, O5-O6, Afghanistan*

*My CIAC never communicated with me and I had to reach deeply into my command to find out my redeployment time frame for checking in getting liberty. No one, save my DIVO from back home, made an effort to get me information and I continued to receive NFAAS emails every 1-2 weeks that said my CIAC was not inputting data on me. I received word from her only after 3 weeks and 3 emails, and she emailed me one week before I was due back in the US just to say there was nothing else for her to do. I didn't need the support, but I needed information and it wasn't available without digging deeply. Unsatisfactory.*

*- AC, O1-O2, Kuwait*

*I felt taken care of administratively the whole time I was deployed, i.e., I never felt like anyone had forgotten about me. My parent command made an effort to reach out and I was able to get follow-on orders easily.*

*- AC, O3-O4, Iraq*

**YOU Absolutely Make The Difference!**



***Break***

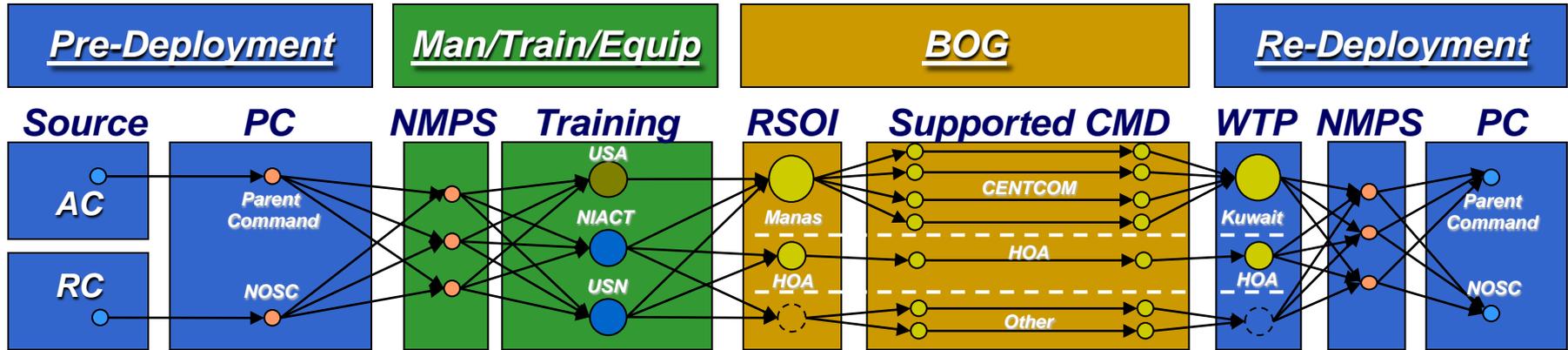


# ***CIAC Responsibilities in the IA Continuum***





# The IA Continuum



## Stakeholders

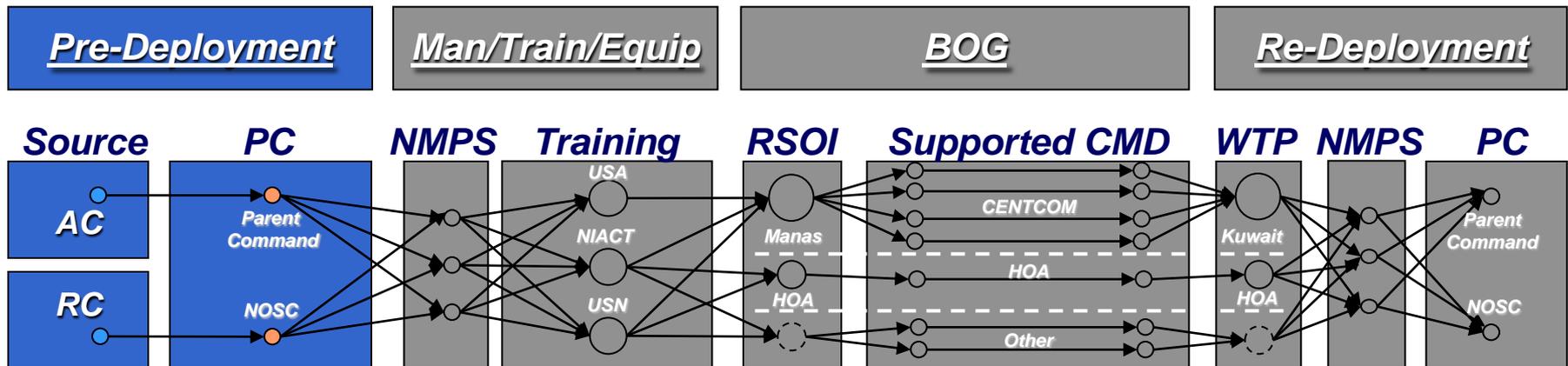


**The CIAC is the sole support link for the IA Sailor throughout the Continuum!**



# Phase I

## Pre-Deployment





# CIAC's Role

- **Read and explain orders with IA Sailor**
- **Facilitate, monitor and ensure completion of all IA screening checklists:**
  - **Coordinate with IA Suitability Screening Coordinator (medical POC for IA deployment requirements)**
  - **Ensure Sailor is provided time to complete checklist requirements**
  - **Notify command immediately of any problems**
- **Prepare the Sailor and Family for upcoming IA assignment**
- **Shape the IA Sailor's expectations for the Training and BOG Phases:**
  - **What to expect at NMPS, CONUS Army Training and In-Theater command**
  - **Contact POCs for information**



# CIAC's Role (cont.)

- **Assist in Family preparation**
  - **Establish relationship with FFSC Independent Deployment Support Specialist (IDSS)**
  - **Determine Family's plans during IA deployment (remain local, move in with family/friends, etc.)**
  - **Provide Sailor access to the FFSC Family Handbook**
  - **Ensure DEERS and TRICARE info are current**
  - **Encourage Sailor/Family attend FFSC pre-deployment briefs**
  - **Provide Sailor/Family with info on other support services (CO, CMC, CIAC, Ombudsman, Chaplain, Family Readiness Group, FFSC, IDSS)**
- **Begin management of Sailor's IA record in NFAAS**
  - **Ensure Sailor updates personal/family contact info in NFAAS**
  - **Explain NFAAS and its role in documenting Sailor/Family contact**
  - **Determine Family's desired contact interval (daily, weekly, monthly, emergencies only, other)**
  - **Document all actions in NFAAS**



# View IA Orders in BOL

BUPERS Online - BOL - Microsoft Internet Explorer provided by NMCI

Address: https://secure.bol.navy.mil/menu.aspx

6:09:10 PM Wed, Jun, 16 - 2010 For help call 1-800-951-NAVY Bureau Of Naval Personnel Online User Logged in: CULHANE JAMES R

### BOL Application Menu

|                    |  |   |
|--------------------|--|---|
| [Application List] | [ Advancements/Selection Boards ] ⓘ                            | Click on any information icon to the right of a menu item to see additional information about that application. |
| [Update Info]      | [ Application (FORMAN) Status ] ⓘ                              |   |
| [Change Password]  | [ ARPR/ASOSH Online ] ⓘ  |   |
| [Help]             | [ Configuration Management ] ⓘ                                 |   |
| [FAQ]              | [ Exchanges Of Duty (SWAPS) ] ⓘ                                |   |
| [Comments]         | [ FITREP/Eval Reports ] ⓘ                                      |   |
| [Privacy Policy]   | [ Individual Medical Readiness (IMR) Status ] ⓘ                |   |
| [Sign Out]         | [ Military Locator System ] ⓘ                                  |   |
|                    | [ NavPers Legacy & Itempo ] ⓘ                                  |   |
|                    | [ Navy Diversity Calendar ] ⓘ                                  |   |
|                    | [ Navy Personnel Command ] ⓘ                                   |   |
|                    | [ Navy-Marine Corps Mobilization Processing System (NMCMP) ] ⓘ |   |
|                    | [ ODC, OSR, PSR, ESR ] ⓘ                                       |   |
|                    | [ Overseas / IA Screening ] ⓘ                                  |   |
|                    | [ Personnel Action Request 1306/7 ] ⓘ                          |   |
|                    | [ PRIMIS ] ⓘ   |   |
|                    | [ Request Record on CD ] ⓘ                                     |   |
|                    | [ Selection Board Member/Recorder Training ] ⓘ                 |   |
|                    | [ Selective Reenlistment Bonus ] ⓘ                             |   |
|                    | [ Update Race/Ethnicity Preference ] ⓘ                         |   |
|                    | [ View IA Orders ] ⓘ   |   |
|                    | [ View Orders ] ⓘ  |   |
|                    | [ Web Enabled Record Review ] ⓘ                                |   |

Version: 3.2 Rev. 3154 Build 23465

**View IA Orders**





# ***IA Suitability Screening***

- ***MILPERSMAN 1300-318 contains all IA screening requirements***
- ***BUMEDINST 1300.3 contains IA medical/dental screening requirements***
- ***Screening Checklists:***
  - ***NAVPERS 1300/22 (Expeditionary Screening Checklist)***
  - ***NAVPERS 1300/21 (Medical Suitability Certification)***
  - ***NAVMED 1300/4 (Expeditionary Medical & Dental Screening for IA and Support Assignments to OCO)***
- ***CO/XO report ESC and IA suitability screening completion via BUPERS Online (BOL)***



# NAVPERS 1300/22

- **Administrative Expeditionary Screening Checklist (ESC)**
- **Checklist highlights:**
  - **Qualification review:**
    - *Proper skill set for mission*
    - *Career issues which could impact IA assignment (OBLISERV, HYT, PTS, dwell, etc.)*
    - *Performance issues which could impact IA assignment (FITREP/EVAL)*
  - **Career management**
    - *Transfer worksheets/exams to BOG IA Support agency*
    - **SRB**
    - *PRD adjustments*
  - **Valid Security Clearance for mission**
  - **ISOPREP**
  - **Passport up to date**
  - **Valid Government Travel Credit Card**
  - **E-Learning required course list (now good for 1 year)**
  - **Pay issues**
  - **Legal issues**
  - **PFA issues/PRIMS transfer to IA status**
  - **Family Readiness (Page 2, DEERS, SGLI, NFAAS info, etc.)**
- **Checklist must be complete within 30 days of receipt of orders\***
- **Requires CIAC, Legal Officer, CMC/SEA and CO/OIC signatures**
- **Must be archived by the CIAC for 2 years**

*\* Some items will be completed later due to medical requirements*



# **NAVMED 1300/4 & NAVPERS 1300/21**

- **NAVMED 1300/4**

- **Medical & Dental screening checklist**

- **Checklist highlights:**

- **Record screened for Medical Readiness**

- **Audiogram / Eye examination**

- **Immunizations (General and AOR specific)**

- **Labs**

- **Medications (appropriate supply for deployment duration)**

- **Some items may not be completed until w/in 60 days of deployment**

- **Directs completion of Pre-Deployment Health Assessment (DD 2795)**

- **Must be completed by, but no earlier than 60 days prior to the deployment date**

- **Must be documented in Medical Readiness Reporting System (MRRS)**

- **Interview with health care provider**

- **Waivers**

- **Dental screening**

- **Must be documented in MRRS**

- **NAVPERS 1300/21**

- **Certification by medical provider that member is medically qualified for IA assignment**

- **Must be provided to the CO**

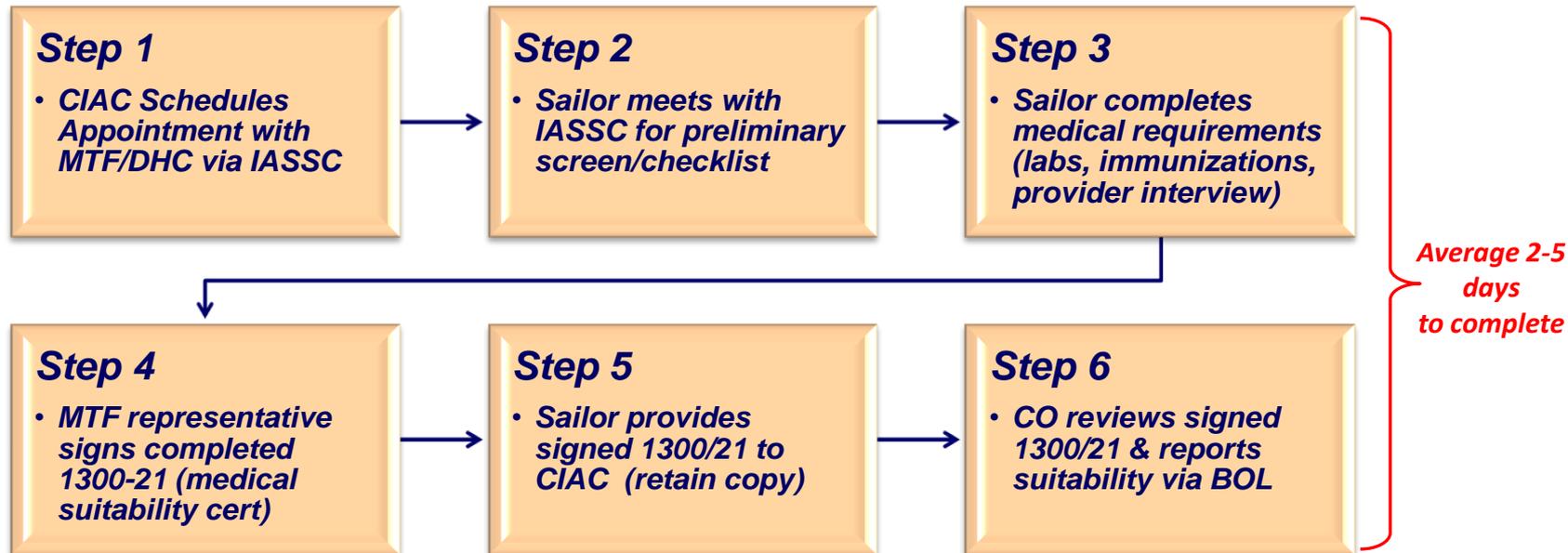
- **Must be archived by the CIAC for 2 years**



# Expeditionary Medical Screening

## • CIAC responsibilities

- Ensure IA Sailor completes medical suitability screening at MTF/DHC
- Coordinate with IA Suitability Screening Coordinator (IASSC)
- Ensure CO reports suitability within **30 days** of orders notification



**IASSC:** MTF/DHC representative for IA medical suitability screening questions

- AOR specific requirements
- Special cases, waivers, etc.

**Provider:** Nurse practitioner, Physician's Assistant, or Medical Officer

- Conduct screening interview/update MRRS



# CO/XO IA BOL Suitability Screening

The screenshot shows a web browser window titled "BUPERS Online - BOL - Microsoft Internet Explorer provided by NMCI". The address bar shows "https://secure.bol.navy.mil/menu.aspx". The page header includes the "BUPERS Online" logo, a navigation bar with links like "[Application List]", "[Update Info]", "[Change Password]", "[Help]", "[FAQ]", "[Comments]", "[Privacy Policy]", and "[Sign Out]". The main content area is titled "BOL Application Menu" and contains a list of application categories, each with an information icon (i) to its right. A yellow box on the left contains the text "Suitability Screening Reporting" with a yellow arrow pointing to the "Overseas / IA Screening" menu item.

| Application Category  | Information Icon (i) |
|---|----------------------|
| [ Application List ]  |                      |
| [ Update Info ]   |                      |
| [ Change Password ]   |                      |
| [ Help ]  |                      |
| [ FAQ ]   |                      |
| [ Comments ]  |                      |
| [ Privacy Policy ]  |                      |
| [ Sign Out ]  |                      |
| [ Advancements/Selection Boards ]                             | i                    |
| [ Application (FORMAN) Status ]                               | i                    |
| [ ARPR/ASOSH Online ]   | i                    |
| [ Configuration Management ]                                  | i                    |
| [ Exchanges Of Duty (SWAPS) ]                                 | i                    |
| [ FITREP/Eval Reports ]                                       | i                    |
| [ Individual Medical Readiness (IMR) Status ]                 | i                    |
| [ Military Locator System ]                                   | i                    |
| [ NavPers Legacy & Itempo ]                                   | i                    |
| [ Navy Diversity Calendar ]                                   | i                    |
| [ Navy Personnel Command ]                                    | i                    |
| [ Navy-Marine Corps Mobilization Processing System (NMCMPs) ] | i                    |
| [ ODC, OSR, PSR, ESR ]  | i                    |
| [ Overseas / IA Screening ]                                   | i                    |
| [ Personnel Action Request 1306/7 ]                           | i                    |
| [ PRIMs ]   | i                    |
| [ Request Record on CD ]                                      | i                    |
| [ Selection Board Member/Recorder Training ]                  | i                    |
| [ Selective Reenlistment Bonus ]                              | i                    |
| [ Update Race/Ethnicity Preference ]                          | i                    |
| [ View IA Orders ]  | i                    |
| [ View Orders ]   | i                    |
| [ Web Enabled Record Review ]                                 | i                    |

**Suitability  
Screening  
Reporting**





# IA Screening Timeline

IA Orders generated by PERS-4G

CO reviews and signs NAVPERS 1300/21 & 1300/22 and reports suitability via BOL

IA Sailor reports to NMPS (NOSC for RC MOB)

30 days

60 days

IA Sailor, CIAC & Command complete the Expeditionary Screening Checklist (NAVPERS 1300/22) with exception of items that must be completed within 60 days of deployment

IA Sailor, CIAC & Medical complete the IA Medical Expeditionary Screening Checklist (NAVMED1300/4)

Orders direct IA Sailor to NPC and BUMED websites to begin IA screening process per MILPERSMAN 1300-318

Medical provider completes the IA Medical Suitability Certification (NAVPERS 1300/21)

IA Sailor and CIAC provided completed NAVPERS 1300/21, 1300/22 and NAVMED 1300/4 to Commanding Officer for review & signature

IA Sailor, CIAC & Command complete remaining Expeditionary Screening Checklist items

IA Sailor and Medical provider complete Pre-Deployment Health Assessment (DD 2795)



# *Pre-Deployment Completion*

- *Sailor has all IA related documents (to include screening checklists) in their possession*
- *IA's Family is prepared for upcoming deployment*
- ***Command internalizes ownership of IA Sailor and Family for duration of IA assignment***
- *Command conducts appropriate send-off for IA Sailor and Family*
  - *Face-to-Face with Family*
  - *All contact info is up to date*
- *Next stop: NMPS*



# **CONTACT INFO**

**USFF IA Website:** [\*\*http://www.ia.navy.mil/\*\*](http://www.ia.navy.mil/)

**RC Mobilization:** **NESA@navy.mil**  
**1-866-827-5672**

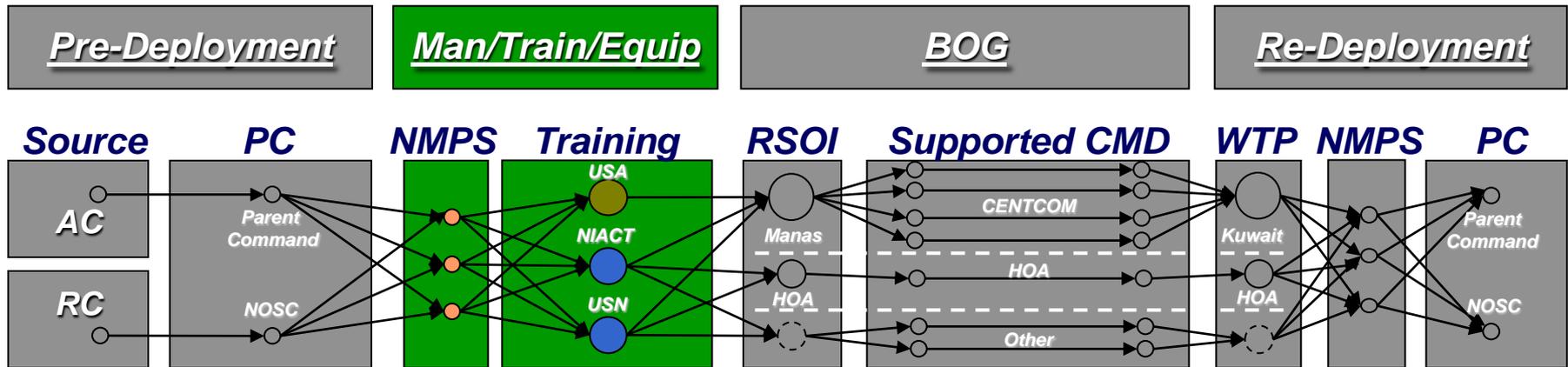
**IA/GSA/OSA:** **1-866-U-ASK-NPC**

**HHG HELPLINE:** **1-800-444-7789**



# Phase II

## Training & Equipping





# **CIAC's Role**

- ***Support the IA Sailor with resolution of any Sailor or Family issues that arise during NMPS or CONUS Training***
  - ***Report issues to chain of command***
  - ***Coordinate with IDSS for resolution***
  - ***Inform ECRC as appropriate for coordination via LNO at Training Site***
- ***Continue contact and documentation in NFAAS***
- ***Update IA's contact info in NFAAS info every time they change duty stations during the Training Phase***



# ***NMPS (Functions)***

- ***Review Expeditionary Screening Checklists (1300/22, 1300/21, 1300/4) and complete any remaining items***
- ***Provide additional administrative and medical processing***
  - ***Pre-Deployment Health Assessment (DD 2795) if not already complete (OCONUS only)***
- ***Deliver pre-deployment briefs:***
  - ***Chaplain***
  - ***Legal***
  - ***Expeditionary Combat Readiness Center (ECRC)***
  - ***Personnel Support Detachment (PSD) (RC Sailors only)***
  - ***Career Information***
  - ***Operational Stress Control***
  - ***Sexual Assault Prevention And Response (SAPR)***
  - ***Navy Marine Corps Relief Society***
  - ***Fleet Family Support Center (FFSC)***
  - ***Tri-Care (RC Sailors only)***
- ***Issue uniforms***



# NMPS (Information)

- **CNIC is NMPS Program Manager**
- **Three Primary NMPS Locations:**
  - (Norfolk, VA / San Diego, CA / Gulfport, MS )
- **Report in uniform of the day**
- **Bring:**
  - Orders with command check-out stamp
  - Completed Expeditionary Screening Checklist (1300/22)
  - Medical & Dental Records (with Completed Expeditionary Medical Screening Checklist (1300/4)
  - 2 pair of prescription glasses (current prescription)
  - 90 day supply of medication
  - Updated Page 2 & SGLI
  - Activated Government Travel Card (GTCC)
  - Certificates for pre-requisite NKO/Navy e-Learning training
  - All prior DD-214s (RC Sailors only)
  - Blank & voided checks (RC Sailors only)
- **Expect to be issued 1 sea bag of uniforms and 1 sea bag of gear - Do not bring more than you can carry!**



# ECRC

- ***Primary Missions***

- ***Train and Equip Individual Augmentees***

- ***LNO representatives at CONUS Army Training Sites***

- ***Provide Support to IAs and their Families***

- ***Family Readiness and CIAC Support***

- ***ecrc.fs.fct@navy.mil***

- ***1-877-364-4302 (24 hour hotline)***

- ***OPS Help Desk***

- ***ecrc.hq.fct@navy.mil***

- ***757-462-4744 x119***



# CONUS Army Training

- **Combat Skills**

- **Navy Individual Augmentee Combat Skills Training (NIACT)**

- 17 days at Fort Jackson, SC
- Minimum training required to enter CENTCOM AOR

- **1<sup>st</sup> Army Combat Skills Training**

- 30-54 days at Fort Dix, NJ, or Fort Bliss, TX
- Higher level training than NIACT, required for certain missions

- **Topics include**

- Intro to the Army / Army Values
- Weapons qualifications
- First Aid / Combat Life Saver
- Land Navigation
- Convoy training
- Personnel recovery

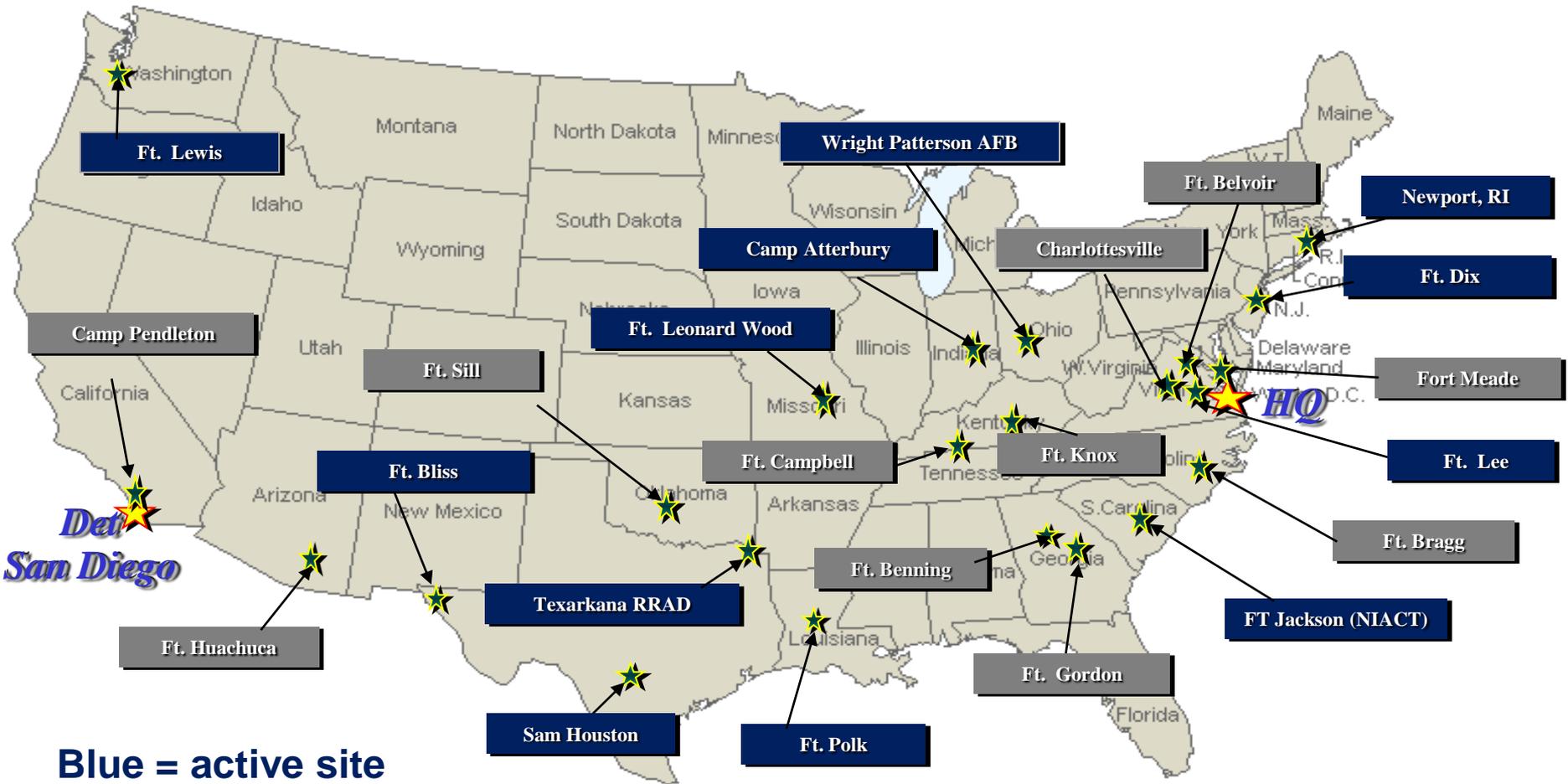
- **Mission-Specific Training**

- Various combinations of training at different CONUS locations based on specific IA assignment

- **Check orders for Training I-Stop locations, duration & sequence**



# CONUS Training Sites



**Blue = active site**  
**Gray = inactive**



# ***Training on 1<sup>st</sup> Army Installations***

- ***Training environment designed to replicate the deployed environment***
- ***Many Restrictions:***
  - ***General Order #1 (1<sup>st</sup> Army sites only)***
    - ***No alcohol***
    - ***No off-base liberty***
    - ***No civilian clothing***
  - ***No personal vehicles***
  - ***No family visits while in training***
- ***Army conducts business different than Navy***
  - ***Cultural differences***
  - ***Differences in paygrade authority***
  - ***ECRC has detachments at most CONUS Army Training sites to facilitate issue resolution***
    - ***Navy Officer (O5/O4) / SEA (E7/E8) present as a liaison between Navy students and Army trainers***



# Training Completion

- **IA's depart final CONUS training site and travel to theater via Airlift (AMC military or charter flight)**
  - **Sailors in training for >45 days with deployment orders of at least 179 days are authorized a pre-deployment I-Stop back to parent command (leave)**
    - Usually 8-10 days
    - Theater travel date ultimately dictates length of leave
    - Site LNOs will coordinate travel w/ECRC HQ staff
    - Standard leave for those electing to travel to locations other than parent command (e.g. Sailors pay their own way to/from training site)
- **Arrive at Reception, Staging, Onward Movement & Integration (RSO&I)**
  - **NAVCENT FWD HQ Manas, Kyrgyzstan for Afghan deployers**
  - **Kuwait for CENTCOM/non-Afghan deployers**
    - Boots On Ground (BOG) counter starts
    - Additional briefings, acclimation, and administrative processing
    - Transportation to ultimate duty station



***NIACT***  
***(Navy IA Combat Training)***  
***Fort Jackson, SC***  
***Video***

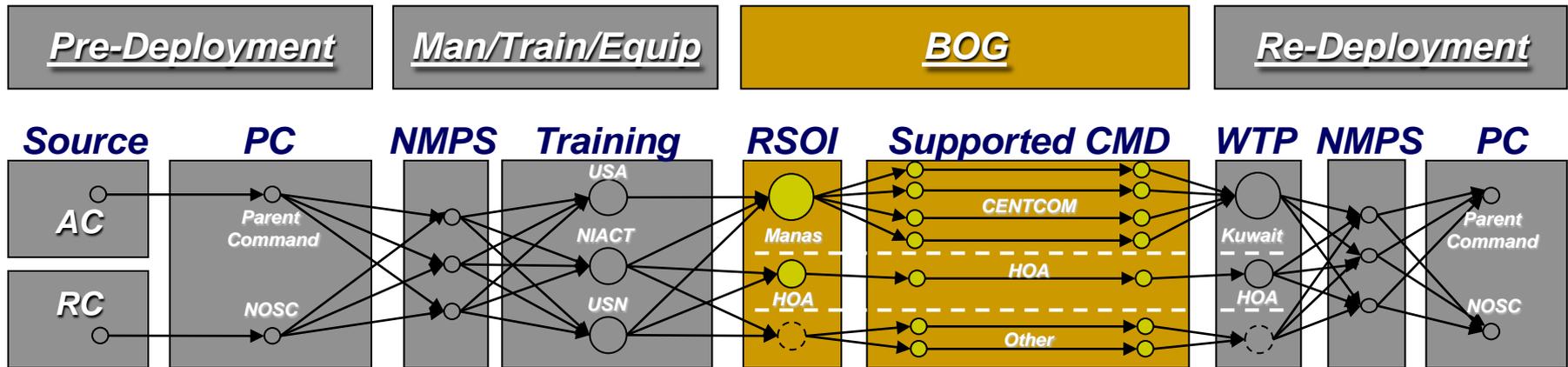


# *Lunch*



# Phase III

## Boots on Ground (BOG)



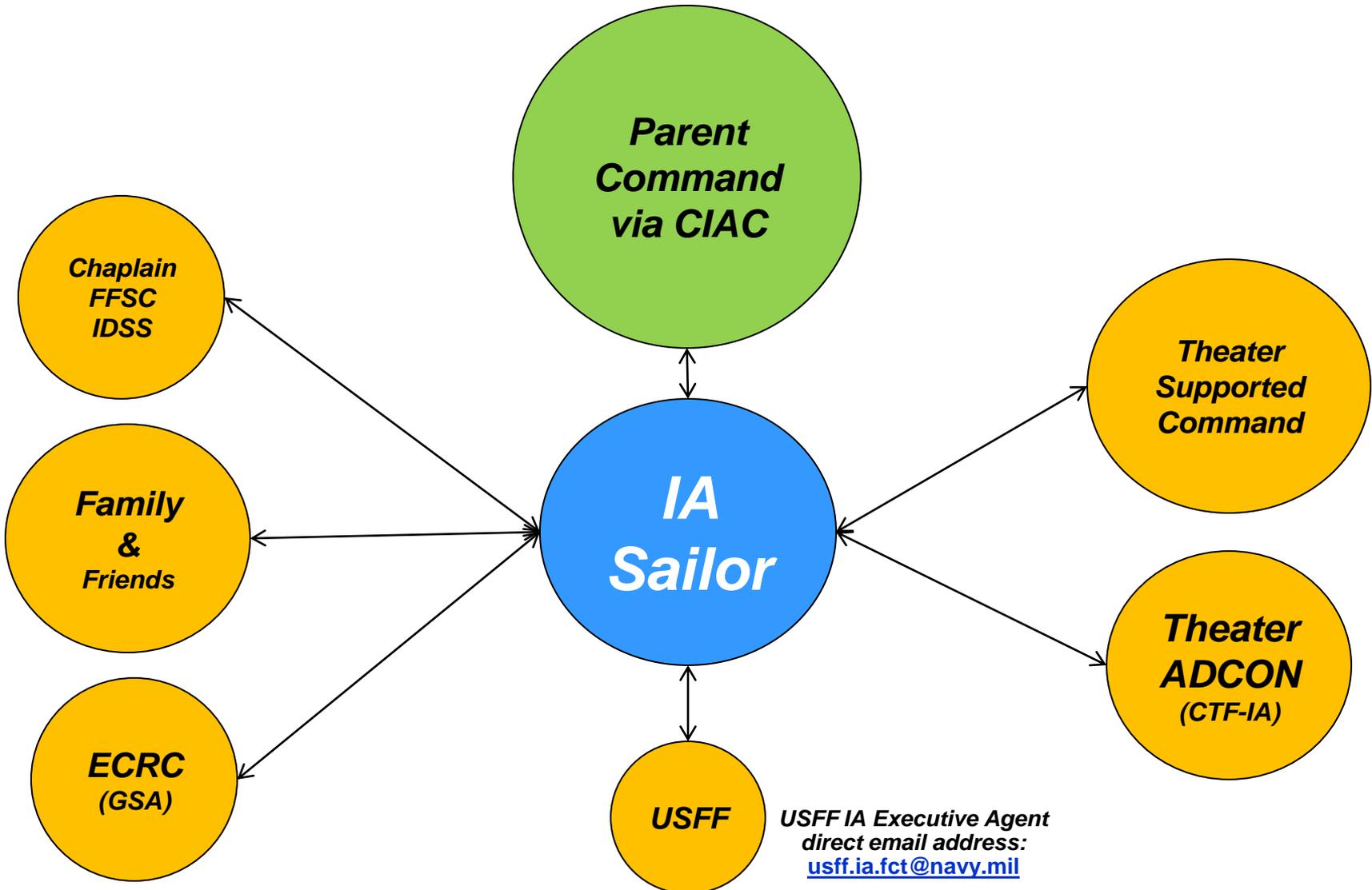


# CIAC's Role

- **Support the IA Sailor with resolution of any Sailor or Family issues that arise while BOG**
- **Obtain in-theater contact info and update NFAAS & command social roster**
- **Keep command informed on the IA Sailor's activities & well being and vice versa**
- **Maintain contact with IA and Family**
  - **Do not let the IA Sailor feel forgotten or abandoned by the parent command**
  - **Document contact with IA Sailor and Family in NFAAS**
- **Keep Family involved in command activities (official and social)**
- **As the end of the IA assignment approaches:**
  - **Keep command informed of any changes to re-deployment orders**
  - **Schedule FFSC pre-return brief for Family (if desired)**
  - **Plan welcome home event for IA Sailor and Family**



# IA BOG Support Options





# CIAC Effectiveness: BOG

## • Sailor Comments from USFF CIAC Support Survey

*I was provided a boilerplate monthly email from someone who was allegedly my CIAC but when I tried to respond for assistance with an issue that I needed to deal with, I got an auto-response email indicating that person no longer worked there.*

- RC, O5-O6

*I have been IA for almost 3 months and have yet to receive contact that was initiated by my CIAC. I have been waiting for a travel claim for 3 months. Every time I speak to my CIAC, they are very rushed and have total lack of knowledge on the status of my requests*

- AC, E4-E6

*Helped facilitate my wife in obtaining a new ID card after it was lost at the airport.*

- AC, E4-E6

*My previous command remains in contact and makes me feel like my family is taken care of while I am away. I am a GSA and it feels like I have not left my parent command. My command has taken an active role in supporting my family, which has reduced the stress of this deployment immeasurably.*

- AC, O3-O4

*I never heard from my CIAC and when I contacted him about an E-7 exam waiver it was like pulling teeth trying to get answers.*

- RC, E4-E6

*My CIAC is very much involved in assisting me during my deployment. Always checks with me to see if there is anything I need or if I have any questions or concerns. Very helpful! Made sure my family has all important information and resources pertaining to my deployment. CIAC program is excellent and makes me feel like I'm truly being taken care of.*

- RC, E4-E6

*The CIAC assisted my wife with pay issues when contract errors resulted in my family being dropped from TRICARE 6 months before my return. CIAC kept in touch with me on these issues.*

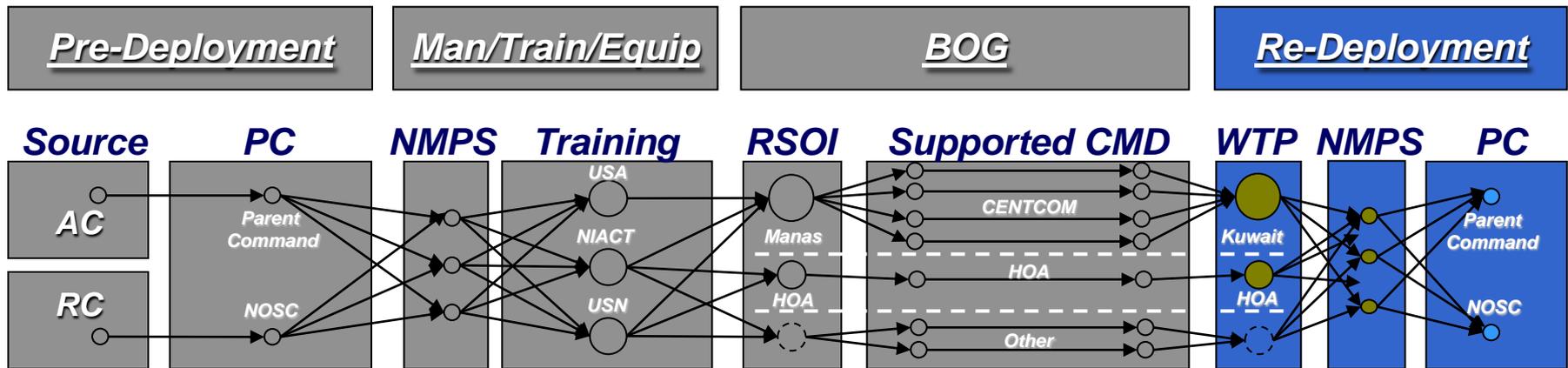
- RC, E7-E9

**YOU Absolutely Make The Difference!**



# Phase IV

## Re-Deployment





# **CIAC's Role**

- ***Ensure IA greeted at airport by command representative***
- ***Coordinate Welcome Home ceremony for returning IA Sailor***
- ***Coordinate IA Sailor's Leave with command's schedule***
- ***Coordinate IA Sailor's reintegration into the command***
  - ***Training & schools***
  - ***Mission Readiness***
  - ***Upcoming deployment/detachment/work-up schedule***
- ***Shape expectations for the Re-Deployment phase***
  - ***Contact continues until 9 months after re-deployment date***
  - ***PDHA/PDHRA compliance***
- ***Support the IA Sailor with resolution of any Sailor or Family issues that arise after return from IA assignment***



# ***CIAC's Role (cont.)***

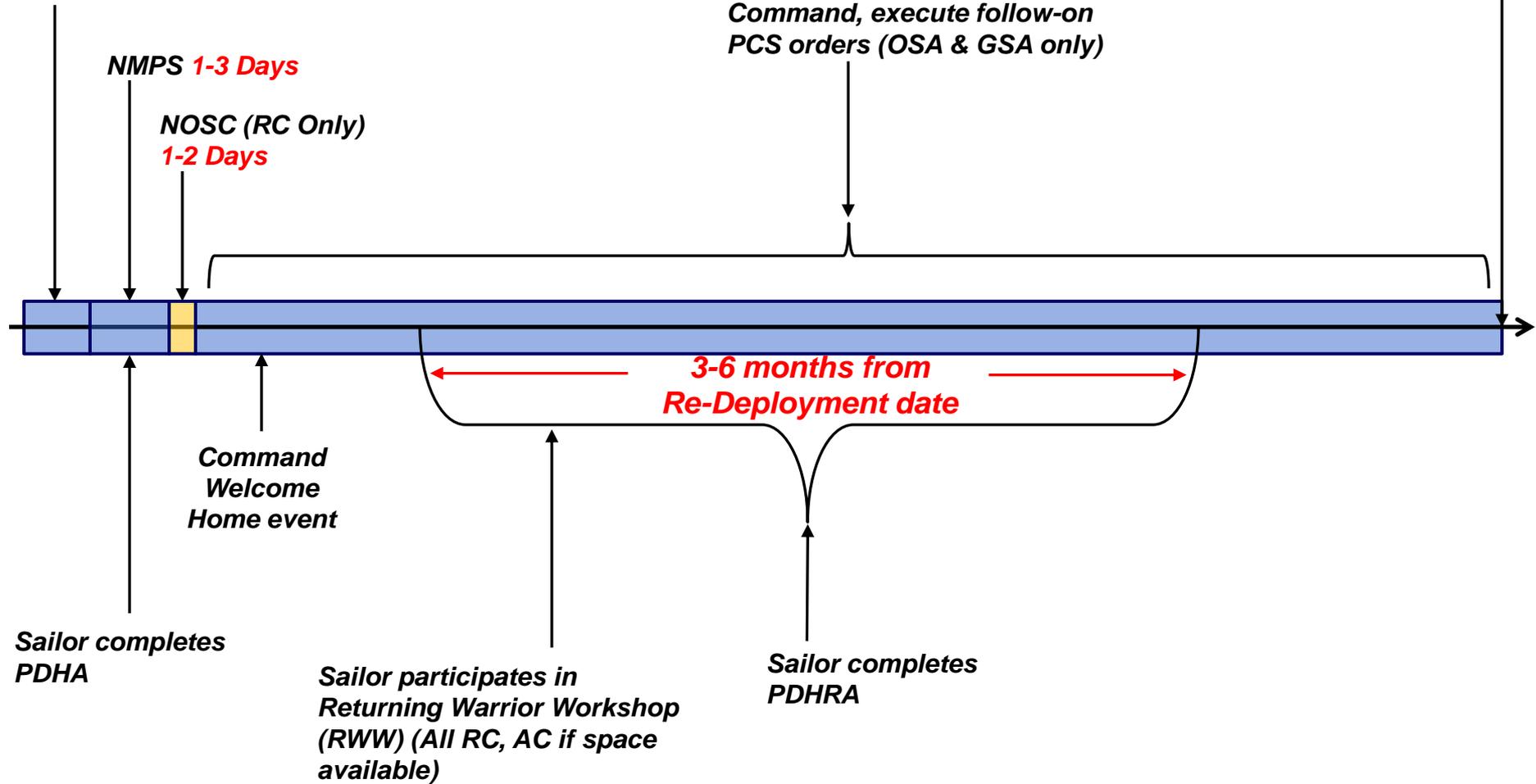
- ***Enter Re-Deployment date in NFAAS***
  - ***Continue to track IA until 9 months after Re-Deployment date***
  - ***Execute CIAC-to-CIAC positive hand off if IA Sailor transfers to a new parent command***
- ***Track completion of required items with IA Sailor and command:***
  - ***Post-Deployment Health Assessment (PDHA, DD 2796)***
  - ***Post-Deployment Health Re-Assessment (PDHRA, DD 2900)***
  - ***Follow-on medical referrals***
- ***Encourage participation in reintegration events such as Returning Warrior Workshop (RWW)***



# Re-Deployment Timeline

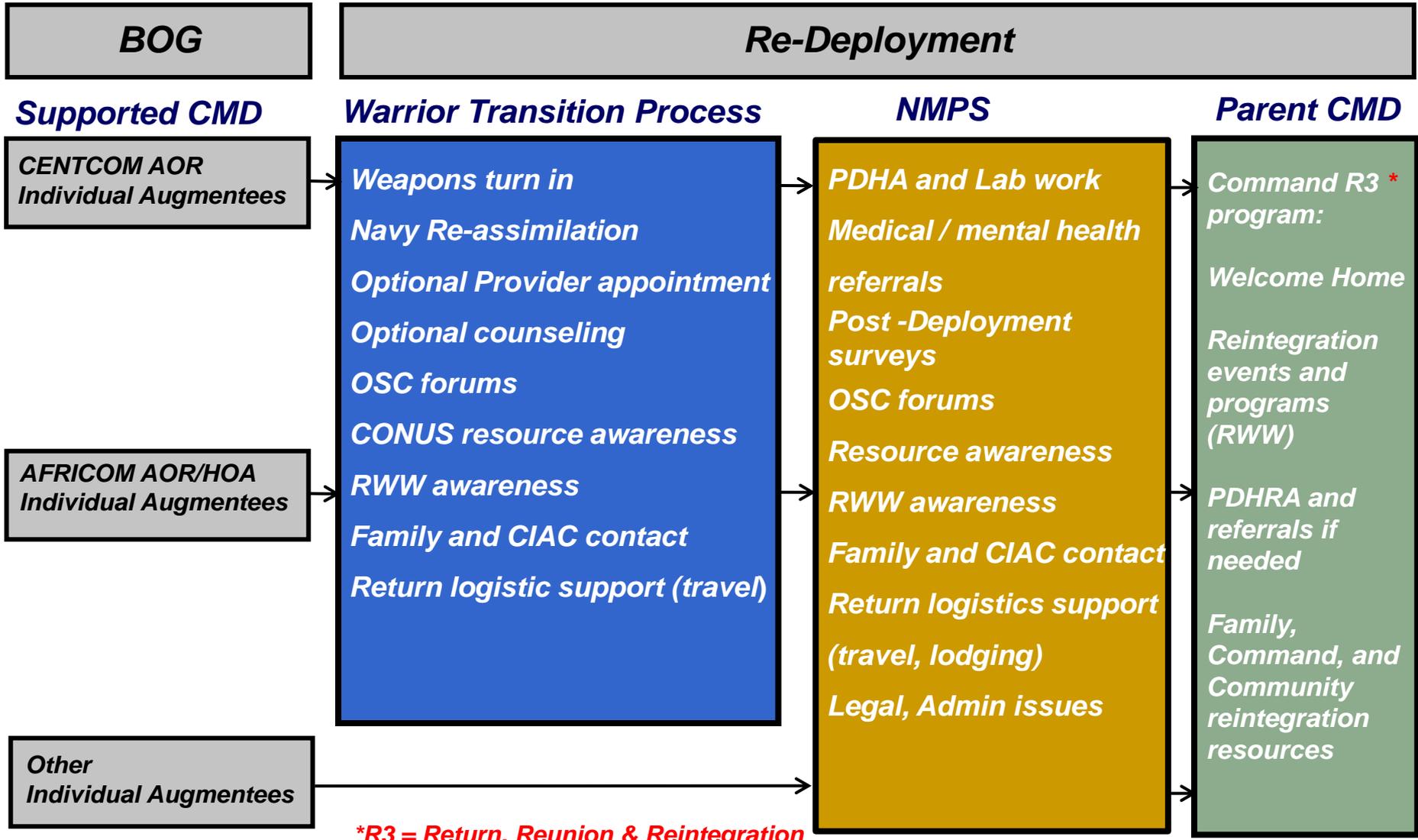
**Theater Warrior  
Transition Program  
(WTP) 3-4 Days**

**IA Record dropped from  
NFAAS 9 months from  
Re-Deployment date**





# Redeployment Process



*\*R3 = Return, Reunion & Reintegration*



# ***Returning Warrior Workshop (RWW)***

- ***Scope***

- *The Returning Warrior Workshop is designed to help families with the reintegration and reunification process*

- ***Purpose***

- *Honor Sailors for their sacrifice of standing in harm's way to protect our Country and its core values of freedom and equality for all*
- *Honor spouses / significant others for supporting the Sailor during the hardships of deployment*
- *Inform and educate the Sailor and family member about resources*
- *Identify and assist Sailors and family members experiencing difficulty adjusting to work and family life following a deployment*

- ***Program Details***

- *RWWs are held at 4-star hotels, away from bases and daily distractions*
- *All returning IAs and one guest are invited to attend an RWW event*
- *RC has priority; AC is space available*
- *ADT (RC) or TAD (AC) Orders, travel, lodging and meals provided*



# RWW (Con't)

- **Contact Information**

|                                     |                       |                             |
|-------------------------------------|-----------------------|-----------------------------|
| – <b>RCC Mid-Atlantic</b>           | <b>Eric Harris</b>    | <b>757-444-7295 x2009</b>   |
| – <b>RCC Southeast</b>              | <b>Matthew Davis</b>  | <b>904-542-2486 x123</b>    |
| – <b>RCC Midwest</b>                | <b>David Rice</b>     | <b>847-688-4916 x205</b>    |
| – <b>RCC Northwest</b>              | <b>Cynthia Miller</b> | <b>425-304-4820</b>         |
| – <b>RCC Southwest</b>              | <b>Susan Hare</b>     | <b>619-532-4272</b>         |
| – <b>Active Duty Travel Funding</b> | <b>USFF</b>           | <b>usff.ia.fct@navy.mil</b> |

- **Schedule and Information**

- **Navy IA website: [www.ia.navy.mil](http://www.ia.navy.mil)**

- **Registration**

- **[www.federalconference.com/rww](http://www.federalconference.com/rww)**

- **Funding:**

- **AC via DTS**
- **RC via NROWS**



# *CIAC NFAAS Overview*





# ***NFAAS Role in IA/Family Support***

- ***CIAC***
  - ***Commanding Officer Representative (COR) grants CIAC access to NFAAS***
  - ***CIAC NFAAS training available monthly via Defense Connect Online (info on NFAAS website)***
  - ***Monthly contact with IA must be documented in NFAAS***
- ***Individual Deployment Support Specialist (IDSS)***
  - ***Monthly contact with Families must be documented in NFAAS***
  - ***Requirement is in addition to CIAC monthly contact with Family***
- ***Information entered in NFAAS must be accurate & complete***



# NFAAS Data Sources



**IA BOG TRACKER**

- In-theater email
- Personal email
- Estimated Rotator Date
- WTP dates

**MRRS**

- PDHA date
- PDHRA date

**CIAC Documentation**

- IA Sailor/Family contact
- RWW attendance
- Reintegration event attendance

**NMCMPs**

**PERS IA DATABASE**

- Noble Eagle number
- Destination
- DTG Orders
- Planned Return Date
- NMPS site

**IA PORTAL**



Automated email to IA and CIAC within 30 days of estimated Rotator date requiring contact and directing transition support inquiries to the IA website

[www.ia.navy.mil](http://www.ia.navy.mil)  
Redeployment Transition Page



# NFAAS Homepage

## NFAAS | NAVY FAMILY ACCOUNTABILITY and ASSESSMENT SYSTEM



### Navy Military, Civilians, OCONUS Contractors, and their Families

To update your contact information and account (muster)

[Click Here](#)

Includes Active Duty, all Reservists, Navy Civilian Employees, NAF and NEX Employees, and their Family Members, as well as OCONUS Contractors affected by an event.

Note: IRR Reservists and contractors in the Continental U.S. can NOT login at this time.

#### Login Problems

If you have problems accessing NFAAS, [click here](#) to send an email for assistance. Please include your name, phone number and UIC (if possible) in order for us to contact you. **Please, do NOT include SSN/DOB.**

### All Navy Support, Authorized Personnel and Staff

(must have been granted access by command)

[Click Here](#)

[CIAC Low bandwidth](#)

(CAC Required for Access)

To perform duties for COR, Command & Regional Admin, Personnel Accountability, Analysis & Reporting, Case Management, IA Support & tracking and other related tasks.

### What is NFAAS?

Navy Family Accountability and Assessment System (NFAAS) standardizes a method for the Navy to account, manage, and monitor the recovery process for personnel and their families affected and/or scattered by a wide-spread catastrophic event. The NFAAS provides valuable information to all levels of the Navy chain of command, allowing commanders to make strategic decisions which facilitate a return to stability.

NFAAS allows Navy Personnel to do the following:

- ✓ Report Accounting Status
- ✓ Update Contact/Location information
- ✓ View Reference Information



# CIAC NFAAS Training



**NFAAS** NAVY FAMILY ACCOUNTABILITY and ASSESSMENT SYSTEM



Logout

CIAC\Training Low Bandwidth

Home Command Command UIC Admin Personnel DADT Repeat Trng Cmd IA Files Accounting Reports Reference My Info Upload Data Help

## Announcements

### Per NAVADMIN 275/11 all navy personnel have been requested to Verify/Update their Address and Contact information in NFAAS.

To successfully accomplish this there are a couple of tasks you should be performed. The first step should be performed on the "Contact Information" section AND the "Family Member Information" section.

Review Address and Contact (email/phone) information (on the "Contact Information" section).

- ▶ 1. If everything is correct click the "Verify Info as Current" button. (Should be done only once per year.)
- ▶ 2. If the information is incorrect please click the "Edit" button and correct the information. Be sure to click the checkboxes for all that the information applies to)

Unfortunately, address information can **ONLY** be Verified and/or updated when logging in with CAC or Username and Password. If "Personal Information" was used to login only their contact information will be updated and it **WON'T** verify(track) that their address information is correct. So, please encourage them to login with one of the other methods and follow the steps above.

### NFAAS 101 ECM and IDS TRAININGS ARE NOW AVAILABLE ONLINE!

NFAAS 101 ECM and IDS training are now available online in the 'Training' section to the right or by clicking [here](#). After completion of this training, ensure you complete the survey and send a copy of your training certificate to your respective RCM/RIDSC.

## Online Training

Scroll down to see our upcoming Online training sessions. **No registration is required**, just login to DCO prior to the meeting time.

Audio Dial-in: 866-780-0335 passcode: 5653510#  
**Note:** Audio will **only** be on the phone conference which is limited to 100 connections filled on a first-come/first-served basis!

CIAC Training

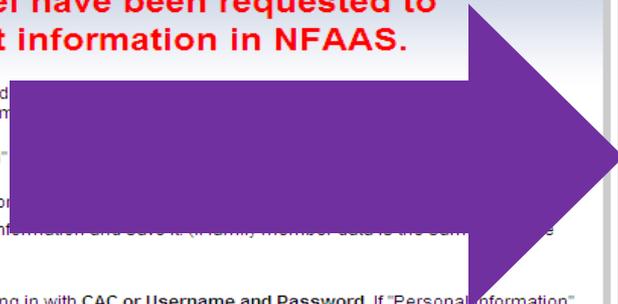
Wednesday, 30 Nov. 2011  
1300-1430 Eastern Time - Login to DCO [here](#)

Fleet and Family Services Training

## Emergency Prep Resources

The resources listed below provide additional information about preparing yourself and your family for an emergency

- ▶ Operation Prepare ([www.cnic.navy.mil](http://www.cnic.navy.mil)): Emergency planning information and tools for all Navy personnel.
- ▶ Fleet & Family Support Center ([www.ffsp.navy.mil](http://www.ffsp.navy.mil)): Programs and services to support sustained mission and Navy readiness.
- ▶ American Red Cross ([www.redcross.org](http://www.redcross.org)): Preparedness guides and information for home, school, work and community.
- ▶ Ready.Gov ([www.ready.gov](http://www.ready.gov)): Information, checklists and printable forms to educate and empower Americans to prepare for various emergencies.



- **CIACs should attend NFAAS DCO training to obtain in-depth knowledge on using NFAAS to execute CIAC duties**



# Sailor NFAAS Record

Close Details for IA File: 75491(Returned) Actions: Choose One Help Command IA Coordinator: Adsit, William C JR

| NFM Personal Info Help |                                | More Contact Data |                               | IA Preferred Contact Info Help |                    |
|------------------------|--------------------------------|-------------------|-------------------------------|--------------------------------|--------------------|
| Name:                  | Training, Charlie Alpha        | Work:             | 555-555-5556                  | Name:                          | Susie Training     |
| Rank/Rate:             | E4                             | Cell:             | 555-555-5554                  | Relationship:                  | Spouse             |
| Command:               | NNNNN - NO UIC Assigned        | Email1:           | ctraining@n@gmail.com         | Location:                      | Chesapeake, VA     |
| In-Theater Email:      | ctraining@Afghan.SWA.Army..mil | Email2:           | ctraining@Afghan.SWA.Army.COM | Home:                          | 555-555-5555       |
|                        |                                |                   |                               | Work:                          |                    |
|                        |                                |                   |                               | Cell:                          | 555-555-5555       |
|                        |                                |                   |                               | Email1:                        | alkentch@gmail.com |
|                        |                                |                   |                               | Email2:                        |                    |

| Command IA File Information Help Edit   |  |                                      |
|---|--|--------------------------------------|
| Command IA Coordinator (CIAC) Contact Info CIAC: Adsit, William C (bill.adsit@intelesistech.com, 619-553-9017)          |  |                                      |
| Last Sailor Contact: 10-20-2011 13:37 UTC-4 (Auto Updated)  | Next Sailor Follow Up: 11-20-2011 (Auto Updated) | Sailor Contact Interval: Every Month |
| Last Family Contact: (Auto Updated)   | Next Family Follow Up: (Auto Updated)            | Family Contact Interval: Every Month |
| Individual Deployment Support Specialist (IDSS) Contact Info FFSC: Oceana IDSS: HARN, MISTY D (MISTY.HARN.CTR@NAVY.MIL) |  |                                      |
| Last Contact: 03-15-2011 10:43 UTC-4 (Auto Updated)   | Follow Up Due: 05-12-2011                        | Contact Interval: Every 2 Months     |
| NR/NC: N/A  |  | Contact Restriction: None            |

| Deployment IA File Information     |  |   |
|------------------------------------|--|---|
| Noble Eagle No.: NE-4117-0007      | Sailor Support UIC: 00060                      | Family Support UIC: 00060                       |
| IA Destination: Afghanistan        | Orders Type: GSA                               | Family Pre-Deployment Brief Offered: 10-08-2010 |
| Orders DTG: 230155Z FEB 11         | Sailor Pre-Deployment Brief:                   | Family Pre-Deployment Brief Attended:           |
| Departure Date: 05-07-2010         | Family Received IA Family Handbook: 10-08-2010 |   |
| Planned Return Date: 05-07-2011    | Returning NMPs: 3254A - NORV                   | Family Pre-Return Brief Offered:                |
| Scheduled Rotator Date: 05-02-2011 | Scheduled WTP Date: 04-29-2011                 | Family Pre-Return Brief Attended:               |

| Post-Deployment Information (*Items in red are required to close the file)        |  |   |  |
|---|--|---|--|
| 1. *Actual Return Date: 04-19-2011  | Cmd. Sponsored Integration Event Held: N/A   | Attended Returning Warrior Workshop (RWW): N/A                    |  |
| 2. *Post-Deployment Health Assessment (PDHA) Completed: 04-23-2011 (*Set by MRRS) | 3. *Post-Deployment Health Reassessment (PDHRA) Completed: 10-04-2011 (*Set by MRRS) | 4. *9-Month Since Return: 01-19-2012 Service Member Separated on: |  |

| IA File History Help   |                |            |                                 |  |
|------------------------|----------------|------------|---------------------------------|--|
| Date / Time            | Who            | What       | Details                         |  |
| 11-04-2011 08:25 UTC-4 | HEATHER MARTIN | Assignment | MISTY HARN assigned as IDSS     |  |
| 11-04-2011 08:25 UTC-4 | HEATHER MARTIN | Assignment | MELANE CLEMENTE removed as IDSS |  |

- Populated by NMCMPs
- Triggers required to remove record
- Populated by MRRS
- Populated by CENTCOM/HOA BOG Trackers
- CIAC/IDSS Info



# Sailor / Family Contact Interval

## Command IA File Information

- To record a contact:
1. Update any dates or IA information (optional)
  2. At the bottom of the page, select a Reason For Update
  3. Enter comment in text box
  4. Click the Save button

**Sailor Did Not Execute Orders**  
 Note: This will change IA File status. (File will be closed by NFAAS in approx. 2 weeks)

Note: The "Last Contact"/"Next Follow up" dates are automatically updated only if a "Contacted" (starred\*) reason is selected!

|   |                                   |                                      |
|---|-----------------------------------|--------------------------------------|
| Command: <b>Coordinator (CIAC) Contact Info</b> CIAC: <b>[REDACTED]</b> |                                   |                                      |
| Last Sailor Contact: 11-29-2010 10:37 UTC-5 (Auto Updated)              | Next Sailor Follow Up: 12-29-2010 | Sailor Contact Interval: Every Month |
| Last Family Contact: 11-29-2010 10:37 UTC-5 (Auto Updated)              | Next Family Follow Up: 12-29-2010 | Family Contact Interval: Every Month |

|                                 |                                  |   |
|---------------------------------|----------------------------------|---|
| Deployment IA File Information  |                                  |   |
| Noble Eagle No.: NE-2940-0038   | Sailor Support UIC: 61843        | Family Support UIC: 61843                 |
| IA Destination: Afghanistan     |                                  | Family Pre-Deployment Brief Offered: [ ]  |
| Orders DTG: 280240Z DEC 09      | Sailor Pre-Deployment Brief: [ ] | Family Pre-Deployment Brief Attended: [ ] |
| Departure Date: 06-11-2010      | Sailor Received IA Handbook: [ ] | Family Received IA Family Handbook: [ ]   |
| Planned Return Date: 06-06-2011 | Returning NMPS:                  | Family Pre-Return Brief Offered: [ ]      |
| Scheduled Rotator Date:         | Scheduled WTP Date:              | Family Pre-Return Brief Attended: [ ]     |

|   |  |  |
|---|--|--|
| Post-Deployment Information <i>(Items in red are required to close the file)</i>  |  |  |
| 1. *Actual Return Date: [ ]   | Cmd. Sponsored Integration Event Held: N/A   | Attended Returning Warrior Workshop (RWW): N/A   |
| <i>Can be set before Actual Return Date above</i>   | <i>Requires Actual Return Date and PDHA entries</i>  | <i>Requires Actual Return Date, PDHA, and PDHRA entries</i>  |
| 2. *Post-Deployment Health Assessment (PDHA) Completed: [ ]<br><input type="checkbox"/> Not Required ( <a href="#">See DHCC instruction</a> )<br><input type="checkbox"/> Not Performed | 3. *Post-Deployment Health Reassessment (PDHRA) Completed: [ ]<br><input type="checkbox"/> Not Required ( <a href="#">See DHCC instruction</a> )<br><input type="checkbox"/> Not Performed | 4. *9-Month Since Return:<br><input type="checkbox"/> OK to Close File<br><input type="checkbox"/> Close Case-Service Member Separated on: [ ] |

Reason for Update: Choose One \* Only these reasons are considered "contacts".

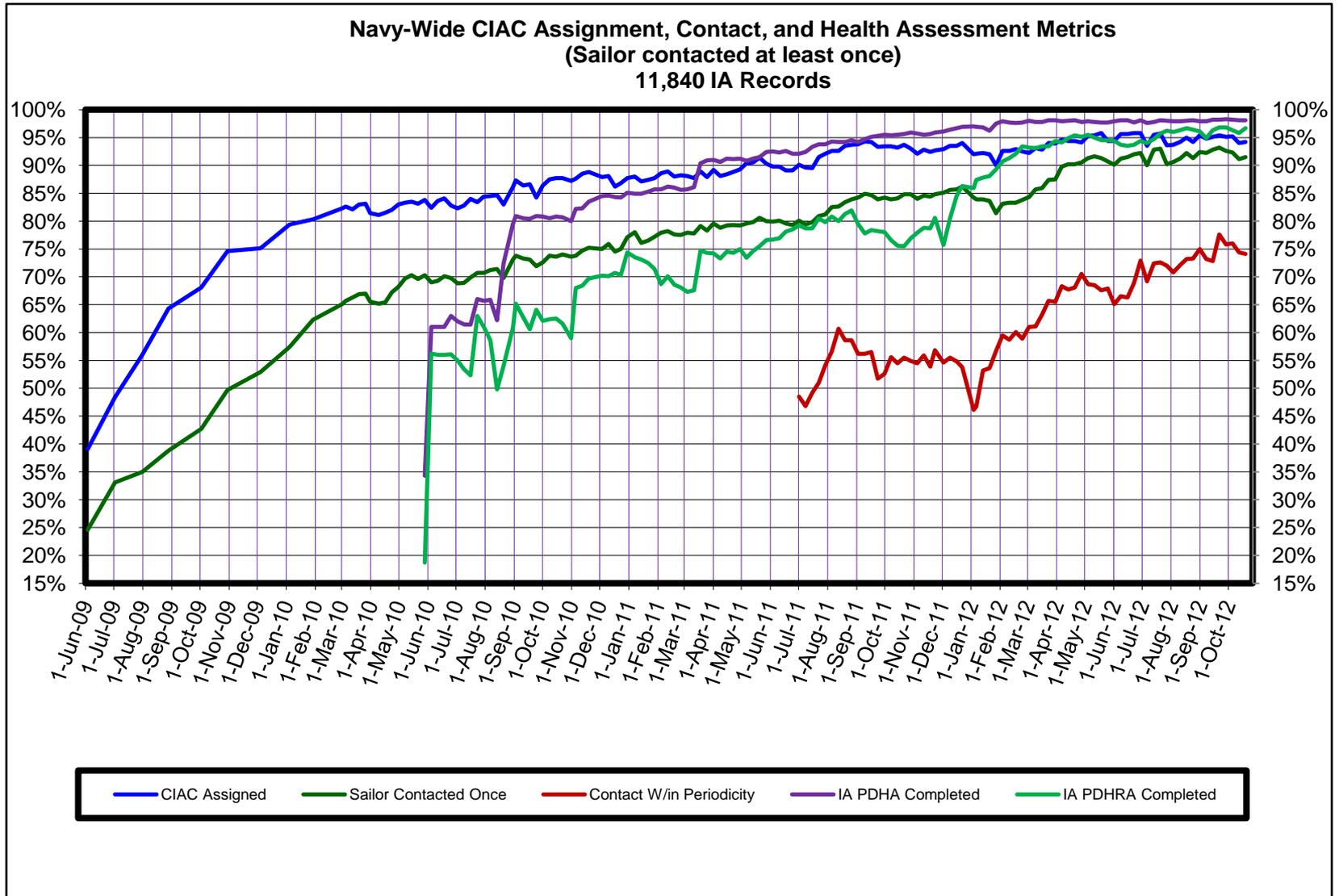
Choose One  
 Contacted Sponsor\*  
 Contacted Family\*  
 Contacted Both\*  
 Attempted Contact  
 Other Update

**\* To update you must indicate who was contacted (Sailor/Family) then click the Save button**

Save Cancel



# Report Capability & Trend Analysis





***Break***



# *Resources*





# CIAC Resources

- **Navy IA Website: [www.ia.navy.mil](http://www.ia.navy.mil)**
- **“The CIAC Paddle” bimonthly newsletter (archived on Navy IA website and distributed via NFAAS)**
- **USFF CIAC Action Officers:**
  - **CIAC Compliance Action Officer: CMDCM Calvin Foster**
    - 757-836-6626 / DSN: 836-6626
    - [usff.ia.fct@navy.mil](mailto:usff.ia.fct@navy.mil)
  - **IA Data & Metrics / NFAAS SME: Mr. Paul Baker**
    - 757-836-8532 / DSN: 836-8532
    - [paul.a.baker@navy.mil](mailto:paul.a.baker@navy.mil)
- **ECRC website: [www.ecrc.navy.mil](http://www.ecrc.navy.mil)**
- **NMPS websites:**  
[http://www.cnic.navy.mil/CNIC\\_HQ\\_Site/WhatWeDo/AdministrativeServices/NavyMobilizationProcessingSitesNMPS/index.htm](http://www.cnic.navy.mil/CNIC_HQ_Site/WhatWeDo/AdministrativeServices/NavyMobilizationProcessingSitesNMPS/index.htm)
- **NFAAS web site: <https://navyfamily.navy.mil>**



# IA Sailor & Family Resources

- **Navy IA Website:** [www.ia.navy.mil](http://www.ia.navy.mil)
- **Navy IA App for Smartphones:** iPhone, Android, Blackberry
- **NMPS websites:**  
[http://www.cnic.navy.mil/CNIC\\_HQ\\_Site/WhatWeDo/AdministrativeServices/NavyMobilizationProcessingSitesNMPS/index.htm](http://www.cnic.navy.mil/CNIC_HQ_Site/WhatWeDo/AdministrativeServices/NavyMobilizationProcessingSitesNMPS/index.htm)
- **Command Ombudsman**
- **Fleet & Family Support Center:**
  - **Independent Deployment Support Specialists (IDSS)**
  - **Family care hotline: 800-FSC-LINE**
  - [http://www.cnic.navy.mil/CNIC\\_HQ\\_Site/WhatWeDo/FleetAndFamilyReadiness/FamilyReadiness/FleetAndFamilySupportProgram/index.htm](http://www.cnic.navy.mil/CNIC_HQ_Site/WhatWeDo/FleetAndFamilyReadiness/FamilyReadiness/FleetAndFamilySupportProgram/index.htm)
- **NFAAS:** <https://navyfamily.navy.mil>
- **Chaplains:** [www.chaplaincare.navy.mil](http://www.chaplaincare.navy.mil)
- **Navy & Marine Corps Relief Society:** [www.nmcrs.org](http://www.nmcrs.org)
- **Red Cross:** [www.redcross.org](http://www.redcross.org)
- **Military One Source:** 800-655-4545, <http://www.militaryonesource.com>
- **Operational Stress Control websites:**
  - **Navy Operational Stress Control:** [www.navynavstress.com](http://www.navynavstress.com)
  - **Naval Center Combat Operational Stress Control:**  
<http://www.med.navy.mil/sites/nmcsd/nccosc/Pages/welcome.aspx?slider2=1>



# ***Duty Chaplain Support 24/7***

- ***Resource for CIACs and referrals of IAs***
  - ***Confidentiality- When in doubt use us. Doesn't go on record.***

## ***Chaplain support:***

- ***If you have a Command Chaplain – go there!***
- ***Access a Duty Chaplain 24/7 through the Base Quarterdeck***
- ***chaplaincare.navy.mil***

**[ia.care.fct@navy.mil](mailto:ia.care.fct@navy.mil)**

***USFF-Program Manager IA/Family Support- Chaplains***

***Patrick Shawn Finn 757-836-7815 [patrick.s.finn@navy.mil](mailto:patrick.s.finn@navy.mil)***

***Steve Gammon 619-805-6927 [stephen.gammon@navy.mil](mailto:stephen.gammon@navy.mil)***



***Fleet & Family Support Center  
(FFSC)  
IA Support***



# INDIVIDUAL AUGMENTEE PROGRAM

## *Deployed and /or Remote Assigned Sailors/Airmen*

- *IA Pre-Deployment & Re-Deployment Brief*
- *IA Resource Fair*
- *IA Transition Group*
- *Family Support*
- *Family Readiness Events*
- *Command IA Coordinator (CIAC) Forum*
- *Individual Deployment Support Specialist (IDSS)*
- *Ombudsman Support*





# *Conclusion*





# Top IA Support Issues

- **Lack of quality care from parent command / CIAC during the IA Deployment**
  - Parent Command “forgets about” or shows inadequate empathy for their IA Sailor
- **Incomplete Pre-Deployment screening**
  - Security Clearance, ISOPREP, medical issues, compliance with orders
- **No or poor parent command support in the Re-Deployment phase**
  - IA is not supported properly following transfer to a new command



# CIAC Keys to Success

- **Read** all IA Sailor Orders in their entirety!
- **Utilize** the **Navy IA website**
- **Be proactive** to ensure your Sailors are prepared prior to deployment!
- **Contact** your IA Sailor regularly and document in **NFAAS!**
- **Ask** questions!



# Conclusion

- ***IA Success is a Command Responsibility!***
- ***Successful Command support of IA Sailors starts with a proactive and committed CIAC!***
- ***Complete the NFAAS tutorial***
- ***Visit the Navy IA website habitually for “What’s New” and changes to IA policy***
- ***Email [usff.ia.fct@navy.mil](mailto:usff.ia.fct@navy.mil) with any questions***

