



The CIAC Paddle

Helping You Navigate the IA Continuum



11th Edition, March 2013 - Supplement

Navy IA Sailor Top Focus Area #2 IA Sailor & Family Support

IA Sailor and Family Support throughout the IA Continuum is primarily accomplished by two distinctive roles (CIAC and IDSS). CIACs should be familiar with both roles, to include how they work separately as well as in coordination to ensure the best support for the IA Sailor and Family.

Throughout IA Continuum

a) Who is the Command IA Coordinator (CIAC), what do they do, and what is the IA Sailor's role?

- A CIAC is a Parent Command designated representative who provides support to IA Sailors before, during and up to 270 days (9 months) after re-deployment. This includes personalized, regular (minimum every 30 days) contact with the Sailor and their Navy Family Accountability and Assessment System (NFAAS) designated contacts (e.g., family, significant other, or roommate).
- CIACs are required to assist IA Sailors in preparing for deployments including completing all pre-deployment Expeditionary Screening Checklist (ESC) items (administrative & medical) and any other assistance throughout the continuum.
- CIACs support the IA Family as the primary touch-point and liaison for all command related issues (pay, command events, resource referrals, etc.) throughout the continuum as requested.
- IA Sailors should inform their CIAC of designated contact(s) who may be anyone the Sailor chooses to receive support during deployment.
- IA Sailors should communicate to the CIAC what frequency they would like the CIAC to contact them (and their designated contact) and by what means (email/phone/text/twitter/Facebook).
- IA Sailors must update their CIAC with their theater specific work email.
- If the CIAC is not performing duties, the IA Sailor should first contact chain of command (CO/XO/CMC), then if necessary, [USFF IA Support](#).

b) Who is the Individual Deployment Support Specialist (IDSS) and what do they do?

- IDSSs are Fleet & Family Support Center (FFSC) representatives assigned by a geographic region where the IA Family lives.
- IDSSs consistently communicate with NFAAS designated contact(s) on the pre-determined basis to provide support and resources. They contact the sailor before deployment to offer a pre-deployment briefing and to ensure that the contact information in NFAAS for the IA Sailor and their designated contact is accurate and current. They also provide support during deployment up to 180 days following re-deployment.
- IDSSs provide FFSC support through services such as: deployment readiness, personal finances, transition assistance, family employment, relocation assistance, exceptional family member assistance, family advocacy, counseling, and assistance with reintegration.

c) For more information on CIACs, visit the [CIAC Information](#) webpage on the Navy IA website.

d) For more information on IDSSs, visit the [Fleet & Family Support Center](#) to contact the IDSS that supports your region.