



Command Individual Augmentee Coordinator (CIAC) Brief



NAVY MEDICINE
World Class Care...Anytime, Anywhere

**NAVY PERSONNEL
COMMAND**



**Bureau of
Naval Personnel**





Agenda

Topics
<i>Orientation Objectives & Stakeholders</i>
<i>IA and CIAC Overview</i>
<i>Importance of Being an Effective CIAC</i>
<i>CIAC Support – Pre-Deployment: Phase I</i>
<i>CIAC Support – Train and Equip: Phase II</i>
<i>CIAC Support – Boots on Ground: Phase III</i>
<i>CIAS Support – Re-Deployment: Phase IV</i>
<i>CIAC NFAAS Overview</i>
<i>Resources: CIAC & IA Sailor, FFSC/IDSS IA Support, Chaplain Support</i>
<i>Conclusion</i>



Orientation Objectives

- **IA Overview:**
 - *Definition of Individual Augmentee*
 - *IA support policy directives, IA Grams*
 - *4 IA Sailor types of orders*
 - *4 IA categories*
 - *Global IA assignment locations*
 - *4 phases of an IA deployment (the “IA Continuum”)*
- **CIAC & Parent Command roles and responsibilities in support of IA Sailors and their Families:**
 - *Definition of a CIAC*
 - *Importance of CIAC & parent command support of IA Sailors*
 - *CIAC responsibilities in the IA Continuum*
 - *CIAC resources to facilitate outstanding support of IA Sailors*
 - *NFAAS and the role it plays in the CIAC’s support of IA Sailors & Families*
- **IA Sailor & Family support resources**
 - *“One Stop Shop” - Navy IA website: www.ia.navy.mil*



Key Stakeholders

- ***U.S. Fleet Forces Command (USFF)***
- ***Commander, Navy Installations Command (CNIC)***
- ***Navy Personnel Command (PERS-4G)***
- ***Expeditionary Combat Readiness Center (ECRC)***
- ***Bureau of Medicine & Surgery (BUMED)***
- ***Mobilization & Processing Sites (NMPS)***
- ***Commander, Navy Reserve Forces Command (CNRFC)***
- ***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)***
- ***Fleet & Family Services Center (FFSC)***
- ***Space & Naval Warfare Systems Command (SPAWAR)***



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.”**
- **IA Gram #7, November 2010 ([NAVADMIN 171/10](#))**
 - **Overseas Support Assignment (OSA) replaces Global Support Assignment (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 (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)***
- ***OSA (Overseas Contingency Operations Support Assignment)***
- ***GSA (Global Support Assignment)***
- ***RC MOB (Reserve Component Mobilization)***

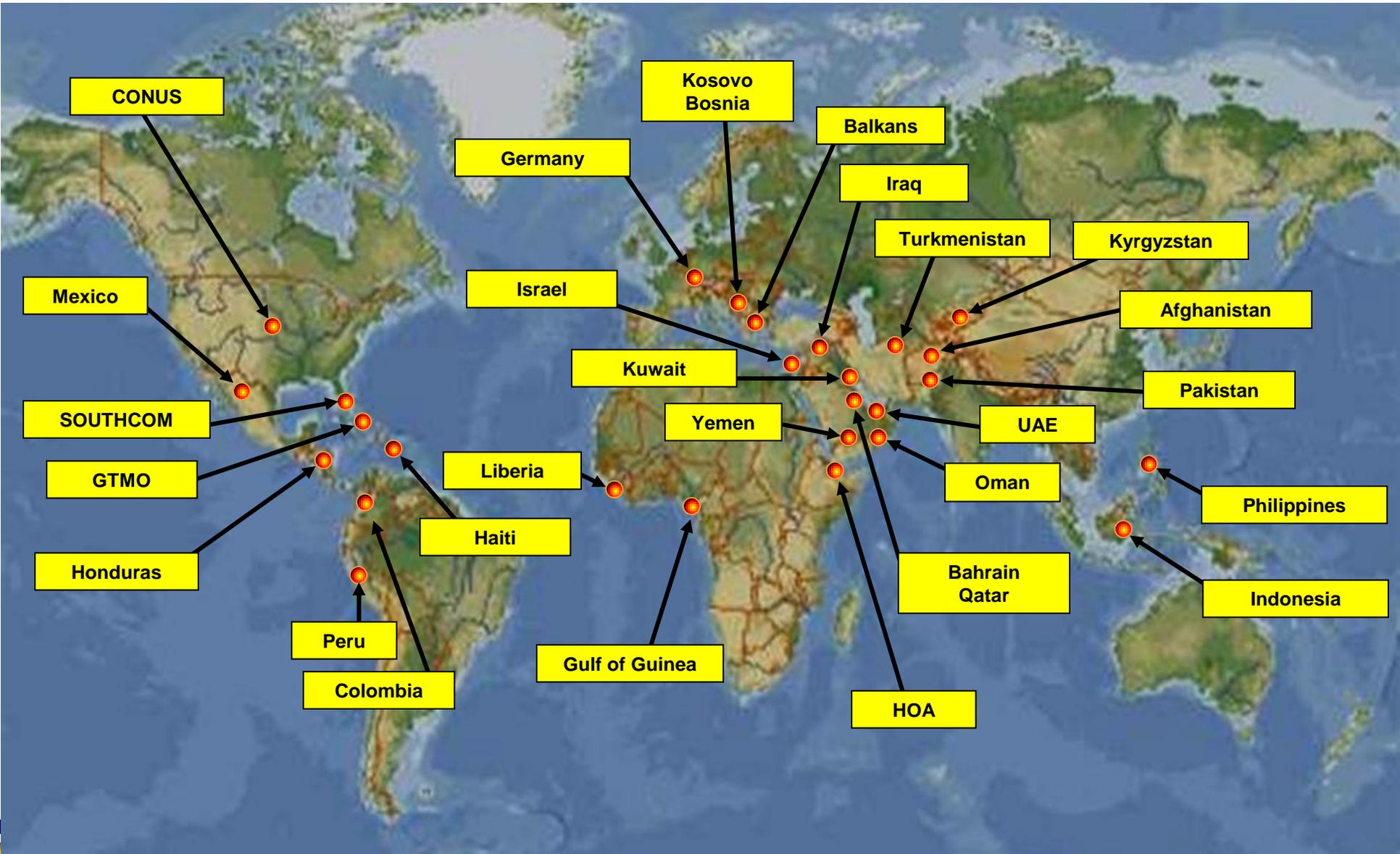


IA Categories

- ***Joint Manning Document (JMD)***
- ***Ad-Hoc Unit***
- ***RC Unit Mobilization***
- ***Service-to-Service Augment (S2S)***

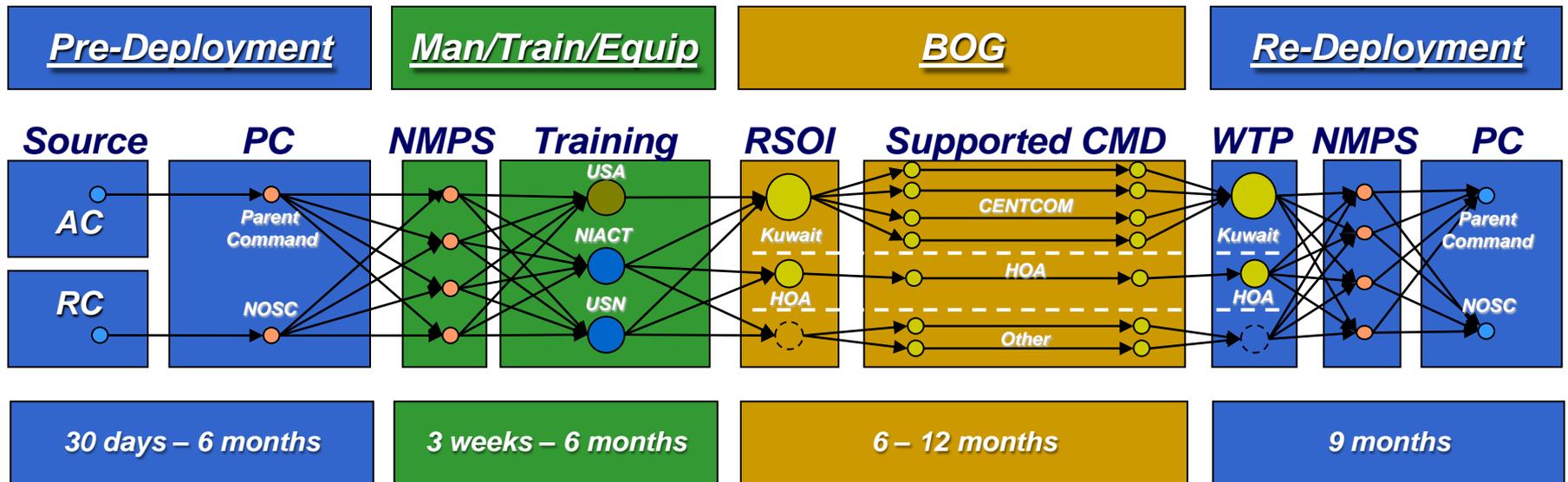


Global Navy IA Locations





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
 - **Must have personal initiative and command support to be successful**
- **All Navy commands with Sailors on IA Orders awaiting to depart, 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 NOSC's must have designated CIACs to support RC IA Sailors assigned to lower echelon RC units

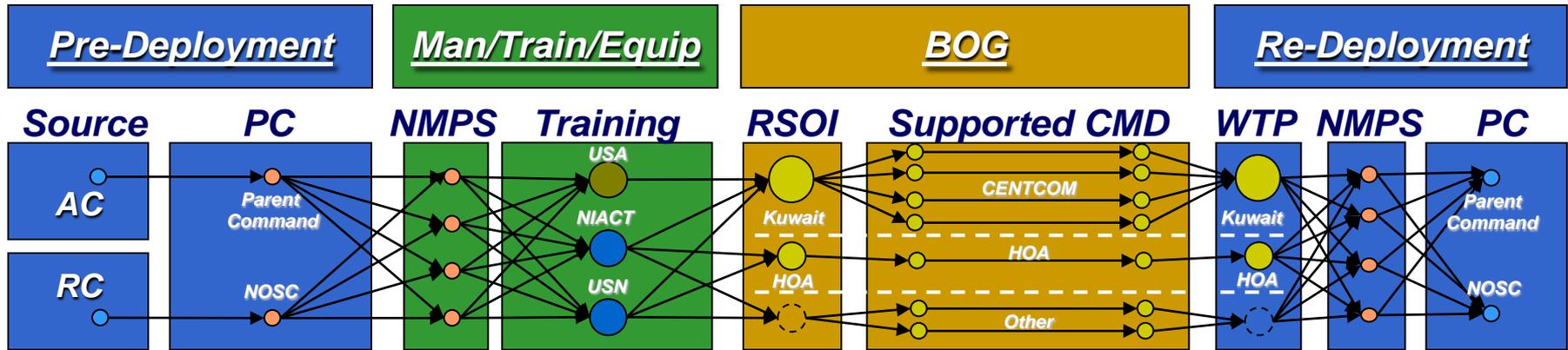


CIAC Responsibilities in the IA Continuum

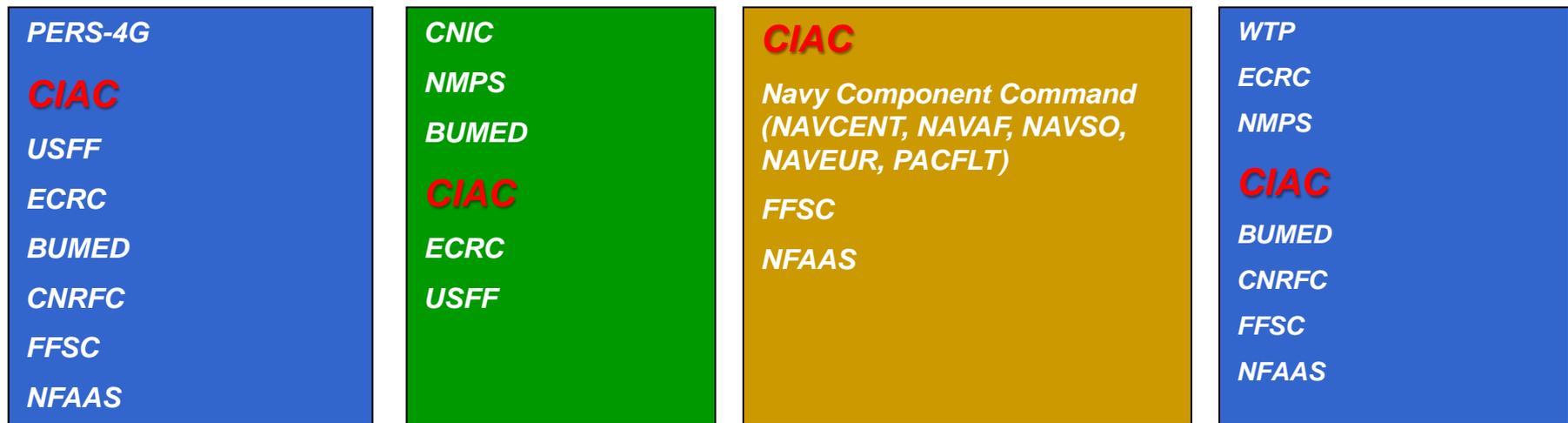




The IA Continuum



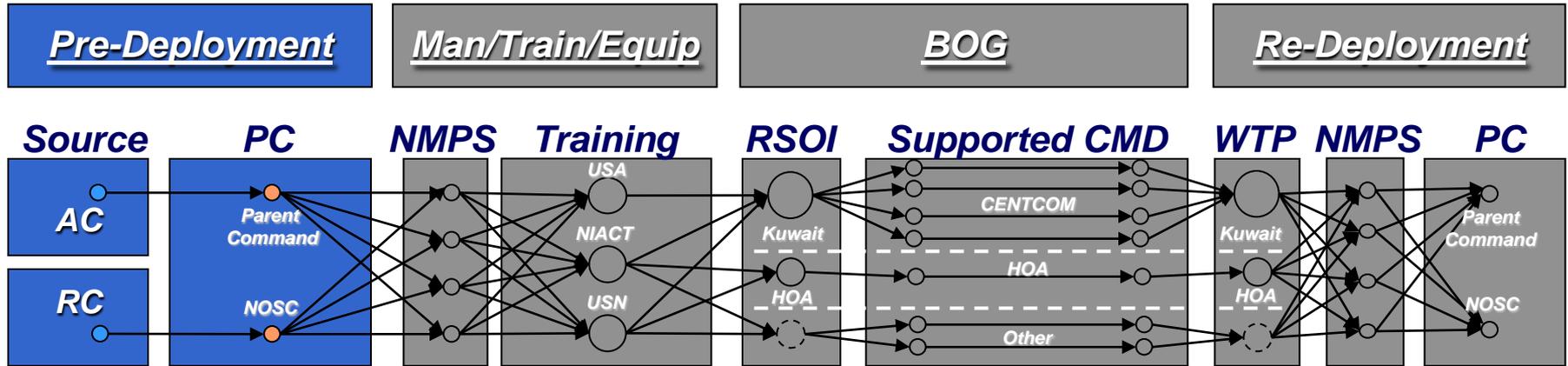
Stakeholders



CIAC support throughout the Continuum is vital to a successful IA tour!!!



Pre-Deployment Phase





CIAC's Role

- *Prepare the Sailor and Family for upcoming IA assignment*
- *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*



CIAC's Role (cont.)

- **Assist in Family preparation**
 - **Determine Family's plans during IA deployment (remain local, move in with family/friends, etc.)**
 - **Provide Sailor a Family Handbook (make link to)**
 - **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

Internet

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**
 - **Navy e-Learning required course list**
 - **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

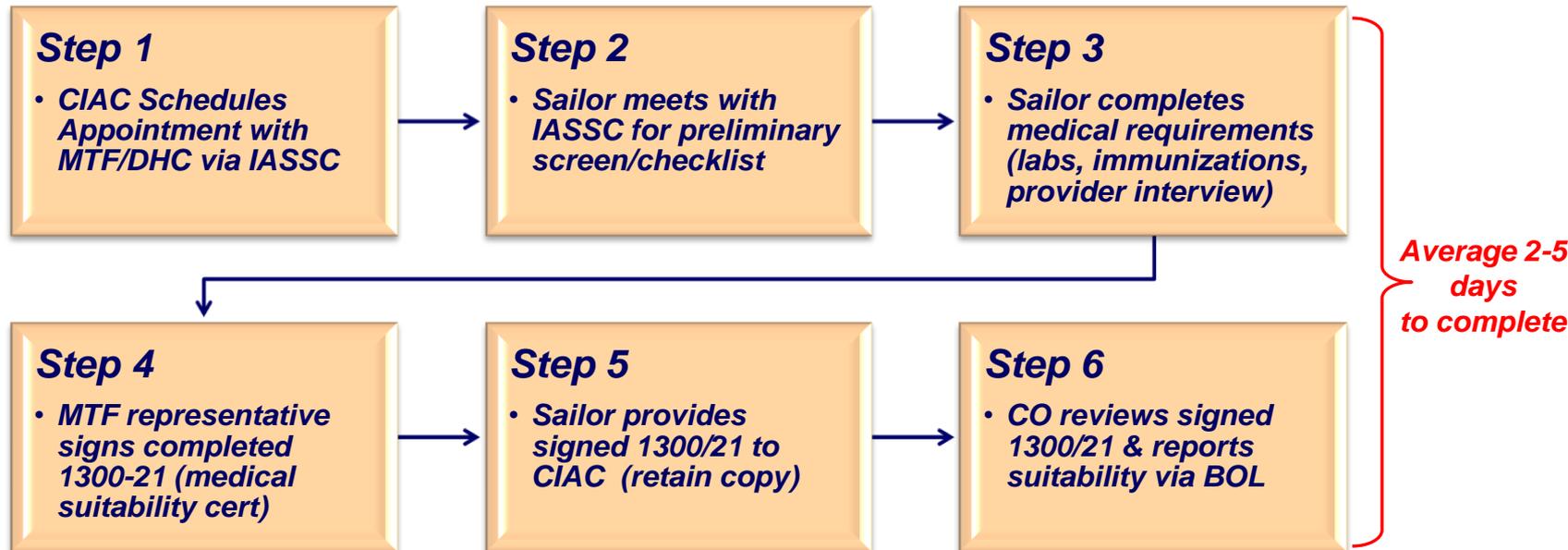
- **NAVMED 1300/4**
 - **Medical & Dental screening checklist**
 - **Checklist highlights:**
 - **Record screened for Medical Readiness**
 - **Audiogram / Eye examination**
 - **Immunizations (General and AOR specific)**
 - **Labs**
 - **Medications (appropriate supply for deployment duration)**
 - **Some 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

BUPERS Online - BOL - Microsoft Internet Explorer provided by NMCI

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[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]	
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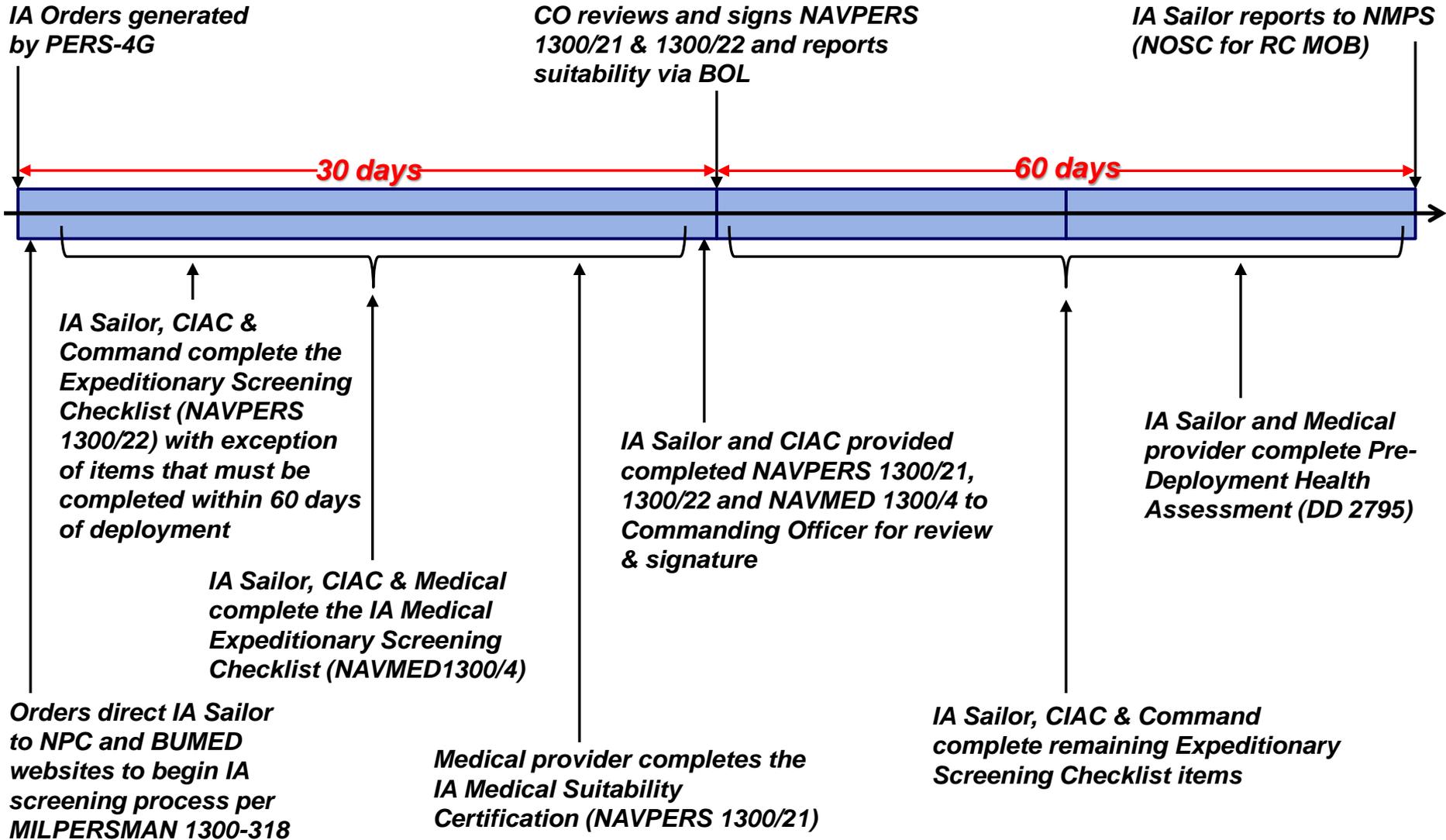
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Suitability Screening Reporting





IA Screening Timeline



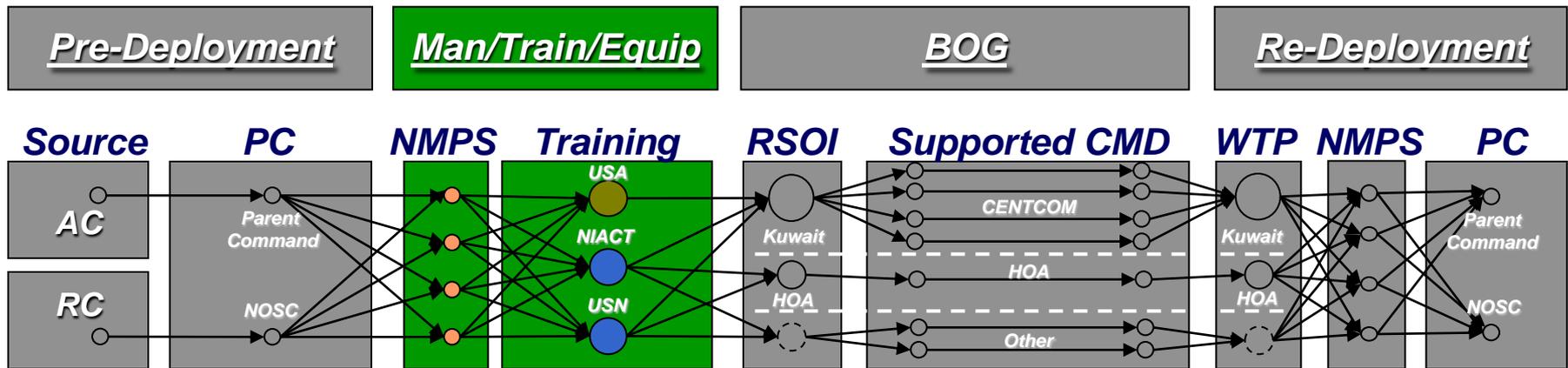


Pre-Deployment Phase Completion

- ***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***
 - ***Get a HOME (not NMCI) E-mail address***
- ***Next stop: Navy Mobilization and Processing Sites (NMPS)***



Training & Equipping Phase





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*
- ***Continue monthly contact and documentation in NFAAS***
- ***Update IA's contact info in NFAAS info every time they change duty stations during the Training Phase***
- ***Administrative Responsibilities***
 - *Parent Command: IAMM, OSA and RC MOB*
 - *ECRC: GSA*



NMPS: Required Items

- ***Wear working uniform of the day***
- ***Bring with you***
 - ***IA Orders with command check-out stamp***
 - ***Certificates for pre-requisite NKO/Navy e-Learning training***
 - ***Activated GTCC***
 - ***Medical & dental records***
 - ***Updated Page 2 & SGLI***
 - ***2 pair of prescription glasses (current prescription)***
 - ***ESR/OSR***
 - ***All prior DD-214s (RC only)***
 - ***Rental agreements/mortgages (RC single sailors only)***
 - ***Blank & voided checks (to establish Direct Deposit)***
- ***Do Not Bring more than you can carry from the flight line to your tent***



NMPS

- **Locations:** Norfolk, San Diego, Gulfport, Port Hueneme
- **Function**
 - *Review completed Expeditionary Screening Checklist*
 - *Execute additional administrative and medical processing*
 - *Completion of Pre-Deployment Health Assessment (DD 2795)*
 - *Deliver pre-deployment briefs*
 - *Conduct uniform & PPE fitting & issue*
 - *Execute PSD / Travel liquidation*
 - *Administer Pre-Deployment Surveys*
- **Program Management: CNIC**



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

- **1st 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 Installations





Training on 1st Army Installations

- ***Training environment designed to replicate the deployed environment***
- ***General Order #1***
 - ***No personal vehicles***
 - ***No off-base liberty***
 - ***No alcohol***
 - ***No family***
 - ***No civilian clothing***
- ***The “Army way” is different from how the Navy conducts business***
 - ***Authority is not pushed down to the lowest level***
 - ***Differences in pay grade authority***
 - ***ECRC has detachments at some CONUS Army Training installations to facilitate issue resolution***

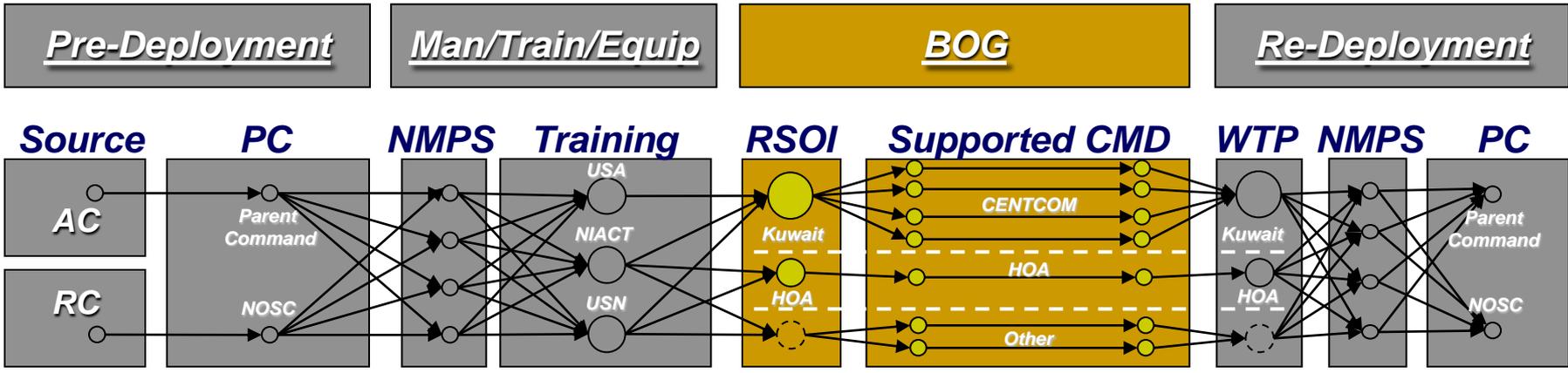


Training Phase Completion

- ***IAs depart final CONUS training installation and travel to theater via Airlift (AMC military or charter flight)***
- ***Arrive at Reception, Staging, Onward-Movement & Integration (RSO&I)***
 - ***Boots on Ground (BOG) counter starts***
 - ***Additional weapons training***
 - ***Transportation to place of duty***



Boots on Ground (BOG) Phase



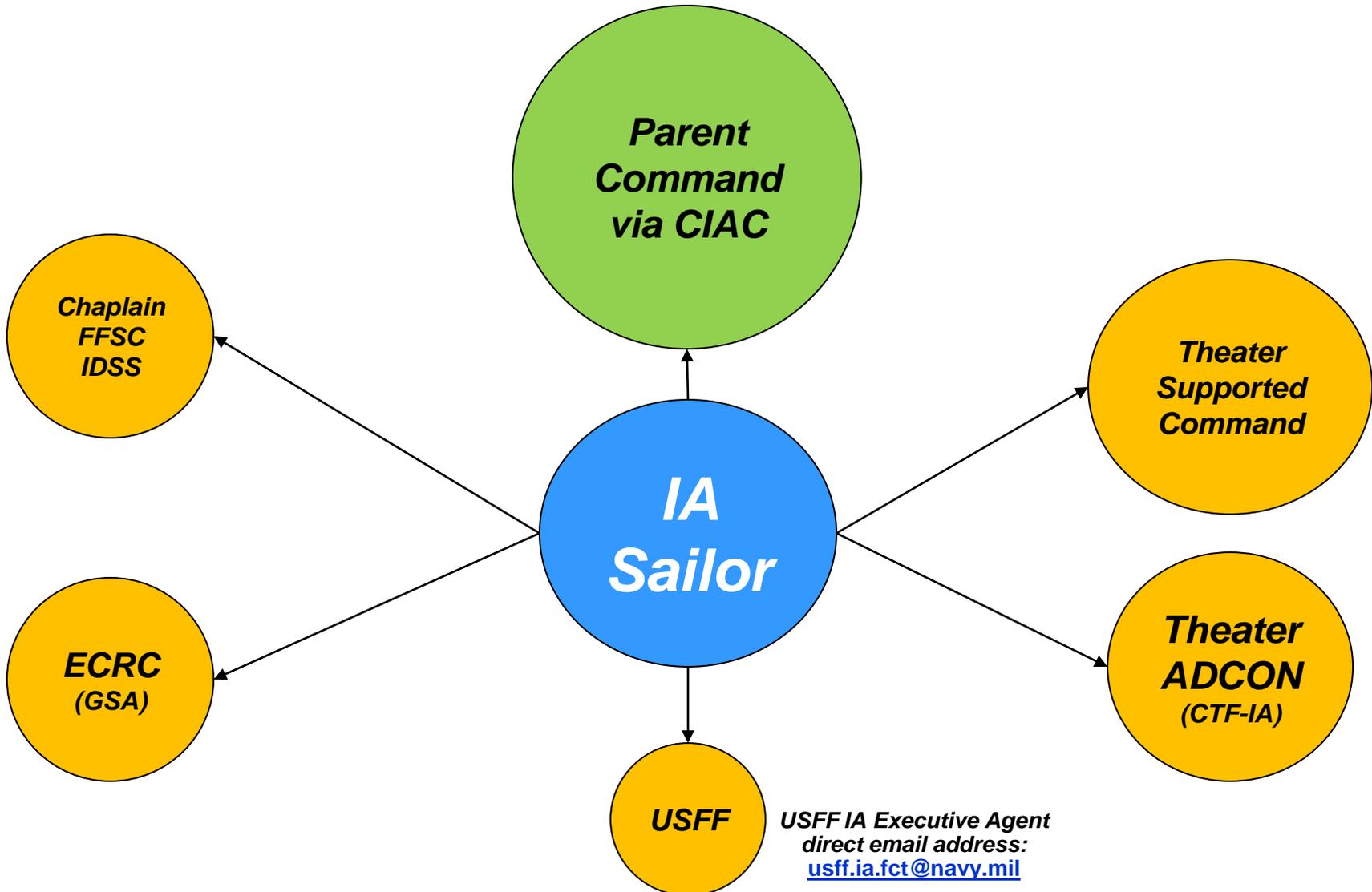


CIAC's Role

- **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**
- **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 Re-Deployment date 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**

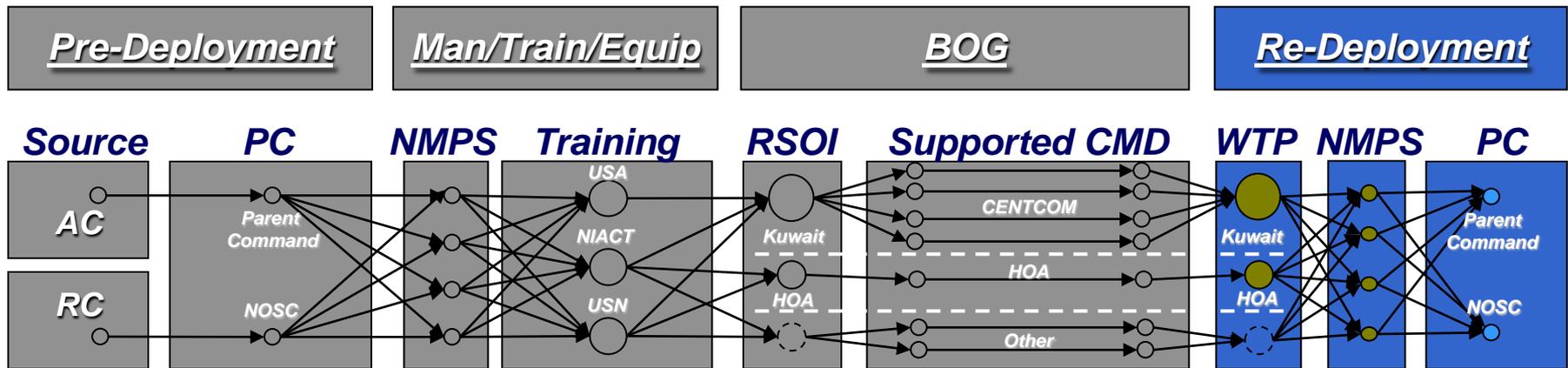


BOG Support





Re-Deployment Phase





CIAC's Role

- ***Support the IA Sailor with resolution of any Sailor or Family issues that arise after return from IA assignment***
- ***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***
 - ***Mission Readiness***
 - ***Upcoming deployment/detachment/work-up schedule***



CIAC's Role (cont.)

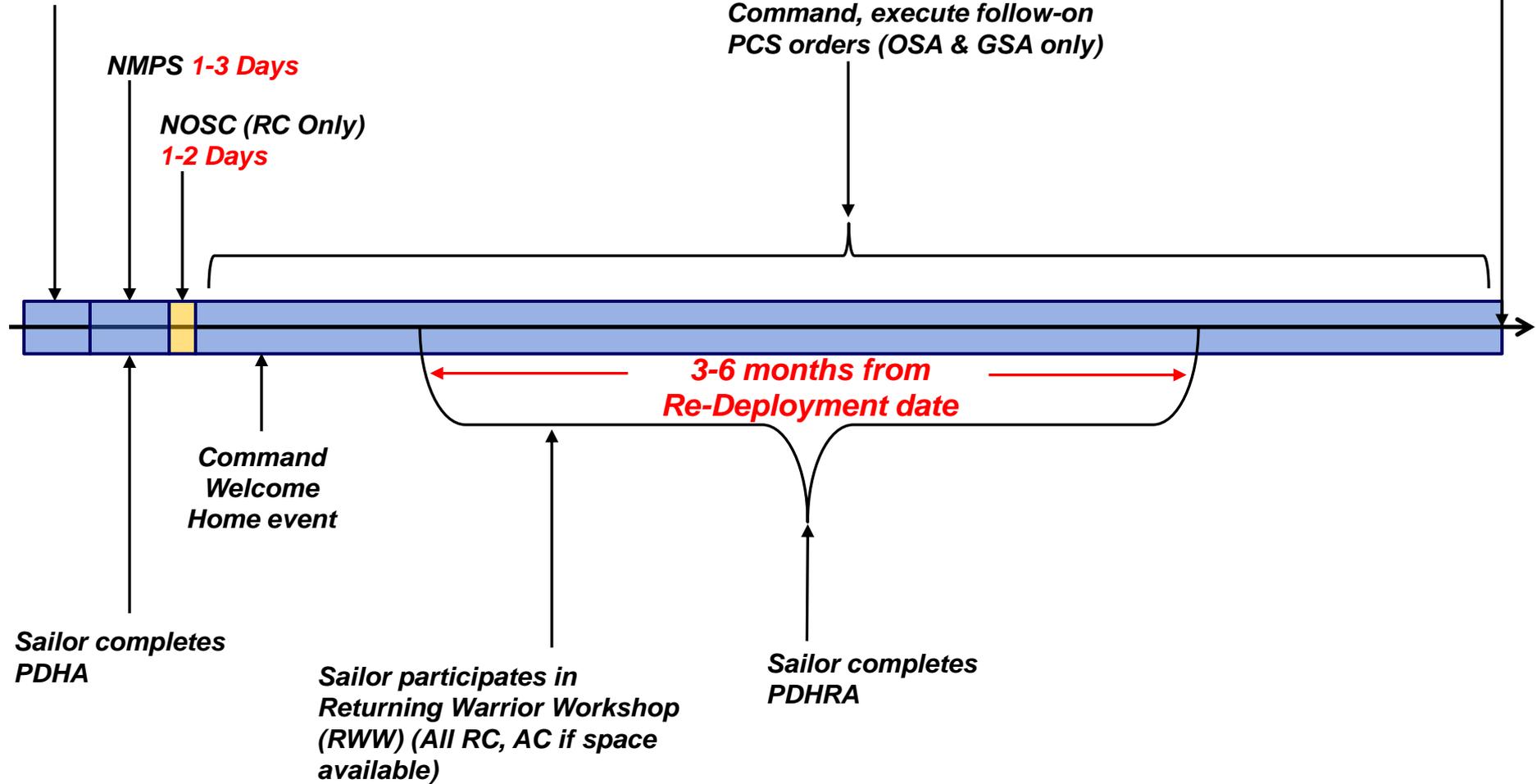
- ***Enter Re-Deployment date in NFAAS***
 - ***Continue to track IA until 9 months after Re-Deployment date***
 - ***Execute CIAC-to-CIAC positive hand off if IA Sailor transfers to a new parent command***
- ***Track completion of required items with IA Sailor and command***
 - ***Post-Deployment Health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



Re-Deployment Phase Timeline

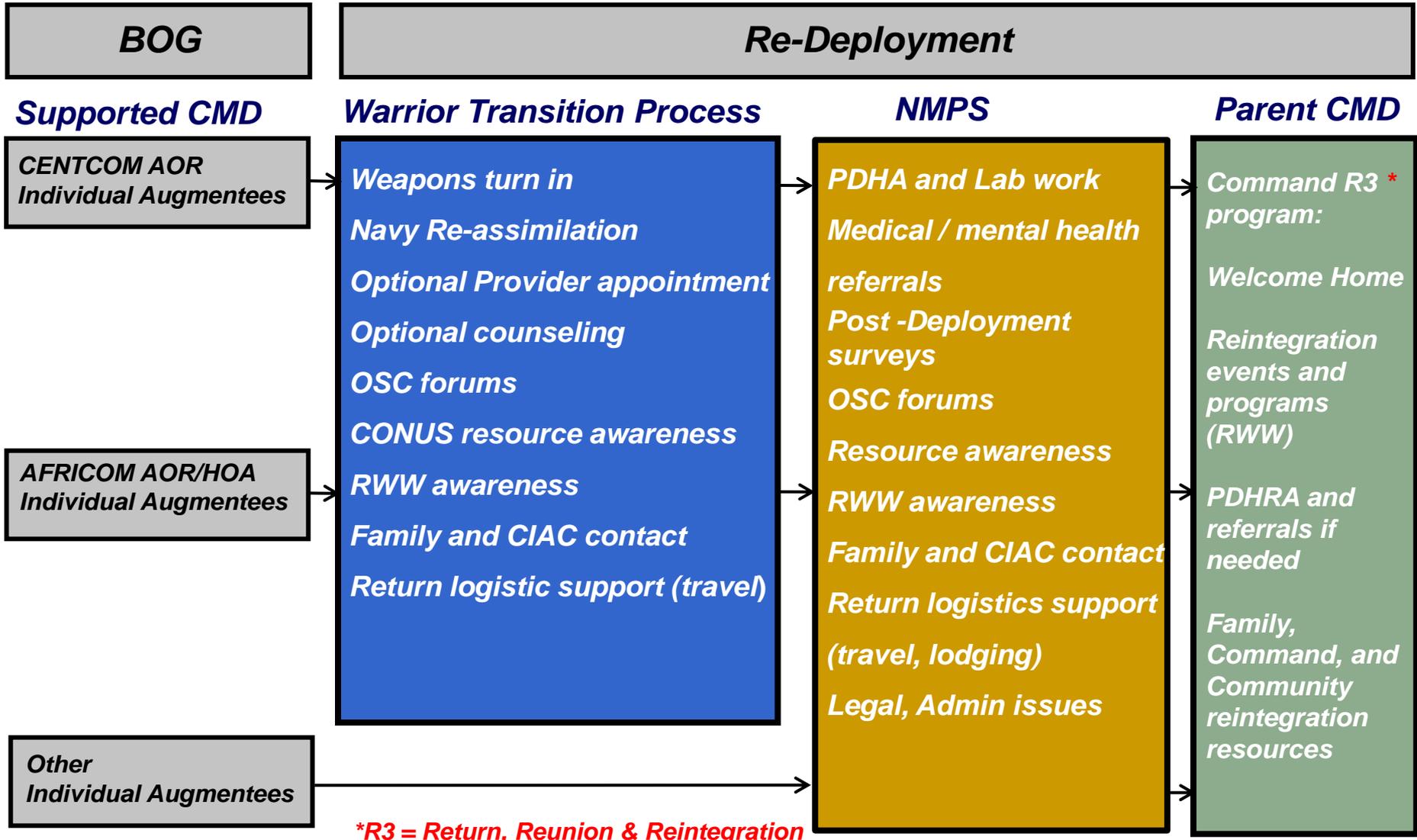
Theater Warrior Transition Program (WTP) 3-4 Days

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





Redeployment Process





CIAC NFAAS Overview





NFAAS Role in IA and Family Support

- **CIAC**
 - **Commanding Officer Representative (COR) grants CIAC access to the Navy Family Accountability and Assessment System (NFAAS)**
 - **CIAC NFAAS training available monthly via Defense Connect Online (DCO)**
 - **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

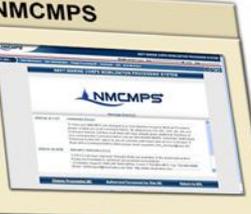
MRRS

- 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
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 Overview



NFAAS NAVY FAMILY ACCOUNTABILITY and ASSESSMENT SYSTEM



Logout

CIAC\Training Low Bandwidth

Home Command Command UIC Admin Personnel DADT Repeal 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 on the "MY Info" tab of each person's "Full Profile". Each of these steps should be performed on the "Contact Information" section AND the "Family Member Info" section.

Review Address and Contact (email/phone) information (on the "Contact Information" Section and the "Family Member Info" Section)

- ▶ 1. If everything is correct click the "Verify Info as Current" button. (Should be done for each family member too)
- ▶ 2. If the information is incorrect please click the "Edit" button and correct the information and save it. (If family member data is the same as make 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.

24-Hour Navy Emergency Coordination Center:
 1-877-414-5358 or 1-866-827-5672
 ECRC 24-Hour IA Family Helpline:
 1-877-364-4302
 NFAAS Help Desk:
 1-866-946-9183 or 1-619-553-8167

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

Hot Topics



Navy IA Website
Provides Sailors, Families, Commands and Employers a comprehensive one-stop mobilization resource including the latest IA

Grams.



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:	ctrainino@noemail.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	
NRNC: 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	MELANIE 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 [Help](#)

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

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

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

Coordinator (CIAC) Contact Info		CIAC:
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 (*Items in red are required to close the file)

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

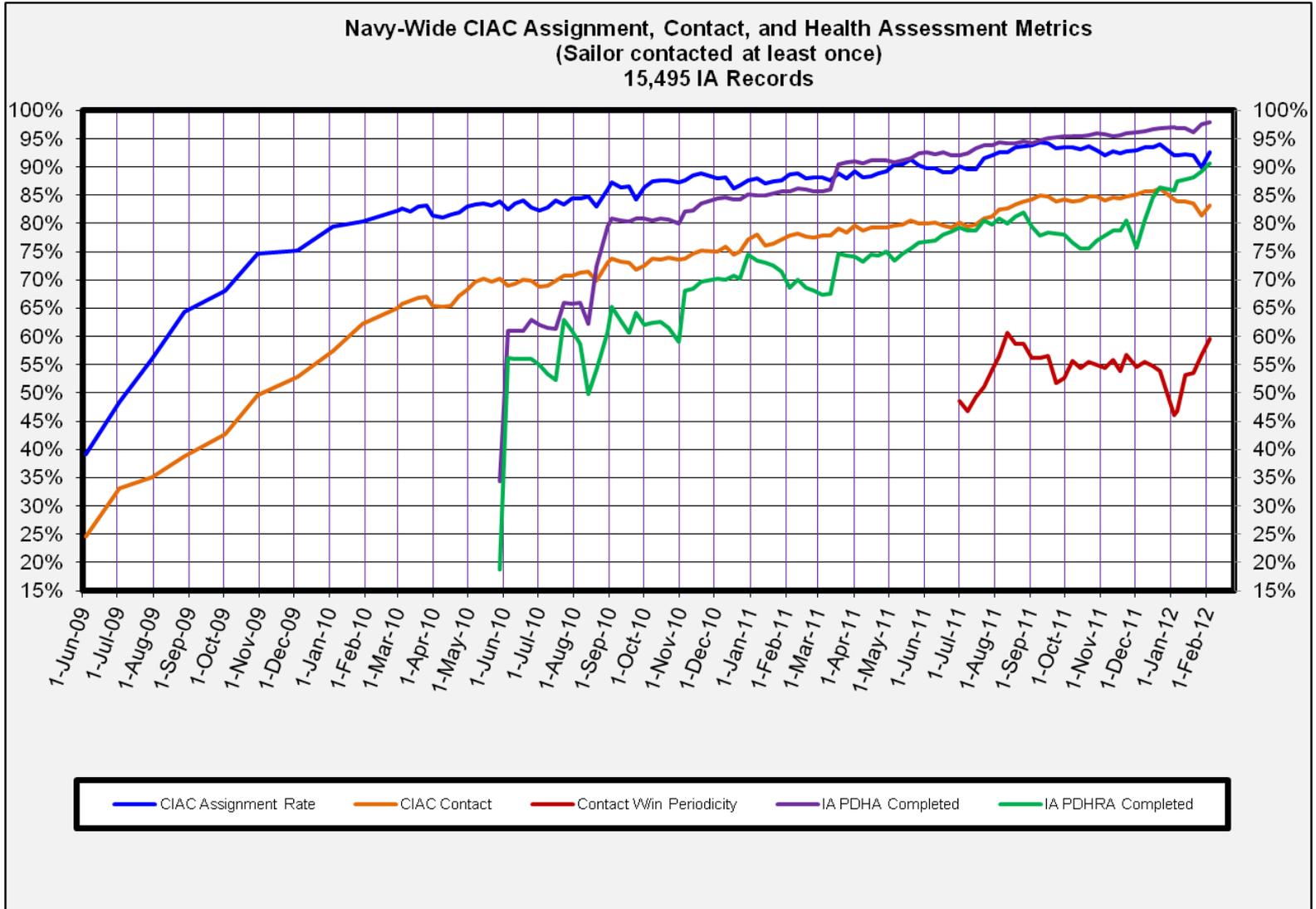
Reason for Update: * Only these reasons are considered "contacts".

- Choose One
- 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**



Report Capability & Trend Analysis





Resources





CIAC Resources

- **[Navy IA website](#)**
- **[Navy IA App](#) for Smartphones: iPhone, Android, Blackberry**
- **[“The CIAC Paddle”](#) bimonthly newsletter (archived on Navy IA website and distributed via NFAAS)**
- **USFF CIAC Action Officers**
 - **ISCM Mark Helling: CIAC Compliance**
 - 757-836-6226 / DSN: 836-6626
 - mark.p.helling@navy.mil
 - **Mr. Paul Baker: IA Data & Metrics / NFAAS SME**
 - 757-836-8532 / DSN: 836-8532
 - paul.a.baker@navy.mil
- **[Expeditionary Combat Readiness Center \(ECRC\)](#)**
- **Navy Mobilization Processing Sites (NMPS)**
 - **[Norfolk, San Diego, Gulfport, Port Hueneme](#)**
- **[Navy Family Accountability and Assessment System \(NFAAS\)](#)**



IA Sailor & Family Resources

- [Navy IA Website](#)
- [Navy IA App](#) for Smartphones: iPhone, Android and Blackberry
- **Navy Mobilization Processing Sites (NMPS)**
 - [Norfolk, San Diego, Gulfport, Port Hueneme](#)
- **Command Ombudsman**
- [Fleet & Family Support Center: 800-FSC-LINE](#)
- [Navy Family Accountability and Assessment System \(NFAAS\)](#)
- **Chaplains:** [IA Chaplain Support](#) and [Chaplain Care](#)
- [Navy & Marine Corps Relief Society](#)
- [American Red Cross](#)
- [Military One Source: 800-655-4545](#)
- **Operational Stress Control**
 - [Navy Operational Stress Control](#)
 - [Naval Center Combat Operational Stress Control \(NCCOSC\)](#)



Conclusion





Top IA Support Issues

- **Lack of quality care from parent command / CIAC during the IA Deployment**
 - Parent Command / CIAC shows inadequate empathy for their IA Sailor
- **Incomplete Pre-Deployment screening**
 - Security Clearance, ISOPREP, medical issues, compliance with orders
- **Insufficient career management support from parent command**
 - PTS, advancement exams
- **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 Sailor Success is a Command Responsibility!***
- ***Successful Command support of IA Sailors starts with a proactive and committed CIAC!***
- ***Complete the NFAAS training via DCO***
- ***Visit the [Navy IA website](#) habitually for “What’s New” and updates to IA policy***
- ***Email usff.ia.fct@navy.mil with any questions***

