1.) MyNavy Career Center Open for Business 24/7 / 24 SEP 18  
Navy Personnel Command Public Affairs  

Delivering on a promise to provide Sailor-focused customer service and around-the-clock assistance, Navy Personnel Command (NPC) opens the MyNavy Career Center (MNCC) contact center.

2.) Navy Announces Deployability Assessment and Assignment Program / 26 SEP 18  
Chief of Naval Personnel Public Affairs  

In an effort to maximize warfighting effectiveness and lethality across the force, Navy announced implementation of its Deployability Assessment and Assignment Program in NAVADMIN 239/18.

3.) New Software Install May Delay Some Household Goods Reimbursements / 25 SEP 18  
NAVSUP Public Affairs  

If you’re moving between October and December, your paperwork may not be processed until January 2019 due to a software upgrade. The software installation will ensure Navy’s Household Goods (HHG) processes are auditable.

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- WebTA Automation Key to Vast Improvements for Navy College Program
- 5 Things to Know: MyNavy Career Center
- Newly Promoted Chief Petty Officer Saves a Life

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MILLINGTON, Tenn. (NNS) -- Delivering on a promise to provide Sailor-focused customer service and around-the-clock assistance, Navy Personnel Command (NPC) opens the MyNavy Career Center (MNCC) contact center.

“To put to sea the Navy the Nation Needs, we need a talented and committed total force team, focused on maintaining and expanding our operational overmatch against great power competitors. Attracting and retaining the caliber of Sailors needed for this force requires a modernized personnel system on par with industry-leading providers, and delivering an unprecedented level of customer service for our Sailors is at the core of our transformation efforts,” said Rear Adm. Jeff Hughes, commander, NPC.

Opened Sept. 24, the contact center represents an evolution in Navy pay and personnel services delivery by providing Sailors a tiered system, available 24 hours a day, seven days a week, to handle their queries and transaction requests. Tier Zero is the service member’s self-service option through MyNavy Portal (MNP), my.navy.mil. Tier One is communication with one of our contact center agents by phone and 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 reach out to them.

“This is good for everyone, Sailors, because they will have 24/7 access through a single point of entry for answers to questions, current information and responsive support to their transaction needs. This returns time and energy to Sailors to focus on the mission and their families,” said Hughes.

“It benefits commands because it allows for more effective and efficient service by the Manpower, Personnel, Training and Education (MPT&E) enterprise team, command administrative leaders and command pay and personnel administrators. Finally, it is good for the MPT&E enterprise team, as the services rendered on-line or by the call center agents provide more opportunity and time for subject matter experts to focus on transaction processing and complex cases,” Hughes added.

Another aspect of the MNCC contact center is its ability to evolve, to increase its functionality and provide improved support.

“As we receive feedback from Sailors and gain more insight and experience into what services Sailors need, we’ll continually add more capability to the MNCC contact center,” said Ann Stewart, director, Pay and Personnel Management.

This MNCC contact center launch is just the beginning. It is an incremental step toward an evolving development effort, where we will field modern and industry standard telephony and customer relationship management tools later next year, to enhance our ever-expanding list of services offered.

For questions regarding pay and personnel issues, reach out to the MNCC contact center at 833-330-MNCC (6622) or 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/localnpc/.
WASHINGTON (NNS) -- In an effort to maximize warfighting effectiveness and lethality across the force, Navy announced implementation of its Deployability Assessment and Assignment Program in NAVADMIN 239/18, released Sept. 25.

The program will ensure the timely disposition, processing, and accountability of all Active Component, Full Time Support, and Selected Reserve Sailors who are either medically, legally or administratively limited from deployment. The Deputy Chief of Naval Personnel (DCNP) is the single process owner of the program.

"The Navy the Nation Needs is a talented, ready and lethal active and reserve force, and we need deployment-ready Sailors to accomplish the mission," said Rear Adm. Jeff Hughes, DCNP. "While command leadership is responsible for overall personnel readiness, our Sailors bear the ultimate responsibility for their individual readiness and deployability status, and this new program is designed to help our force successfully achieve both goals."

Starting October 1, 2018, Sailors who have been non-deployable for 12 consecutive months will be notified of mandatory processing for administrative separation or referral to the Disability Evaluation System (DES), as appropriate. The policy applies to all Sailors, regardless of current duty type (operational or non-operational).

Military treatment facilities and Sailors’ commands will make deployability assessments by determining a Sailor’s ability to perform appropriate military duties commensurate with his or her office, grade, rank, or skill in light of ongoing medical treatment or administrative limitations.

Commands will use written counseling and performance evaluations to document a Sailor’s knowing failure to comply with responsibilities to maintain individual readiness (e.g., missing medical or dental appointments or intentional failure to disclose status affecting deployability). Sailors who fail to comply with this policy could ultimately receive administrative separation.

"Sailors who receive notifications will have the opportunity to be considered for retention by the Secretary of the Navy," said Capt. Chris Harris, director, distribution management division, career management department, Navy Personnel Command. “All retention determinations will be made on a case-by-case basis."

Retention may be granted if determined to be in the best interest of the Navy. A Sailor who is unable to deploy for administrative reasons must personally submit a retention request. A medical evaluation board may recommend retention on behalf of a Sailor who is unable to deploy for medical reasons, if it is likely that the Sailor’s medical condition will ultimately permit a return to a deployable status.

The Navy Bureau of Medicine and Surgery is proactively realigning resources and focus to support Sailor readiness and deployability, especially in Fleet concentration areas. However, in some cases, Sailors must be referred to civilian medical networks for follow-on referrals or appointments. Navy leadership is cognizant of the delays outside of the control of individual Sailors and this factor will be considered in the retention determination process.

Pregnant and post-partum Sailors are exempt from this policy. No other Sailors are exempt, but special categories for retention consideration include combat wounded members, Sailors who will be non-deployable for 12 months or longer due to administrative reasons, and Sailors who have attained such years of creditable service so as to be within three years of qualifying for retirement.
This policy supports Defense Secretary Mattis’ guidance to maximize the lethality and readiness of the joint force, and the release of DoD Instruction 1332.45.

More information on deployability can be found at the following websites:

http://www.public.navy.mil/bupers-npc/career/LIMDU/Pages/default.aspx


Read NAVADMIN 239/18 on the NPC website at www.npc.navy.mil.

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NAVSUP Public Affairs

MECHANICSBURG, Pa. (NNS) -- If you’re moving between October and December, your paperwork may not be processed until January 2019 due to a software upgrade.

The software installation will ensure Navy’s Household Goods (HHG) processes are auditable. It will upgrade the ability to process Personally Procured Moves (PPMs) and determine excess weight.

The three things to know during this phase are:
1. You will still need to submit all signed/required paperwork to hhg_audit_ppm_claims.fct@navy.mil to close out your PPM and ensure reimbursement.
2. Personnel are advised to stick to the 45-day time limit for claims during this upgrade phase.
3. Any paperwork submitted during November or December will be processed based on the date received starting in January 2019.

“The Navy Household Goods Audit team is committed to processing all completed and signed packages as quickly as possible once the new software upgrade is complete,” said Naval Supply Systems Command (NAVSUP) Navy Household Goods Director John Hilaman. “Getting our personnel reimbursed, in addition to being fully auditable, are both top priorities.”

Claim submission scenarios and more details are available online at https://www.navsup.navy.mil/public/navsup/hhg/time_to_move/ppm/.

For questions specific to your individual claim, call 888-742-4467.

Learn more from Navy Household Goods online at:
www.facebook.com/navyhhg
YouTube: www.youtube.com/navyhhg
Twitter: www.twitter.com/navyhhg
Pinterest: www.pinterest.com/navyhhg
Headquartered in Mechanicsburg, Pennsylvania, and employing a diverse, worldwide workforce of more than 22,500 military and civilian personnel, NAVSUP's mission is to provide supplies, services, and quality-of-life support to the Navy and joint warfighter. Learn more at www.navsup.navy.mil, www.facebook.com/navsup and http://twitter.com/navsupsyscom.

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

For more news from Naval Supply Systems Command, visit www.navy.mil/local/navsup/.

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WASHINGTON (NNS) -- Navy announced the launch of the Aviation Professional Flight Instructor (PFI) program, designed to improve aviator retention by offering a new career path for officers who have successfully completed an aviation department head tour, Sept. 28, in NAVADMIN 241/18.

Aviators selected by the FY-19 PFI board will return from their department head assignment to serve as flight instructors for a minimum of 36 months, with an option to serve in repeated tours as a flight instructor beyond their initial obligation.

The program will provide selected officers career flexibility, greater assignment stability, and rewarding experiences training the newest naval aviators, with the goals of improving aviator retention and flight instructor manning.

Officers selected for the PFI program can serve until they reach statutory retirement with no further operational assignments, so long as they continue to meet applicable performance standards as a flight instructor.

Officers selected for PFI are no longer eligible for command consideration.

Applications for the first PFI board, scheduled to convene November 20, are now being accepted from qualified 1310 and 1320 designated lieutenant commanders and commanders with a projected rotation date in calendar year 2019.

Full-Time Support and Selected Reserve officers are not eligible to apply for this program.

For program details, eligibility, and application procedures, visit the Navy Personnel Command Aviation Bonus website at https://www.public.navy.mil/bupers-npc/officer/Detailing/aviation/Pages/Professional-Flight-Instructor.aspx or read NAVADMIN 241/18 at www.npc.navy.mil.

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