Command Individual Augmentee Coordinator (CIAC) Brief
## Agenda

### Topics

- **Orientation Objectives & Stakeholders**
- **IA and CIAC Overview**
- **Importance of Being an Effective CIAC**
- **CIAC Support – Pre-Deployment: Phase I**
- **CIAC Support – Train and Equip: Phase II**
- **CIAC Support – Boots on Ground: Phase III**
- **CIAS Support – Re-Deployment: Phase IV**
- **CIAC NFAAS Overview**

**Resources:** CIAC & IA Sailor, FFSC/IDSS IA Support, Chaplain Support

**Conclusion**
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)
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 NOSCs must have designated CIACs to support RC IA Sailors assigned to lower echelon RC units
CIAC Responsibilities in the IA Continuum
The IA Continuum

Pre-Deployment

Source
AC

Man/Train/Equip

PC

NMPS

Training

USA

NIACT

USN

Re-Deployment

WTP

NMPS

PC

Supported CMD

Kuwait

CENTCOM

HOA

Other

Source

AC

RC

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

Stakeholders

CIAC
CNIC
NMPS
BUMED
ECRC
CIAC
USFF
CIAC
ECRC
USFF

CIAC
Navy Component Command (NAVCENT, NAVAIR, NAVSO, NAVEUR, PACFLT)

WTP
ECRC
NMPS

CIAC
BUMED
CNRFC
FFSC
NFAAS

CIAC
NFAAS

WTP
ECRC
NMPS

CIAC
BUMED
CNRFC
FFSC
NFAAS
Pre-Deployment Phase

**Pre-Deployment**

- **Source**
  - AC
  - RC

- **PC**
  - Parent Command
  - NOSC

**Man/Train/Equip**

- **NMPS**
  - USA
  - NIACT
  - USN

- **Training**
  - Kuwait
  - HOA

- **RSOI**
  - Kuwait
  - CENTCOM

**BOG**

- **Supported CMD**
  - Kuwait
  - HOA
  - Other

**Re-Deployment**

- **WTP**
  - Parent Command
  - HOA
  - NOSC

- **NMPS**
  - Parent Command

- **PC**
  - NOSC
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**
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)**
• **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**
  - 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

**Step 1**
- CIAC Schedules Appointment with MTF/DHC via IASSC

**Step 2**
- Sailor meets with IASSC for preliminary screen/checklist

**Step 3**
- Sailor completes medical requirements (labs, immunizations, provider interview)

**Step 4**
- MTF representative signs completed 1300-21 (medical suitability cert)

**Step 5**
- Sailor provides signed 1300/21 to CIAC (retain copy)

**Step 6**
- CO reviews signed 1300/21 & reports suitability via BOL

---

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

Average 2-5 days to complete
**IA Screening Timeline**

IA Orders generated by PERS-4G

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

IA Sailor, CIAC & Command complete the Expeditionary Screening Checklist (NAVPERS 1300/21 & 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)

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

IA Sailor reports to NMPS (NOSC for RC MOB)

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

IA Sailor reports to NMPS (NOSC for RC MOB)

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

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

Pre-Deployment

Man/Train/Equip

BOG

Re-Deployment

Source

PC

NMPS

Training

RSOI

Supported CMD

WTP

NMPS

PC

AC

Parent Command

NOSC

PC

Parent Command

NOSC

RC

Parent Command

NOSC

Source

PC

NMPS

Training

RSOI

Supported CMD

WTP

NMPS

PC
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
Training on 1\textsuperscript{st} 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

Source: AC, RC
Pre-Deployment: Parent Command, NOSC
Man/Train/Equip: USA, NACT, USN
Training: RSOI, Kuwait, HOA, NOSC
Supported CMD: CENTCOM, HOA, Other
WTP: Kuwait, HOA
Re-Deployment: Parent Command, NOSC

United States Fleet Forces
Ready Fleet ... Global Reach
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

Parent Command via CIAC

IA Sailor

Chaplain FFSC IDSS

ECRC (GSA)

USFF

Theater Supported Command

Theater ADCON (CTF-IA)

USFF IA Executive Agent
direct email address:
usff.ia.fct@navy.mil
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

**NMPS** 1-3 Days

**NOSC (RC Only)** 1-2 Days

**Sailor completes PDHA**

**Command Welcome Home event**

**Sailor participates in Returning Warrior Workshop (RWW) (All RC, AC if space available)**

**Sailor completes PDHRA**

**Reintegrate with Parent Command, execute follow-on PCS orders (OSA & GSA only)**

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

**3-6 months from Re-Deployment date**
**Redeployment Process**

**Supported CMD**

- CENTCOM AOR
  Individual Augmentees

- AFRICOM AOR/HOA
  Individual Augmentees

- Other
  Individual Augmentees

**Warrior Transition Process**

- Weapons turn in
- Navy Re-assimilation
- Optional Provider appointment
- Optional counseling
- OSC forums
- CONUS resource awareness
- RWW awareness
- Family and CIAC contact
- Return logistic support (travel)

**NMPS**

- PDHA and Lab work
- Medical / mental health referrals
- Post -Deployment surveys
- OSC forums
- Resource awareness
- RWW awareness
- Family and CIAC contact
- Return logistics support (travel, lodging)
- Legal, Admin issues

**Parent CMD**

- Command R3 *
  program:
  Welcome Home
  Reintegration events and programs (RWW)
  PDHRA and referrals if needed
  Family, Command, and Community reintegration resources

*R3 = Return, Reunion & Reintegration*
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
  - RVWW attendance
  - Reintegration event attendance

- **NMCMPES**

- **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

NFAAS Login Page

Navy Military, Civilians, OCONUS Contractors, and their Families
To update your contact information and account (must be)

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.

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.

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.

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

47
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 CIAC or Username and Password. If "Personal Information" was used to login only then their contact information will be updated and it WON'T verify 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.
## Sailor NFAAS Record

**Details for IA File: 75491 (Returned)**

**Actions:** Choose One

**IA Preferred Contact Info**

- **Name:** Susie Training
- **Relationship:** Spouse
- **Location:** Chesapeake, VA
- **Phone:** 555-555-5555
- **Email:** aikentch@gmail.com

**Command IA Coordinator:** Adsit, William C JR

**NFM Personal Info**

- **Name:** Charlie Alpha
- **Work:** 555-555-5555
- **Email:** ctraining@afghan.swa.army.com

**More Contact Data**

- **Rank:** E4
- **Phone:** 555-555-5555
- **Email:** ctraining@afghan.swa.army.com

**In-Theater Email:** ctraining@afghan.swa.army.com

---

**Command IA File Information**

- **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
- **FSC:** Oceana
- **IDSS:** HARN, MISTY D
- **MISTY HARN CTR/NAVY BIL:**

**Deployment IA File Information**

- **Noble Eagle No.:** NE-4117-0007
- **IA Destination:** Afghanistan
- **Orders Type:** GSA
- **Orders DTDG:** 230156Z FEB 11
- **Departure Date:** 05-07-2010
- **Planned Return Date:** 05-07-2011
- **Returning NMPs:** S254A - NORV
- **Family Pre-Paid Brief Offered:**
- **Family Pre-Paid Brief Attended:**
- **Family Support UIC:**
- **Family Support Brief Offered:**
- **Family Support Brief Attended:**

**Post-Deployment Information**

- **Items in red are required to close the file**

1. **Actual Return Date:** 04-10-2011
2. **Post-Deployment Health Assessment (PDHA) Completed:** 04-23-2011
3. **Post-Deployment Health Reassessment (PDHR) Completed:** 10-04-2011
4. **7 Month Since Return:** 01-19-2012

---

**IA File History**

- **Who:** HEATHER MARTIN
- **Assignment:** MISTY HARN assigned as IDSS
- **Details:** MELANIE CLEMENTE removed as IDSS

---

**Populated by NMCMPs:**

- Green

**Populated by CENTCOM/HOA BOG Trackers:**

- Black

**CIAC/IDSS Info:**

- Purple

**Triggers required to remove record:**

- Red

**Populated by MRRS:**

- Blue
**Sailor / Family Contact Interval**

*To update you must indicate who was contacted (Sailor/Family) then click the Save button*
Report Capability & Trend Analysis

Navy-Wide CIAC Assignment, Contact, and Health Assessment Metrics
(Sailor contacted at least once)
15,495 IA Records

- CIAC Assignment Rate
- CIAC Contact
- Contact Visit Periodicity
- IA PDHA Completed
- IA PDHRA Completed
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