

**Command IA Coordinator (CIAC)  
Navy Family Accountability and Assessment System (NFAAS)  
Key Focus Areas**

CIACs,

As the Individual Augmentee Executive Agent (IA/EA), US Fleet Forces (USFF) is responsible for accurately tracking support for all IA Sailors/Families through all phases the IA continuum, ensuring they receive the best possible level of support. USFF utilizes the Navy Family Accountability and Assessment System (NFAAS) as the common operating picture (COP) to accomplish this task and relies heavily on the CIACs/Parent Commands to document support in addition to data feeds from other sources where appropriate. USFF regularly monitors and audits NFAAS, contacting individual BSOs/TYCOMs/ISICs/Commands as necessary to ensure program compliance. USFF also regularly receives surveys and emails requesting support/assistance when IA Sailors are unable obtain support from their CIAC/Parent Commands. The following information should be utilized as a desktop guide to document CIAC support in NFAAS.

To capture the most accurate metrics possible, USFF directs CIACs to focus their efforts on the following main areas:

1. CIAC ASSIGNMENT - Currently, over 300 IA Sailors have no assigned CIAC designated in NFAAS. **CIACs shall verify that every IA Sailor in their UIC has a CIAC assigned to each IA Sailor's NFAAS record/file.** It is not sufficient to have a CIAC assigned to the UIC only. Linking CIACs by name to each IA record ensures email reminders, notifications, etc. will be sent directly to the CIAC responsible for the individual Sailor.
2. POC INFO - CIACs shall update all contact data in NFAAS for themselves (using official email addresses and phone numbers/extensions), IA Sailors, and their families. It should be noted that it is extremely important to capture and verify good POC information for the Sailors and their families BEFORE the member departs on their IA assignment. It is very difficult to obtain this information after the Sailor has gone forward. Personnel frequently transfer, move, or change email addresses, which results in outdated information in NFAAS and prevents effective contact and/or distribution of time-sensitive information via directed or automated email reminders.
3. CONTACT - Currently, over 450 IA Sailors have no documented contact in NFAAS. Contact with the IA Sailor is recorded/documented in the Sailor's NFAAS record when the "Contacted Sailor", "Contacted Family", or "Contacted Both" options are selected from the drop down menus in NFAAS. These options are indicated by an asterisk. The requirement for documenting contact begins upon receipt of orders and continues monthly until 9 months after the "Actual Return Date" of the Sailor from their IA assignment (indicated in Block 4 of the NFAAS file). Other documentation options, such as "Attempted Contact" and "Other Update" are very important also, but will NOT automatically populate/update the "Date Last Contacted" field as they are used only for monitoring purposes. Please do not forget to click "Save" when changes are made. CIACs experiencing difficulty with maintaining contact with IA Sailor can request additional assistance from the USFF IA Support POC in para 7.a. This is an extremely labor intensive process that should only be requested when all other means have been exhausted.

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4. ACTUAL RETURN DATE - CIACs shall ensure documentation of the "Actual Return Date" field in NFAAS for all IA Sailors who have returned from their IA assignment unless that field already states "Set by MRRS". If a Post Deployment Health Assessment (PDHA) (DD Form 2796) is completed by the Sailor at NMPS, the PDHA data automatically pushes the "Actual Return Date" from MRRS to NFAAS. The "Actual Return Date" (if already populated by the CIAC) will be overridden and repopulated by the "Departure from Theater Date" the Sailor indicated on their PDHA form. This date is used to compute the PDHA/PDHRA time requirements for those who require Deployment Health Assessments (DHA) (For CONUS or others who do not require DHAs, the date should be the date they returned through NMPS). Sailors not requiring DHAs require the CIAC to populate blocks 1, 2, and 3 indicating their return date and that DHAs are not required (e.g., CONUS or shipboard deployers who are exempt). NFAAS assumes that all IA Sailors require DHAs unless this step is taken. Populating the "Actual Return Date" date also changes the orders status in NFAAS from "Executing" to "Returned". This field must be set/updated as soon as possible after the IA Sailor returns to your Command to ensure timely and accurate metrics collection and transmitting of email reminders. The "Actual Return Date" field must be completed before a record can be removed from NFAAS. If a Sailors orders are cancelled, do NOT populate block 1. Follow the process indicated in paragraph 6 below.

5. DEPLOYMENT HEALTH ASSESSMENTS - PDHA/PDHRA are required to be performed within their respective timeframes in order to be considered compliant. If they are performed outside of these windows by even a day earlier or later than the window, then they are considered complete, but not compliant. ONLY COMPLAINT METRICS ARE REPORTED TO DON, DOD, and CONGRESS. Performing DHAs early or late is considered non-compliant. Please ensure the assessment is scheduled and performed after the beginning of the respective compliance window has been reached, as it may take a significant amount of time to be seen by a provider. These assessments ensure our Sailors are afforded the opportunity to receive timely care as many physical and psychological issues manifest themselves during these timeframes after returning from deployments. Additionally, it ensures an opportunity for reservists to receive needed assistance or care before their TRICARE benefits expire 6 months after demobilization. The USFF DHA website can be viewed at [www.dha.navy.mil](http://www.dha.navy.mil) for additional assistance.

a.) PDHA Dates - **The PDHA (DD Form 2796) is required within 30 days of the "Actual Return Date" for Sailors who deployed in a qualifying BOG assignment (OCONUS, greater than 30 days without access to a fixed Military Treatment Facility (MTF)).** This usually applies to most Sailors who served in Afghanistan, AFRICOM, or other similar assignments. Most IAs complete the PDHA as they return through NMPS, although there are some exceptions for Active Component (AC) Sailors, so please verify PDHA status for your returning IA Sailor. If the PDHA field in Block 2 of the Sailor's NFAAS does not indicate a date and is not noted with a "Set by MRRS" flag next to it within 2 weeks of returning through NMPS, Active Component (AC) Sailors should contact their Command's medical provider or MTF to schedule an assessment as quickly as possible. RC Sailors should contact their NOSC's medical department. CIACs must verify that the PDHA is required and performed. If not required (e.g. CONUS deployments), indicate "Not Required" in block 2 of the NFAAS record. The PDHA is completed electronically (Web-based) through the electronic Deployment Health Assessment (eDHA) system. eDHA will push the completion date to the Medical Readiness Reporting System (MRRS) and subsequently to NFAAS within approximately 2 weeks after it is performed. CIACs do not have the capability to

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populate post deployment blocks 2 and 3 the DHA fields in NFAAS. If the PDHA is not completed within 30 days of returning, it may still be performed up until the 89th day after the Actual Return Date (Block 1 of the member's IA field) has been reached. The system will be record this situation as completed, but not compliant and then they will cross into the PDHRA (DD Form 2900) window described below.

b.) PDHRA Dates - CIACs shall ensure completion of the Post Deployment Health Re-Assessment (PDHRA) (DD Form 2900) is reflected in NFAAS. **The PDHRA is required to be conducted between the 90th and 180th day after the "Actual Return Date" date for Sailors who deployed in a qualifying BOG assignment (Afghanistan, CENTCOM etc).** Completing the PDHRA even one day sooner or later than this window will result in a non-compliance situation in reporting to DON, DOD, and Congress. Records that are non-compliant due to lateness cannot be "fixed". PDHRAs should be conducted face to face if at all possible in order to maximize the usefulness of the assessment for both the Sailor and the Navy. AC Sailors should contact their Command's medical provider or MTF to schedule a PDHRA as soon as they enter the 90th day from the "Departure from Theater Date" window. **AFTER A SAILOR COMPLETES THEIR ONLINE FORM IN eDHA, IT MUST BE "CERTIFIED" BY A MEDICAL PROVIDER TO BE CONSIDERED ACCOMPLISHED.** Reservists or remotely located AC IA Sailors without access to an MTF (e.g., Independent Duty, Recruiter, etc.), may complete the PDHRA through the PDHRA Call Center at 1-888-PDHRA-99 (1-888-734-7299). This assessment is extremely important and is tracked and reported to USFF monthly and CNO/DOD/Congress quarterly. Failure to complete the both steps of the PDHRA process (online portion and meeting with a provider for certification) will prohibit the IA Sailor's annual PHA from being completed and will subsequently prevent participation in the PFA per Navy policy, and will constitute a "Failure".

6. DID NOT EXECUTE IA ORDERS - CIACs shall clear out records for those who "Did Not Execute" IA orders or their orders were cancelled and came back to your unit before leaving CONUS to go forward. In this situation CIACs should NOT populate an Actual Return Date in the NFAAS file as the system will assume that the Sailor went forward and requires DHAs as a result. If a primary/alternate IA Sailor did/does not go forward after training due to mission cancellation, medical fallout or other circumstances (or obligation period has expired for embedded alternates); CIACs should select the "Did Not Execute IA Orders" option in NFAAS. The record will be archived and removed from the NFAAS UIC in approximately 48 hours.

7. CLEAN OUT RECORDS - Transfers, retirements or separations should be addressed by one of the following procedures:

a.) Transfer IA Record to New UIC - CIACs shall contact the gaining UIC's CIAC (by email or phone using CIAC lookup feature in NFAAS) and direct them to "Pull" the record into the new UIC. This is accomplished by the gaining command's CIAC entering the member's FULL SSN and selecting the "Update UIC" option from the dropdown menu on the left side of the name. These steps allow viewing of records outside of the CIAC's own UIC. IA RECORDS WILL NEVER MOVE AUTOMATICALLY TO A NEW UIC BY THE SYSTEM. They must be manually moved using the procedure described above to ensure a positive handoff to the gaining Command (Changes will be applied to the Personnel Accountability (PA) side for Orders to Account events etc.). This ensures a CIAC is assigned at the new Command and has acknowledged responsibility for the case file, as many gaining Commands may not have previously had IA Sailors or do not

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currently have an assigned/trained CIAC. Gaining Commands may also verify a new check-in/prospective gain's IA status by downloading the Daily CIAC Report under the "Reports" tab in NFAAS. The report contains a list of all active IA Sailors in the NFAAS database. Commands should include have CIACs added to the Command's check-in sheet for new arrivals. If a gaining Command is unresponsive after 10 working days, contact USFF IA Support: LCDR Dawn Knasas, at [dawn.knasas@navy.mil](mailto:dawn.knasas@navy.mil), COMM: (757) 836-2869, or DSN: (312) 836-2869 for assistance.

b.) Retirement/Separation - If an IA Sailor has retired or separated from the Navy within 9 months of the "Actual Return Date", CIACs may utilize the "Member Separated on..." function in block 4 of the NFAAS record/file (DO NOT USE THIS OPTION WHEN SAILOR IS TRANSFERRING/REMAINING ON ACTIVE DUTY). Access to this capability will require the "Actual Return Date", "PDHA", and "PDHA Status" fields (Blocks 1-3) to be populated prior to being able to access the function in block 4. The CIAC will then input the Retirement/Separated from Navy date in the field (Block 4) and click "Save" at which time the record will be removed from the UIC and archived by NFAAS. CIACs must be extremely careful to ensure the Sailor they document only those who have actually retired/separated. There have been several instances of Sailors being incorrectly identified in this status when they were merely transferred to a new command, causing difficulties for all concerned to correct. Members should make every effort to complete any outstanding DHAs in combination with their separation physicals as they will continue to be delinquent while on terminal/separation leave until their actual retirement/separation date has been reached.

#### 8. ADDITIONAL INFORMATION

a.) CIACs may view the real-time status of their Command information/metrics under the "Reports" tab in NFAAS 24/7 by downloading the "CIAC Daily Report", "Command Summary Report", or "PDHA/PDHRA Compliance Report" as desired.

b.) Every CIAC should attend a NFAAS CIAC WEBEX training event at the earliest opportunity to ensure they can properly utilize NFAAS. The schedule can be found on the NFAAS homepage, right hand side under "Online Training" and is scheduled approximately twice monthly.

c) There are now three required training course available for CIACs on NKO (Navy e-learning). The courses are titled: USFF-CIACBT-1.0 (Basic Training), USFF-CIACRT-2.0 (Resources Training), and USFF-CIACSET-1.0 (Shaping Expectations Training). They can be found under Course Catalog Tab / Individual Augmentee Training / CIAC Training. Complete all three CIAC Training modules within 60 days of assignment as a CIAC.

d.) Additional information is also available via the Navy IA website ([www.ia.navy.mil](http://www.ia.navy.mil)), NFAAS help desk, email communications, and "The CIAC Paddle." Please take the opportunity to explore these resources, particularly for those newly assigned to the program.