DEPARTMENT OF THE NAVY
NAVAL LEGAL SERVICE COMMAND
WASHINGTON NAVY YARD
1322 PATTERSON AVENUE SE SUITE 3000
WASHINGTON DC 20374-5066

IN REPLY REFER TO

CNLSC 3440-TFNF
15 May 06

From: Commander, Naval Legal Service Command
To: Distribution

Subj: COMMANDER, NAVAL LEGAL SERVICE COMMAND SUPPORTING PLAN TO TASK FORCE NAVY FAMILY (TFNF) FUNCTIONAL PLAN

Ref: (a) TFNF Functional Plan 3440-N46: Support Recovery of the Navy Family Following a Catastrophic Event

1. Background. In the immediate aftermath of Hurricane Katrina, which made landfall on the Gulf Coast in August 2005, the Chief of Naval Operations (CNO), recognizing the profound impact Katrina had on the Navy community in that region, established a task force to help Navy people and their families recover from the devastation. Over the ensuing months, Task Force Navy Family (TFNF), with the help of many other Navy organizations including the Office of the Judge Advocate General (OJAG) and Naval Legal Service Command (NLSC), assisted thousands of Navy families. In February 2006, TFNF stood down, though recovery efforts continued.

2. Purpose. To be prepared to respond to any future catastrophe, the CNO directed the development of a Functional Plan, reference (a), which would be executed if it becomes necessary to reestablish TFNF. In such an event, CNLSC will be a Supporting Commander to CTFNF. This Supporting Plan describes how CNLSC will support CTFNF if reference (a) is executed.

3. Plan Description. Reference (a) follows the Joint Operations Planning and Execution System format. The CNLSC Supporting Plan applies a similar format, with some adaptations to enhance readability and execution by NLSC personnel. This CNLSC Supporting Plan consists of a Basic Plan and five enclosures.

4. Action. In the event the CNO or his designee directs the establishment of TFNF in the future, the CNLSC Supporting Plan will take effect immediately without further action. All Naval Legal Service Offices, Trial Service Offices, Region Legal Service Offices, and OJAG divisions shall review this Supporting Plan by 15 June 2006. Special attention should be given to the Lessons Learned contained in enclosure (3) of this Supporting Plan.

5. Review. This Supporting Plan should be updated bi-annually.

6. Classification. This Supporting Plan is UNCLASSIFIED.

B. E. MACDONALD

Subj: COMMANDER, NAVAL LEGAL SERVICE COMMAND SUPPORTING PLAN TO TASK FORCE NAVY FAMILY (TFNF) FUNCTIONAL PLAN

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All NLSOs
All TSOs
All RLSOs

Commander,
Naval Legal Service Command

Supporting Plan 3440-TFNF

to

Commander,
Task Force Navy Family

Functional Plan 3440-46

15 May 2006

ENCLOSURE (1) TO CNLSC SUPPORTING PLAN 3440-TFNF
PROVISION OF LEGAL ASSISTANCE SERVICES

1. Situation: Refer to Basic Plan.

a. General.

(1) Following a disaster and throughout disaster recovery, individuals and entire communities on and off military installations will encounter legal issues that may require legal assistance (LA) from military or civilian legal services providers. Legal issues common to most disasters result from:

(a) Total or partial loss of homes
(b) Breach of contract for home repairs
(c) Responsibility for multiple leases during evacuation to Safe Haven areas;
(d) Damage to motor vehicles
(e) Increased financial burdens
(f) Assistance with claims/loans under the Federal Emergency Management Agency (FEMA);
(g) Financial distress (e.g., Bankruptcy)
(h) High risk loans from predatory lenders
(i) Assistance with Personnel Claims Act (PCA) claims (i.e., for completeness);
(j) Insurance (e.g., delays in damage assessments, inadequate or lapsed coverage, and preparing claims and appeals).

(2) The responsible Naval Legal Service Office (NLSO) will provide legal services to eligible members of the Navy Family consistent with applicable statutes, and regulations at references (b) through (e) of the Basic Plan. Anticipated services will include preparation of documents such as powers of attorney, Notary services under references (c) and (d) and applicable regulations, and representation in civilian courts for certain military personnel under the Expanded Legal Assistance Program (ELAP). See references (c) and (d), and JAG Manual Chapter VII (JAGINST 5800.7D). The responsible NLSO will provide all members of the Navy Family information on civilian legal service resources and general information on disaster recovery related matters at publicly attended briefings.

(3) In addition to individual legal assistance, military legal assistance providers should deliver pre-disaster and post-disaster Preventive Law outreach to educate all members of the Navy Family on disaster-related legal

matters, applicable laws affecting disaster recovery, and federal, state and local disaster relief legislative and regulatory initiatives.

b. Severity levels. Needs for LA services will be assessed according to the following legal case severity levels (see paragraph 3a(2)(b) of the Basic Plan for a more detailed explanation of "severity levels"):

(1) 0 – No legal needs, legal needs resolved, NLSO plan of action progressing to the satisfaction of the member, or affected member of Navy Family has been directed to a resource outside of NLSO and/or Navy.
(2) 1 – Legal needs being addressed by or referred to a NLSO.
(3) 2 – Non-immediate legal needs awaiting assessment.
(4) 3 – Immediate legal needs with limited assistance available.
(5) 4 – Critical and immediate legal needs and no assistance available.

2. Mission.

a. All eligible members of the Navy Family will be provided legal assistance services in accordance with references (b) through (e).

b. Commander, Naval Legal Service Command (CNLSC) has cognizance over routine legal services and disaster-related legal services in disaster affected Areas of Interest (AI) and Areas of Operations (AO). The Office of the Judge Advocate General (OJAG) Legal Assistance Division (Code 16) is responsible for policy and guidance on military legal assistance services.

c. NLSOs located in the AI/AO are responsible for providing primary legal assistance services, and may be supported by other NLSOs, the Navy Reserve Law component, and Region Legal Service Offices (RLSOs), as coordinated through CNLSC, the Navy Reserve Law Program leadership, Commander, Navy Installations Command, and Regional Commanders. Legal services will be provided from existing CNLSC facilities and at temporary locations immediately following a disaster when necessary to assist Navy Family members with emergent legal needs. The responsible NLSO will also coordinate legal assistance services with the Fleet and Family Service Center (FFSC) and/or Community Support Center (CSC). For details on FFSC and CSC operations, see reference (f), the Commander, Navy Installations Command (CNIC) Supporting Plan.

3. Execution.

a. Intent. The responsible NLSO will deliver legal assistance services to eligible members of the Navy Family affected by a disaster or catastrophic event, subject to statutory and regulatory restrictions at references (a), (b) and (e). On-scene legal assistance services will be available at existing NLSO locations as soon as possible following a disaster, depending on available logistical and infrastructure support. The responsible NLSO will coordinate with Installation Commanding Officers to provide additional or alternate locations for legal services operations as necessary.

b. Following a disaster, the responsible NLSO should not await direction to execute this plan, but instead shall begin providing legal services as soon as possible.

c. Concept of Operations. CNLSC, through the responsible NLSO, will respond by providing LA services immediately following a disaster, or where possible, before the disaster, and will also support CTFNF, if and when established.

d. Tasks. Once CTFNF is established, the following specified LA tasks will align with the CTFNF Phases (see paragraph 3a(2)(a) of the Basic Plan for an explanation of "Phases"):

(1) Phase 0. Stand up and deploy TFNF.

(a) The responsible NLSO will plan for providing crisis response LA services with available resources within their area of responsibility. The NLSO will also coordinate with FFSCs and CSCs to support disaster recovery operations. The NLSO will provide disaster assistance briefs to area commands as part of preventive law efforts.

(b) OJAG Code 16 will update and immediately distribute to legal service providers any disaster-related legal assistance materials from prior events.

(2) Phase 1. Conduct damage assessments.

(a) The responsible NLSO will assess legal assistance demands. Legal assistance teams will begin assisting individuals and commands as soon as possible following the catastrophic event. NLSO personnel will begin calling affected Navy Family members with legal needs in Severity Levels 3 and 4 as identified on the CTFNF internet-based case management or needs assessment tool.

(b) The CTFNF Staff Judge Advocate (SJA)/Subject Matter Expert (SME) and designated NLSC Liaison Officer (LNO) will coordinate between CNLSC, CTFNF, the responsible NLSO and other NLSOs as appropriate, to determine CTFNF legal requirements. The SJA/SME and NLSC LNO will collaborate with CTFNF and Public Affairs personnel to execute disaster-specific communications plans as warranted.

(c) OJAG Code 16 will continue to provide updated disaster related materials to the responsible NLSO and other NLSOs as appropriate, and develop additional legal assistance materials as necessary.

(3) Phase 2. Full accounting and assessment.

(a) The responsible NLSO and other legal service providers designated by CNLSC will continue providing legal assistance to affected individuals. Legal assistance teams will be augmented and deployed as necessary to support CTFNF and to maximize coverage and access to legal services in the AI/AO. This phase will involve coordination of Personnel Claims Unit (PCU) operations in conjunction with NLSO legal assistance teams. See enclosure (2) to this Supporting Plan for detailed discussion of PCU operations.

(b) During this phase, legal service teams from the responsible NLSO or elsewhere, as coordinated by CTFNF SJA and CNLSC, will provide group presentations on disaster related topics to commands in the AI/AO and in the Safe Haven areas where Navy Family members are located.

(c) OJAG Code 16 will continue to provide updated disaster related materials to the responsible NLSO and other legal services providers.

(4) Phase 3. Address all severe needs for the defined support areas.

(a) The responsible NLSO and other legal services providers designated by CNLSC will continue providing legal services to affected individuals and contacting affected Navy Family members with Severity Levels 3 and 4 issues as identified in the CTFNF needs assessment database. Phase 3 will end once all affected Family Members with Severity Level 3 or 4 needs have been contacted and their needs reduced to Severity Levels 0, 1 or 2.

(b) The responsible NLSO, in coordination with CTFNF SJA and the NLSC LNO, will begin Transition Planning for stand-down of immediate response efforts and resumption of normal legal service operations. This phase

will involve coordination for stand-down of PCU operations working in conjunction with NLSO legal assistance teams.

(c) Also during this phase, the responsible NLSO and other legal assistance providers will work Severity Levels 1 and 2 issues, as time and resources permit.

(5) Phase 4. Identify policy changes and legislative actions required to resolve obstacles and enhance assistance to the Navy Family. The CTFNF SJA/SME, with assistance from the responsible NLSO and experts from OJAG Code 16, will help identify statutory, regulatory, and policy changes related to legal assistance that may be beneficial to affected members of the Navy Family.

(6) Phase 5. Transition Task Force responsibilities and stand down TFNF.

(a) The CTFNF SJA/SME and NLSC LNO will begin to execute the transition of legal functions back to existing organizations.

(b) The responsible NLSO will coordinate with any other legal service providers on the transition of legal assistance functions as appropriate, consistent with CTFNF transition and stand-down. With the stand-down of TFNF, legal assistance services will return to normal operations. However, the responsible NLSO will continue contacting personnel with Severity Levels 1 through 4 issues until all matters are addressed.

e. Coordinating Instructions. NLSOs and RLSOs not in the AI will have manpower and other assets that may be useful and necessary to support disaster recovery efforts. Also, depending on the severity and affects of the catastrophic event, the responsible NLSO may not be able to respond in accordance with this Supporting Plan. Accordingly, CNLSC will coordinate with other NLSOs, RLSOs and Regional Commanders as necessary to ensure adequate resources are available to support CTFNF.

4. Admin and Logistics.

a. Concept of Support. The responsible NLSO will provide primary response and legal assistance services to support CTFNF and eligible members of the affected Navy Family. Existing CNLSC resources at the NLSO will provide primary C4 facility and resource needs for legal assistance providers.

b. Administrative Considerations. The responsible NLSO is tasked with providing full range legal services to affected members of the Navy Family using organization equipment, supplies and personnel. Depending on the effects of a particular disaster or CTFNF requirements, CNLSC may direct support from other NLSOs, or coordinate with CNIC and Regional Commanders for RLSO support.

5. Command and Control.

a. Command.

(1) Command Relationships. CNLSC will be a Supporting Commander to CTFNF. The NLSO in the affected area will be the primary legal assistance provider. CNLSC will coordinate support for the responsible NLSO from other NLSOs, and from RLSOs after coordination with CNIC and Regional Commanders, as necessary.

(2) Command Posts. See Basic Plan, paragraph 5a(3).

b. Command, Control, Communications, and Computer (C4) Systems.

(1) IT support. On-scene CNLSC legal services providers will provide telecommunications infrastructure and Technical Support for legal services operations (active NMCI drops, NMCI printers, telephones, fax machines and copiers) as applicable.

(2) Information Assurance. See Basic Plan, paragraph 5b(1).

ENCLOSURE (2) TO CNLSC SUPPORTING PLAN 3440-TFNF
PROVISION OF CLAIMS SERVICES

1. Situation: Refer to Basic Plan.

a. General. Civil emergencies, natural disasters and significant catastrophic events have the potential to result in claims filed against the Navy. Claims filed under the Federal Tort Claims Act, Military Claims Act, or Foreign Claims Act shall be immediately referred to the Tort Claims Unit in Norfolk, VA. This enclosure pertains to claims arising when the event damages or destroys personal property of eligible members of the Navy Family, per reference (c), located in residences provided by the government, work spaces or other designated areas, which may qualify for gratuitous payment under the Military Personnel and Civilian Employees' Claims Act (PCA) as a loss incident to service, and not the fault of the Navy Family member. Personnel may require emergency or advance payment of personal property claims to defray the costs of obtaining replacement items in the initial stages of disaster recovery. The PCA is not a substitute for private insurance and is secondary to any insurance coverage the claimant may have. This will not, however, preclude the payment of an emergency partial payment with the understanding that the claimant will be required to reimburse the Government for any payment made if an insurance company pays them for the same item.

b. Severity levels. The needs for PCA claims services should be assessed according to the following legal case severity levels (see paragraph 3a(2)(b) of the Basic Plan for an explanation of "severity levels"):

(1) 0 – No legal needs, legal needs resolved, NLSO plan of action progressing to the satisfaction of the member, or affected member of Navy Family has been directed to a resource outside of NLSO and/or Navy.
(2) 1 – Legal needs being addressed by or referred to a NLSO.
(3) 2 – Non-immediate legal needs awaiting assessment.
(4) 3 – Immediate legal needs with limited assistance available.
(5) 4 – Critical and immediate legal needs and no assistance available.

2. Mission. All eligible members of the Navy Family will be provided personnel claims assistance in accordance with references (b) through (e) of the Basic Plan. The Office of the Judge Advocate General (OJAG) Claims, Investigations and Tort Litigation Division (Code 15), through the Personnel Claims Units (PCUs) in Norfolk, Virginia, and Pearl Harbor, Hawaii, has cognizance for providing rear echelon and on-scene claims support. NLSOs and legal services providers in affected Areas of Interest (AI) and Areas of Operation (AO) will augment and supplement PCA claims processes to further CTFNF mission

requirements and to provide essential services to affected Navy Family members in immediate need.

3. Execution.

a. Intent. PCA claims are payable for damage to or loss of household goods during a PCS move, or on property claims for loss due to fire, flood, theft, vandalism, and other personal property losses incident to service in the government workplace and government quarters. Any such losses or damage caused by a disaster should be assessed for payment under the PCA. An on-scene PCA claims capability must be available as soon as possible following a disaster. This may be frustrated by partial or total destruction of critical infrastructure, communication nodes and local transportation. Leveraging local CNLSC assets at the responsible NLSO, combined with close coordination with OJAG Code 15 and the appropriate PCU, will ensure timely and responsive claims capability until PCU resources are available. Legal services providers may review PCA claims for completeness, but cannot adjudicate or pay claims without specific authorization. Also, legal services providers may not represent individual Navy Family members in their PCA claim.

b. Concept of Operations. OJAG Code 15 and the cognizant PCU will provide rear echelon and on-scene claims support under the PCA.

c. Tasks. Once CTFNF is established, the following specified claims tasks will align with the CTFNF Phases (see paragraph 3a(2)(a) of the Basic Plan for an explanation of "Phases"):

(1) Phase 0. Stand up and deploy TFNF.

(a) The responsible NLSO will coordinate with the appropriate PCU and provide an initial assessment of the claims requirements.

(b) OJAG Code 15 and/or the PCU will issue preliminary policy guidance on payment of claims.

(c) Given the possibility of degraded or disabled telecommunications, Phase 0 may require granting interim authority to OJAG/CNLSC assets (e.g., NLSO Commanding Officers or personnel with claims expertise) to adjudicate and pay claims up to specified dollar amounts. This will facilitate advance emergency payments for the most severely affected Navy Family members.

(d) NLSO legal services providers will forward all claims as soon as practicable to the PCU to ensure proper adjudication, payment and tracking of

claims. Phase 0 will include delineation of responsibilities for reporting claims efforts and productivity.

(2) Phase 1. Conduct damage assessments.

(a) The responsible NLSO will continue to assess the claims requirements of the affected Navy Family.

(b) The cognizant PCU will establish contacts and protocols at Defense Finance and Accounting System (DFAS) offices to receive and expedite disaster-related PCA claims.

(c) The PCU will coordinate with the responsible NLSO and CTFNF SJA/SME and CTFNF Public Affairs to execute disaster-specific communications plans as warranted.

(3) Phase 2. Full accounting and assessment.

(a) The cognizant PCU will deploy a PCU Claims Response Team (CRT) to the affected area for on-scene resolution of emergent or immediate claims, in conjunction with the responsible NLSO.

(b) CRT operations will be co-located with NLSO legal services providers to the maximum extent practicable, but must be capable of independent logistics and must possess transportable IT resources to ensure freedom of action under arduous and unpredictable physical and infrastructure conditions in the affected area.

(c) The PCU CRT will provide on-scene claims assistance to individuals, and will participate in claims briefs to groups in both affected and unaffected areas.

(4) Phase 3. Address all severe needs for the defined support areas.

(a) The PCU will continue on-scene claims assistance for eligible, affected Navy Family members.

(b) OJAG Code 15 and the PCU will coordinate with the CTFNF NLSC LNO and the responsible NLSO on a Transition Plan for the PCU CRT to return to PCU headquarters. This will include identification of appropriate offices for filing disaster-related claims in the AI, and any training necessary to ensure on-scene legal services providers understand claims procedures and can assess claims for completeness, if necessary.

(c) Phase 3 will end once all immediate PCA claims are identified or are in-process.

(5) Phase 4. Identify policy changes and legislative actions required to resolve obstacles and enhance assistance to the Navy Family. The CTFNF SJA/SME, with assistance from experts from OJAG Code 15, will help identify statutory, regulatory, and policy changes related to personnel claims that may be beneficial to affected members of the Navy Family.

(6) Phase 5. Transition Task Force responsibilities and stand down TFNF.

(a) OJAG Code 15 and the PCU will execute the Transition Plan and coordinate with the responsible NLSO for continued local claims services, as necessary.

(b) NLSO legal services providers will continue disaster–related PCA claims assistance and continue forwarding such claims to the appropriate PCU until stand-down of TFNF.

(c) With the TFNF stand-down, claims services will return to normal operations and all future claimants will be directed to submit claims directly to the appropriate PCU.

d. Coordinating Instructions. The cognizant PCU shall provide periodic situation reports (SITREPs) to OJAG Code 15 for further forwarding to CNLSC.

4. Admin and Logistics.

a. Concept of Support. OJAG Code 15 will provide primary claims response through the cognizant PCU and on-scene claims assistance via the PCU CRT. Existing CNLSC resources at the responsible NLSO, and other NLSOs as designated by CNLSC, will provide primary facility and telecommunications resource needs for the PCU CRT such as active NMCI drops, NMCI printers, telephones, fax machines and copiers. The PCU CRT will provide transportable NMCI and/or legacy IT capability. The responsible NLSO will provide primary IT resource needs for other NLSO personnel augmenting the claims response.

b. Administrative Considerations. The responsible NLSO will provide the full range of legal assistance services to affected members of the Navy Family utilizing organization equipment, supplies and personnel. The cognizant PCU and PCU CRT must be prepared to provide additional equipment, supplies, and personnel necessary to operate claims services to affected Navy Families

without impacting their routine PCA services. The PCU will provide travel and funding for CRT members to/from and in/around the AI as necessary to meet the claims and claims training/information needs of eligible Navy Family members.

5. Command and Control.

a. Command.

(1) Command Relationships. CNLSC will be a Supporting Commander to CTFNF. OJAG Code 15 will provide information and assistance to meet CNLSC legal service support requirements to CTFNF, as needed. The responsible NLSO will help identify the need for claims services and coordinate with OJAG Code 15 to support that need.

(2) Command Posts. See Basic Plan, paragraph 5a(3).

b. Command, Control, Communications, and Computer (C4) Systems. The responsible NLSO will provide telecommunications infrastructure and technical support for the PCU CRT (active NMCI drops, NMCI printers, telephones, fax machines and copiers) as applicable. In the event the responsible NLSO is unable to provide such support, CNLSC will coordinate with CNIC for support from the local Regional Legal Service Office (RLSO). The PCU CRT will provide transportable NMCI and/or legacy IT capability. When required, the PCU and CRT will utilize the TFNF needs assessment tool and other internet-based collaboration tools established to support TFNF and affected Navy Family members. When legal services are provided in response to internet or web-based assessment or collaboration tools, any documentation on those sources will contain sufficient information/data to assist non-legal Case Managers without compromising the privacy of individual Navy Family members or violating applicable ethics rules protecting client confidentiality.

Attachments:
1 – Locations for submitting PCA claims
2 – Sample DD Form 1842 (Claim for Loss or Damage to Personal Property Incident to Service)
3 – Directions for completing the DD Form 1842
4 – Sample DD Form 1844 (List of Property and Claims Analysis Chart)
5 – Directions for completing the DD Form 1844

ATTACHMENT 1 TO ENCLOSURE (2) TO THE CNLSC BASIC PLAN
LOCATIONS FOR SUBMITTING PCA CLAIMS

- All PCA claims involving Hawaii, Antarctica, the Arctic Ocean, Australia, Guam, Japan, the Indian Ocean east of 60°E longitude, and the Pacific Ocean shall be submitted to the Pearl Harbor PCA Claims Unit, 850 Willamette Street, Pearl Harbor, HI 96860-5109, telephone (808) 473-5982 ext. 311/314/315 (DSN 473) and fax (808) 473-0630 (DSN 473).

- All other PCA claims shall be sent to the Norfolk Personnel Claims Unit, 9053 First Street, Suite 102, Norfolk, VA 23511-3605, telephone (757) 440-6315 or DSN 564-3310 or toll free (888) 897-8217, or FAX commercial (757) 440-6316 or FAX toll free 1-866-782-7297. The PCU Claims Help Line at (757) 440-6315 (press "5" to speak with a customer service representative) is available to take calls from 7:30 am to 7:00 pm, Eastern Standard Time, Monday through Friday, except for Federal holidays.

- All claims filed under statutes other than PCA shall be sent to the Tort Claims Unit in Norfolk at 9620 Maryland Avenue, Suite 100, Norfolk, VA 23511-2989, telephone (757)444-5341, DSN 564-5341.

ATTACHMENT 2 TO ENCLOSURE (2) TO THE CNLSC BASIC PLAN
SAMPLE DD FORM 1842 (CLAIM FOR LOSS OR DAMAGE TO PERSONAL PROPERTY INCIDENT TO SERVICE)

CLAIM FOR LOSS OF OR DAMAGE TO PERSONAL PROPERTY INCIDENT TO SERVICE

PART I - TO BE COMPLETED BY CLAIMANT *(See back for Privacy Act Statement and Instructions.)*

1. NAME OF CLAIMANT *(Last, First, Middle Initial)*	2. BRANCH OF SERVICE	3. RANK OR GRADE	4. SOCIAL SECURITY NUMBER

5. HOME ADDRESS *(Street, City, State and Zip Code)*	6. CURRENT MILITARY DUTY ADDRESS *(If applicable) (Street, City, State and Zip Code)*

7. HOME TELEPHONE NO. *(Include area code)*	8. DUTY TELEPHONE NO. *(Include area code)*	9. AMOUNT CLAIMED

10. CIRCUMSTANCES OF LOSS OR DAMAGE *(Explain in detail. Include date, place, and all relevant facts. Use additional sheets if necessary.)*

	YES	NO
11. DID YOU HAVE PRIVATE INSURANCE COVERING YOUR PROPERTY? *(E.g., say "Yes" on a shipment or quarters claim if you had transit, renter's or homeowner's insurance; say "Yes" on a vehicle claim if you had vehicle insurance. Attach a copy of your policy.)*		
12. HAVE YOU MADE A CLAIM AGAINST YOUR PRIVATE INSURER? *(If "Yes," attach a copy of your correspondence. If you have insurance covering your loss, you must submit a demand before you submit a claim against the Government.)*		
13. HAS A CARRIER OR WAREHOUSE FIRM INVOLVED PAID YOU OR REPAIRED ANY OF YOUR PROPERTY? *(If "Yes," attach a copy of your correspondence with the carrier or warehouse firm.)*		
14. DID ANY OF THE CLAIMED ITEMS BELONG TO THE GOVERNMENT OR TO SOMEONE OTHER THAN YOU OR YOUR FAMILY MEMBER? *(If "Yes," indicate this on your "List of Property and Claims Analysis Chart," DD Form 1844.)*		
15. WERE ANY OF THE CLAIMED ITEMS ACQUIRED OR HELD FOR SALE, OR ACQUIRED OR USED IN A PRIVATE PROFESSION OR BUSINESS? *(If "Yes," indicate this on your "List of Property and Claims Analysis Chart," DD Form 1844.)*		

16. UNDER PENALTY OF LAW, I DECLARE THE FOLLOWING AS PART OF SUBMITTING MY CLAIM:

If any missing items for which I am claiming are recovered, I will notify the office paying this claim. (For shipment claims.) Missing items were packed by the carrier; they were owned prior to shipment but not delivered at destination; after my property was packed, I/my agent checked all rooms in my dwelling to make sure nothing was left behind.

I assign to the United States any right or interest I have against a carrier, insurer, or other person for the incident for which I am claiming; I authorize my insurance company to release information concerning my insurance coverage.

I authorize the United States to withhold from my pay or accounts for any payments made to me by a carrier, insurer, or other person to the extent I am paid on this claim, and for any payment made on this claim in reliance on information which is determined to be incorrect or untrue. I have not made any other claim against the United States for the incident for which I am claiming. I understand that if any information I provide as part of my claim is false, I can be prosecuted.

17. SIGNATURE OF CLAIMANT *(or designated agent)*	18. DATE SIGNED *(YYYYMMDD)*

PART II - CLAIMS APPROVAL *(To be completed by Claims Office)*

19. PROCEDURE *(X one)*	20. AMOUNT AWARDED. The claim is cognizable and meritorious under 31 U.S.C. 3721; the claimant is a proper claimant; the property is reasonable and useful; the loss has been verified in accordance with applicable procedures as prescribed by the controlling departmental regulation; and the following award is substantiated:	
☐ a. SMALL CLAIMS ☐ b. REGULAR CLAIMS		$

21. SIGNATURES *(Signatures at a and c not required if small claims procedure is utilized)*

a. CLAIMS EXAMINER	b. DATE SIGNED *(YYYYMMDD)*	c. REVIEWING AUTHORITY	d. DATE SIGNED *(YYYYMMDD)*

e. TYPED NAME AND GRADE OF APPROVING AUTHORITY	f. SIGNATURE OF APPROVING AUTHORITY	g. DATE SIGNED *(YYYYMMDD)*

DD FORM 1842, MAY 2000 PREVIOUS EDITION IS OBSOLETE.

FRONT

PRIVACY ACT STATEMENT

AUTHORITY: 31 U.S.C. 3721, and EO 9397, November 1943 (SSN).

PRINCIPAL PURPOSE(S): Filing, investigation, processing and settlement of claims for losses incident to service.

ROUTINE USES:
a. Information is principally used to provide a legal basis for the administrative payment of claims against the Government. Information is also used in connection with:

(1) Recovery from common carriers, warehouse firms, insurers and other third parties.

(2) Collection from claimants of improper payments or overpayments.

(3) Investigation of possible fraudulent claims.

(4) Possible criminal prosecution by the Department of Justice or other agencies if fraud is established.

b. Social Security Numbers are used to assure correct identification of claimants in order to assure payment to the proper claimant and avoid duplication of claims.

DISCLOSURE: Voluntary; however, failure to supply information will cause delay in settlement and may result in denial of a portion or all of the claim.

INSTRUCTIONS TO CLAIMANTS

1. You must submit your claim in writing within two years of the date of the incident giving rise to the claim. This two year time limitation may not be waived.

2. The claimant or an authorized agent must complete and sign Part I of this form, answering all questions. If the claim is signed by an agent *(such as a spouse)* or a survivor of a deceased proper claimant, that person must have a document showing his or her authority to present the claim, such as a power of attorney, etc.

3. If the claim is for property lost or damaged while being shipped or stored pursuant to travel orders, submit copies of your orders and all shipping documents, including your inventory and your "Joint Statement of Loss or Damage at Delivery/Notice of Loss or Damage," DD Forms 1840/1840R. If you notice damage after delivery, you must complete the DD Form 1840R and get it to the Claims Office within 70 days after delivery.

4. You may obtain further information from a Claims Office.

5. You are entitled to claim the following:

a. Reasonable local repair cost, if an item can be economically repaired. *(You may claim small amounts without an estimate. Otherwise, submit an estimate of repair from a repair firm or, if repairs have been completed, your receipt. The claims office may waive this in appropriate cases.)*

b. Reasonable local replacement cost if an item is missing, destroyed, or not economic to repair. *(Replacement costs may be obtained from commercial catalogs or a military exchange. If you cannot find the item in a catalog or the exchange and the cost is more than $100.00, obtain a statement from a commercial firm for the cost of a similar item. If you have purchase receipts, bring these to the Claims Office as well.)*

c. Reasonable cost of obtaining local estimates of repair, if the cost of such estimates will not be credited if repair work is done. *(Normally, you may not claim appraisal fees.)*

PART III - DENIAL OR SUPPLEMENTAL PAYMENT *(To be completed by Claims Office)*

☐	**23. DENIAL** *(X if applicable)* The claim is not cognizable or meritorious under 31 U.S.C. 3721 and the applicable provisions of the controlling departmental regulation, and is denied.	☐	**24. SUPPLEMENTAL PAYMENT** *(X and complete if applicable)* The claim is cognizable and meritorious under 31 U.S.C. 3721, and the following additional award is substantiated: $

25. SIGNATURES

a. CLAIMS EXAMINER	b. DATE SIGNED *(YYYYMMDD)*	c. REVIEWING AUTHORITY	d. DATE SIGNED *(YYYYMMDD)*

25. APPROVING/SETTLEMENT AUTHORITY *(Settlement Authority is required for denial.)*

a. TYPED NAME	b. GRADE	b. SIGNATURE	c. DATE SIGNED *(YYYYMMDD)*

DD FORM 1842 (BACK), MAY 2000

Reset

BACK

ATTACHMENT 3 TO ENCLOSURE (2) OF THE CNLSC BASIC PLAN
DIRECTIONS FOR COMPLETING THE DD FORM 1842 (CLAIM FOR LOSS OR DAMAGE TO PERSONAL PROPERTY INCIDENT TO SERVICE)

BLOCK 1: Must have the name of the military member or U.S. Government civilian employee.

BLOCK 2: Self-explanatory.

BLOCK 3: Enter military rank or civilian pay grade.

BLOCK 4: Self-explanatory.

BLOCK 5: Current place of residence.

BLOCK 6: Current military mailing address. If overseas, include complete command name, PSC and Box numbers and FPO/APO Zip Code.

BLOCK 7: Local home telephone number (if applicable).

BLOCK 8: Duty telephone number; DSN and Commercial.

BLOCK 9: Total amount claimed; including all repair estimates and/or replacement costs entered on the DD Form 1844. This amount should match the amount entered in Block 13 of the DD Form 1844.

BLOCK 10: Provide a detailed description of how your loss happened. Include names of any agency that you may have contacted to assist you or to make a report of loss, such as police or fire departments. Use additional sheets if necessary.

BLOCKS 11–15: Check appropriate boxes.

BLOCK 17: Must be signed by claimant. If signed by a designated agent, a copy of the valid power of attorney must be attached.

BLOCK 18: Self-explanatory.

ATTACHMENT 4 TO ENCLOSURE (2) OF THE CNLSC BASIC PLAN
SAMPLE DD FORM 1844 (LIST OF PROPERTY AND CLAIMS ANALYSIS CHART)

1. NAME OF CLAIMANT *(Last, First, Middle Initial)*				3. PICK-UP DATE *(YYYYMMDD)*		LIST OF PROPERTY AND CLAIMS ANALYSIS CHART *(Items 14 through 31 to be filled out by Claims Office)*							
2. CLAIMANT'S INSURANCE COMPANY *(If applicable)*				4. DELIVERY DATE *(YYYYMMDD)*		14. ORIGIN CONTRACTOR		17. 2ND CONTRACTOR		21. CLAIM NUMBER		22. NET WT/MAX CAR	
a. NAME			b. POLICY NO.										
5. LINE NO.	6. QTY	7. LOST OR DAMAGED ITEMS *(Describe the item fully, including brand name, model and size. List the nature and extent of damage. If missing, state "MISSING.")*	8. INV NO.	9. ORIGINAL COST / 10. MM/YYYY PURCHASED	11. AMOUNT CLAIMED a. Repair Cost (or) b. Replacement Cost	15. INVENTORY DATE *(YYYYMMDD)*		18. EXCEPTION SHEET DATE *(YYYYMMDD)*		23. GBL NUMBER		24. LOT NUMBER	
						16. EXCEPTIONS	19. INV NO.	20. EXCEPTIONS		25. AMOUNT ALLOWED	26. ADJUDICATOR'S REMARKS	27. ITEM WT	28. HOUSE LIABILITY / 29. CARRIER LIABILITY
12. REMARKS				13. TOTAL	$			30. TOTAL AMOUNT ALLOWED		$		31. THIRD PARTY LIABILITY	$ / $

DD FORM 1844, MAY 2000 PREVIOUS EDITION IS OBSOLETE. Page of Pages

NOTE: If more than one page is used, indicate the page number in the space provided in the lower right corner of the form (e.g., Page 2 of 5 Pages).

ATTACHMENT 5 TO ENCLOSURE (2) TO THE CNLSC BASIC PLAN
DIRECTIONS FOR COMPLETING THE DD FORM 1844 (LIST OF PROPERTY AND CLAIMS ANALYSIS CHART)

BLOCK 1: Must be the same name entered in Block 1 of DD Form 1842.

BLOCK 2: Self explanatory.

BLOCK 3: Leave blank.

BLOCK 4: Leave Blank.

BLOCK 5: Assign a line number, beginning with 1, for each lost/damaged item. Continue the number sequence on subsequent DD Form 1844 if needed.

BLOCK 6: Quantity of items claimed on that line. (e.g., 1 Table, 4 Chairs, etc.)

BLOCK 7: Fully describe the item being claimed and provide specific descriptions of the damages, to include exact location and type of damage. Be very specific and do not use general terms such as “damaged.”

BLOCK 8: Leave blank.

BLOCK 9: Enter the amount you paid for the item. If a gift, state "gift."

BLOCK 10: Enter the month and year the item was purchased or acquired. If you got the item “used”, provide the manufactured date, such as a 1998 Sony Stereo purchased in August 2001.

BLOCK 11: Enter either the repair cost or the replacement cost. Enter both if it would cost more to repair than to replace the item.

BLOCK 12: Enter any remarks that are pertinent to this form, such as unusual abbreviations used.

BLOCK 13: Enter the total (on the last page only) of the amount claimed. This is the total of your repair estimates and/or replacement costs. **Enter this amount in Block 9 of your DD Form 1842 as the amount claimed.**

BLOCKS 14-31: Do not write in these spaces.

CNLSC SUPLAN 3440-TFNF
15 May 06

ENCLOSURE (3) TO CNLSC SUPPORTING PLAN 3440-TFNF
CNLSC TFNF KATRINA LESSONS LEARNED

1. Purpose. This enclosure serves as a repository for Lessons Learned and sample reports from the CNLSC response to Hurricanes Katrina, Rita, and Wilma from September 2005 until February 2006. It is intended to assist personnel who are subsequently tasked as part of a TFNF or other disaster relief/recovery effort following a future catastrophic event.

Attachments:
1 – Naval Legal Service Office Central Lessons Learned of 14 Mar 06
2 – Naval Legal Service Office Southeast Lessons Learned of 14 Mar 06
3 – Sample Reports from NLSO Central
4 – Sample NLSO Central Unit Situation Report

ATTACHMENT 1 TO ENCLOSURE (3) TO CNLSC BASIC PLAN
NLSO CENTRAL KATRINA LESSONS LEARNED

1. NLSOC Lesson 1.

a. Issue. Expansion of legal assistance (LA) services to include matters like FEMA and insurance claims/appeals came late in the process.

b. Discussion. Trends from NLSOC Branch Office (BROFF) clients and direct calls with clients via the BUPERS On-Line Case Management tool indicated need for enhanced assistance on the basics of Federal Emergency Management Agency (FEMA) and insurance claims and how to draft such claims to increase chances of success. These areas of practice were unfamiliar to most attorneys. However, NLSOC attorneys coordinated through weekly roundtable LA teleconferences and devised ways to assist most clients.

c. Recommendations. As soon as possible following a disaster, the responsible NLSO should contact OJAG Code 16 and begin to prepare to assist affected Navy Family members with issues associated with FEMA and insurance claims.

2. NLSOC Lesson 2.

a. Issue. Disaster-related Landlord-Tenant issues (e.g., constructive eviction during repair stages or prolonged evacuation, landlord liability for removal of belongings during repairs, rent abatement during repairs, and termination of leases at evacuation areas once permanent housing became habitable).

b. Discussion. Specific Landlord-Tenant issues and trends were spotted and researched by local NLSOC counsel, and OJAG Code 16 was proactive in reviewing memoranda generated by NLSOC on state-specific laws. OJAG Code 16's 48-hour turn around of vital information got it quickly to the legal service providers in the field and increased awareness of Best Practices for all attorneys.

c. Recommendation. NLSO Preventive Law initiatives and Fleet and Family Service Centers (FFSCs) should educate personnel on the importance of getting Servicemember's Civil Relief Act (SCRA) clauses in short-term leases to ensure early lease termination once Safe Haven is stopped.

3. NLSOC Lesson 3.

a. Issue. Landlord-Tenant issues involving privately-owned civilian housing complexes were successfully resolved using a "global" approach for multiple, similarly situated clients residing in apartment complexes, but this approach did not work with Military Housing Privatization Initiative (MHPI) housing, also known as Public/Private Venture (PPV) housing.

b. Discussion. NLSOC counsel had success negotiating with private housing complex managers on behalf of several individual clients, but efforts to work a "global" approach with particular government PPV Housing complexes were not successful.

c. Recommendations.

(1) Each NLSO should coordinate with local Navy Housing officials before a catastrophic event to identify PPV housing areas in their regions, and review applicable PPV leases and insurance provisions for possible legal assistance issues;

(2) Following a disaster (or before, when possible), the responsible NLSO should work closely with local Navy Housing officials, and with Commander, Navy Installations Command (CNIC) via the CNLSC LNO to Task Force Navy Family to efficiently resolve disaster-related issues common to similarly affected PPV residents, such as disaster-related rent and repair under *force majeure* lease provisions, credit for military allotment payments on inhabitable units, and arrangements for custody and bailment of personal property in disaster-affected units;

(3) The responsible NLSO should develop a list of PPV Landlords/complexes that were helpful in resolving disaster-related landlord-tenant matters, and a list of those that were not helpful, for coordination with local Navy Housing officials, and CNIC as appropriate, to enhance future provisions in PPV Housing contracts with PPV Housing management companies;

(4) The responsible NLSO should develop a list of commercial, non-governmental landlords/complexes that were helpful in resolving disaster-related landlord-tenant matters, as well as a list that were helpful, for review by local Navy Housing officials.

4. <u>NLSOC Lesson 4</u>.

a. Issue. Insurance adjustors co-located at FFSCs and available on bases.

b. Discussion. Car insurance company agents occupied space at the courtroom in Gulfport and received on-demand referrals from FFSC Case Managers (CMs) and NLSOC. This is a real time and stress saver for victims.

c. Recommendation. Encourage local installation COs and CSC representatives to allow installation/base access to insurance company representatives post-disaster.

5. NLSOC Lesson 5.

a. Issue. Insurance Law Subject Matter Expert (SME) "Road Shows" sponsored by Task Force Navy Family (TFNF).

b. Discussion. TFNF covered travel expenses for two Selective Reserve (SELRES) insurance experts to perform a two-week AT, delivering briefs to all-comers in multiple locations across the Gulf Coast. The first round of briefs was held in December 2005, and the second round was held mid-March 2006, to capture personnel returning to the area from Safe Haven.

c. Recommendation. As soon as possible following a disaster (or before, when possible), identify and arrange for Navy Reserve Law program experts in insurance law to travel to the affected area to educate affected Navy Family members on insurance related matters.

6. NLSOC Lesson 6.

a. Issue: Clients without car insurance, car-loan "gap" insurance, renter's insurance and homeowner's wind/flood/storm riders.

b. Discussion. Too many clients were left without recovery for damages because they did not understand about different types of insurance, and because many servicemembers failed to obtain and maintain the proper amount of insurance. Lapses due to deployment, failure to pay premiums, and inadequate coverage were prevalent. Clients had contact with insurance companies but many were unable to establish coverage at the time of loss.

c. Recommendation. NLSO Preventive Law initiatives, as well as FFSCs and unit Command Financial Specialists programs, should educate personnel on the importance of homeowner's/renter's and car insurance, gap insurance to cover the difference between fair market value (FMV) and the amount of the loan, and preventing lapse of homeowner policies.

7. NLSOC Lesson 7.

a. Issue. Many disaster victims were unaware of how to contract for housing repairs and resolve disputes with contractors, and were unfamiliar with available remedies.

b. Discussion. Fly-by-night contractors are a recurring problem for victims recovering from a hurricane because many are drawn from out-of-town with little connection to the State and no intention of remaining in the community. Exacerbating the problem are unscrupulous contractors and the unavailability of building materials, often resulting in contractors beginning work without the ability to finish the project. In some cases, customers paid for the repairs up-front, only to be left with a blue plastic tarp roof and a combative contractor threatening a lien on the house if full payment is not completed. Worse yet, some fell prey to verbal contracts that are difficult to enforce and included the added aggravation of hiring a replacement contractor to complete the work or to mitigate damages.

c. Recommendations.

(1) NLSO Preventive Law initiatives, as well as FFSCs and Unit Command Financial Specialists programs, should educate personnel on the best approach to selecting and managing a contractor.

(2) The responsible NLSO should develop a contractor SME brief akin to the insurance SME brief (discussed in paragraph 5, above) and present it to Navy Family members across the affected area.

8. NLSOC Lesson 8:

a. Issue. Communications between resource providers (NLSOs, FFSCs and Community Support Centers (CSCs):

b. Discussion. Despite availability of press releases from Navy and national sources, and daily information sharing among NLSOC offices, clients would benefit from improved Navy Region and FFSC dissemination of disaster-related information and special benefits. For example, service members could have used the Disaster Food Stamp program in New Orleans, but frequently clients learned of the program well after the closure date.

c. Recommendation. Better coordination between the responsible NLSO and the various other Navy service providers, and better collection and timely dissemination of disaster assistance information at all levels.

9. NLSOC Lesson 9.

a. Issue. Availability and timeliness of outside resources (OJAG SMEs, State Bar Associations, State District Attorneys, and local SELRES JAG attorneys).

b. Discussion. On several occasions, OJAG Codes 15 and 16 provided immediate review and turn-around on legal assistance and claims issues. OJAG Code 15 quickly approved claims FAQs and claims forms to be posted on various websites, and OJAG Code 16 immediately endorsed legal memoranda on rent obligations and Landlord-Tenant laws for affected States. On other occasions, local and State resources provided timely feeder reports on pending Federal and state tax disaster relief legislation, including detailed information on pending State Class Actions against insurance companies. Through direct contact with local District Attorney's and Bar Associations, NLSOC attorneys identified State Bar Association military committees with volunteers willing to take referrals or provide Pro Bono legal services. The SELRES legal community also played a vital role at each BROFF as an additional resource for manning and subject matter expertise.

c. Recommendations.

(1) NLSO Legal Assistance Department Heads should establish and maintain solid business relationships with local Bar Associations, District Attorneys and other local legal professionals that may be available to assist Navy members following a disaster.

(2) OJAG Codes 15 and 16 are outstanding resources for NLSOs. Establish open lines of communication with these Codes as soon as possible following a catastrophic event or even before, when possible.

10. NLSOC Lesson 10.

a. Issue. Claims consolidation means that, in the future, claims will be processed outside disaster-affected areas.

b. Discussion.

(1) Following Katrina, claims were couriered from New Orleans, Gulfport and Pascagoula to Pensacola via an informal "Pony Express." Each day

brought more claims and more contact with customers as local communications nodes were repaired. Efficiencies were gained as a small, experienced team of two claims examiners adjudicated hundreds of claims. They developed common business rules for disaster claims, which saved time when total loss household goods (HHG) and vehicle claims began to arrive. They were able to travel to installations in disaster areas for claims outreach. Familiarity with commonly claimed items led to innovations, like costing schedules for those items (i.e., uniforms), and modifications to claims forms to make them more user-friendly and to expedite payment.

(2) On-scene and local adjudication of claims was a critical personal service to hurricane victims, and an important CNLSC success throughout the disaster relief operations. Efficient business practices and forward-staged claims assets streamlined payments, which improved personnel readiness and helped Navy Families recover.

c. Recommendation. NLSO personnel should be familiar with the PCA claims process so that they can provide general claims information in the immediate aftermath of a natural disaster, and augment Personnel Claims Unit Claims Response Teams that deploy to the affected area, if necessary.

11. NLSOC Lesson 11.

a. Issue. Lack of standard business practices between the NLSO legal services providers and non-legal case managers at FFSCs and/or CSCs regarding handling and resolution of cases on the BUPERS On-Line (BOL) Case Management Tool.

b. Discussion. Occasionally, there were conflicting business practices between the NLSO providers and FFSC/CSC case managers, due in part to the large number of contract case managers, brought after the hurricane hit, with little Navy experience trying to resolve disaster victim's needs. Case managers would sometimes assess legal cases to be of the highest severity level (category 3 or 4) without knowledge of the applicable severity definitions or the eligibility of persons for military legal assistance. Additionally, case managers would elevate previously resolved cases to higher severity levels without contacting the disaster victim, without notifying the NLSO, and sometimes without reading the NLSO providers BOL notes. Clients were left with unrealistic expectations about the scope and type of legal services available to them, particularly with respect to their status as active duty or civilian employee. Clients were also frustrated when they were called sometimes 4 or 5 times after resolving the case with the NLSO provider when there had been no material change in their circumstances.

c. Recommendation. NLSO legal services providers must work closely with the FFSC/CSC case managers to ensure they understand the CNLSC Supporting Plan concepts and practices, such as severity classifications, client hand-offs and eligibility criteria for legal services, to help avoid confusion and false expectations about the actual scope of available assistance.

12. NLSOC Lesson 12.

a. Issue. Impact of disasters on business operations and realistic expectations for Command, Control, Communications, Computers and Information (C4I) and logistics for sustained legal assistance and claims functions.

b. Discussion.

(1) In the wake of a major natural disaster, there may be no electricity, potable water, sewage or telephones, including cell phones, for some period of time. As a result, there may be no internet or telephone connectivity or any reliable means to communicate beyond the local area. Fuel may be limited or unavailable, and it could be severely rationed on military installations, going to First Responders or Critical & Essential personnel. Rental car fleets will likely be tapped-out by first responders such as FEMA, volunteer Non-Governmental Organizations (NGOs) and insurance adjustors even before a storm hits. Also, regional and major airports may be closed or inaccessible.

(2) NLSO operations depend on installation and local infrastructure, which may require shifting business operations to alternate sites (e.g., BROFF Gulfport hosted NLSOC Headquarters after Ivan in September 2004 and hosted BROFF New Orleans after Katrina in August 2005). NLSO personnel who do not evacuate may require significant personal time to reconstitute their lives before they can begin helping others with their legal issues. On-base billeting will likely be non-existent or severely limited and no vacancies in off-base hotels should be expected for weeks if not months due the affects of the disaster and the occupancy by first responders.

(3) Maintaining legal assistance operations may require generator power, tents, 100% "Legacy" (i.e. non Navy-Marine Corps Intranet) computer systems equipped with printers, and liberal use of personal cell phones. It may be impossible to accommodate a claims response team on the site for several days or even weeks due to airport closures, limited ground transportation and lack of lodging.

c. Recommendations.

(1) NLSO personnel should be familiar with the PCA claims process so that they can conduct on-scene legal services in the immediate aftermath of a natural disaster, and b prepared to augment Personnel Claims Unit Claims Response Teams when they arrive.

(2) Allow sufficient lead time to re-establish communications, and in the interim, expect to provide voice report (VOICEREPS) vice written Situation Reports (SITREPS), until reliable power and connectivity are restored.

End NLSO Central Lessons Learned

ATTACHMENT 2 TO ENCLOSURE (3) TO CNLSC BASIC PLAN
NLSO SOUTHEAST WILMA LESSONS LEARNED

1. NLSOSE Lesson 1.

(a) Issue. Lack of representatives for all the services to handle the Personnel Claims Act (PCA) claims for Army, Coast Guard and Air Force personnel stationed in Key West, FL.

(b) Discussion. PCA personnel were approached by personnel from other services and were only able to provide limited assistance, i.e., providing forms and points of contact. We were unable to adjudicate their claims.

(c) Recommendation. Consider the possible need to include representatives from other services in the claims response teams mobilized to the affected region.

2. NLSOSE Lesson 2.

(a) Issue. Lack of effective technical and Information Technology (IT) support early in the response process.

(b) Discussion. The Disaster Center did not have sufficient technical support such as fax, computer and cellular phone service when initially opened. Adequate technical support services were not available until later in the week.

(c) Recommendation. Ensure there are adequate technical and IT services available to support a disaster response team.

3. NLSOSE Lesson 3.

(a) Issue. Personnel relying on inaccurate information regarding the PCA claims process.

(b) Discussion. Personnel were given misinformation in the preparation of their PCA claims. For example, word was passed that damaged property should be thrown away before making the claim. However, to adequately prove a claim for damaged property, claimants must have documented damage to property.

(c) Recommendation. As soon as possible for the disaster (or before, when possible), the responsible NLSO, with the assistance of the cognizant PCU, should disseminate information via FFSC/CSCs and government housing officials advising affected Navy Family members about actions to take to ensure they maintain the proof necessary to make a PCA claim.

4. NLSOSE Lesson 4.

(a) Issue. Personnel not having renter's insurance if they lived on base.

(b) Discussion. Personnel found out that the Navy's PCA claims procedures often would not fully cover or more expansively cover damages incurred. Personnel would have had a better chance to have full coverage for damages had they invested in renter's insurance.

(c) Recommendation. As a preventative law and LA outreach matter, NLSOs should encourage personnel to consider renter's insurance even if they live in base housing.

5. NLSOSE Lesson 5.

(a) Issue. Personnel did not have comprehensive insurance coverage for their vehicles.

(b) Discussion. Our claims personnel estimate that 95% of military members did not have comprehensive insurance coverage for their vehicles. Generally, under the PCA, the Navy pays up to $3,000.00 for damage to a vehicle.

(c) Recommendation. As a preventative law outreach matter, communicate to military personnel the limitations of the PCA, and the importance of having comprehensive insurance coverage for their vehicles.

6. NLSOSE Lesson 6.

(a) Issue. There were delays in the delivery of claims to NLSOSE using Certified Mail.

(b) Discussion. PCA claims forwarded to NLSOSE from Key West were sent using Certified Mail Return Receipt Requested. There was a delay in the U.S. Postal system in forwarding certified mail, taking an average 15 days to receive certified mail.

(c) Recommendation. Consider using means other than the U.S. mail (e.g., overnight deliver services or emailing scanned documents) to forward claims, which may be more expensive, but will help claimants in getting their claims processed faster.

7. NLSOSE Lesson 7.

(a) Issue. There were delays in getting funding to pay the claimants.

(b) Discussion. Due to budget constraints, there was not enough money to immediately pay claimants for their damages. Money was dispersed sporadically and the money disbursed was often not enough to pay all pending claims.

(c) Recommendation. Work closely with Code 15 and the PCU on availability of claims funds to pay claims as quickly as possible.

8. NLSOSE Lesson 8.

(a) Issue. Misunderstanding by personnel of the proper process for terminating a lease.

(b) Discussion. Many military personnel did not understand the proper method for terminating a lease under Florida Statutes. They were simply walking away from tenancies without identifying damages and without providing proper written notices or using other appropriate methods to terminate a lease under the Florida Statutes or the Servicemember's Civil Relief Act (SCRA). This resulted in these personnel having to pay for an extra month's rent they would not have had to pay if they properly terminated the lease.

(c) Recommendation. Educate military members in disaster-affected areas to communicate with legal officers before taking any action to rescind, terminate or revoke a lease. LA outreach efforts, such as handouts at NLSOs and FFSCs/CSCs, would help with this.

9. NLSOSE Lesson 9.

(a) Issue. Personnel were not following up with their landlords to account for their security deposit.

(b) Discussion. Many landlords were incorrectly withholding servicemembers' security deposits claiming that they were entitled to take the security deposits to compensate them for storm damage. This is not the purpose of a security deposit in Florida and a security deposit may not be kept by the landlord to compensate a landlord for storm damage that is not the tenant's fault.

(c) Recommendation. Educate military members in disaster-affected areas to communicate with legal officers before taking any action to make a proper claim for an improperly withheld security deposit. LA outreach efforts, such as handouts at

NLSOs and FFSCs/CSCs, would help with this. Also, NLSOs should consider referring landlords who engage in such practices to the Armed Forces Disciplinary Control and Review Board, though placing such housing off-limits may be difficult in areas like Key West where off-base housing is very limited and servicemembers often have few choices for affordable rental housing.

10. NLSOSE Lesson 10.

(a) Issue. Personnel made uneducated decisions about buying new automobiles to replace vehicles damaged by the hurricane.

(b) Discussion. Many personnel tried to quickly replace damaged vehicles by purchasing new vehicles with little or no research and preparation. Some even purchased flood-damaged cars without knowing that the vehicle that was bought had been damaged by hurricane floodwaters.

(c) Recommendation. Educate military members about how to properly research and purchase a new or used car. LA outreach efforts, such as handouts at NLSOs and FFSCs/CSCs, would help with this.

11. NLSOSE Lesson 11.

(a) Issue. Personnel were confused about what tax related benefits they would be entitled to as hurricane victims.

(b) Discussion. Many personnel were unsure of what benefits, if any, they would be eligible for under the tax code relating to damages they had suffered because of the hurricane. Also, special disaster relief legislation, enacted following a disaster, may offer tax advantages to affected taxpayers.

(c) Recommendation. Coordinate with OJAG Code 16 to better educate servicemembers in hurricane-affected regions about the various benefits available under the tax code.

End NLSO Southeast Lessons Learned

ATTACHMENT 3 TO ENCLOSURE (3) TO CNLSC BASIC PLAN
SAMPLE REPORTS FROM NLSO CENTRAL

1. **SAMPLE LEGAL ASSISTANCE REPORT FORMAT:**

EVENT NAME [e.g. HURRICANE MAX]
LEGAL ASSISTANCE DAILY SUMMARY
NAVAL LEGAL SERVICE OFFICE XXXX (All Locations)

11 Mar CY – 16 Mar CY

TOTALS

CLIENTS SEEN: 4/844 * **CLAIMS PACKS DSTRBTD: 0/687**

DOCUMENTS PREPARED: 4/376** **BRIEFS: 7/51**

		DOCUMENTS				COMMON MATTERS/ ADVICE PROVIDED				
	Clients Seen	GPOA	SPOA	WILLS	NOTARY (inclds Wills)	LANDLORD/ TENANT	FEMA/ INSRNCE	DOMESTIC	CLAIMS	CLAIMS PACKS
HQ	0/261	0/68	0/43	0/29	0/255	0/4	0/15	0/7	0/6	0/0
BROFF 1	0/211	0/30	0/82	0/3	0/65	0/69	0/59	0/6	0/6	0/191
BROFF 2	3/172	0/9	1/16	0/6	3/92	0/56	0/40	0/12	0/4	0/37
BROFF 3	0/101	0/22	0/16	0/12	0/70	0/27	0/6	0/13	0/1	0/204
DET A	0/14	0/0	0/0	0/0	0/2	0/0	0/1	0/3	0/9	0/3
DET B	1/85	0/18	0/13	0/6	0/47	0/21	0/19	0/8	0/11	0/252
Total	**4/844**	**0/147**	**1/170**	**0/56**	**3/531**	**0/177**	**0/140**	**0/49**	**0/37**	**0/687**

	NON-NAVY CLIENTS SEEN			
	USMC	USAF	USA	USCG
HQ	0/0	0/0	0/0	0/0
BROFF 1	0/1	0/2	0/2	0/0
BROFF 2	0/31	0/2	0/10	0/2
BROFF 3	0/8	0/0	0/1	0/1
DET A	0/0	0/0	0/0	0/0
DET B	0/0	0/1	0/10	0/0
Total	**0/40**	**0/5**	**0/23**	**0/3**

BRIEFS & OTHER SERVICES PERFORMED

Date; LOC/Unit; Number Attending; BROFF

3 SEP CY / WAREHOUSE 20/ 25 / BROFF 1
4 SEP CY / WAREHOUSE 20/ 25 / BROFF 1
5 SEP CY / CHAPEL GUAM (CLAIMS & LA) / 50 / DET A
6 SEP CY / STENNIS SP. CNTR./ 50 / BROFF 2
22 SEP CY / CNRFC AT MILLINGTON / 130 / BROFF 3

22 SEP CY / USS JOHN HALL (HAWAII) / 50 / HQ
22 SEP CY / TOWN HALL AT NAVFAC SW DIV / 10 / DET B
23 SEP CY / MARFORRES / 200 / BROFF 2
28 OCT CY / NLSO Case Manager Brief to FFSC Case Managers / 10 / HQ

* clients receiving advice, though some with multiple "matters" (includes wills and POAs)(excludes claims packs)

** includes wills, living wills, POA'a, and other non-estate planning documents

TASK FORCE NAVY FAMILY INITIATIVES Date / Briefing / LOC / # Attending / Unit Providing
6 DEC CY / TFNF Cmmnty Mtng Hawaii (Legal segment) / 200 / HQ
6 DEC CY / TFNF Cmmnty Mtng Sasebo (Legal segment)/ 25 / BROFF 1
8 DEC CY / TFNF Cmmnty Mtng Memphis (Leg segment) / 100 / DET B
10 DEC CY / Insurance SME Brief / NAS-JRB NOLA / 15 / BROFF 3
11 DEC CY / Insurance SME Brief / CLF Compound / 300 / HQ
12 DEC CY / Insurance SME Brief / NASP FFSC-CSC / 30 / DET B
12 DEC CY / Insurance SME Brief / NSA NOLA Base Theater / 12
13 DEC CY / Contractor SME Brief / NSA PSCGLA FFSC-CSC / 200 / DET B
14 DEC CY / Preventive Law SME Brief / NAS Whidbey / 50 / BROFF 2
14 DEC CY / Insurance SME Brief / NCBC Gulfport Base Theater / 15

2. **Sample Claims Report Format:**

EVENT NAME [e.g. HURRICANE MAX] CLAIMS
NAVAL LEGAL SERVICE OFFICE XXXX
DAILY/WEEKLY SUMMARY
13 – 17 Mar CY

CLAIMS RECEIVED FROM*

PNS	PASG	GPT	KAFB	USS FORREST SHERMAN (PASG)	USS MESA VERDE (PASG)	USS STEPHEN GROVES (PASG)	USS JOHN HALL (PASG)	USS SAN ANTONIO (PASG)	USS KIDD (PASG)	NOLA	MER	Total
0/6	1/78	0/149	1/34	2/177	0/37	0/94	0/53	0/34	0/10	1/48	0/22	5/742

CLAIMS FORWARDED TO*

USMC	USAF	USA	USCG	NETSAFA	TOTAL
0/9	0/9	0/17	0/0	0/0	0/35

DAMAGE CATEGORIES CLAIMED*

FOOD	POV (DEDUCTIBLE ONLY)	POV (LIAB INS ONLY)	UNIFORMS	PERS PROP	HOUSEHOLD GOODS (HHG) SHIPMENT
1/122	1/260	0/136	1/267	2/442	3/20

TOTAL CLAIMS RECEIVED: 5/ 777 **TOTAL # CLAIMS PAID: 2/ 668**

TOTAL $ AMT CLAIMED: $2,977,556.17 **TOTAL AMT PAID TO DATE: $1,486,316.24**

TOTAL CLAIMS NOT PERFECTED: 16 **TOTAL # EMRGY ADV REQUESTED: 6**

TOTAL CLAIMS AWAITING ADJ: 15 **TOTAL # EMERGENCY ADV PAID: 6**
TOTAL FWD'D TO OTHER SVCS: 35

TOTAL CLAIMS DENIED: **26 (no substantiation)**
4 (no insurance coverage)
4 (not in gov't quarters)
3 (not proper claimant)
1 (no gap insurance)
2 (NEX cleaners)
1 (MWR lot agreement)
2 (insufficient loss of power)

AVG PROCESSING TIME (PERFECTED-VOUCHER): 3 DAYS

HIGHEST CLAIM:	**$165,998.21 (HHG)**
LOWEST CLAIM:	**$41.00 (food)**
AVERAGE AMT CLAIMED:	**$2,500 – 3,000**

MULTIPLE CATEGORY CLAIMS: 409

SINGLE CATEGORY CLAIMS: 368

* Statistics represent "daily" and cumulative/to-date totals in this format: " 2 / 25"

ATTACHMENT 4 TO ENCLOSURE (3) TO CNLSC BASIC PLAN
SAMPLE NLSO CENTRAL UNIT SITUATION REPORT

Naval Legal Service Office Central
Pensacola, FL
HURRICANE KATRINA SITREP #022
4 Nov 2005

1. Situation. HQ and all five BROFFs are open.

2. Admin Note. NSTR.

3. Updates:
- USCG District EIGHT staff moved out of temporary spaces adjacent to NLSO BROFF New Orleans (NOLA). This includes the NLSO BROFF library, which was used by their Chaplain. They have returned to their original spaces on the East Bank.
- Navy Band (approximately 35 personnel) returned to New Orleans this week. LT Rosso met w/their Senior Chief and offered to brief the entire group so that all band members understand what legal services are available at BROFF NLSO.
- Navy Operational Support Center (NOSC) is scheduled to return to NSA New Orleans between 14 and 25 Nov. NOSC has approximately 50 sailors.
- Met w/CAPT Twining and CAPT Bengtson during my trip to BROFF Memphis and learned that two of their personnel (one civilian and one YN2) are returning to New Orleans the first two weeks of December. Both CAPTs expressed their appreciation for the outstanding support provided by LT Shook and his team during their extended stay.
- This week, LT Rosso only saw one service member at the Community Support Center (CSC), for a legal issue unrelated to Katrina. Business was slow across the board, not just for Legal. (Note: Right now, the CSC is open every Tuesday morning. However, the Director is looking to expand or change the hours as more personnel return to New Orleans.) The CSC is open tomorrow to address the needs of Reservists drilling on board JRB. LT Rosso will be there.
- CAPT Murphy, a local JAG Reservist, is halfway through a two week AT period at BROFF NOLA. In addition, next week a second JAG Reservist, CDR Rung, will be onboard. This allowed LT Rosso to conduct two previously scheduled JAG recruiting visits to LA law schools, and she will travel to Pensacola next week for an uncontested SPCM.

4. Services Performed: This week's Claims and Legal Assistance Summaries are attached.

5. BROFF NOLA Status: NSA New Orleans remediation of the USMC Attorney's office will end November 2005.

6. Intentions: NSTR.

7. JAG HQ Assistance: NSTR.

8. POC:

		Phone (DSN 922)	Email
CO	CAPT Crandall	850-xxx-xxxx	xxxx
		Cell 850-xxx-xxxx	
		Home 850-xxx-xxxx	
XO	CDR Jaeger	850-xxx-xxxx	xxxx
		Cell 850-xxx-xxxx	
Claims/	LCDR Miller	850-xxx-xxxx	xxxx
LA/Def	LCDR Divins	850-xxx-xxxx	xxxx

//s//
D. E. CRANDALL

ENCLOSURE (4) TO CNLSC SUPPORTING PLAN 3440-TFNF
STANDARD OPERATING PROCEDURES (SOP) FOR COORDINATING WITH FLEET AND FAMILY SERVICE CENTERS (FFSC) / COMMUNITY SUPPORT CENTERS (CSC)

1. Situation: Refer to reference (a) (the TFNF FUNCPLAN), Annex J, Appendix 2 "Community Support Center", and paragraphs 3a(2)(a)vi and 3b(2) and enclosure (1) to this CNLSC Supporting Plan (Legal Assistance).

a. General.

(1) In response to a disaster, and throughout disaster recovery, Commander, Navy Installations Command (CNIC) will organize the Fleet and Family Service Centers (FFSC) and other functional components into Community Support Centers (CSCs) that will provide a centralized delivery location for services and support to affected Navy Family members. See references (a) and (f) for more detailed discussion of CSCs.

(2) CSCs normally house case managers who will be assigned to affected members of the Navy Family. CSCs also rely on Subject Matter Experts (SMEs) from each supporting organization, such as representatives from the responsible NLSO, Personnel Support Detachments, Housing Offices, Child Care Centers, Chaplain offices, and various other support services organizations.

b. Severity levels. See Basic Plan.

2. Mission. See Basic Plan.

3. Execution.

a. Intent. Consistent with mission requirements, the responsible NLSO will be prepared to deliver on-scene legal assistance services through the FFSC/CSC to eligible members of the Navy Family affected by a disaster or catastrophic event, subject to statutory and regulatory restrictions.

(1) Concept of Operations. The responsible NLSO will coordinate the delivery of legal services with the FFSC/CSC throughout all Phases of disaster response and recovery efforts, based on service demands and consistent with NLSC mission requirements.

(2) Tasks. Unless otherwise directed, the responsible NLSO will take the lead on coordinating with the FFSC/CSC in the affected area. If other NLSOs or other legal services providers become involved in the recovery effort, they will liaise with the responsible NLSO on matters relating to support of the FFSC/CSC. The responsible NLSO will:

(a) coordinate with the FFSC and plan for the delivery of legal services at the CSC as required to support their operations.

(b) coordinate with CTFNF through the CTFNF SJA/SME and/or NLSC Liaison Officer (LNO) as appropriate and provide direct liaison with CSC case managers to resolve as expeditiously as possible the legal matters of affected Navy Family members.

(c) ensure cases referred to legal service providers by CSC case managers providers are successfully "handed-off" by contacting the referring CSC case manager, the affected Navy Family member, and any other applicable NLSO, so that all the parties concerned understand which NLSO legal services provider has the matter for action.

(d) annotate case progress in applicable CTFNF Case Management or Needs Assessment databases to the extent necessary to inform interested CSC case managers and other service providers of potential non-legal support that may be required, and to ensure non-legal case managers are informed that all legal matters are being effectively resolved under the appropriate categories.

(e) comply with Privacy Act and client confidentiality requirements found at references (b) through (e) and enclosure (5) of this Supporting Plan.

4. Admin and Logistics.

a. Concept of Support. The responsible NLSO will provide primary response and legal services to support the FFSC/CSC. Existing CNLSC resources at NLSOs in affected and unaffected areas will provide primary C4 facility and resource needs for other personnel augmented for the FFSC/CSC response.

b. Administrative Considerations. NLSOs in affected and unaffected areas will provide equipment, supplies, and personnel necessary to

provide direct legal service support to CSCs, as appropriate, consistent with NLSO mission requirements.

5. Command and Control.

a. Command.

(1) Command Relationships. See Basic Plan and enclosure (1) to the Basic Plan.

(2) Command Posts. See Basic Plan, paragraph 5a(3).

b. Command, Control, Communications, and Computer (C4) Systems.

(1) IT support. Not Applicable.

(2) Information Assurance. See Basic Plan, paragraph 5b(1).

CNLSC SUPLAN 3440-TFNF
15 May 2006

ENCLOSURE (5) TO CNLSC SUPPORTING PLAN 3440-TFNF
STANDARD OPERATING PROCEDURES (SOP) FOR WORKING ON INTERNET-BASED NEEDS ASSESSMENT AND CASE MANAGEMENT TOOLS

1. Situation: Refer to reference (a) (the TFNF FUNCPLAN), Annex J, Appendix 2 "Community Support Center", and paragraphs 3a(2)(a)iii and vi and enclosure (1) (Legal Assistance) and enclosure (4) (SOP for Coordinating with Fleet and Family Service Center (FFSC) and Community Support Centers (CSC) to this CNLSC Supporting Plan.

a. General.

(1) Background. After a disaster, mustering and personnel accounting is performed generally according to Navy standard operating procedures. However, follow-on family assessment, command assessment and case management is needed to determine the extent of damage and affect on the Navy Family and to begin the process of providing assistance to those most severely affected. During the hurricane season of 2005, a computer application was developed to provide the Navy with situational awareness of the needs of affected Navy personnel, civilians and their families. Because no such internet-based tool existed at the time, CTFNF and CNP modified BUPERS On-Line (BOL) to serve as a centralized mustering tool and needs assessment database. Since then, Navy has begun developing the Disaster Accounting and Assessment System (DAAS) as a follow-on application to the original BOL application that provided support following Hurricanes Katrina, Rita, and Wilma.

(2) The goal of DAAS is to provide valuable information to all levels of the Navy chain of command allowing Navy leaders to make strategic, operational and tactical decisions that facilitate a return to stability for the Navy Family Member and a return to a fully-capable status for Navy assets.

(3) As set forth in this Supporting Plan, NLSO personnel will provide legal services to eligible members of the affected Navy Family through their established office locations, FFSC/CSC locations, and telephonically in response to personnel with immediate legal needs who are registered on DAAS or other Internet-based Needs Assessment or Case Management databases, consistent with references (b) through (e) to the Basic Plan.

b. Severity levels. See Basic Plan and enclosure (1) to the Basic Plan.

2. Mission. See Basic Plan.

3. Execution.

a. Intent. Because of many of the people affected by a disaster may have trouble visiting a NLSO for assistance, NLSC will deliver basic telephonic legal services to eligible members of the Navy Family affected by a disaster or catastrophic event, subject to statutory and regulatory restrictions. Members not entitled to legal services may be interviewed and provided general or publicly available information regarding civilian resources and the assistance available from other government service providers.

b. Concept of Operations. See Basic Plan, paragraph 3a.

(1) NLSO legal services providers will deliver services to eligible members of the affected Navy Family throughout all Phases of disaster response and recovery efforts based on service demands.

(2) Initial efforts will concentrate on contacting members with Severity Level 3 and 4 legal needs with eventual focus shifting to Severity Level 1 and 2 needs until the legal needs for all affected Navy Family members registered on DAAS or other needs assessment or case management databases are resolved. See the Basic Plan and enclosures (1) and (2) of the Basic Plan for a detailed description of “severity levels.”

c. Database/Record Entry Content. Subject to considerations of client confidentiality, entries made by NLSO personnel into DAAS or any other TFNF Case Management tool will:

(1) provide sufficient detail both to notify other service providers of actions taken to resolve legal matters and alert FFSC/CSC Case Managers or other service providers of potential matters affecting on-going, non-legal services that would be of interest to other service providers (e.g., noting that the member has applied for homeowner's insurance or has been denied FEMA benefits may affect resolution determinations for Housing and Financial Counseling).

(2) contain sufficient information to identify the name, phone number and email of the attorney making the data entry, their NLSO, and the date and time of the entry.

(3) include sufficient information to identify availability of existing area military or civilian legal resources, explanation of case severity levels to the member, justification for considering the matter resolved or reduced to a less case severity level, and other relevant courses of action (e.g., member prefers not to be called, member referred to appropriate NLSO, etc.).

(4) Sample entries.

(a) Example 1: Reducing a Severity Level 3 legal need to Level 0 (i.e., resolved) for Navy civilian employee, not a military retiree, and not entitled to NLSO legal assistance:

NLSOC 13Dec05 (1827cst) [attorney initials, ex. MBA]: call to mbr home - disconnected; (1827) call to mbr cell - left vox to ret-c wrk this evening or Tuesday morning. NLSOC 13Dec05 (1700cst) MBA: call to mbr cell (eml: John.doe@navy.mil) - mbr GS-5 civ empee - FEMA denied trailer so placed on ship - mbr house and wind but no flood ins - denied SBA loan - waiting ins co to deny claim to trigger FEMA bennies - mbr rqstd info on Katrina law suits - informed several Class Actions in play but mbr should be cautious before joining, and have indep. atty review plcy to see if mbr ins plcy falls in criteria for plaintiff's class - mbr felt leg questions were answrd and has plan for finding civ atty (provided LA Bar assoc referral numbers) - leg issues must be addressed with outside civ atty assistance - legal status CAT 0 Resolved.

(b) Example 2: Reducing a Severity Level 4 legal need to Level 0 (i.e., resolved) for recalled enlisted Reservist entitled to NLSO legal assistance:

NLSOC 9Dec (1103cst) MBA: Mbr recalled SELRES on 145 day orders - rented home in MS – house and all contents destroyed Katrina – no renters insurance - FEMA denied bennies since already evacuated on orders – NMCRS denied bennies. (1544cst) spoke w/CM at CSC – she will call mbr. Explained and mbr concurs on severity categories. Resolved CAT 0.

(c) Example 3: Reducing a Severity Level 1 or 2 legal need to Level 0, since there is no further action on the matter:

28Mar06 (1709cst) MBA: call to mbr – no change in legal needs status since last entry (DATE) – explnd needs categories – mbr has access to lgl svcs - concurs all matters resolved. Legal case severity CAT 0 Resolved. Non-legal CMs requested contact the Legal CM LT MBA before changing legal status. LT MBA, NLSOCENT (850) XXX-YYYY.

4. Admin and Logistics. See Basic Plan.

5. Command and Control. See Basic Plan.

a. Command.

(1) Command Relationships.

(a) The responsible NLSO will support the CTFNF SJA/SME via the NLSC LNO and will ensure direct liaison with CTFNF and FFSC/CSC points of contact regarding needs assessment or case management database coordination.

(b) The responsible NLSO will be the primary legal services provider with cognizance over contact with members identified on CTFNF websites or other databases.

(c) Unless otherwise directed, NLSOs in unaffected areas providing remote legal services and/or telephonic assistance to affected Navy Family members on matters involving DAAS or any other CTFNF needs assessment database will pass the necessary information (e.g., action taken on a given case) to the responsible NLSO who will, in turn, update the member case file in the database.

(2) Command Posts. See Basic Plan, paragraph 5a(3).

b. Command, Control, Communications, and Computer (C4) Systems.

(1) IT support. See Basic Plan.

(2) Information Assurance. See Basic Plan, paragraph 5b(1).