1.) MCPON Letter to the Enlisted Force: Focus on building winning teams / 25 OCT 18

NavyLiveBlog, MCPON Russell L. Smith

Institutional loyalty – “ship, shipmate, self” – as well as organizational transparency and clear messaging will continue to be a priority, as well as dignity and respect between all of our teammates.

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Navy Personnel Command Public Affairs

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3.) Navy Announces Changes to In-Residence Graduate Education for URL Officers / 25 OCT 18

Chief of Naval Personnel Public Affairs

Navy announced that officers in Unrestricted Line (URL) communities must now be screened by administrative boards in order to attend in-residence graduate education (IRGE) programs, in NAVADMIN 263/18, Oct. 25.

4.) “I have a clearance…and I stepped up and said ‘hey, I need some help’” / 16 OCT 18

NavyNavStress, 21st Century Sailor Office
https://navstress.wordpress.com/2018/10/16/i-have-a-clearanceand-i-stepped-up-and-said-hey-i-need-some-help/

While fear of reaching out can be overwhelming, 1 Small ACT can make a career or life-saving difference. Seeking help is the best thing you can do for yourself, your family and your Navy career if navigating mental or behavioral health concerns.

5.) Supplemental Articles bi-weekly roll-up:
Every other week, we roll up the latest supplemental articles from around the Fleet. Below are the latest: (URLs on Last Page)

- Women's Health: Taking Time for Yourself
- A New Way to JOIN the Navy!
- Protecting Your Shipmates by Protecting Yourself
- Department of the Navy Releases Business Operations Plan to Further Reforms

To sign up for the @USNPeople Weekly Wire, email usnpeople.fct@navy.mil, or find it online at www.navy.mil/cnp
1.) MCPON Letter to the Enlisted Force: Focus on building winning teams / 25 OCT 18
NavyLiveBlog, MCPON Russell L. Smith

The world stage is a very dynamic and challenging one, with many nations maturing their ability to efficiently operate in the maritime environment. The evolution of technology, and our Navy’s growth in this new “great powers” era demands that our Navy apply resources in a far more refined and complex manner. As our Navy’s storied legacy continues, the Navy the Nation Needs will demand more from us. We must become stronger, run faster and effectively build teams to compete and win in high-end warfare at sea.

Institutional loyalty – “ship, shipmate, self” – as well as organizational transparency and clear messaging will continue to be a priority, as well as dignity and respect between all of our teammates. Understanding the solemn privilege, we have as stewards of the public trust will be emphasized. Austerity and humility are necessary attributes to embrace as we carefully manage the resources the American public has entrusted to us.

Every Navy leader aspires to leave behind a better and more prepared Navy than the one they found when they arrived, and I am no different. The principal concern of the Office of the MCPON remains first and foremost to serve as a determined advocate on behalf of our enlisted force, as well as to find ways to leverage our 3,000 master chiefs in leading 31,000 chief petty officers to build winning teams in preparation for the future fight. Together we must set a blistering pace above, on and below the sea, projecting strength so profoundly that we give pause to anyone who would dare challenge us.

Four great strengths of the Mess are technical competence, innovative thinking, communication and networking. These skills give us the ability to be a force multiplier in both peace and war, enabling us to solve the greatest challenges by connecting our Navy horizontally. Known for using deckplate skills and experience to innovate and get results, the Mess will be absolutely essential to finding new and better ways to build muscle memory that develops toughness, which will lead to true combat readiness.

We must keep Sailors from getting sidetracked or distracted, keeping them instead laser-focused on combat at sea against a determined enemy. To that end, we are engaged in delivering tools to the fleet, to render greater efficiencies in both personnel management and how we educate and train our Sailors. Those efforts will return time and opportunity to the deckplates, allowing leaders to focus on tactical skills and warfighting readiness.

Throughout our history, our greatest advantage has never been our machinery – rather, it has been the courage of the American Sailor facing adversity around the world. Perseverance, fortitude and spirit of service that each and every one of you brings to the fight will give us the decisive edge in the fight to come.

Russell L. Smith
MCPON

2.) Great First Month for MNCC Contact Center / 25 OCT 18
Navy Personnel Command Public Affairs

MILLINGTON, Tennessee (NNS) -- Marking its one-month anniversary Oct. 24, officials running the MyNavy Career Center (MNCC) Contact Center report the newly established tiered service delivery model is exceeding initial expectations for timeliness, accuracy and customer satisfaction.
Since Sept. 24, the MNCC Contact Center has processed more than 25,000 service requests with a daily average of nearly 850. These requests for information or transaction support arrive via phone, direct email and through MyNavy Portal (MNP). This marks a dramatic increase in volume from service requests received by the NPC customer service center, which offered a limited amount of support relative to the MNCC.

Nearly 90 percent of the queries the MNCC Contact Center received were resolved by agents during the initial contact phase, said Ann Stewart, director, Navy Personnel Command (NPC) Pay and Personnel Management. This exceeds the industry standard for call center first contact resolution.

“We are learning more everyday about the kinds of things with which Sailors need help,” Stewart said, “When a contact center agent doesn’t have the information available to answer a question on the spot, a service request is created and routed to a subject matter expert to resolve. This is where we are really learning – we will work to get more information to the contact center agents, so they can answer more questions immediately, and we are tracking the response times and following up to be sure subject matter experts are resolving requests in a timely manner.”

The top service requests over the first month included: verification of selection board package receipt, requests for documents from a service record, retirement-related questions and support to the numerous hurricane/typhoon accountability musters.

“We’re working to get better every day – so Sailors can spend their time focusing on their mission and their families,” Stewart said.

“The MNCC Contact Center is not only meeting our initial performance expectations, but also identifying areas for additional Sailor-centric process improvement,” said Rear Adm. Jeff Hughes, commander, NPC. “Sailors deserve a modernized personnel system on par with the very top service providers in the commercial sector, and we are determined to deliver with the MNCC concept.”

“Data collected over our first month shows that we are meeting benchmarks for both the timeliness and accuracy of our responses and overall customer experience,” Hughes said, adding, “Given current technology, Sailors are more connected than ever before, and they expect this level of service. We encourage all who make contact with us to provide candid feedback as we continue to evolve to better meet their needs.”

Opened Sept. 24, the MNCC represents an evolution in Navy pay and personnel services delivery by providing Sailors a tiered system of support available to them around the clock. Tier Zero is the Sailor’s self-service option through MNP, my.navy.mil. Tier One is communication with one of the MNCC Contact Center agents by phone or email. Finally, if a Sailor’s inquiry or transaction request cannot be handled by a customer service agent, they will be escalated to Tier Two, where a subject matter expert will take appropriate action and then maintain contact with the Sailor through issue resolution.

The MNCC Contact Center is open 24 hours-a-day, seven days a week to field questions and support transaction routing and processing from Sailors, retirees, civilians and family members. For questions regarding pay and personnel issues, reach out to the contact center at 1-833-330-MNCC (6622), (901) 874-6622, DSN 882-6622, or via email at askmncc@navy.mil.

Get more information about the Navy from U.S. Navy Facebook or Twitter.

For more news from Navy Personnel Command, visit www.navy.mil/local/npc/.
WASHINGTON (NNS) -- Navy announced that officers in Unrestricted Line (URL) communities must now be screened by administrative boards in order to attend in-residence graduate education (IRGE) programs, in NAVADMIN 263/18, Oct. 25.

Beginning with the Fiscal Year 2019 cycle, community administrative boards began selecting the most fully-qualified, due course URL officers for IRGE programs and in-residence Joint Professional Military Education (JPME).

Tuition assistance, graduate education vouchers, and other opportunities remain open for all officers, without the board requirement.

Starting with Fiscal Year 2020, statutory and administrative boards will adhere to revised precept language that enforces the value and importance of IRGE programs in their selection of officers for promotion and career milestones.

URL officers in year group 2015 and beyond will be required to graduate from an IRGE program prior to assuming major command.

However, these officers will be able to screen for major command prior to graduating from an in-residence program. This will allow maximum career flexibility to meet the graduate education requirement.

To meet the requirements of this policy, IRGE is defined as a completion of a graduate degree or professional military education program allowing officers to dedicate time in an academic environment. The program may be funded through the Navy or self-funded.

In-residence education programs, such as Naval War College, Naval Postgraduate School, Fleet Scholar Education Program, Olmstead Scholar, and other similar programs, provide the best opportunities to mature critical and strategic thinking skills for Navy leaders.

Distance learning degree programs and the compressed JPME Phase II course at Joint Forces Staff College will not count toward this requirement.

The graduate education program changes reflect the Navy’s continued emphasis on developing Navy leaders who understand the art and science of warfighting and can lead in complex strategic environments.

For complete information on this policy, read NAVADMIN 263/18 at www.npc.navy.mil.

For information about graduate education opportunities, visit the NPC website at: http://www.public.navy.mil/bupers-npc/officer/Detailing/educationplacement/Pages/default.aspx.

To contact your detailer, visit the NPC PERS-4 detailing website at: http://www.public.navy.mil/bupers-npc/officer/Detailing/Pages/default2.aspx.

Get more information about the Navy from US Navy Facebook or twitter.

For more news from Chief of Naval Personnel, visit www.navy.mil/local/cnp/.
Throughout her 15-year career in the Navy, Intelligence Specialist Chief Amber Nuanez has been a constant source of support and mentorship to her Sailors. Above all of her personal accomplishments, she’s most proud to have contributed to others’ growth and development. Of course, her passion and dedication to her career has not come without sacrifice; particularly when it comes to being able to spend time with her young children despite long hours and deployments. In the Keep What You’ve Earned (KWYE) campaign’s newest testimonial public service announcement (PSA), Nuanez admits feeling like she’s struggled with work and family life balance. But it’s her commitment to her children and her Sailors that led her to find the courage to seek help when she realized she was struggling with her mental and behavioral health.

Seeking Help vs. Career Concerns

Nuanez was concerned about how reaching out for help could affect her security clearance and ability to maintain her career in the intelligence community. Yet, she pressed forward recognizing that she was the one that now needed support and that help was always available. Nuanez not only sought help for mental health concerns, but a few months later self-referred for alcohol misuse treatment. She got the support she needed, enabling her to be an even stronger source of inspiration for her kids and Sailors. She now serves as both a Drug and Alcohol Program Advisor (DAPA) and Suicide Prevention Coordinator (SPC) for her current command.

Addressing mental and behavioral health needs is essential to maintaining personal and mission readiness, and your ability to be there for others. However, concerns about career implications may lead to apprehension about seeking help. You may wonder “How will leadership view me afterwards? What about my job or security clearance?” The truth is that there are DoD-level policy protections in place to help prevent negative career impacts for those who seek proactive help. In fact, less than one percent of security clearance denials or revocations involve mental health concerns or behavioral health support. Whether through your local Fleet & Family Support Center, Navy chaplain or medical provider, Military OneSource non-medical counseling or the many other resources available to Sailors and families, seeking help is a sign of strength. Further, it’s an indicator of the good judgment and reliability needed to maintain a security clearance.

Self-Referring for Alcohol Use

The process of proactively seeking help for alcohol use issues in the Navy is called self-referral. If done before an alcohol incident (AI) has occurred, self-referring for alcohol use treatment through your command does not result in disciplinary action. Initiating a self-referral means that a Sailor wants to receive counseling or treatment for alcohol abuse. “That treatment was really awesome because they focus on the ‘why’ of your drinking habits,” Nuanez shared. “If I hadn’t have had the [self-referral] program and SARP [Substance Abuse Rehabilitation Program], I don’t know where I’d be.”

To initiate a self-referral and begin your journey to recovery, speak with a qualified agent, such as:

- Command DAPA
- Commanding officer, executive officer, officer in charge, command master chief or chief of the boat
- Navy drug and alcohol counselor or intern
- DOD medical provider (including a Licensed Independent Provider)
- Chaplain
- Fleet and Family Support Center (FFSC) counselor
- 1 Small ACT Can Make a Difference
While fear of reaching out can be overwhelming, 1 Small ACT can make a career or life-saving difference. Seeking help is the best thing you can do for yourself, your family and your Navy career if navigating mental or behavioral health concerns. In addition to the support resources mentioned above, if you or someone you know is in immediate crisis you can reach out to the Military Crisis Line online, by phone at 1-800-273-8255 or by text at 838255.

Help encourage others to reach out for support by sharing this blog post and ISC Nuanez’s Keep What You’ve Earned campaign testimonial video, which is available here: https://youtu.be/r9q6f0upRvM. For more resources to help you keep what you’ve earned, visit https://go.usa.gov/xPKzq or download the Pier Pressure mobile application from the App Store or Google Play for access to responsible drinking tools and information on Navy’s self-referral process.

Additionally, you can share the Every Sailor, Every Day campaign’s latest graphics and posters on seeking help and security clearances, available at https://go.usa.gov/xPKzT.

5.) Supplemental Articles bi-weekly roll-up:
Every other week, we roll up the latest supplemental articles from around the Fleet. Below are the latest:


For more information affecting Sailors and their families follow @USNPeople on Twitter.