



THE INDIVIDUAL AUGMENTEE (IA) JOINT REPORT

GETTING THE MESSAGE TO IA SAILORS AND CIACS
A Joint Report for IA Sailors and CIACs Navigating the IA Continuum
3RD EDITION, 4RD QUARTER FY2018

IA SAILORS AND COMMAND IA COORDINATORS (CIAC),

THE IA JOINT REPORT, 3RD EDITION is a coordinated and collaborated newsletter with input from U.S. Fleet Forces (USFF), Commander Navy Installations Command (CNIC), Commander Naval Reserve Forces Command (CNRFC), and Expeditionary Readiness Combat Center (ECRC) to communicate important messages relevant to IA Sailors' deployments and those who support them throughout the IA continuum. Topics highlighted in this edition include:

- Early NOSC check-in for POV travel to ECRC (CONUS based billets)
- Government travel charge card (GTCC) SmartPay 2 to SmartPay 3 transition
- New ECRC processing video: "Stepping Up"
- Courtesy NOSC mobilization/demobilization procedures
- ECRC uniform issue
- Top 10 designators/rates mobilized in 2017
- What to expect at ECRC forward Qatar during return track
- CNRFC Returning Warrior Workshop (RWW) video

POLICY UPDATES – USFF/CRNFC

All existing GTCC cards to expire on November 29, 2018 (GTCC SmartPay 2 Card transition to SmartPay 3 Card) – The existing General Service Administration (GSA) SmartPay 2 (SP2) master contract ends on 29 November 2018. A new SmartPay 3 (SP3) master contract was awarded to Citibank and will begin on 30 November 2018.

[Read more.](#)

Early NOSC check-in for POV travel to ECRC processing (CONUS IA Billets) – IA sailors ordered to CONUS ultimate UICs are authorized to check into their NOSCs earlier than the date on their orders to permit POV driving time in accordance with the JTR.

[Read more.](#)

MOBILIZATION – USFF/ECRC

ECRC processing video – ECRC has created a video to familiarize sailors with the ECRC IA support process. Please visit the link below to view "[Stepping Up](#)." The video is narrated by ECRC's own, CAPT Matthew Jackson, Commanding Officer.

Courtesy mobilization/demobilization NOSC processing – IAs may apply for courtesy mobilizations or demobilizations through a NOSC that they are not assigned. Often in a courtesy mobilization/demobilization request, the courtesy NOSC is closer to the IA's home of record. The process for a courtesy mob/demob request is reviewed and approved by Navy Personnel Command (PERS-461). The request process and required information are as follows:

[Read more.](#)

Mobilized? What to expect for uniform issue – After reporting to Expeditionary Combat Readiness Center (ECRC) in Norfolk, VA you will be issued the following uniform items: three pairs of Navy Working Uniform (NWU) type III, two pairs of tan or coyote boots, one parka with coyote fleece liner and one pair of Gortex pants.

[Read more.](#)

Top 10 designators/rates mobilized in 2017 – “What is my chance of being mobilized?” is a question we consistently answer for Reservists.

[Read more.](#)

RE-DEPLOYMENT – ECRC

What to expect at RSOI I-stop ECRC Forward Qatar during return track – About 90 days prior to detachment, Sailors should be receiving their demob orders. The FWD CENT staff will reach out around the same time to communicate the anticipated redeployment timeline to include Warrior Transition Program (WTP) start date.

[Read more.](#)

CNRFC Returning Warrior Workshop (RWW) – The [Returning Warrior Workshop](#) is available to Reserve Component (RC) and Active Component (AC) Sailors who served as individual augmentees. Here, they learn how to overcome the struggles that come from the dramatic transition from combat life to civilian life.

Please click on this link to see a recent [RWW – Miami, FL](#).

FLEET & FAMILY SERVICES – CNIC

Deployment support for IA families/emotional ups and downs of deployment – The deployment support program strengthens commands, Sailors and their families by ensuring readiness and preparedness to meet the challenges posed by increased operating tempo (OPTEMPO), ongoing deployments and Individual Augmentee assignments. Equally important, it addresses the need for family and community resiliency with access to relevant prevention and enrichment programs to get to and stay in operational stress control (OSC) mission-ready green.

[Read more.](#)

FEEDBACK – USFF

Your suggestions for improving the IA process and/or the CIAC program are greatly appreciated. Please send any feedback to USFF IA Sailor Support, usff.ia.fct@navy.mil.

INFORMATION YOU NEED TO KNOW!

- [Navy IA website](#)
- [ECRC website](#)
- [CNIC website](#)
- [CNRFC N35 SharePoint Page](#)
- [CNIC Family Connection – March 2018 \(and archived versions\)](#)
- [FY2018 Returning Warrior Workshop \(RWW\) Schedule](#)
- [Deployment Health Assessment \(DHA\) website](#)
- [Navy IA Hall of Honor & In Memoriam](#)
- [Navy IA Mobile Apps](#)
- **Emergency Numbers:**
 - [ECRC 24/7 Family Hotline](#): 1-877-364-4302
 - [American Red Cross](#): 1-866-438-4636
 - [Military OneSource](#): 1-800-342-9647

POLICY UPDATES/REMINDERS – USFF/CNRFC

All existing GTCC cards to expire on November 29, 2018 (GTCC SmartPay 2 Card transition to SmartPay 3 Card)

–The Department of Defense (DoD) Government Travel Charge Card (GTCC) program provides travelers with an effective, convenient, and commercially-available method to pay for all authorized travel expenses as required by Public Law 105-264.

The existing GSA SmartPay 2 (SP2) master contract ends on 29 November 2018. A new SmartPay 3 (SP3) master contract was awarded to Citibank and will begin on 30 November 2018.

To ensure timely receipt of the new SP3 charge card, all card holders are required to verify, and if needed, update their mailing addresses online (to include forward deployed address if member is boots on ground) or by phone using the contact information provided on the back of the current GTCC. All card holders are required to keep both cards until 30 November 2018.

Card holders will utilize their SP2 card until 29 November and then use the new SP3 card from 30 November and beyond. Be on the lookout for your new SP3 card in the mail and inform your unit Agency Program Coordinator (APC) of receipt.

How to Update Contact Information in CitiManager®

1. Navigate to [CitiManager](#) and login with your existing credentials.
2. From the homepage, click on the **card icon** on the left-hand menu.
3. From the Card Details screen, click **Card Maintenance** on the right-hand menu. If you're prompted to select your Country and Language, select from the drop-down menus and click **Proceed**.
4. Update your contact details and click **Submit**.

The image displays three sequential screenshots of the CitiManager web application interface, illustrating the process of updating contact information. Each screenshot is annotated with a red box labeled 'STEP 2', 'STEP 3', and 'STEP 4' respectively.

- STEP 2:** The 'Card Details' page is shown. The left-hand navigation menu has a 'Card' icon highlighted. The main content area displays card information: Credit Limit (\$9,252), Total Balance (\$749), and Available Credit (\$132). A 'Card Maintenance' button is visible on the right-hand menu.
- STEP 3:** The 'Card Maintenance' page is shown. The 'Form' tab is selected. A message prompts the user to complete and submit the maintenance form. The 'Update Card Information' section is visible.
- STEP 4:** The 'Update Card Information' form is shown. The 'CONTACT INFORMATION' section is highlighted. Fields include: ADDRESS LINE 1 (123 Broadway Avenue), CITY (New York), STATE (NEW YORK), U.S. ZIP CODE (100021164), MOBILE NUMBER (2121234567), and EMAIL ADDRESS (EVA.GREEN@CITI.COM). 'SUBMIT' and 'SAVE AS DRAFT' buttons are at the bottom.

Early NOSC check-in for POV travel to ECRC processing (CONUS IA Billets) – According to the Defense

Travel Management Office ([DTMO](#)), service members in a TDY status (which IAs are considered) are given one day of authorized travel for every 400 miles of travel distance while utilizing a personally operated vehicle (POV). The distance between authorized points of travel is calculated using the Defense Table of Official Distances ([DTOD](#)):

Pertinent factors in calculating authorized travel time (in days):

- Official distance between ordered locations (total distance).
- Use one day of travel for every 400 miles (divide total distance by 400).
- Any excess miles remaining (equaling more than one mile) authorizes one additional day.
- If the total distance is 400 miles or less, one day of travel is authorized.

Pre-mobilization planning considerations for IAs, their CIACs/NOSCs:

- Check your orders to see POV authorization verbiage. Example:

IF ULTIMATE DUTY STATION IS CONUS, POV TRAVEL TO NOSC, ECRC AND/OR ULTIMATE DUTY STATION IS AUTHORIZED AS ADVANTAGEOUS TO THE GOVERNMENT; SAILORS ARE ENCOURAGED TO RUN A TRIPS REPORT (TRAVEL RISK PLANNING SYSTEM) AT THE WEBSITE: <https://trips.safety.army.mil/navy/Home> TO DETERMINE A SAFE DRIVING PLAN AND TO DETERMINE THE AMOUNT OF DAYS AUTHORIZED FOR EARLIER NOSC CHECK-IN TO MEET THE ORDERED ECRC CHECK-IN DATE. COMMUNICATE THIS PLAN WITH YOUR NOSC AS SOON AS POSSIBLE TO ENSURE SUCCESSFUL EARLY REPORT.

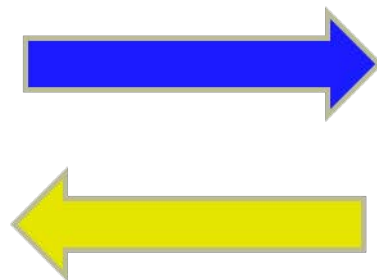
- IAs should run a TRIPS report for a safe driving plan and contact their NOSC to coordinate an early check-in.
- IAs should keep in mind that the ECRC check-in date is firm and should complete a NOSC check-in early enough to allow for a safe driving plan to report to ECRC on time as ordered.
- An order modification is not required for the execution of the above procedure. IAs should ensure that their orders are stamped accurately during the early NOSC check-in for proper pay and travel claims reimbursement.
- Any questions should be referred to the U.S. Fleet Forces Assessments and Policy branch (LT John Dinh, 757-836-2381; john.dinh@navy.mil).

MOBILIZATION – USFF/ECRC/CNRFC

Courtesy mobilization/demobilization NOSC processing – IAs may apply for courtesy mobilizations or demobilizations through a NOSC that they are not assigned. Often in a courtesy mobilization/demobilization request, the courtesy NOSC is closer to the IAs home of record. Navy Personnel Command (PERS-461) reviews requests on a case by case basis. Requests will not be approved solely for the convenience of the IA. The request process and required information are as follows:

- Complete the "NPC PERS-461 COURTESY -- MOBILIZATION/DEMOBILIZATION -- REQUEST" Form.
- The request requires the concurrence of the reservist, losing Navy reserve activity (NRA)/Navy operational support center (NOSC), and gaining NRA/NOSC.
- The reservist is responsible for providing justification in the form of proof of cost benefit (advantageous to the government) and proof of residence to PERS-461.

- All requests must be submitted and approved 30 days prior to the event date.
- If the member receives an approval for a courtesy mobilization and desires a courtesy demobilization, a separate request is required.
- If approved, an order modification will be released via message traffic (and BOL); if disapproved, the parent NRA/NOSC mobilization coordinator will be notified.
- Please contact PERS-461, Noble Eagle Sailor Advocacy (NESA) at nesa@navy.mil for a request form and to submit your completed request.



Mobilized? What to expect for uniform issue (if your billet is authorized for type IIIs) – After reporting to ECRC in Norfolk, VA you will be issued the following uniform items: three pairs of NWU type III, two pairs of tan or coyote boots, one parka with coyote fleece liner and one pair of Gortex pants. You will also receive t-shirts, belt, blousing straps, coyote fleece cap, helmet cover, flash hoods, ID holder and PT belt. Certain combatant commander (CCDR) locations require a different camouflage uniform. This uniform is referred to as the Army operational camouflage pattern (OCPs) and will also be issued at ECRC if dictated per the Noble Eagle Number on your orders. During your time in Norfolk you will also be fitted for and issued a gas mask if dictated by your ultimate duty location.

The goal of the ECRC supply department is to get you exactly what you need prior to departing for your next intermediate stop (I-stop). After ECRC, most training tracks take you through [Navy individual augmentee combat training \(NIACT\)](#) in Fort Jackson, SC where you are issued the remainder of your chemical, biological, radiological (CBR) gear as well as any applicable personal gear issue (PGI).

If you live near a Navy Exchange, or if there is an opportunity at the NOSC to try on NWU type IIIs; knowing your size can expedite the ECRC fitting process. Regardless, while at ECRC, you will be sized and afforded the opportunity to switch out anything that does not fit correctly. All uniforms issued at ECRC come with personalized nametapes, rank and one warfare designation. A seamstress will be present to swap your nametapes, rank and a warfare designator if required.

It is recommended you accept all uniforms provided by ECRC. If you do not, your items may not arrive in time and may have to be mailed to your next I- stop or forward location. Better to be issued all the items and then return anything you do not want back to inventory. By the fall of 2018, the ECRC fitting and issue process will take place in a newly remodeled warehouse located in the historic Dayton Hall on Naval Station Norfolk thus further improving your experience with the N4 Staff.

Reserve uniform policy – NWU type III

NWU type III previously was referred to as a combat uniform and issued as organizational clothing to expeditionary or deploying units. Per NAVADMIN 214/17, on 01 October 2019, all Sailors will begin wearing the NWU type III. As the NWU type III transitions from organizational clothing, enlisted Sailors will receive compensation for uniform expenses. Enlisted, E6 and below, receive their initial NWU type IIIs through NOSC supply departments. Chief Petty Officers receive an allowance for their initial outfit. Officers do not receive compensation since they receive a one-time uniform allotment at commissioning. However, mobilized officers will still receive NWU type III (and OCPs if applicable) from ECRC. In the future, this may change as further guidance is promulgated from the uniform matters office (UMO) but for now the aforementioned applies.

The initial outfit from a NOSC is; NWU type III (two sets), belt, t-shirts, cover, parka and Gortex trouser. In addition, enlisted can expect to see the new Navy fitness suit provided as a one-time initial issue. You will not be issued things you already have from your type I uniform; for instance, black boots/black belt/black fleece. At this time, black boots and black fleece are the standard unless the tan or coyote color is authorized by a CCDR. Other items you can wear are the black navy watch cap and black mock turtle neck. You are allowed to carry a black umbrella and black backpack. Command ball caps are authorized with commanding officer approval. Details are in NAVADMIN 247/12.

Commissioned reserve units are not issued uniforms, gas masks or PGI at ECRC as these units receive their gear at other I-stops. In these units, commanding officers are required to replace uniforms deemed unserviceable/unwearable as a result of performing official duties. This will be similar to the previous policy, with the exception - since NWU type III are no longer organization clothing, you will not be issued NWU type III at check in of a commissioned unit.

If you are mobilizing and have questions about uniforms, contact the CDO listed on your orders.



Top 10 designators/rates mobilized in 2017 – “What is my chance of being mobilized?” is a question

we consistently answer for reservists. The below table demonstrates the top 10 officer designators and enlisted ratings that mobilized in calendar year 2017. This data is consistent with historical demand data dating back to 2001.

| | Designator | Mobilized | | Rating | Mobilized |
|----|------------|-----------|----|--------|-----------|
| 1 | 1835 | 128 | 1 | MA | 296 |
| 2 | 1115 | 112 | 2 | LS | 185 |
| 3 | 3105 | 85 | 3 | IS | 173 |
| 4 | 1315 | 68 | 4 | HM | 156 |
| 5 | 5105 | 45 | 5 | IT | 120 |
| 6 | 1125 | 44 | 6 | BU | 110 |
| 7 | 1325 | 41 | 7 | YN | 99 |
| 8 | 1655 | 29 | 8 | CE | 89 |
| 9 | 1815 | 23 | 9 | UT | 69 |
| 10 | 2905 | 23 | 10 | CM | 64 |

RE-DEPLOYMENT – ECRC

What to expect at RSOI I-stop ECRC forward Qatar during return track – About 90 days prior to detachment, Sailors should receive their demobilization orders. The ECRC FWD staff will reach out around the same time to communicate the anticipated redeployment timeline to include Warrior Transition Program (WTP) start date.

Any requested changes from the anticipated timeline need to be communicated to ECRC FWD no later than 60 days out from the scheduled end of mission date. This allows ECRC FWD the opportunity to coordinate any changes with WTP in Sembach.

At this same time, Sailors should be working on their detachment of individual fitness reports and evaluations. Submit drafts to ECRC FWD for courtesy reviews no later than 60 days out from anticipated departure.

Several weeks prior to your scheduled redeployment and attendance at WTP, the ECRC FWD operations team will contact each redeploying Sailor to communicate and confirm a validated unit line number (ULN)/seat reservation for your military air/commercial air flight from your deployed location (for all those not already assigned to Qatar). A ULN is a reservation on the aircraft that will get you from Bagram, Kandahar, Kuwait, or UAE to Al Udeid. The initial reservation is made for a three-day window that ensures arrival to Al Udeid by Wednesday of your redeployment week. Flight specifics will be communicated to you just several days prior to your scheduled flight.

Al Udeid transient berthing is open bay. You will need to bring at least one lock with you to secure your gear. If you are transiting through Bagram, check your demobilization orders. The orders should indicate at least four bags being authorized. As it stands right now, you will be able to check four bags and your weapon if you have your weapon memo from NIACT. Baggage policy is being strictly enforced in Bagram and any excess baggage beyond the four bags will need to be shipped prior to leaving Bagram.

Pack all turn-in equipment in separate bags from your personal gear. This will expedite movement and make the transitions during the phases of redeployment easier to navigate. Your 72-hour bag should have your original orders, demob orders, ORDMODs, and necessary paperwork for travel claims, awards, fitness reports, and evals.

You are expected to bring all admin paperwork and orders to the re-deployer brief, typically held at 1300 on each Wednesday. Proper uniform is required to be worn during the brief. Specific time and location of the brief will be

communicated upon pickup from the passenger terminal at Al Udeid. Following the redeployment and out-processing brief, you will be taken to the passenger terminal to check-in for the rotator headed to WTP.

Front



FLEET & FAMILY SERVICES – CNIC

Deployment support – The deployment support program strengthens commands, Sailors and their families by ensuring readiness and preparedness to meet the challenges posed by increased OPTEMPO, ongoing deployments and IA assignments. Equally important, it addresses the need for family and community resiliency with access to relevant prevention and enrichment programs to get to and stay in OSC mission-ready green.

The Navy's OSC program has been integrated into all fleet and family support program (FFSP) trainings and briefs to heighten command awareness regarding reintegration challenges. This model normalizes stress responses by and provides commands, Sailors, and family members the tools necessary to assist returning warriors with the reintegration process.

IA Sailor, Spouse and Family Member Support

- The individual deployment support (IDS) program provides support, information and referral services to IA Sailors and their families through outreach calls and discussion groups.
- The Navy Family Accountability and Assessment System (NFAAS) IDS module is a standardized Navy database for fleet and family support center (FFSC) individual deployment support specialists (IDSS) to provide outreach by contacting designated IA family members on a monthly basis throughout the deployment cycle.
- IDSS proactively support IAs and their families throughout the deployment cycle and for a minimum of 180-day post deployment.
- The Family Connection Newsletter for families of deployed Sailors provides current resources and information. Produced monthly, the electronic publication is disseminated via fleet & family support program (FFSP) website, email, Facebook, ombudsman registry, FFSC, as well as links on NFAAS and IA websites. Emergency preparedness and crisis response is provided by FFSC staff.
- The IA Family Handbook, available via the FFSP website, addresses deployment preparation, support resources and reintegration.

Pre-Deployment and During Deployment

- Pre-deployment focuses on the months before a deployment begins; the practical, the emotional and the effects on families and helping them adjust. FFSC offer pre-deployment support briefs including: pre-deployment preparation for singles/couples, financial planning for deployment, parent child pre-deployment brief, deployment planning for kids, and communication during deployment.
- Family readiness group (FRG) leadership training is available at FFSC. The FRG handbook and related resources are available via the FFSP website.

Post-Deployment and Reintegration Support

- FFSC - Work and family life (WFL) program areas (i.e., homecoming/reintegration, life skills education, personal financial management, and clinical counseling).
 - Homecoming/reintegration programs assist families in renegotiating roles and responsibilities, communicating with children and maintaining resiliency and balance. Programs include: reintegration strong Navy couples workshop and family and friends homecoming program.
 - Life skills education provides methodology to communicate interact and problem-solve for positive change for parenting, stress, anger and conflict management and communication skills to assist families to get to and stay in (OSC) mission-ready green.
 - Personal financial management educates families in gaining financial stability.

Technology-Based Deployment Support

- FFSP offers deployment support via web-based resources such as the FFSP webpage, Facebook, Twitter, ombudsman registry and the NFAAS.

The emotional ups and downs of deployment

Sailors have been deploying and their loved ones have awaited their return over the centuries, but that doesn't mean deployments are easy. It's not just daily life that you must handle on your own, but the roller coaster of emotions with which you have to deal.

Much research has been done to understand the common feelings Sailors and their families experience when separated from each other due to a military assignment. You may experience similar feelings or your reactions may be very different. There is no such thing as a "right" or "wrong" feeling. If you find your feelings are hindering your daily activities do, don't hesitate to contact your [Fleet and Family Support Center](#), a [chaplain](#), medical or [Military OneSource](#) for assistance.

Typical reactions include the following:

- **Anticipation of Loss**
Anticipating loss occurs before deployment. It's a time of tension and confusing emotions. You may be angry and resentful of the hours required to get ready for departure. You may or may not talk about your fears and concerns. Service members feel guilty that they are leaving their families. Family members may feel abandoned. Arguments and bickering are common. Although irritating, it can be a way for you to distance emotionally in preparation for the separation.
- **Detachment and Withdrawal**
The day or two before deployment can be difficult. You stop sharing thoughts and feelings with others. This is a natural response as separation is imminent. Although physically together, you are separating emotionally. This can be especially difficult if it is seen as rejection rather than as a reaction to trying circumstances. Often non-deploying spouses think, "If you have to go, go." And Sailors think, "Let's get on with it!"
- **Emotional Disorganization**
Once the deployment begins you may feel an initial sense of relief followed by guilt. You may feel

disorganized, depressed, or restless. Old routines have been disrupted and new ones not yet established. Give yourself a few weeks, and you'll begin to feel more in control.

- **Recovery**

At some point during the deployment, new routines are established. You feel more comfortable with the reorganization of roles and responsibilities. New sources of support and a new sense of independence and freedom are developed.

Visit the [FFSP for IAs and the closest FFSC](#) near you for more information.
[Front page](#)