MNCC: Working for Sailors Around the Clock!

MyNavy Career Center recently completed its 7th month of continuous operations. Since Sept. 24, 2018, MNCC Contact Center agents have resolved more than 197,000 service requests, handling approximately 1,200 requests each weekday. Of those requests, 84% were closed on the same day of the request and 93% were closed within three days. Customer satisfaction is high at 87% and continues to improve. MNCC launched a Customer Experience Assessment on April 1 that will run through June 30. A MNCC working group is in place to review and identify process change areas specifically focused on improving customer experience. If you have a question, contact the MNCC Contact Center at (833) 330-MNCC or via email at askmncc@navy.mil.

What Navy COOL can do for you!

The Navy Region Hawaii Career Information Center hosted the Navy Credentials Program Office (CPO) team April 18 - 21.

The CPO team briefed Hawaii-based Sailors and Civilians on what the Navy Credentialing Opportunities On-Line (COOL) program offers, including the importance of credentialing and licensing during and after a Sailor’s Navy career, how to navigate the Navy COOL website, the voucher submission process and credentialing eligibility requirements.

Navy COOL provides active-duty and Reserve Sailors, whether forward-deployed, underway or ashore, with a way to map their Navy education, training, experience and competencies to civilian credentials and occupations.

Upcoming Navy COOL briefing opportunities include:

- May 13 - 17: Norfolk/Virginia Beach, Virginia
- May 13 - 17: Kings Bay, Georgia/Mayport, Florida
- May 30 - June 1: Minneapolis, Minnesota
- August 1 - 5: Kitsap/Whidbey/Everett, Washington
- August 13 - 17: Annapolis, Maryland
- August 20 - 24: Washington, D.C.
- September 15 - 20: San Diego, California

Any command interested in hosting a COOL briefing can complete an online feedback form at http://coolcontactus.com/ContactUs?service=N.

For more information on Navy COOL, visit https://www.mnp.navy.mil/group/training-education-qualifications or contact a Navy COOL representative at navycool@navy.mil or (850) 452-6683.
NETC: More Than An Acronym

For some, NETC is no more than another four-letter acronym. For others, it is just the command listed at the bottom of their general military training (GMT) certificates. But for those Navy personnel assigned to Naval Education and Training Command, N-E-T-C represents so much more.

NETC is charged with taking those who serve our nation from street-to-fleet by preparing Sailors to be warfighters, starting with recruiting to boot camp and continuing through much of our Navy’s initial and then advanced individual training.

Here are 10 facts to help you better understand the Navy’s largest shore command:

1. Like the former British Empire, the sun never sets on NETC, with 238 learning sites located in the continental U.S., Hawaii, Guam, Japan, Italy and Spain.

2. Every Sailor in the Navy participates in a NETC training and education program at some point in their career. NETC programs include: Recruit and Officer Accession Training — Individual, Initial and Advanced Skills Training — Professional Development and Education — Citizenship Programs — think Navy Junior Reserve Officers’ Training Corps and much more.

3. On any given day, about 12,000 NETC staff members train more than 27,000 Sailors, Marines, Soldiers, Airmen, Coast Guardsmen and international students from more than 150 nations.

4. NETC works with the Fleet and community managers at Navy Personnel Command to identify what Sailors need to know to be successful in a given job, task or function and offers more than 4,000 courses to support the Fleet’s training requirements.

5. NETC plays an instrumental role in Ready, Relevant Learning, or RRL, as part of Sailor 2025, the Navy’s initiative to improve and modernize personnel management and training systems to more effectively recruit, develop, manage, reward and retain the force of tomorrow.

6. NETC continually pursues new technologies and innovative ideas and procedures to deliver training to the Fleet.

7. The Navy Credentialing Opportunities Online (COOL) program has funded more than 185,000 credentialing opportunities to date. Navy COOL advisors often travel to various sites to provide information on the program. Check out an upcoming Navy COOL brief by advisors at a location near you – the schedule can be found at https://www.cool.navy.mil/uns/news/briefs.htm.

8. The Navy’s Voluntary Education program supports Sailors with dedicated committed assistance and counseling to help them develop tailored plans to meet their educational and credentialing goals. Questions? Check out the Chatbot feature on the Navy College Program website or visit the Navy College Virtual Education Center. Visit https://www.mnp.navy.mil/group/training-education-qualifications.

9. The Navy Advancement Center develops and distributes enlisted advancement examinations for Navy-wide administration, evaluates and rank-orders all candidates for advancement, applies advancement quotas from the Chief of Naval Personnel and issues authority for advancement of enlisted personnel to pay grades E-4 through E-9.

10. Sailors can make the most of their military experience by completing civilian apprenticeship requirements through the United Services Military Apprenticeship Program, or USMAP.


Navy Announces Universal Training Precautions for Physical Exercise

Navy released NAVADMIN 108/19, May 10, alerting Sailors and command leadership of the importance of universal training precautions (UTP) to reduce the risk of exercise-related collapse and death during physical exercise, to include the Physical Readiness Test (PRT) and command physical training. Some of the NAVADMIN highlights:

**Personal risk factors for exercise-related collapse include:**
- Recent or current illness, accumulated fatigue or dehydration
- Poor baseline conditioning or excess body fat
- A predisposing or underlying cardiac condition, sickle cell trait (SCT), exercise-induced asthma

**Environmental/external risk factors include:**
- Exercise at altitude
- High ambient temperature and humidity
- Use of dietary supplements containing stimulants to include energy shots and drinks

Commanders are encouraged to exercise a liberal Bad Day PRT policy for Sailors displaying clear signs of distress during the PRT, allowing Sailors to prioritize personal safety over a PRT score. Sailors who fail to complete any portion of the PRT or show any early signs of exercise distress may be authorized a Bad Day PRT and will be required to be examined by medical professionals before attempting the PRT again. For more information, read the entire NAVADMIN.

Apps Amazing!!

The MyNavy Family App, released to coincide with Military Spouse Appreciation Day, was developed as a result of the Navy asking spouses about their Navy experience and how the Navy could help make it better.

MyNavy Family combines information from more than 22 websites into a convenient app. It is organized into 11 milestone events, such as New Spouse Orientation, Parenthood, Mentorship and Networking and Employment and Education...just to name a few!

There is also a feedback section, so suggestions can be incorporated into future updates. More than 1,100 spouses participated in developing the app through online surveys and focus groups. Check out NAVADMIN 103/19 for more information.

It’s available now in the Navy App Locker at: https://www.applocker.navy.mil/#!/apps
MPT&E Fleet Questions

MYTHS: BUSTED

Myth: “Does MAP take away from my advancement opportunity?”

Fact: There are multiple paths to advancement and MAP is just one part of the overall advancement opportunity. MAP does NOT take away from advancement opportunities, rather it provides an additional path to advancement.

**LET’S Talk... Navy Personnel & Pay Transformation**

- **Issue:** CPPA Account Suspension/Deletion – Currently, accounts can be suspended (30 days) and deleted (60 days) for critical systems (TOPS/NSIPS) that would directly affect deployed CPPAs.

- **Solution:** We are working on a long-term policy fix. Shorter term, CPPAs simply need to notify MNCC or the servicing PSD to place their accounts in a hold status, and upon return from deployment, the accounts are automatically re-activated – no need for SAAR forms to restore account access. CPPAs can call the direct MNCC “hotline” at 1-833-330-MNCC (6622), option 8.

- **Issue:** Delays in Receiving NSIPS Page 2s: Updating a Page 2 requires significant bandwidth from the ship’s office. Once fully submitted, it can take several weeks for approval, which delays the submission of travel claims and other critical pay documents.

- **Solution:** To accelerate travel claim processing, we will pay claims submitted with a marked-up copy of the Page 2 (no NSIPS RED/DA required). In addition, NSIPS recently published a “Sailor Guide to RED/DA” that goes into great detail on how to complete the process. Our future integrated Pay and Personnel system under development will simplify and streamline this process.

We are in the process of developing new streamlined SAAR form requirements/processing for TOPS, NSIPS and Master Military Pay Account access that CPPAs need in order to carry out their daily admin responsibilities and functions. The new process will allow CPPAs to submit only 1 SAAR form for access to all 3 systems, significantly reducing excessive administrative burdens.

**PPV Housing Surveys: The Iron is Hot!**

“The iron is hot and we need you to strike,” said Commander, Navy Installations Command Force Master Chief Petty Officer Steven Timmons. “Your voice is a powerful tool and we need to leverage it to effect change. If there was ever a time to take a survey that will directly impact you and your families, the time is now.”

The survey for the approximately 8,300 government-operated family housing units worldwide runs through June 6, with a 14.3 percent response rate as of April 30. The survey for the approximately 63,000 government-operated housing units worldwide runs through June 20, with a 6.4 percent response rate as of April 30.

The surveys are designed to identify the current state of Navy housing so that we can make informed decisions. In addition to identifying immediate health or safety concerns, the Navy is looking at larger trends, such as reoccurring issues, the level of customer service, and government oversight.

The surveys are being conducted by an independent third party, CEL & Associates, and take about 10 minutes to complete. Participants will remain anonymous unless they choose to identify themselves.

Residents who have not received the survey are encouraged to email NavyPPVHousingSurvey@celassociates.com and include name and home address. For more information, contact the Navy Housing Service Center.

**Changes to Expedited and Safety Transfers**

In an effort to increase the safety of service members who have been the victims of certain crimes, the Navy has expanded expedited transfers to include more cases, as announced in NAVADMIN 102/19.

These changes include a revised and a new Military Personnel Manual (MPM) article. The revised Safety Transfers article is MPM 1300-1200 and the new Expedited Transfers article is MPM 1300-1205.

**Expedited Transfers:**

Service members who are the victims of certain criminal offenses may request an expedited transfer for temporary reassignment within or outside their unit or a permanent change of station (PCS) prior to their normal projected rotation date. The intent behind expedited transfers is to address situations in which a service member feels safe, but uncomfortable and to assist in the victim’s recovery by moving them to a new location.

**Safety Transfers:**

Safety transfers are used when there are concerns for the safety and well-being of service members or their dependents. These transfers can include temporary duty, permanent change of activity or PCS.


**Opportunities to Recognize Navy Personnel Achievements**

Navy works with several organizations to recognize the achievements of our Navy team today, but we need YOUR help nominating our best people for these awards! Nominating our Sailors and Civilians for awards like these, whether through the Navy or an external organization, should be part of every ongoing recognition initiative.

There are opportunities in May to nominate outstanding Sailors and Civilians for external awards:

- **National Blacks in Government Military Meritorious Service Award:** Recognizing military members and civilians whose attributes best represent Navy’s core values. The submission deadline is May 22.

- **American Indian Science and Engineering Society Awards:** Multiple awards presented to American Indian, Alaska Native, Native Hawaiian, Pacific Islander, First Nations and other indigenous peoples of North America for outstanding performance in Science, Technology, Engineering and Math (STEM) disciplines. The submission deadline is May 24.

- **Hispanic Engineer National Achievement Awards Corporation:** Multiple awards presented to Hispanic engineers and scientists for excellence in STEM and innovation. The submission deadline is May 31.

For more information on these awards, award criteria and where to submit nomination packages, visit [https://www.mnp.navy.mil/group/sailor-and-family-support/resources-and-links/#sailor](https://www.mnp.navy.mil/group/sailor-and-family-support/resources-and-links/#sailor).

---

Stay Connected!
Follow @USNPEOPLE on Facebook, Instagram, Twitter and YouTube
www.navy.mil/CNP
Weekly Wire
Weekly Wire Rundown
Have questions?
Email: usnpeople.fct@navy.mil

---

— Connecting with the Fleet —

---
THINGS TO KNOW

Exercise / Training Precautions

NAVADMIN 108/19


2. Know the personal and environmental risk factors associated with exercise-related collapse and death. Keep an eye on your shipmate by recognizing early signs of exercise distress and know how to respond.

3. Understand how you can reduce risk of exercise-related death by following UTPs (e.g., hydration, rest, and physical conditioning).

4. Be well rested and adequately hydrated before beginning any exercise session. Water should be available on site during all exercise sessions.

5. Sailors who do not feel well, show signs of exercise distress and do not complete the PRT may be authorized a Bad Day PRT. Read para. 5 in NAVADMIN 108/19 to understand the Bad Day policy.

For More Information:


https://www.hprc-online.org/articles/sickle-cell-trait-awareness

https://www.hprc-online.org/articles/heat-illness-prevention-treatment-and-recovery