

CHAPTER 6

PROGRAMS AND POLICIES

LEARNING OBJECTIVES

Upon completion of this chapter, you should be able to do the following:

1. Identify the Navy programs affecting the welfare and morale of Navy personnel and their families.
2. State the function and purpose of the Navy's integrity and efficiency programs.

The assistance programs covered in this chapter are important to the welfare of our sailors and their families. You, as the leading chief petty officer (LCPO), should have an understanding of these programs so that you can advise and support your division. Also included are the Navy's Pride and Professionalism Program, Personal Excellence Program, and the Integrity and Efficiency Program.

ASSISTANCE PROGRAMS

Assistance programs included in this chapter provide Navy policy, guidance, and, in some cases, professional help in a variety of areas. This chapter provides information and references about the following programs:

- Single Parenting
- Family Advocacy
- Family Service Centers
- Ombudsman Program
- Casualty Assistance
- Navy Welfare/Recreation/Afloat Recreation
- Personal Financial Planning
- Housing Entitlements

- Navy Sponsor Program
- Overseas Duty Support Program
- Additional assistance organizations

SINGLE PARENTING

Many of our sailors today are single sponsors or military couples with dependents. These family situations cause these sailors to make plans that will ensure adequate dependent care while allowing them to travel worldwide. All single sponsors and military couples with dependents must have a formalized dependent care plan. The plan provides regular counseling for all single sponsors and military couples with dependents on the full scope of their responsibilities. Completion of the Dependent Care Certificate (OPNAV 1740/1) identifies designated custodians who will assume responsibility for the members' dependents in their absence.

Success of this policy depends upon positive command support. Coordination of sponsor, overseas screening, and family service programs is essential.

U.S. Navy Single Sponsor/Military Couple with Dependent(s) Dependent Care Policy, OPNAVINST 1740.4, outlines command and individual responsibilities. This instruction provides a dependent care counseling checklist. This checklist is useful in helping your personnel with their planning.

Consult with your command master chief and review related command, ship/station, and area instructions for additional guidance.

FAMILY ADVOCACY

During the early 1970s, the Navy developed an increased awareness of child abuse and neglect. This prompted the Navy surgeon general to advocate a program that dealt with both the medical and social aspects of the problem. In 1976 the Navy set up the Child Advocacy Program within the Navy Medical Department to protect abused, neglected, or abandoned dependent children. In 1979 the Navy redesignated the program as the Family Advocacy Program. It expanded the program to include spouse abuse and neglect, sexual assault, and rape. Soon after, the Navy began to develop formal, service-wide Family Support Programs designed to improve the quality of life for the Navy family.

Family Advocacy Program (FAP), OP-NAVINST 1752.2, defines policy and outlines the key elements of the program.

Check local and area instructions about family advocacy for additional information. Another good idea is to visit your local medical treatment facility and base Family Service Center to discuss services they offer your people.

FAMILY SERVICE CENTERS

Navy Family Service Centers (FSCs) are an organizational component within Navy shore activities and commands. Family Service Centers are responsible for the following:

- Providing comprehensive information programs and referral services for Navy families and single service members
- Providing Navy personnel and Navy families with opportunities to achieve a more satisfying quality of life in the Navy
- Ensuring continuing awareness of the importance of the relationship between Navy families and the Navy's ability to execute its mission
- Bringing about close coordination among existing Navy and civilian family support services
- Serving all eligible personnel and their families as set forth in SECNAVINST 1754.1

Family Service Center functions include the following:

- Information and referral
- Family assistance
- Family education
- Financial education counseling
- Deployment support
- Family advocacy
- Special needs family support
- Employment aid
- Relocation aid
- Overseas duty support
- Support for Command Sponsor Program
- Support for Command Ombudsman Program

Centers (FSCs) is the prevention of problems and the enhancement of family life. FSCs offer informational, educational, and preventive programs on a continuing basis.

Family Service Center Program, OPNAVINST 1754.1A, defines Navy policy and assignment responsibilities for the administration and support of the Navy Family Service Center Program.

You should visit your local Family Service Center and set up points of contact. Also ask for the names and phone numbers of local civilian agencies that are available for help.

OMBUDSMAN PROGRAM

The Ombudsman Program was first set up in the Navy in 1970. Since its start, it has undergone continual evolution to adapt to the changing needs of Navy commands and their families. The Ombudsman role has changed in its responsibilities for the morale and welfare of the families of the command by serving less in the role of grievance processing. It now serves more as an appropriate resource to help commands in discharging the commanding officer's (CO's) responsibilities in this area.

The Command Family Ombudsman Program belongs to the command. To a great extent, the shape and direction of the program depend on the commanding officer's perceptions of the needs of the command. The CO appoints the Ombudsman, who works under his/her guidance. The CO determines the priorities of the program, the roles and relationships of those involved in it, and the type and level of support it will receive. The effectiveness of the Ombudsman Program is measured by the service it provides to the command and the command's families.

The *Navy Family Ombudsman Manual*, NAVPERS 15571, provides a section containing suggestions on how to help maximize the benefits of an Ombudsman Program through your support of the Ombudsman. You only have to make one deployment to appreciate the efforts of an Ombudsman.

The *Navy Family Ombudsman Program*, OPNAVINST 1750.1B, and the *Navy Family Ombudsman Manual*, NAVPERS 15571, outline the policies and procedures of the Navy Family Ombudsman Program.

CASUALTY ASSISTANCE CALLS PROGRAM

You may be asked to serve as the Casualty Assistance Calls Officer (CACO) at some point in your career. This section of the chapter will explain the purpose of the program and the general duties of the CACO.

Purpose of the Program

The broad purpose of the Casualty Assistance Calls Program (CACP) is to offer support to the next of kin of Navy members involved in a casualty. The CACP offers support in the following ways:

- Assuring the next of kin of the Navy's interest in their well-being
- Showing concern for members reported missing while the search for them is underway
- Extending sympathy in the case of death
- Helping survivors adjust to the new conditions these tragic circumstances have imposed upon them

The Navy seeks to accomplish this through personal visits by a uniformed Navy representative called a Casualty Assistance Calls Officer (CACO). (Only an officer with a minimum of 2 years of active duty or a qualified senior enlisted member of paygrade E-7 or above may serve as a CACO.) Persons given the task of CACO normally assume this responsibility as their primary duty; it takes precedence over all other assigned duties. *Casualty Assistance Calls Program (CACP) Manual*, NAVMILPERSCOM-INST 1770.1, explains the detailed responsibilities of the CACO and the procedures for operating the program. *Casualty Assistance Calls and Funeral Honors Support (CAC/FHS) Program Coordination*, OPNAVINST 1770.1, contains the command coordination responsibilities for the Casualty Assistance Calls and Funeral Honors Support Program. The *Casualty Assistance Calls Officer Manual*, NAVPERS 15607, provides detailed duties of the CACO, provides a check list for use when visiting next of kin, and provides a list of helping resources.

Duties of the CACO

The duties of the CACO range from making an initial personal visit to the family to helping the family fill out all required paper work for entitlements.

Specific responsibilities include the following:

- to make personal notification to the next of kin that their relative is dead, unaccounted for—duty status—whereabouts unknown (DUSTWUN), or reported missing; to provide a brief explanation of the circumstances; to provide updated information regarding remains of deceased or search efforts for a DUSTWUN person.

- to express to the next of kin of those who have died, the Navy's condolences, concern in the case of members in a DUSTWUN or missing status, and continued support for the next of kin during their adjustment to their unfortunate circumstances.

- to extend assistance to the next of kin by assessing the need for immediate financial assistance and follow-up arrangements as necessary.

NAVY WELFARE/RECREATION/ AFLOAT RECREATION

Morale, welfare, and recreation programs (MWR) provide a comprehensive approach to the

improved quality of life of military personnel (active and retired), their families, and civilian personnel associated with the armed forces. DOD policy advocates a comprehensive MWR program for activities that accomplishes the following:

- Maintains a high level of esprit de corps
- Enhances job skills
- Contributes to military effectiveness
- Aids in recruitment and retention
- Aids in transition from civilian to military life
- Promotes and maintains physical, mental, and social well-being
- Encourages constructive use of off-duty leisure time
- Provides community support programs and activities for military families

Responsibility for Morale, Welfare, and Recreation (MWR) Programs in the Navy, OP-NAVINST 1700.7D, defines the responsibility for policy, overall coordination, and execution of Morale, Welfare, and Recreation (MWR) Programs within the Navy. *Administration of Recreation Programs Afloat* NAVMILPERS-COMINST 1710.31, provides policy and guidance for the administration and management of afloat recreation services and funds.

Encourage your division personnel to take advantage of the many opportunities offered by these welfare and retreat ion programs. Develop ideas that encourage participation. Remember, a good idea is one that works for you. The problem isn't the program. The problem is lack of participation. So generate some enthusiasm. Be creative. Get those sailors out from in front of those televisions and involved in a sport or hobby.

NAVY PERSONAL FINANCIAL MANAGEMENT PROGRAM (PFM)

Management of personal finances is becoming increasingly difficult for Navy members in today's complex and sophisticated marketplace. Easy credit, high-pressure sales tactics, clever advertising techniques, and other consumer gimmicks compete for our hard-earned resources. These factors, plus

a lack of basic consumer skills and resultant mismanagement of available income, all contribute to financial difficulties met by a growing number of Navy personnel. About 50 percent of all military members experience some level of financial difficulty at one or more times in their career. Financial problems force some sailors into bankruptcy. Financial problems have a serious negative effect on Navy members and their families. Since these problems also adversely affect unit morale, retention, and readiness, the Secretary of the Navy directed development of a program to address this issue.

The Navy's Personal Financial Management Education, Training, and Counseling Program is a comprehensive and integrated program. This program helps Navy personnel develop sound financial skills. It provides a cohesive, standardized, and proactive approach to helping members with financial concerns.

The program consists of three major elements: financial education, training, and counseling. The program introduces basic financial management principles at officer and enlisted accession points. These principles are reinforced and enhanced at the command or unit level. Each command has a trained command financial specialist (collateral duty) to coordinate the program and aid in providing financial information, training, and counseling to command members. Some Family Service Centers serve as training sites for the command financial specialists in partnership with Navy Relief. All Family Service Centers serve in a counseling and education role for members and their spouses.

The Navy and its members have a joint financial management responsibility. We expect sailors to pay their just financial debts. The Navy promotes financial practices and habits of thrift among its members. It also provides them the tools with which to develop these practices and habits. The Personal Financial Management Program is set up to meet the Navy's responsibilities.

HOUSING ENTITLEMENTS

The Navy provides berthing for 130,000 single sailors at 179 shore/overseas shore locations at an annual cost of \$125 million. The Secretary of the Navy and the Chief of Naval Operations are dedicated to the modernization and new construction of single quarters to meet current and future housing requirements.

Adequacy, Assignment, Utilization, and Occupancy of Navy Unaccompanied Personnel Housing (UPH), OPNAVINST 11103.1, outlines Navy policy on the adequacy, assignment, utilization, and occupancy of single quarters. Naval base/naval air station (local) instructions contain guidance for assigning voluntary separated personnel (VSP) to single quarters.

The principal goal of the Department of Defense (DOD) Family Housing Program is to make sure members of the armed forces with dependents have suitable housing. To achieve this, DOD has adopted a policy of relying on the local civilian housing market in communities near military installations as the primary source of housing for military families. Military family housing is constructed only in locations where the civilian housing market cannot meet the needs of the local military community. Construction is approved by the Secretary of Defense and appropriated by Congress.

Assignment and Utilization of Navy-Managed Military Family Housing (MFH), OPNAVINST 11101.13H, outlines assignment procedures and utilization criteria for family housing. Your local family housing office can provide you with additional local rules and guidelines.

NAVY SPONSOR PROGRAM

The Navy Sponsor Program was set up by the Chief of Naval Operations in 1970 to ease the move of naval personnel and their families when transferred on permanent change of station (PCS) orders. *Navy Sponsor Program*, OPNAVINST 1740.3A, provides guidance for all commands and units in taking an active part in the Navy Sponsor Program.

A well-administrated program can ease the difficulties met by naval personnel and their families during each PCS move. A dynamic command Navy Sponsor Program shows new members that the command believes they are important. It has a positive impact on the attitude of the new members and their families. Remember, first impressions are usually lasting ones.

OVERSEAS DUTY SUPPORT PROGRAM

The Navy can better accomplish its mission and tasks by having forward deployed forces. Such forces support U.S. allies and provide the host nation with a capability to support its

political objectives. Through formal international agreement, deployed United States naval forces are provided facilities, logistics support, and mutual security. Navy personnel based overseas and those ashore on leave or liberty can either enhance or degrade the effectiveness of these arrangements by the image they create. Inadequate preparation and the inability of people to make a positive adjustment to the foreign country's laws, customs, cultures, and traditions can result in costly consequences. These consequences may affect unit readiness, unplanned reassignments, attrition, good order and discipline, future availability of ports of call, and retention of U.S. overseas bases.

The policy of the Navy is to ensure that each unit that visits foreign ports and each established overseas activity is supported in the host country. The Overseas Duty Support Program (ODSP) addresses three specific groups:

- Personnel stationed at overseas shore activities and home-ported units
- Personnel aboard ships (active and Reserve) and other deploying U.S. Navy units that visit foreign ports
- Personnel serving in high-impact positions (attache, embassy, PEP, and so on)

The ODSP helps Navy personnel and their families deal with various overseas cultures. Three major goals of this program are (1) to provide training and cross-cultural relations; (2) to supply information through publications, video tapes, and direct personal assistance; and (3) to operate a telephone hotline known as the Overseas Transfer Information Service (OTIS). The mission of the program is to help you be more effective in your job, to help you adjust to your tour of duty, and to help you enjoy visits to foreign ports.

You, the supervisor, should know where information about foreign countries and their customs and traditions can be obtained. You should encourage your personnel to read all available information about the foreign ports they are going to visit. In addition, give general lectures about these ports to point out local customs. Explain that most host nationals welcome the opportunity to learn from our sailors and are more than willing to teach our sailors about their countries. Above all, you should be informed and encourage your personnel to be informed.

The Navy has established the following goals to support the Navy's Overseas Duty Support Program:

- To increase command knowledge, readiness, and effectiveness in the ODSP by
 - optimizing ODSP support and working relations between Navy commands, host national officials, and logistic suppliers and
 - supporting protocol requirements between host national officials and Navy personnel.
- To improve individual and family experiences in the unique environment of the host country by
 - increasing the ability of individuals assigned to overseas activities to adapt quickly to the laws, customs, cultures, and traditions of a foreign country;
 - providing up-to-date prearrival information;
 - establishing a functioning sponsor program;
 - establishing physical and/or psychological support immediately upon arrival;
 - presenting predeparture and postarrival adaptation training for personnel and families;
 - increasing individual leave and liberty satisfaction;
 - providing active off-duty programs and events;
 - ensuring that foreign language training programs are used to the greatest extent possible.
- To develop and maintain positive relations between the Navy and the countries in which the Navy operates by
 - decreasing the possibilities for U.S. and/or host nation incidents;
 - preassignment screening and selection before issuance of orders;
- providing Navy personnel (and their families) with adequate information and training to avoid or deal with unfavorable situations;
- guaranteeing host nationals are treated with dignity and equality;
- ensuring that all Navy personnel are aware of the security and operational reasons for the Navy's overseas presence;
- ensuring that all Navy personnel and their families are aware of their responsibilities as representatives of the United States and the Navy;
- observing local customs (within the limits of operational requirements);
- initiating and maintaining liaison with host nationals personally, professionally, and diplomatically;
- assisting Navy personnel and their families in understanding local culture, customs, laws, and traditions; and
- establishing professional and social exchange programs.

The Overseas Transfer Information Service (OTIS) is a telephone hot line that provides Navy members and their families with a central source of information on nearly all overseas duty stations. OTIS gives advice and information on such topics as climate, location, passports, housing, educational services, shipment of automobiles, quarantine requirements for pets, dental facilities, and spouse employment. The hot-line number is AUTOVON 286-5932/5934, commercial (202) 746-5932/5934, or toll free 1-800-327-8197. OTIS will accept collect calls within CONUS. During nonworking hours, leave a message on the answering machine and you will receive a return call the next working day. You can also write to OTIS at the following address:

Chief of Naval Personnel (PERS 662D)
Overseas Transfer Information Service
Navy Department
Washington, DC 20370

Before calling OTIS, you might find that many of your questions about an overseas duty

station may be answered by reading *Overseas Living Conditions; Information Concerning*, NAVMILPERSCOMINST 1720.1A. The instruction contains brief sheets on approximately 40 duty stations abroad. This instruction should be available through your local PSD or personnel office.

ASSISTANCE ORGANIZATIONS

You can obtain additional assistance for service members and their families from the following groups:

- Chaplain Corps
- Navy Relief
- Red Cross
- USO
- YMCA/YWCA
- Wives Clubs

Visit the local offices of these organizations and discuss the services they provide for your personnel and their families. Then place notes in your division's files about these organizations and the services they provide. You can use the notes to conduct General Military Training (GMT) during morning quarters.

PRIDE AND PROFESSIONALISM

Pride and professionalism have taken their rightful place in today's Navy. Gone is mediocrity; permissiveness is about to follow. Enter professionalism.

—Admiral Thomas B. Hayward

In 1980 Admiral Thomas B. Hayward, the 21st Chief of Naval Operations (CNO), initiated the Navy's pride and professionalism program. This program reemphasized and reinforced the traditions and values that have been a part of our Navy for over 200 years. Since this program is just as important today, you should develop those

traits of pride and professionalism described in the following paragraphs.

LOYALTY

This is a true, faithful, strong devotion to your country, commitments, or obligations. In a Navy environment, it also includes devotion to your superiors and subordinates. While you may be willing, even eager, to extend loyalty within your organization, you must continuously strive to keep the loyalty of others. You can do this by showing loyalty to the command and your subordinates.

DEVOTION TO DUTY

This is dedication to your job. You must at all times do your job to the best of your ability and place duty above self. Refusal to do so increases the burden of others.

PROFESSIONAL KNOWLEDGE

At this point in your career, professional knowledge consists of more than just technical knowledge; it also consists of job know-how. You will increase this job know-how with experience and by being open-minded to new ideas and the suggestions of others.

SELF-CONFIDENCE

This means you feel sure of your ability, judgment, power, and decisions. Professional knowledge is meaningless without the confidence to use it.

INITIATIVE AND INGENUITY

You need these qualities to help you develop your abilities to the fullest. Initiative is an introductory act leading to an action. Ingenuity is a skill or cleverness in devising or combining ways to get the job done. Opportunities for initiative and ingenuity often arise, but we fail to take advantage of them.

COURAGE

This is the mental or moral strength that enables you to meet danger, stand up for your beliefs, be honest, and admit mistakes.

THE ABILITY TO ORGANIZE AND MAKE DECISIONS

The ability to organize means you can plan and coordinate specific steps to complete simple or complex jobs. The ability to make decisions means you can identify possible obstacles or problems, establish priorities, and choose the best way to overcome these problems. A fear of failure does not interfere with your ability to organize and make decisions.

PERSONAL EXAMPLE

This quality is an inherent part of leadership. It means you exhibit good behavior, a professional appearance, and outstanding performance as a role model for others. It will have a positive impact on your subordinates and the image of the CPO community.

PERSONAL EXCELLENCE

The Personal Excellence Program was initiated by Admiral James D. Watkins, the 22d CNO, as a follow-on program to pride and professionalism. The emphasis of this program—Navy involvement in the civilian community—has become a positive and effective program. Through this program the Navy supports local Parent-Teacher Associations (PTAs), churches, charities, and youth activities. The program also includes the Navy's support of alcohol abuse, drug testing, physical fitness, and family advocacy programs. The involvement of naval personnel with these community programs helps to maintain the Navy's image of pride and professionalism.

CORE VALUES

The latest addition to the pride and professionalism program was initiated by Admiral Carlisle A. H. Trost, the 23d CNO, to reenforce and strengthen existing programs. The objective of this program is for senior and junior naval personnel to serve as models of ethical behavior and personal values. Role models who reflect the Navy's core values set an example for all Navy personnel. They also serve as an image of the Navy's pride and professionalism to the local community and the nation. The following paragraphs describe the core values the Navy expects of its people.

Integrity

Integrity is the soundness of moral character and ethical principles. You should recognize this as a fundamental part of being an effective leader and manager. As a chief petty officer, you will be expected to make moral and ethical decisions for which you will be held accountable. The basic elements of integrity are honesty, honor, and responsibility.

Professionalism

Professionalism is the conduct, aim, or quality that marks a profession or professional person. As a chief petty officer who is recognized as a professional, you must ensure your people conduct themselves in a professional manner. The elements of professionalism are competence, teamwork, and loyalty.

Tradition

Tradition is the handing down of beliefs and customs from generation to generation. As a member of the Navy, you have inherited a rich and proud tradition of patriotism, courage, spiritual heritage, and concern for people. As a chief petty officer, you have also inherited an obligation to your predecessors and successors to uphold this tradition.

INTEGRITY AND EFFICIENCY PROGRAM

The policy of the Department of the Navy (DON) is to eliminate mismanagement of its resources. DON takes vigorous actions to detect, deter, and eliminate fraud, waste, and abuse, as well as the appearance of improper conduct in the Navy. DON also takes actions to prevent such occurrences in the future. All naval personnel, military and civilians, having knowledge of fraud, waste, and abuse are required by law to make a full disclosure of such activities to the proper authority.

Mismanagement, disclosure, fraud, waste, and abuse are terms that you should be familiar with in carrying out your responsibilities toward the Integrity and Efficiency Program. These terms are defined below:

- **Mismanagement**—To manage incompetently or dishonestly

- Disclosure—The identification and reporting of fraud, waste, and abuse
- Fraud—Intentional misleading or deceitful conduct that deprives the government of its resources or rights
- Waste—The extravagant, careless, or needless expenditure of government resources, resulting from improper or deficient practices, systems, controls, or decisions
- Abuse—The intentional, wrongful, or improper use of government resources; that is, misuse of rank, position, or authority

The Chief of Naval Operations (CNO) is responsible for carrying out the Navy's Integrity and Efficiency (I & E) Program. This program is designed to strengthen and focus efforts to combat fraud, waste, and abuse throughout the Navy. The Naval Inspector General (NAVINGEN) supports the CNO in carrying out these responsibilities. NAVINGEN coordinates audits, inspections, and investigations, and provides positive initiatives to reduce fraud, waste, and abuse within the DON. Commanders, commanding officers, and supervisors/managers are required to support the I & E Program by reporting violations; ensuring prompt, responsible, impartial processing of disclosures; and taking proper action to prevent recurrence, thus ensuring that violators have amended their ways.

Naval personnel may report fraud, waste, and abuse, which are Standards of Conduct violations, through the following systems:

- Chain of command
- Navy hot line
- Naval Investigative Service (NIS)
- Congressional communications

The following paragraphs explain the primary function of each of these reporting systems. They also tell you which reporting systems you and those you supervise should use to report violations of Standards of Conduct.

THE CHAIN OF COMMAND REPORTING SYSTEM

It is your duty and obligation to report all fraud, waste, and abuse to proper authority,

which is usually the chain of command. This duty applies equally to all DON civilian and military personnel. United States Navy Regulations states:

Persons in the Department of the Navy shall report to proper authority offenses committed by persons in the Department of the Navy which come under their observation.

This means that Navy law requires you, your subordinates, and your superiors to report observed misconduct.

You should provide factual information when making a report. The use of who, what, where, when, and how should be part of your report.

Be sure that all information is given, including any proof. Confidentiality is ensured by federal law. The person reporting can request confidentiality, if desired, at the time of disclosure; however, as the person making the report, your name and duty/work station should be included in the report so that more information can be obtained if needed.

The key points of your disclosure should include the following information:

- Factual statements
- Clear and concise statements
- Documentation

These disclosures should be made through your chain of command. As a Navy manager and/or supervisor, you are primarily responsible for taking corrective action; therefore, having the first opportunity to resolve the problem is not unreasonable.

The chain of command should be used for reporting matters involving fraud, waste, and mismanagement, unless the chain of command is part of the problem. Then, and only then, would you and your personnel be justified in using the other reporting systems.

Supervisors are responsible for their employees and therefore are accountable for their job-related conduct. For this reason; it would usually be considered improper for supervisors to initiate or

direct investigations into disclosures lodged against themselves or those that report directly to them. If more information is needed, a neutral party should carry out the investigation and make suggestions for correction.

The following are the chain-of-command steps for properly handling matters of fraud, waste, or mismanagement:

1. Discuss the issue with the person committing the alleged violation so that they will have the first opportunity of correction; if not resolved, then
2. report the facts to the employee's supervisor; if still not resolved, then
3. report the problem to the next higher supervisor.

THE HOT-LINE REPORTING SYSTEM

When a disclosure indicates the issue involves a unit of the command and the commanding officer or key management officials are aware of the problem, the hot-line reporting system should be used.

Hot-line disclosures are screened by the NAVINSGEN and directed to the proper activity. This is usually the chain of command where the disclosure originated. The command is responsible to the NAVINSGEN for making a proper investigation and taking appropriate corrective action. The investigation and corrective action must be completed within 60 days, unless the NAVINSGEN allows more time. Confidentiality is also available when using the hot-line reporting system to report fraud, waste, abuse, and mismanagement. Give your name and be specific with dates, places, names, and facts. All disclosures, regardless of how major or minor, will be investigated. No lead is too small. The Navy wants you to help in its fight against fraud, waste, abuse, and mismanagement. In fact, incentive awards are given for information that saves the government money and/or its resources.

You should have proof to substantiate your report; however, the DON will investigate all disclosures. Some Navy commands have set up their own local hot-line system. All Navy personnel are encouraged to use the Navy hot-line program. Your official bulletin board should have the

hot-line information posted on it. You may contact hot line by either telephone or mail, as follows:

1. The phone numbers for DOD activity contact points are as follows:

1-800-424-9098 Toll Free
(202) 693-5080 Commercial
223-5080 Autovon

Or you can write to the following address:

DOD Hot Line
The Pentagon
Washington, DC 20301

2. The phone numbers for DON activity contact points are as follows:

1-800-522-3451 Toll Free
(202) 433-6743 Commercial
288-6743 Autovon

Or you can write to the following address:

The Naval Inspector General
Attn: Navy Hot Line, Bldg. 200
Washington Navy Yard
Washington, DC 20374

3. Check your official bulletin board or your local naval telephone directory for the numbers and addresses of your command hot line.

Check your local Navy exchange, the local base newspaper, and your local naval telephone directory for other special hot lines for particular programs.

THE NAVAL INVESTIGATIVE SERVICE REPORTING SYSTEM

The Naval Investigative Service (NIS) is the criminal and investigative organization for the Department of the Navy. NIS primarily investigates major crimes and fraud committed against the government. Essentially, major crimes are those for which the maximum penalty required by law is more than 1 year's imprisonment or a loss valued at more than \$500.

The types of criminal misconduct that NIS investigates include the following:

- Theft of government property
- Embezzlement of government funds
- Making false official statements
- Bribery
- Submitting false travel claims
- Accepting kickbacks from contractors
- Accepting gratuities
- Misuse of public funds
- Fraudulent/illegal contracting procedures for personal gain
- Misuse of government equipment, materials, or personnel

NIS is listed under INVESTIGATIONS in your local naval base telephone directory.

THE CONGRESSIONAL COMMUNICATIONS REPORTING SYSTEM

Naval personnel may communicate with a member of Congress on any subject, at any time, unless that communication violates a law or security regulation. Federal law allows any person of the armed forces to communicate with a congressman without going through official channels. No member of DON may interfere with, or deny, a person's right to communicate with a member of Congress; however, supervisors should advise their people of their access to the chain of command to resolve problems. Experience has shown that many situations can be rectified through the chain of command, thereby saving the time and cost involved in a congressional inquiry.

For military personnel, such as supervisors and/or managers, interference, before or after the fact, is chargeable under the Uniform *Code of Military Justice (UCMJ)*, article 92(a). While civilian personnel are not accountable under the *UCMJ*, they are subject to appropriate disciplinary or administrative action if they interfere.

The address and phone number where your congressman can be reached is as follows:

(Name of local congressman)
The Capitol
Washington, DC 20515
Phone:
(202) 224-3121 Commercial

MORAL, WELFARE, AND RECREATION (MWR) DEPARTMENT AND THE NAVY RESALE SYSTEM

Sailors should work hard and play hard. Part of your job is to ensure the sailors get their money's worth during play. Your local MWR department is the place to begin looking for bargains in recreation, recreation equipment, and recreation facilities.

The Navy Resale System contributes funds for the MWR program. Tax-free items bought at the Exchange, Optical Shop, or other facility can provide significant savings over prices offered out in town.

The general types of services offered by the Navy resale system include the following:

- Retail merchandise sales outlets
- Name brand fast-food franchises and concessions; and over-the-counter food service including delicatessens, ice cream shops, snack bar and fast-food facilities, cafeterias, refreshment stands, beer bars, automatic snack bars, and mobile canteens
- Package liquor, wine, malt, and nonalcoholic beverage products
- Sales and rentals of video cassette tapes and video cassette recorders
- Taxi service, auto rental, truck rental, nonrecreational trailer rental, car carrier top rental, manned phone centers, mini-storage facilities, locker clubs, lodges, new U. S. auto sales in overseas locations, and other personal services
- General equipment rentals (see table 6-1)
- Vending machines
- Concessions or contract services not provided by Recreational Services
- Coin operated amusement machines not operated by Recreational Services
- Pay telephones

Table 6-1.-General Equipment Rental Items

<u>Hospitality Items</u>	<u>Hand Tools</u>	<u>Lawn and Garden</u>
Banquet table	Bar clamp	Weed cutter
Folding table	Crosscut saw	Tamp
Bathroom items	File	Pruning shears
Bedroom items	Crowbar	Wheelbarrow
Card table and chairs	Claw hammer	Tree trimmer
Chafing dish	Ball peen hammer	Tree and crosscut saw
Coffee maker	Pry bar	Lawn edger
COT	Wood drill	Wedge
Electric frying pan	Hacksaw	Split maul
High chair	Hand planer	Weed cutter
Ice crusher	Tape measure	Fence post driver
Kitchen items	Level	Fertilizer spreader
Porta crib	Miter box and saw	Flower spade
Chair	Plumber's snake	Grass snips
Bowl set	Propane torch kit	Hedge trimmer (hand)
Rollaway bed	Socket set	Hedge trimmer (elec.)
Round table	Droplight	Hoe
<u>Miscellaneous</u>	Square	Stepladder
Television	Level	Ladder
Snowblower	Wood chisel	Lawn roller
Santa Claus suit	Keyhole saw	Lawn mower
Roller massage	C-clamp	Pickax
Child restraint seat	Pipe wrench	Pitchfork spade
Electric heater	Tin shears	Post-hole digger
Polaroid camera	Tap and die set	Pruning saw
Instamatic camera		Rakes

Table 6-1.-General Equipment Rental Items—Continued

<u>Hospitality Items</u>	<u>Power Tools</u>	<u>Lawn and Garden</u>
GI can	Auto buffer	Rototiller
Hand truck	Belt sander	Shovel and spades
Metal detector	Electric drill	Sledge hammer
Movie projector	Electric planer	
Movie screen	Extension cord	
Slide projector	Hammer drill	
Refrigerator dolly	Hydraulic log splitter	
Electric fan	Jigsaw	
<u>Cleaning Equipment</u>	Sander vibrator	
Floor edger	Sawsall	
Floor sander	Skill saw	
Floor buffer	Submersible pump	
Wet and dry vac	Router	
Upholstery head		
Rug shampooer		

The general types of services offered by recreational services include the following:

- Bowling centers, golf courses, tennis complexes, and physical fitness complexes
- Food service operations in bowling centers, golf courses, child development centers, youth centers, and fitness or sports complexes
- Theaters and theater snack bars (less vending machines)
- Hobby shops including automotive hobby shops
- Sailing facilities, riding stables, golf driving ranges, boat marinas, fishing boats, skeet ranges, recreational camping areas, and other similar facilities
- Recreational equipment rental (see table 6-2)
- Social recreation centers including reading lounges, T.V. lounges, and game rooms
- Child development centers
- Travel services including tickets, tours, and reservations
- Carnivals, circuses, flea markets, and special entertainment events
- Vehicle storage
- Officer and enlisted clubs and messes

Table 6.2.-Recreational Services Equipment Rentals

<u>Athletic/Recreation</u>
Balls
Bats
Gloves
Racquets
Games
Snow ski and water ski equipment
Swim and snorkel gear
Ice/roller skates
Bicycles
Toboggans
Golf club sets
Surfboards
<u>Camping and Picnic</u>
Overnight backpack equipment
Camping trailers and tents
Car luggage racks, trailer hitches, and safety accessories
Camping gear (example: sleeping bags, cooking equipment, cots, lanterns, ice chests, propane/catalytic heaters, and fuel)
Barbecue grills
Portable gas grills
<u>Fishing and Boating</u>
Fishing boats, motors, and trailers
Canoes and paddles
Rafts and paddles
Oars and locks
Life jackets
Boat anchors
Fishing equipment
Rod and reel sets
Fish cleaning sets
Tackle boxes
Fishing guide books
Bait

MWR facilities afloat vary with the size of the command. See your local recreational services officer for specific services offered at your command.

SUMMARY

Assistance programs provide Navy policy, guidance, and help in a variety of areas. Assistance programs are important to the welfare and morale of your subordinates and their families. You should have an understanding of assistance programs so you can advise and assist your division.

The Navy's Pride and Professionalism program and Core Values provide all naval personnel with ethical standards of conduct and guidelines to use in the conduct of their jobs. The Personal Excellence program stresses individual excellence in a variety of programs from community involvement to Drug and Alcohol Abuse prevention.

The Integrity and Efficiency program is designed to reduce mismanagement of Navy resources. All naval personnel, military and civilian having knowledge of fraud, waste, and abuse, are required by law to make full disclosure of such activities to the proper authority.

The Moral, Welfare, and Recreation department and the Navy Resale System combine to provide recreation and top quality merchandise to naval personnel at a reduced cost.

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