



MORALE, WELL-BEING, AND RECREATION PROGRAM INDOCTRINATION



WHO'S INVOLVED?



**Community Services Command (CSC)
MWR STAFF**

**Community Services Command (CSC)
STAFF**

**Personnel Service Center
(PSC)**

**Cognizant Authority (Typically the AOR
Base)**

HSWL SC

CG-111 STAFF

YOU!



WHERE WE ARE



**Community Services Command (CSC)
Battlefield Technology Center 1
510 Independence Parkway
Suite 500
Chesapeake, VA 23320
(757) 420-2480 Main Number**

**Our Website:
www.dcms.uscg.mil/mwr**



COMMUNITY SERVICES COMMAND



CSC ORGANIZATION





ROLE OF CSC



COMMUNITY SERVICES COMMAND

- COMBINATION OF CGX AND MWR
- CAPT ROBERT WHITEHOUSE, CURRENT COMMANDING OFFICER (CAPT BRUCE BROWN AFTER 30 JUNE 2017)

- POLICY DEVELOPMENT, PROMULGATION,
 - INTERPRETATION
 - CONTROL FUNDS (APF/NAF)
 - EXTERNAL LIAISON
 - ASSISTANCE
 - OVERSIGHT
 - PROGRAM DELIVERY



ROLE OF CSC



MISSION: PROVIDE NEEDED HIGH QUALITY GOODS AND SERVICES TO ELIGIBLE PATRONS AT COMPETITIVE PRICES AND MAXIMIZE THE RETURN TO THE MWR PROGRAM

CENTRALIZED MANAGEMENT

VERTICAL ORGANIZATION

CGX TENANTS OF COMMANDS ON WHICH THEY RESIDE!

MUST BE SUCCESSFUL FOR MWR TO BE SUCCESSFUL



ROLE OF CSC



VISION: WE WILL TAKE CARE OF THOSE WHO PROTECT AND DEFEND THE HOMELAND

MISSION: TO UPLIFT THE SPIRITS OF THE CG FAMILY AND BE AN ESSENTIAL ELEMENT OF CG MISSION READINESS, RESILIENCY, AND RETENTION THROUGH CUSTOMER-OWNED AND DRIVEN MWR PROGRAMS AND SERVICES AROUND THE WORLD

GUIDING PRINCIPLES

- ACCOUNTABILITY
- INNOVATION
- COLLABORATION
- GET THE WORD OUT
- CUSTOMER SERVICE



ROLE OF MWR



Coast Guard MWR

NOT JUST DISTRIBUTION/EXPENDITURE OF NAF FUNDS FOR “PARTIES!”

BALANCE OF APF/NAF FUNDING

NON-PAY COMPENSATION BENEFIT

DRIVEN IN PART BY CGX PROFITS

MWR IS AN AUTHORIZED COAST GUARD PROGRAM
AND NOT DEFINED BY ITS NAF COMPONENT



KEY MWR ELEMENTS



- **CUSTOMER OWNED AND DRIVEN**
- **MISSION READINESS, RESILIENCY, AND RETENTION**
- **HEALTH AND WELL-BEING OF THE MILITARY MEMBER AND THE CG FAMILY**



MWR CATEGORIES



CATEGORY A ACTIVITIES

- MOST DIRECT IMPACT ON HEALTH/WELL-BEING OF THE MILITARY MEMBER
- AUTHORIZED VIRTUALLY 100% APF SUPPORT!
- EXAMPLES INCLUDE: LIBRARIES, GYMS, FITNESS CENTERS, SPORTS/ATHLETICS, FREE ADMISSION MOTION PICTURE, ON BASE PICNIC AREAS, AND RECREATION CENTERS/ROOMS



MWR CATEGORIES



CATEGORY B ACTIVITIES

- SATISFY BASIC PHYSIOLOGICAL AND PSYCHOLOGICAL NEEDS OF SERVICE MEMBERS AND THEIR FAMILIES
- MAKE CG UNITS “SEEM” LIKE HOMETOWN TO MOBILE MILITARY COMMUNITY
- AUTHORIZED APF SUPPORT
- GENERATES SOME REVENUES
- EXAMPLES INCLUDE: CDCs, ARTS & CRAFTS, AUTO HOBBY SHOPS, SWIMMING POOLS, SOME BOWLING CENTERS, COMMUNITY CENTERS, BOATING, SPORTS ABOVE INTRAMURAL, YOUTH PROGRAMS, CAMPING, AND TICKET PROGRAMS



MWR CATEGORIES



CATEGORY C ACTIVITIES

- BUSINESS ACTIVITIES
- HIGHEST CAPABILITY TO GENERATE REVENUE THROUGH THE SALE OF GOODS AND SERVICES
- AUTHORIZED APF SUPPORT...BUT LIMITED!
- EXAMPLES INCLUDE: FOOD & BEVERAGE OPS(CLUBS), BINGO, GOLF, THEATERS, SOME BOWLING CENTERS, RECREATIONAL LODGING AND COTTAGES, AND EQUIPMENT RENTAL



MWR FUNDING



APPROPRIATED FUNDS



APPROPRIATED FUNDS (APF) WITHIN MWR



APF ARE PROVIDED DIRECTLY THROUGH THE UNIT'S OPERATIONAL CHAIN OF COMMAND

APF FOR MWR PURPOSES ARE DETERMINED BY THE UNIT

AUTHORIZED EXPENSES IN SUPPORT OF MWR ACTIVITIES (FRMM, MWR/ENCL 5, NAFI/CHAP 6)

KEY: USE APF TO FUND 100% OF COST FOR WHICH THEY ARE AUTHORIZED



MWR FUNDING



NONAPPROPRIATED FUNDS



NONAPPROPRIATED FUNDS (NAF) & OTHER SOURCES OF INCOME WITHIN MWR



**NAF ARE DERIVED FROM SOURCES OTHER THAN THOSE
APPROPRIATED BY CONGRESS**

AVAILABLE PROFIT FROM CGX TO MWR

MWR REVENUES

GIFTS

COMMERCIAL SPONSORSHIPS

**MISC INCOME: BANK INTEREST, RECYCLING, AFVC,
GOVARM.COM, SHADES OF GREEN,
OTHER LEISURE TRAVEL PROGRAMS**



FINANCIAL AUDIT & OVERSIGHT PROGRAM



COMMAND RESPONSIBILITY

MWR FINANCIAL AUDIT SCHEDULE (BUT AT LEAST ANNUALLY)

CSC OVERSIGHT RESPONSIBILITY

- CPA ENGAGED AUDITS/REVIEWS
- FORCECOM COMPLIANCE INSPECTION TEAMS
- LOSS PREVENTION – Operational Risk Assessments
- CSC MWR STAFF INSPECTION
- OTHER Ad Hoc (General Accounting Office, Office of Inspector General, etc)



OVERSIGHT RESPONSIBILITIES



Common Discrepancies/Gigs:

- **NO SEGREGATION OF DUTIES**
- **NO RESPONSIBLE SERVER TRAINING CONDUCTED OR DOCUMENTED**
- **AUDITS OF MORALE FUNDS NOT BEING CONDUCTED**
- **PROPER PROCEDURES NOT BEING FOLLOWED UPON RELIEF OF MORALE OFFICER/FUND CUSTODIAN**



OVERSIGHT RESPONSIBILITIES



Common Discrepancies/Gigs:

- **UNTIMELY COMPLETION/SUBMISSION OF MWR BUDGETS/REPORTS**
- **COMMANDS ACCEPTING GIFTS NOT IN ACCORDANCE WITH CURRENT POLICY**
- **COMMANDS NOT OBTAINING A LEGAL REVIEW PRIOR TO CONDUCTING GAMES OF CHANCE OR LOTTERIES**
- **SAFETY INSPECTIONS NOT CONDUCTED QTR/ANNUALLY**



OVERSIGHT RESPONSIBILITIES



Common Discrepancies/Gigs:

- **FAILURE TO FOLLOW NAF PERSONNEL POLICIES IN THE HIRING PROCESS**
- **ACCEPTING PAYMENT CARDS WITHOUT CSC APPROVAL**
- **ENGAGED IN RESALE/VENDING OPERATIONS WITHOUT PROPER APPROVAL FROM CSC CGES**
- **CONTRACTS/USE AGREEMENTS DO NOT CONTAIN HOLD HARMLESS AND INDEMNIFICATION CLAUSES**
- **WATERCRAFT APPROVAL FROM CSC IS NOT ON FILE**

REMEMBER....LIST IS NOT ALL INCLUSIVE....JUST MOST RECURRING AREAS THAT REQUIRE ATTENTION!



CUSTOMER SERVICE



IDENTIFY WHO THE CUSTOMER IS, WHAT THEY WANT, AND WHEN THEY WANT IT

PROVIDE REQUESTED SERVICES AND GET FEEDBACK

TOOLS: SURVEYS, COMMENT CARDS, DEMOGRAPHIC INFO, MORALE COMMITTEE, TALK TO CUSTOMERS

“ We will do anything our customers want except go out of business”



EMPLOYEE RECOGNITION



IMPORTANCE OF RECOGNITION

SHOW YOUR APPRECIATION

SUBMIT MEMBERS FOR AWARDS

TYPES (IMCEA, AFRN, DHS, LOCAL, MONETARY, NON-MONETARY, NAF/APF EMPLOYEE OF YEAR, ETC.).....not all inclusive!



TRAINING



RESPONSIBLE SERVER:

**TRAINING FOR INTERVENTION PROCEDURES (TIPS)
CONTROLLING ALCOHOL RISKS EFFECTIVELY (CARE)
NATIONAL RESTAURANT ASSOCIATION (BARCODE)
LEARN2SERVE.COM (ON LINE)**

MWR ACADEMY- ARMY MWR

NAVY MWR TRAINING

NRPA/IMCEA

USDA GRADUATE SCHOOL ("The Government's Trainer")

**CG RESIDENT DIRECTOR'S COURSE AND E-LEARNING COURSE FOR
COLLATERAL DUTY MWR OFFICERS**

DOCUMENT "ALL" TRAINING

FOLLOW-UP WITH EMPLOYEE



PROFESSIONAL CERTIFICATION & AFFILIATIONS



WHY??

ALCOHOL SERVER TRAINING

INSTRUCTORS:

AEROBICS

MARTIAL ARTS

PERSONAL FITNESS TRAINERS

(NFPT www.nfpt.com)

YOGA

AMERICAN SOCIETY OF MILITARY

COMPTROLLERS

(ASMC www.asmconline.org)

MWR PROFESSIONAL

NRPA (www.nrpa.org)

(CPRP) CERTIFIED PARKS & RECREATION
PROFESSIONAL

IMCEA (www.imcea.com)

(CMCE) CERTIFIED MILITARY COMMUNITY
EXECUTIVE

CERTIFIED GOVERNMENT FINANCIAL
MANAGER

CHECK MWR WEB SITE FOR OTHERS



ARMED FORCES SPORTS PROGRAM





ARMED FORCES SPORTS



- ARMED FORCES SPORTS COUNCIL
- ARMED FORCES WORKING GROUP



ARMED FORCES SPORTS



- Navy Teams
- All-Services Team
- CISM





ARMED FORCES SPORTS



- **HOW IT WORKS?**





ARMED FORCES SPORTS





ARMED FORCES SPORTS



- EXCEPTIONS TO THE SELECTION PROCESS...





CISM WHAT IS THAT?



CONSEIL INTERNATIONAL DU SPORT MILITAIRE



"FRIENDSHIP THROUGH SPORTS"



COAST GUARD SPORT GRANTS



- WHO CAN APPLY
- TYPE OF GRANTS
- APPLICATION PROCESS





COAST GUARD SPORT GRANTS



TYPES OF GRANTS

LOCAL < 100 MILES

STATE > 100 MILES

NATIONAL - OUT OF STATE

INTERNATIONAL - OUT OF U.S.



COAST GUARD SPORT GRANTS



HOW TO APPLY



COAST GUARD SPORT GRANTS



- **PROCESS**
 - **APPLY**
 - **REVIEW**
 - **APPROVE**
 - **NOTIFY**



COAST GUARD ELITE ATHLETE OF THE YEAR/ UNIT SPORTS TEAM OF THE YEAR



APPLICATION PROCESS



COAST GUARD ELITE ATHLETE OF THE YEAR UNIT SPORTS TEAM OF THE YEAR



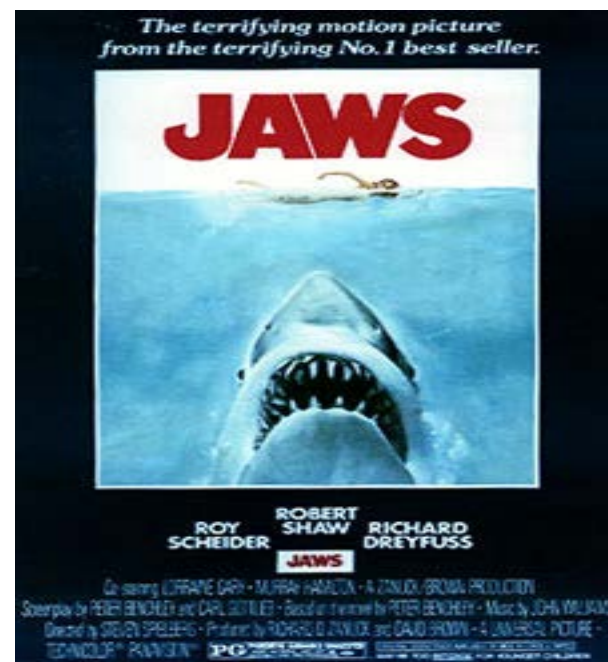
SELECTION PROCESS



NAVY MOTION PICTURE SERVICE



One of the most popular MWR programs in the Coast Guard, especially afloat!





NAVY MOTION PICTURE SERVICE



WHO IS ELIGIBLE?





NAVY MOTION PICTURE SERVICE



**MOVIES ARE SAFE GUARDED TO ENSURE NO
LOSS/THEFT OR MISUSE OF THE MOVIES**

BUT.....

**ENCRYPTED DVD_s MAKES MANAGEMENT
AND OVERSIGHT EASIER!**

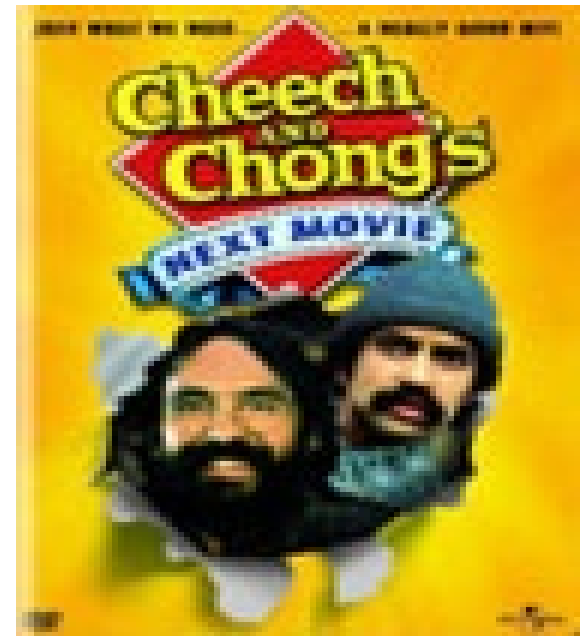


NAVY MOTION PICTURE SERVICE



Restriction:

- Pornography
- Bad Representation of U.S. Government or Military
- Promote Prejudicial or Criminal Acts





COMMERCIAL SPONSORSHIP





COMMERCIAL SPONSORSHIP DEFINITION



“COMMERCIAL SPONSORSHIP IS THE ACT OF PROVIDING ASSISTANCE, FUNDING, GOODS, EQUIPMENT, OR SERVICES TO MWR PROGRAMS AND EVENTS BY AN INDIVIDUAL, AGENCY, COMPANY, CORPORATION, OR OTHER ENTITY (SPONSOR) FOR A SPECIFIC (LIMITED) TIME IN RETURN FOR PUBLIC RECOGNITION OR ADVERTISING PROMOTIONS.”



COMMERCIAL SPONSORSHIP



IT'S LEGAL, OFFICIAL, AND IT WORKS!

MWR MANUAL (CHAPTER 5.H. & ENCLOSURES 13-15)

FOLLOW THE RULES, PLEASE!

NOT A DONATION...IT'S AN EXCHANGE OF EQUAL VALUE.

SOLICITED AND UNSOLICITED SPONSORSHIPS ARE AVAILABLE!

WAY TO SUPPLEMENT APF AND OTHER NAF FUNDS.

IF IN DOUBT....ASK!



COMMERCIAL SPONSORSHIP “DO’S”



**NEED A FULLTIME MWR DIRECTOR SUPPORT TO USE
PLAN YOUR PROGRAM/EVENT (A YEAR IN ADVANCE)
SEEK SPONSORS (A YEAR IN ADVANCE)
ACCEPT UNSOLICITED ALCOHOL BEVERAGE SPONSORS
USE FOR ONLY MWR EVENTS
COMPETITIVELY SOLICIT
FOLLOW UP ON UN-SOLICITED OFFERS
SEND PERSONALIZED LETTERS FROM MWR OFFICER/DIRECTOR
HAVE AGREEMENTS REVIEWED THROUGH SERVICING LEGAL OFFICE
OBTAIN CO’S APPROVAL
USE DISCLAIMER
USE SPONSOR’S LOGO CORRECTLY
PREPARE AFTER ACTION REPORT
ASSIST YOUR AOR FOR FULL TIME DIRECTORS/OFFICERS
CALL FOR ASSISTANCE!**



COMMERCIAL SPONSORSHIP “DONT’S”



- SOLICIT OR ACCEPT TOBACCO SPONSORS**
- SOLICIT ALCOHOL BEVERAGE SPONSORS**
- ACCEPT NON-US SPONSORS**
- SOLICIT THE MARITIME INDUSTRY**
- PERMIT NON-MWR ACTIVITIES TO USE COMMERCIAL SPONSORSHIP**
- ALLOW MORALE COMMITTEE TO PURSUE COMMERCIAL SPONSORSHIP UNSUPERVISED/UNDIRECTED**
- FAIL TO FULFILL YOUR PART OF THE AGREEMENT**
- INFORMALLY SOLICIT**



MWR REPORTING



MWR REPORTS



REQUIRED MWR REPORTS



QUARTERLY:

- MORALE FUND FINANCIAL STATEMENTS
- MWR ACTIVITY SAFETY INSPECTION

ANNUAL:

- MORALE FUND AUDIT REPORT
- MWR PROGRAM INSPECTION CHECKLIST
- MWR BUDGET
- ANNUAL SAFETY INSPECTIONS OF CATEGORY B & C
- MWR ACTIVITIES

TRI-ANNUAL:

- MWR USER SURVEY



REQUIRED MWR REPORTS



MORALE FUND FINANCIAL STATEMENT (CG-2985)

BASIC DOCUMENT FOR REPORTING FINANCIAL RESULT OF OPERATION OF MWR ACTIVITIES AND NET WORTH OF FUND

FORMAT PRESENTS BOTH INCOME STATEMENT AND BALANCE SHEET INFORMATION

OPERATING SUMMARY (CG-2985A) AND MORALE FUND TRANSACTION ACCOUNTING SHEET (CG-4517) INTENDED FOR USE WITH CG-2985 – THE THREE FORMS ARE COMPLEMENTARY



MORALE FUND FINANCIAL STATEMENT (CG-2985A)



- **CG-2985A REQUIRED FOR ONGOING CATEGORY B & C REVENUE GENERATING ACTIVITIES OR RESALE ACTIVITIES (HATS, T-SHIRTS, MUGS, ETC)**
- **ALTERNATIVE FORMATS AUTHORIZED PROVIDED REQUIRED INFORMATION IS REPORTED**
- **QUARTERLY REQUIREMENT, COPY TO COGNIZANT AUTHORITY**



REQUIRED MWR REPORTS



MWR ACTIVITY SAFETY INSPECTION

KEY COMPONENT OF MWR SAFETY PROGRAM

PROVIDES SAFE WORK ENVIRONMENT FOR EMPLOYEES

PROVIDES SAFE ENVIRONMENT FOR ENTERTAINMENT, RECREATION, AND
RELAXATION OF PATRONS

MITIGATES LIABILITY AND REDUCES RISK OF LOSSES TO MWR FUND

QUARTERLY REQUIREMENT, LOCALLY RETAINED



REQUIRED MWR REPORTS



MWR FUND AUDIT REPORT

PROVIDES REASONABLE ASSURANCE THAT FINANCIAL STATEMENTS ARE FREE OF MATERIAL MISSTATEMENTS

MUST BE DOCUMENTED BY MEMO REPORT TO CO

ANNUAL REQUIREMENT, COPY TO COGNIZANT AUTHORITY

ALSO REQUIRED UPON RELIEF OF FUND CUSTODIANS, COPY TO COGNIZANT AUTHORITY

MEET REQUIREMENT IN CONJUNCTION WITH REGULAR QUARTERLY REPORT WHENEVER POSSIBLE



MWR BUDGET



KEY TO FINANCIAL SUCCESS OF MWR PROGRAM

CRITICAL TO PROGRAMS WITH RECURRING FACILITY AND SALARY COSTS

BASED ON KNOWN AND PROJECTED REVENUE AND EXPENSES

SUBJECT TO ADJUSTMENT AS DICTATED BY EXECUTION

DUE TO COGNIZANT AUTHORITY AS DIRECTED

ANNUAL REQUIREMENT



MWR PROGRAM INSPECTION CHECKLIST (Encl 3)



IDENTIFIES AREAS WHICH MAY NOT BE IN COMPLIANCE WITH POLICY
PRESCRIBED IN MWR MANUAL

FORMS BASIS OF CSC PROGRAM ASSIST VISITS

REQUIRED IN CONJUNCTION WITH MORALE FUND AUDITS

REQUIRED UPON RELIEF OF FUND CUSTODIAN



MWR USER SURVEY



REALITY CHECK!

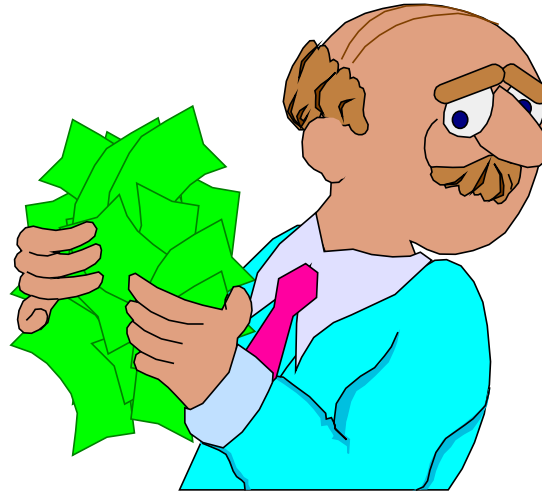
ENABLES MANAGEMENT TO DETERMINE WHETHER PROGRAMS AND ACTIVITIES ARE ALIGNED TO CUSTOMER NEEDS AND EXPECTATIONS

PLANNING TOOL FOR BUDGET DEVELOPMENT

TRI-ANNUAL REQUIREMENT, LOCALLY RETAINED



MWR DISTRIBUTIONS



CGX IS PRIMARY SOURCE OF MWR NONAPPROPRIATED FUND DISTRIBUTIONS TO SMALLER AND AFLOAT COMMANDS

METHOD FOR DISTRIBUTION OF CGX PROFIT IS INTENDED TO SUPPORT MWR PROGRAMS EQUITABLY, COAST GUARD-WIDE



STANDARD DISTRIBUTION OF AVAILABLE PROFIT



AVAILABLE PROFIT FROM CGX TO MWR DETERMINED EACH YEAR BY THE
NONPAY COMPENSATION PROGRAM BOARD OF DIRECTORS

DISTRIBUTION TO MWR BASED ON PROFITS FROM PREVIOUS YEAR AND
EXPECTED RESULTS OF OPERATION FOR THE BUDGET YEAR

PER CAPITA DISTRIBUTIONS BASED ON ASSIGNED ACTIVE DUTY BILLETS LISTED
ON THE PERSONNEL ALLOWANCE LIST.



STANDARD DISTRIBUTION OF AVAILABLE PROFIT



CAVEAT

NO GUARANTEED MINIMUM AS BASED ON THE SUCCESS OF CGX!



STANDARD DISTRIBUTION OF AVAILABLE PROFIT



PERSONNEL/POSITIONS NOT RECEIVING DISTRIBUTIONS

TRAINING ALLOWANCE BILLETS

RESERVISTS

DHS CIVILIAN EMPLOYEES

AUXILIARISTS



PATRON ELIGIBILITY



**SIMILAR TO DoD
- Exceptions**

PRIORITIZED LISTING

EXCESS CAPACITY

FOLLOW POLICY



MWR INSURANCE



COAST GUARD MWR INSURANCE IS AN INTEGRAL PART, BUT ONLY A PART, OF A ROBUST SAFETY AND ENVIRONMENTAL HEALTH PROGRAM-NOT ONLY FOR OUR PATRONS...BUT FOR OUR EMPLOYEES AS WELL!



MWR INSURANCE



COMPLEX ISSUE

**MIX OF APF/NAF
PROGRAMS**

SETTLEMENT

**RESPONSIBILITY FOR
APPROVED CLAIMS**
- APF FEDERAL TORTS
CLAIMS ACT
- NAF CONSOLIDATED
INSURANCE PROGRAM



MWR INSURANCE



MIX OF SELF INSURANCE & COMMERCIAL POLICIES

BENEFITS OF CENTRALIZATION

- ELIMINATES NEED FOR INDIVIDUAL POLICIES
- RELIEVES UNIT OF RESPONSIBILITY TO NEGOTIATE
- ENSURES COVERAGE!
- MINIMIZES SERVICE-WIDE COSTS



NAF MWR INSURANCE DESCRIPTION & COVERAGE



COMPREHENSIVE PUBLIC LIABILITY INSURANCE

- DESCRIPTION
 - LIABILITIES IMPOSED BY LAW OR UNDER CONTRACT
 - PERSONAL INJURIES...EXCEPT EMPLOYEES!
 - DAMAGE TO PROPERTY OF OTHERS



NAF MWR INSURANCE DESCRIPTION & COVERAGE



COMPREHENSIVE PUBLIC LIABILITY INSURANCE

AMOUNTS AND DEDUCTIBLE DETERMINED EACH YEAR



NAF MWR INSURANCE DESCRIPTION & COVERAGE



**AUTO LIABILITY INSURANCE - INSURANCE
OBTAINED BY CSC, PAID BY UNIT**

NO COLLISION COVERED PROVIDED



NAF MWR INSURANCE DESCRIPTION & COVERAGE



WORKERS COMPENSATION

- DESCRIPTION
 - EMPLOYEE WORK-RELATED INJURY
 - PL 85-538 REQUIREMENTS
- COVERAGE
 - ALL APPROVED CLAIMS FROM CENTRAL INSURANCE FUND...\$5.5K PER CLAIM UNIT COST PER YEAR



NAF MWR INSURANCE WHO ADMINISTERS?



GENERAL LIABILITY: UNDERWRITER

AUTO COMPREHENSIVE: UNDERWRITER

WORKS COMPENSATION: UNDERWRITER

CSC OVERSEES



NAF MWR INSURANCE WHO PAYS?



YOU DO!

**INCLUDING CYBER INSURANCE FOR THOSE ACCEPTING
PAYMENT CARDS**

**LIABILITY INSURANCE A PRO RATED SHARE FOR UNITS WITH
CATEGORY B/C ACTIVITIES**



NAF MWR INSURANCE THINGS TO REMEMBER!



NOT ALL POTENTIAL CLAIMS ARE NAF IN MWR!

CDC INSURANCE A SEPARATE POLICY

**IN THE EVENT OF ANY POTENTIAL CLAIM, ADVISE
SERVICING LEGAL OFFICE AND CSC – IMMEDIATELY!**



CSC MWR DIRECTORY



ASSISTS IN NETWORKING
WITH OTHER MWR
DIRECTORS

