
DFS & AFLOAT STANDARDS UPDATES

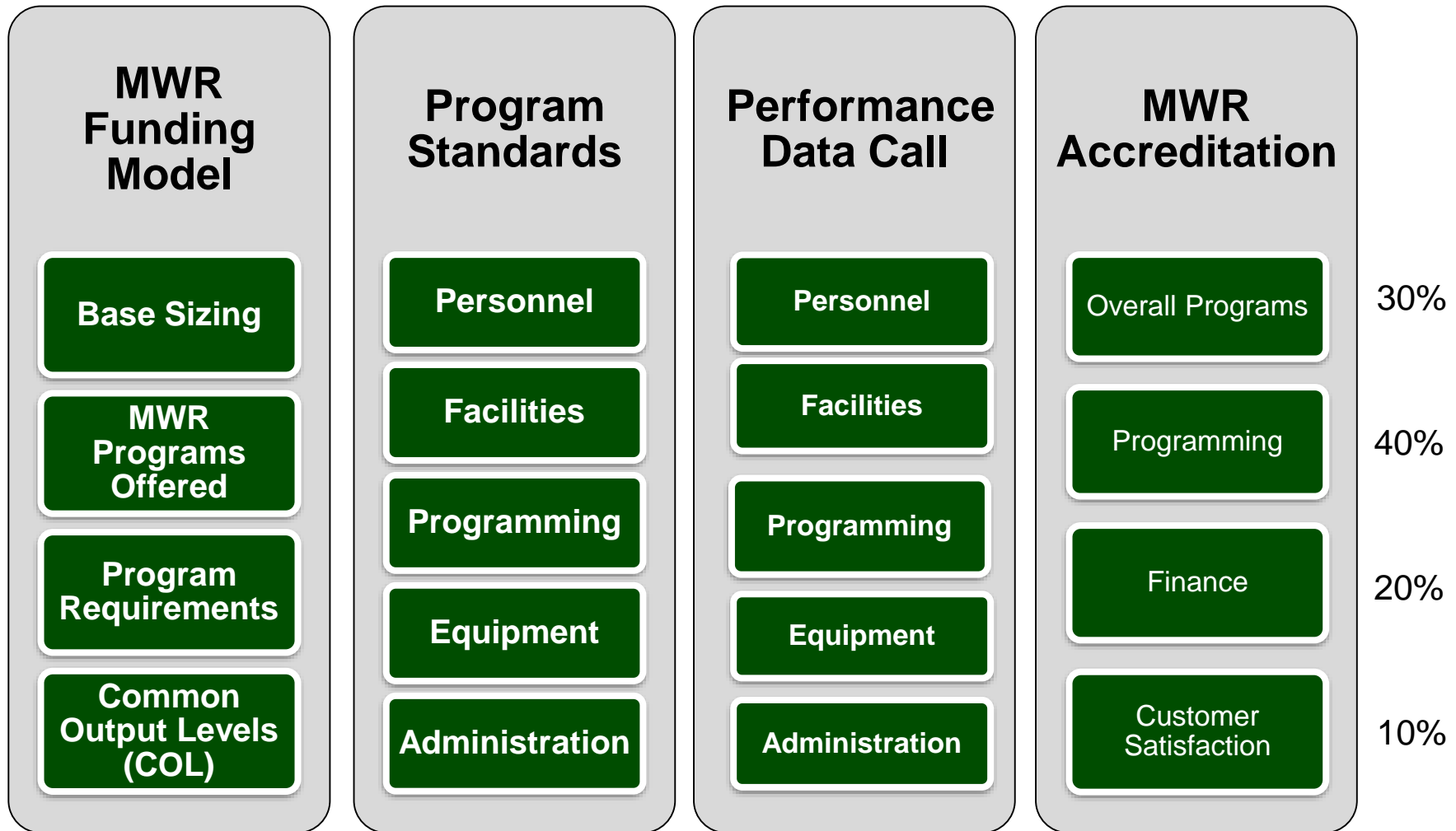


12 June 2019

Naval Base San Diego

***Karen Widman-HQ Accreditation PM
Deployed Forces Support/Afloat Training & Seminar***

MWR Quality Assurance



Base Sizing - Determined by Active Duty population

Micro (less than 200)

Extra-Small (201 - 500)

Small (501 – 3,000)

Medium (3,001 – 7,000)

Large (7,001 – 14,000)

Extra Large (more than 14,000)

Jumbo (Norfolk and San Diego)

MWR Programs with developed Navy Standards

- Category A: Navy Fitness; Deployed Forces Support; Library; Single Sailor**

- Category B: Community Recreation; Auto Skills**

- Category C: Bowling; Golf; Marinas; Movie Theaters**

MWR Accreditation Process

- ❑ *All Navy Installations are visited every three years*

- ❑ *Visit evaluates compliance with:*
 - ❑ *MWR program standards*
 - ❑ *Financial performance*
 - ❑ *Program delivery*
 - ❑ *Employee training and development*
 - ❑ *Customer satisfaction*
 - ❑ *Facility management*



MWR Accreditation Process

□ Step 1: Pre-Rating (Accreditation Workbook)

Performance data call, customer satisfaction, financial performance are used to establish a pre-visit 'Accredited' or 'Not Accredited' rating.

□ Step 2: On-Site Assessment (2-3 day site visit)

Staff knowledge and daily use of program standards, program operations, front line staff and customer interaction and facility management.

- ***Who should complete the DFS Customer Survey?
RSO, RFC, TRIAD, FUN/FIT***
- ***Worth 10% of Accreditation score***
 - ***Customer Satisfaction score + how survey is deployed + what you do with customer feedback***
- ***Eleven questions pertain to DFS program***
- ***Survey period is the entire fiscal year***
- ***Minimum of two surveys per homeported ship***
- ***Managers have SurveyMonkey links to check status of survey completion and read/act upon any comments***

FY19 YTD, as of 7 June, Completed DFS Surveys

- ***Naval Base San Diego-4***
- ***Naval Base Guam-0***
- ***CFA Yokosuka-2***
- ***CFA Sasebo-11***
- ***NAVSTA Everett-10***
- ***Naval Base Kitsap-Bremerton-20***
- ***JBPHH Hawaii-7***

DFS STANDARDS

(Installations Only)

- ***MWR Deployed Forces Support Program Standards and Metrics previous versions, June 2006, April 2016***
- ***Major re-write occurred between 2015 and early 2016, minor updates in FY18; mostly training.***
- ***Major Changes in the re-write:***
 - ***All DFS Coordinators should be NF-04***
 - ***PD's should not mandate Afloat Recreation Program Management Course Instruction. Facilitators will be selected by DFS, Installation/Regions and HQ, more in-line with Fitness instructors. Advance within NF-04 pay based on capacity and ability to instruct course.***
 - ***Clearer definition of installation sizes based on Sailors on Board (SOB) ships in home-ported location and took into account visiting ship days,***

DFS STANDARDS

(Installations Only)

- ***Defined 13 DFS locations, Naval Base San Diego, NAVSTA Norfolk, JBPHH Hawaii, Naval Base Kitsap (Bangor & Bremerton), NAVSTA Mayport, NSA Bahrain, CFA Yokosuka, SUBASE New London, CFA Sasebo, SUBASE Kings Bay, NAVSTA Everett, Naval Base Guam and NAVSTA Rota; with 3 outliers being Korea, Diego Garcia and Singapore. All other ship/squadron support comes from Community Recreation.***
- ***No paper copy workbooks, Excel file based only with PDC's online.***
- ***Replaced BUPERS 1710.11c with CNIC 1710.3. Then in fall of 2017, FY18 replaced with CNICINST 1710.5 Administration of Afloat Recreation Programs.***

- ***Afloat Recreation (Shipboard) MWR Program Standards and Metrics previous versions, August 2005, April 2016 with updates in FY18.***
- ***Major re-write occurred between Fall 2014 and early 2016.***
- ***Major changes in the Afloat re-write:***
 - ***Updated classes of ships to identify like sized ships with each other for 14 groups, LCS added in FY18.***
 - ***Updated fitness equipment allocation based on ship size, crew component and new fitness standard of 150 minutes a week, compared to what was 120 minutes a week.***
 - ***Removed COL levels and replaced with Good, Better, Best***

- **Better defined program output in Recreation Programs and Fitness Programs in three areas, Underway, Homeport and In the Yards Period.**
- **Updated staffing levels on all classes of ships.**
- **No paper copy workbooks, Excel file based only with PDC's online via DFS website.**
- **Replaced BUPERS 1710.16 with CNICINST 1710.3 and OPNAVINST 1710.9. In 2018 replaced OPNAV 1710.9 with CNICINST 1710.5.**
- **Afloat Standards are to be utilized as benchmarks for commands to achieve and compare across similar classes of ships.**
- **Great job by Fun/Fit Bosses filling out CVN/LHA/LHD standards in FY19. HQ feedback previously provided.**

***Discussion, Comments,
Questions?***