

# Undercurrents



The Navy's MWR Newsletter



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[www.mwr.navy.mil](http://www.mwr.navy.mil)

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*Undercurrents* is a publication of the Navy's Morale, Welfare & Recreation Division (PERS-65). Contents of *Undercurrents* are not necessarily the official view of or endorsed by the US Government, the Department of Defense or the Department of the Navy. Send any comments, questions, and submissions to:

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## From the Director:

**MARK YOUR CALENDAR...**for the 2004 American Logistics Association's (ALA) MWR Expo in Denver, Aug. 23-26. The Navy MWR Meeting are scheduled in conjunction with the ALA Expo and International Military Community Executives Association (IMCEA) professional training.

The ALA/IMCEA sponsored events will be held Aug. 25-26 at the Denver Convention Center. The Navy meeting, Aug. 23-24 at the Denver Marriott, will be designed for MWR directors and deputies, senior MWR staff, site managers and regional MWR staff.

The agenda for the Navy MWR meeting is still being developed, but will include MWR division program manager briefings, a CNI update, panel presentations, and opportunities for Q&A and networking. More detailed information, including registration procedures, fees and the meeting agenda, will be available soon.

If you have any questions, contact the MWR Training Branch (PERS-654) at 901-874-6717, DSN 882, for assistance.

## NMPS WRAPS UP WARNER BROS. TRIPLE FEATURE...

Something for everyone is how you could describe the recent line up of Warner Brothers Pictures sneak previews.

As previously reported, February's *Starsky & Hutch* was a hit with audiences of all ages, attracting over 13,600 movie fans. *Taking Lives*, an adult-oriented crime thriller, drew nearly 11,000 customers. And *Scooby Doo 2: Monsters Unleashed* was a runaway hit with kids and families, bringing in over 9,600 movie-goers!

Current FY04 sneak preview attendance has reached over 46,000 with just seven features. Sneak & special screenings have entertained over half a million people at Navy Motion Picture Service (NMPS) theaters since the program began in 2000.

Best regards,

K. P. McNamara  
Captain, U.S. Navy  
Director, MWR Division

## Go Online

Visit [www.mwr.navy.mil](http://www.mwr.navy.mil) for past issues of *Undercurrents*.

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***BUPERSINST 12990.1A***

The Manual for the Operation of Navy Civilian Morale, Welfare and Recreation (CMWR) Activities was recently signed. This instruction is a complete revision of the 1995 version and should be reviewed in its entirety for those associated with or operating a CMWR. The instruction can be accessed at [www.mwr.navy.mil/mwrprgms/policy/bupersinst12990.1A.pdf](http://www.mwr.navy.mil/mwrprgms/policy/bupersinst12990.1A.pdf).

***ALL POLICY CHANGE LETTERS...***

for BUPERSINST 1710.11(C) are available at [www.mwr.navy.mil/mwrprgms/policyletters.htm](http://www.mwr.navy.mil/mwrprgms/policyletters.htm). Letter topics include Internet service fees, changes to patron eligibility, disposition of excess property and regional commander responsibilities.

**RENTAL CAR INSURANCE...**required or not required? We were recently asked if NAF employees traveling CONUS were required or should purchase the insurance plan offered by rental car companies.

The answer is no, as long as the following requirements are met. Most travel companies that arrange for NAF travel obtain rental cars that are covered by the Military Traffic Management Command Rental Car Agreement (MTMC). This agreement requires the rental car companies to absorb the cost of any damages to their vehicles and provides some protection against suits by third parties. Neither the government nor the employee should be liable for any damages to third parties or to the rental vehicle unless the agreement is violated (e.g., by committing an act of "willful or gross negligence") or the vehicle is used for other than official business, in which case the employee will be personally responsible for all damages.

All NAF employees should be informed that they are not required to purchase insurance plans offered by the car rental agency and should sign the refusal blocks on the rental contract when renting vehicles.

There is one caveat to this rule. If the employee is going on extended TAD that includes personal travel, they should have insurance that will cover them for collision and liability when in a non-duty status traveling outside the scope of their employment. Any costs associated with this type of travel will be the responsibility of the traveler.

The key to being covered under the MTMC is to always ask for the government rate and advise the travel agent that this is an official U.S. Government rental. Government rates are flat rates. Do not be tempted by "special" rates or offers at rates lower than the official "government rate." These rates may seem attractive and you may think you are saving MWR money, but if there is an accident, such rentals will have none of the built-in insurance protections and MWR may end up having to pay thousands of dollars for damage to the vehicle.

Another way to tell if you are receiving the government rate, and subsequent protection under the MTMC, is to verify that the rental agency charges you (the renter) a standard mandatory government administrative rate supplement (GARS) of five dollars per day. GARS reimburses the rental company for those costs incurred for doing business with the government.

Even in those rare instances when rental car companies are not participating in the MTMC agreement, there is still no reason to purchase the insurance coverage offered by the rental company because employees (acting in the scope of their employment) would be covered under the MWR self-insurance program.

However, in order to minimize the risk associated with travel accidents, we strongly recommend that only cars covered by the MTMC agreement be rented.

**NAVY NEWSSTAND...**is the U.S. Navy's online news service and is an excellent way to put your MWR program in the spotlight. Launched in February 2002 and targeted to the Navy's internal audience, Navy NewsStand ([www.news.navy.mil](http://www.news.navy.mil)) has quickly become a news source for both internal and external audiences.

Navy NewsStand posts news articles written by U.S. Navy and DoD commands on a daily basis. These articles vary from breaking news with worldwide implications, to local stories comparable to what is found in base newspapers. The popularity of the site continues to grow, with current statistics reporting more than one million hits per day, on average.

The news articles should contain a news lead with the standard who, what, when, where and why. Navy NewsStand will not post press releases, feature stories, naval messages, ad copy, etc. All news articles should be written in accordance with the U.S. Navy and Associated Press (AP) Style Guides, and should be chopped by the appropriate public affairs office before being submitted to Navy NewsStand.

There is no minimum or maximum length required for article submissions. However, stories should be long enough to be deemed a complete news article, and should be short enough to hold a reader's attention.

For those commands with their own NewsStand page, articles should be submitted through their Navy NewsStand account; work with your base public affairs officer to help tell your MWR story.

For commands that do not have a NewsStand account, articles should be chopped through your base public affairs officer, and submitted through Navy NewsStand at [www.news.navy.mil](http://www.news.navy.mil). At the top of the page, you'll see the link, "Submit a Story."

#### **VEHICLES AND COMMERCIAL SPONSORSHIP**

Navy Region Southwest recently entered into a commercial sponsorship agreement with Subaru of America to provide four vehicles for various MWR programs. This sponsorship is a great way to avoid the cost of obtaining vehicles for MWR transportation needs.

The commercial sponsorship agreement used in this transaction was very detailed concerning the risks of both parties, as well as when and where the vehicles were to be used. Vehicles which have sponsorship announcements painted on them should be limited as much as possible to on-base transportation needs, since the sponsorship opportunity that MWR may afford sponsors is access to the military market and not the civilian community at large.

**NEW GUIDEBOOKS...**A new commercial sponsorship guidebook is posted on the Web. This is a complete rewrite, aimed at answering various concerns raised by the field over the years regarding sponsorship. This revision has been reviewed by all the regions and CNL.

The new guidebook authorizes major weapons producers to be sponsors if their offer is unsolicited and approved by the regional commander. A new shortened agreement is also included for sponsorships under \$5,000.

To download a copy of the guide, go to the Policy and Management Assistance page of the MWR Web site and then click on commercial sponsorship.

The other revised guidebook is the Air Show and Open House guidebook. Although this revision does not include any new policy changes, it does contain a new performer contract that MWR staff should use to sign up performers for all open house events.



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### NEVER A DULL MOMENT IN HR-LAND

The SAP HR and KRONOS teams have been staying busy since our last update. In February, we welcomed the Hawaii Region to the world of SAP HR. Crane, Ind., and Lakehurst, N.J., joined us March 5. The southwest region is currently undergoing SAP HR training with an anticipated go-live on April 2. Expansion sites for the southeast region (Gulfport, Meridian, Pascagoula, Charleston, and Key West) had a kickoff meeting March 11-12, and we're looking forward to another successful rollout May 28.

**SAP FICO IMPLEMENTATIONS ARE ON TRACK...**We are continuing to implement AIMS at a furious pace and most CONUS bases will be on the SAP financial system by the end of the year. Overseas implementations will start next year.

The point-of-sale (POS) option is now being finalized. We're working with NAS Jacksonville to finish the standard configurations and interfaces for each MWR facility. This work will be completed in the next 60 days, and we will start rolling out POS systems at the regions currently on the SAP portion of AIMS soon afterward.

For large food and beverage operations, MICROS systems will be used, and at other MWR facilities, Vermont Systems' (RecTrac, GolfTrac, CYMS) software will be the POS software of choice. We also successfully tested the MICROS hardware with the Vermont Systems software to provide us greater flexibility when ordering the systems.

We will continue to keep you informed of the status and schedule for POS implementations in your area.

**MARCH SAP FICO IMPLEMENTATIONS...**We would like to welcome Crane, Lakehurst and Saratoga Springs as our newest users to SAP. The teams did a great job and we would like to thank the team from Crane for all of their hard work and travel.

The Great Lakes team also contributed in bringing on their newest member to their region. The northeast region welcomed Lakehurst and Saratoga Springs to their region.

**SOUTHEAST REGION IS GROWING AGAIN...**Four new VQ funds (NCBC Gulfport, NAS Key West, NAVSTA Pascagoula and NCSC Athens) are going live in April. The southeast regional business office staff will be handling most of the data entry into SAP, with the exception of the DAR's, which will be handled by the individual locations.

This is not the end of the "growth spurt" for the southeast region. They will also be adding eight more funds in June to include NAVSTA Guantanamo Bay (MWR & VQ), NCSC Athens (MWR) NCSC Panama City (MWR & VQ) and the three funds at NAS Atlanta (MWR, VQ and the Navy Flying Club).

**VQ LODGING TOUCHES SAP INTERFACE DEVELOPMENTS...**Wallops Island is the most recent interface to go live in production. This brings the total VQ interfaces now in production to 31, with NAVSTA Hawaii and NAS Meridian scheduled for April.

Work is underway on implementing the interface at Pascagoula, Gulfport, Key West, and Athens in April. New enhancements are also being added to the interface and should be completed, tested and ready for implementation within a couple of weeks.



## TRAINING BRANCH

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### WELCOME AND CONGRATULATIONS

During February and March, five MWR professionals were apprenticed and certified as field course managers for the Navy *MWR Leadership Skills for Managers* (LSfM) course. Congratulations to Amy Cimino, COE specialist, Southeast region; Isaiah Mincks, athletic director, Sasebo; Brian Connors, MWR director, CSS Panama City; John Lucas, athletic director, NAB Little Creek; and Suzanne Giresch, athletic director, NAVSTA Norfolk. Watch for upcoming LSfM course schedules in these areas.

**LEARNMWR...**The MWR Training Branch is improving the way we do business with a new approach to training management! This month we will launch *LearnMWR*, a new online learning management system (LMS), which streamlines all of our pre- and post-course training processes. This online system is open to all MWR/QOL employees to enroll in scheduled courses, check or update their own training transcripts and view recommended learning plans. After an employee completes a course offered through our catalog, the transcript will be downloaded (monthly) into SAP HR, eliminating the need for local personnel offices to manually enter this data.

Phase one of the *LearnMWR* implementation began with online registration for all LSFM courses, system-wide. We are currently in the process of adding online registration for the other MWR training courses.

Once online registration is working smoothly, we will begin phase two, which will include training field course managers, facilitators and coordinators on their new roles and responsibilities as field training personnel. They will use *LearnMWR* to schedule courses, order course materials, enroll and track participants, finish courses and update employee transcripts.

As the MWR Training Branch expands its Human Performance Technology (HPT) focus, our vision is to use *LearnMWR* as a platform to provide a blended learning environment of traditional classroom training, self-paced/self-discovery learning, e-learning and Web-based communities of practice. Together, we can achieve this vision for Navy MWR and QOL programs.

We invite you to check out *LearnMWR* at <http://learnmwr.persnet.navy.mil> to review, update or create your personal profile and check your MWR training transcripts. Please spread the news to your staff so they too can check out *LearnMWR*!

We welcome any comments or questions via e-mail or telephone. Robin McCord is the MWR LMS manager and the MWR LMS system administrator is Beth Scott.

**STARS ARE SHINING DOWN ON THE NAVY...**Star Service facilitators, that is. Please help us welcome the following new Star Service: AECR facilitators and coordinators to our worldwide Navy MWR/QOL team.

AECR Facilitators – Liz Atherton, NAS Jacksonville; Emmanuel Baldwin, NAS Atlanta; Lori Bosco, NAF Key West; Don Inman, NSA Panama City; Dennexx Leavell, NAS Meridian; Marci Saah, CDC Gulfport; Karissa Sandstrom, NAVSTA Guantanamo Bay; Libby Swim, NAVSTA Mayport; Jeana Kuhn, NAS Lemoore; Lisa Williams, NAS Lemoore; Julie “Winter” Bryant, NAS Lemoore; Shaney Maranan, NAS Lemoore; Linda Bergman, NAVSTA Great Lakes; Debra Finnerty, NSA Mid-South; and Debra Uson, NSA Bahrain.

Star Service Coordinators – Jennifer Cannon, NSA Panama City; and Barbara Lee, NAVSTA Annapolis.

**STAR SUCCESSES CONTINUE...**Navy Region Southeast (CNRSE) MWR was the first region to go beyond Star Service training with their commitment to transform the region into a customer-focused, Center of Excellence (COE) organization.

“Service excellence” is the region’s operational philosophy. The five “balanced” components of the CNRSE COE philosophy and efforts include core products and service standards; train and develop employees; communicate and market; measurement and feedback; and rewards and recognition.

Many COE organizations, such as Guantanamo Bay MWR, are institutionalizing their MWR “Service Ambassadors Rewards and Recognition” program. During January and February, Guantanamo Bay MWR recognized 17 recipients with “Employee of the Month” awards and four with the “You Are a Star” balloons. Congratulations to these MWR team members for providing extraordinary customer service and “going the extra mile.”

In addition to CNRSE, NAVSTA Great Lakes, Navy Region Southwest (CNRSW) and COMNAVFORJAPAN are also committed to becoming Centers of Excellence. These organizations are realizing that being “customer-focused” means not only taking care of external customers, but also recognizing and rewarding their internal customers for service excellence behaviors.

The organizations employing COE efforts and measuring results are being steadily rewarded by improved customer service comments and satisfaction scores, reduced complaints, retained customers, and in some cases, reduced employee turnover, reduced costs, improved revenues, and improved bottom line.

Congratulations to all the team members that have worked to make these changes and improvements.

**FLEET UPDATE CONTINUES APACE...**An 11th hour review and final edits of the revised fleet recreation management desk reference and course materials were completed March 9-10 by Chip Sharp, Fleet Readiness Program manager, Pacific; Loretta Nikolla, Fleet Recreation coordinator, Mayport; and Catherine Jackson, Fleet Recreation coordinator, Norfolk.

This effort brings the desk reference and course up-to-date with the way things are in 2004, including information about new Web resources. Clarification and standardization of procurement, inventory and property controls will make performing these tasks easier for the fleet recreation services officers and fund custodians.

The desk reference, all applicable references and all forms and templates are provided to those who attend the fleet course. Our goal is to have the revised desk reference, course and all ancillary materials finalized and ready for shipment for courses starting in May.

Thanks to Chip, Loretta and Catherine – great job!

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**STUDENT INTERN PROGRAM...** Selections for the summer 2004 class are:

BASE	PROGRAM AREA	NAME
Bahrain	Aquatics	Lindsey Moore
	Fleet	Lisa Carter
	Food & beverage	Amanda Daniel
	Food & beverage	Lindsey Ashmore
	Liberty	Joe Crosby
	Sports	Gerry Prieto
	Teen / youth	Amanda Consulas
	Teen / youth	Rebecca Clyde
Chinhae	Food & beverage	Jason Petranek
	Special events	Olivia Weatherly
	Sports	Kay Ehlke
Keflavik	Aquatics	Karla Smith
LaMaddalena	Aquatics (Apr-Sep)	Erin Erford
	Food & beverage	Darlene Bielarski
	Liberty	Courtney Weigand
Pearl Harbor	Liberty	Heather Howland
	Outdoor recreation	Mike Auda
	Special events	Valerie Andreanna
	Teen / youth	Holly Cook
PMRF	Outdoor recreation	Katie Dickson
Sasebo	CDC	Amy Book
	CDC	Matt Ingrund
	CDC	Christy Wagnon
	CDC	Tracy Dutton
	Teen / youth	Jennifer Ober
	Teen / youth	Rachel Lux
	Teen / youth	Melissa Carrol
	Teen / youth	Lynn Torisky
	Teen / youth	Alyshia Zurlick
Yokosuka	Aquatics	Lindsay Hamm
	Aquatics	Meghan Brophy
	Aquatics	Gabriel Killian
	Aquatics	Ashley Scott
	Aquatics	Megan Elliot
	Food & beverage	Brian Donnelly

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These students will complete orientation in Millington, April 6-7.

During a recent visit to Arizona State University, the MWR Intern Program Manager completed the NRPA/AALR accreditation process and introduced many faculty and students to Navy MWR and its MWR Intern Program.



## MISSION ESSENTIAL BRANCH

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### NAVY SPORTS

**OLYMPIC DREAM...**Lt. Eric Uptagrafft has moved a step closer to his Olympic dream with a gold medal finish in the Sydney (Australia) World Cup shooting competition. Lt. Uptagrafft's win was in the men's prone competition. Olympic shooting team selection is scheduled for May.

**NAVY WRESTLERS...**captured one gold and three silver medals in the Armed Forces wrestling championships held in New Orleans. These four wrestlers will represent Navy at the USA wrestling national championships in Las Vegas this month.

**COMMISSARY AWARDS SINGLE SERVICE MEMBER PROGRAMS...**Last year, single-service-member programs at Bad Aibling, Germany; Marine Corps Air Station, Miramar, Calif.; and Naval Station Rota, Spain, each received \$1,000 for their performance during Commissary Awareness Month single-service-member tours.

The Consumer Awareness Team also funded \$100 in commissary gift certificates to be used as shopping sprees or prizes during tour events by more than 50 participating single service member programs worldwide.

Commissary vendors frequently lined up to support activities with food and giveaways for thousands of single service members who signed up to take commissary tours and have fun – while learning more about their benefits. The whole purpose of the tours during Commissary Awareness Month is to encourage single service members to visit their commissary, realize the money they can save and experience the services that are offered. Commissary Awareness Month is held annually in May and 2004 events include a repeat of the single service member tour program. If you're interested in providing this fun program at your base contact Bonnie Powell, DeCA Corporate Communications, 804-734-8404, [bonnie.powerll@deca.mil](mailto:bonnie.powerll@deca.mil), or Terri Thorne.

**NAVY FITNESS INSIDER...**The first issue of *Navy Fitness Insider* is now available on the MWR Web site, under Mission Essential Branch, Navy Fitness. This publication is a way to showcase different facilities and their programs from around the world and will also provide updates on important information impacting Navy Fitness.

Showcase your base (in the areas of fitness, sports and aquatics) in an upcoming issue by contacting Marc Meeker. This is a great way to highlight the programs at your facility and share excellent ideas with the entire Navy population.

### NAVY FITNESS PRIORITY PROGRAM

Given the future funding concerns facing Navy MWR, listed below are the top 10 fitness programs that each region or installation should provide within budgeted resources.

1. Support to physical readiness program (FEP, command/individual assistance)
2. Fitness staff assistance on floor
3. Exercise orientation to facility and program (one-on-one or group)
4. Awareness & education programs (stress management, weight control, nutrition)
5. Informal sports (self-directed participation – open gym)
6. Aquatics – fitness (lap) swimming
7. Group exercise classes
8. Intramural sports – team sports
9. Intramural sports – individual/dual sports
10. Special events (health fairs, triathlons, 5K/10K races)



**NAVY MOTION  
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**FY04 CONCESSION MANAGER  
CERTIFICATION TRAINING**

Is it time to take a closer look at your theater concession stand and develop a plan to run a more efficient and profitable operation? You may want to register for the National Association of Concessionaires (NAC) concession manager certification course in St. Louis, June 12-15. This training is designed for any recreational concession operation, especially movie theaters, and will give you a foundation for evaluating your existing concession operation as well as insight on ways to improve your operation. For more information or to register for the NAC concession manager certification course, visit [www.naconline.org](http://www.naconline.org).

**8MM PROGRAM TIPS...**Doing a periodic inventory of your tape library may be tough, but it's also a program requirement. NMPS will automatically send a "semi-annual" inventory to you twice a year, but we are always willing to run one for you upon request. Be sure to do a physical inventory of the tapes; don't just compare listings. And remember the last page of the inventory is the response form that must be returned via fax, mail or scanned email.

When reporting inventory discrepancies, be sure to include the seven-digit program number and title. NMPS ships more than 750 copies of each title and the program numbers identify exactly which copy it is.

So how does NMPS keep track of the 450,000 videotapes in active circulation? Barcodes! Each tape is assigned a unique barcode number that identifies each tape. Please do not cover or deface the spine label on the tapes in any way. Doing so slows down processing time and makes running accurate inventories difficult.

**NAC ANNUAL CONVENTION AND TRADESHOW...**

Highlights of this year's NAC convention in St. Louis include educational sessions addressing team building, supervisory skills, food safety, point of sale technology and cinema solutions, in addition to venue breakout sessions. The concurrent recreational concession industry trade show will feature the latest products and services as well as proven staples of the industry. For more information or to register for the NAC annual convention and trade show (June 15-18), visit [www.naconline.org](http://www.naconline.org).

**FY05 TRAINING OPPORTUNITY FOR 35MM THEATER MANAGERS...**

It's never too early to start planning for next year's budget! In fact, budget season will be in full swing before you know it! So don't forget to plan for ShowEast 2004, Oct. 25-28 in Orlando. This is the movie industry's biannual convention and tradeshow featuring the movie industry's latest information, technology and products! NMPS will also conduct a full day of theater manager training to kick off the week! Below are some reasonable estimates for your budget planning purposes:

\$ 395	hotel	(\$79/night x 5 nights = \$395)
\$ 212	rental car	(weekly rate for compact car or budget \$29 for transportation roundtrip between airport and hotel)
\$ 71	per diem	(\$35.20 x 2 = \$70.40) (80% per diem rate of \$44/day for travel days Oct. 24 & 29. All meals are included in ShowEast reg.)
\$ 21	incidentals	(\$3/day x 7 days = \$21)
\$ 845	registration	(ShowEast registration includes all meals Oct. 25-28, valued at \$176 in per diem, in addition to educational sessions, trade show and screenings)

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**\$ 1,544 +airfare      Total Expense**

*\*\*There is no cost involved for the NMPS Theater Manager Training (0800-1600 on Oct. 25)*



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**BIENNIAL JOINT SERVICE ITT TRAINING...** was a huge success. This year the meeting was held in New York City in January. Sixty Navy, 60 Army, 12 Marine Corps, five Air Force and a handful of Coast Guard professionals attended, along with a group of joint service marketing professionals and vendors. The participants had the opportunity to network and share ideas for five full days in the winter weather of New York City.

The group received a warm welcome from the Mayor's office and attendees received MWR Division updates and briefings on future plans for the ITT program. The vendor show was held on the USS Intrepid and showcased over 50 different vendors from in and around the area, as well as national vendors.

Attendees also had the opportunity to see the attractions and properties they will be selling through the Military Ticket Voucher program in the city, and became familiar with the different modes of transportation available to their customers when they visit.

**ITT SURCHARGES...** Given the changes with APF financial support for FY05, we are recommending that ITT managers survey their current pricing for tickets and vacation products.

Products such as hotels, cruises and packages should be priced competitively with a 10 percent mark-up while tickets should not exceed the 7 percent mark. Remember to work together with your region when pricing to ensure consistency because our clients will shop the area.

**TICKET PRINTER TEST...** We went live with the DoD's first automated ticket printer test in Jacksonville, Fla., March 22. This printer will allow us to print the MTV inventory and the entire local inventory for the base on demand.

If this system is successful, the goal is to be able to print at least 90 percent of our current ticket inventory. This will help decrease administrative expenses of the program, get us out of the ticket printing business and help our smaller locations carry all of our ticketing products without an inventory to maintain.

Watch for more news on the results of the system in the next *Undercurrents*.

**ON-LINE HOTEL BOOKING...** We are currently signing an agreement with JAC Travel in London, which offers a consolidated Web site with real time inventory. This will allow our overseas (European) locations to book hotels online at 40-50 percent off the rack rate.

JAC Travel is offering DoD net rates and ITT professionals will be able to book without making a phone call to the respective location. This will be a huge time saver for our staff, a new potential revenue base and a great savings for our customers.

Watch for the results later this summer. This program is targeted toward our European offices for the test and, if successful, we may test other locations within CONUS.

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**MONTH  
OF THE MILITARY CHILD**

Since 1983, the Month of the Military Child has been celebrated every April to emphasize the importance of providing children with quality services and support to help them adjust and succeed in the mobile military lifestyle. Navy commands are encouraged to plan special events in honor of the Month of the Military Child and highlight those activities in base newspapers, plans of the day and Web sites.

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**NATIONAL PROVIDER APPRECIATION EVENTS...**Friday, May 7 is National Provider Appreciation Day, a day to recognize and show appreciation for all those who care for children newborn to 12 years old, CDH, CDC and SAC providers.

The CDC and SAC directors should work with the CDH directors to plan another successful event. The CDH banners should be hung around the base to market the CDH program and gain base-wide recognition.

However, the event should be planned to show appreciation for all CDP and youth staff. In order to give commands flexibility, if there is a scheduling conflict with Friday, May 7, you may plan your event any day during that week.

The 2004 Provider Appreciation Declaration and details are available online at [www.providerappreciation.org](http://www.providerappreciation.org). Examples of successful events (picnics, open houses, carnivals, potluck dinners) can be found on the CDH Web page. Be sure to get the parents involved again this year (e.g., letters of appreciation, thank you notes).

**CHANGE FINAL FOR CDH PROVIDER ACCREDITATION PROCESS...**PERS-659 has finalized the contract with the National Association for Family Child Care (NAFCC) to begin accreditation for Child Development Home (CDH) providers. CNPC ltr 1700 of 19 DEC 03, "Change In Accreditation Process For Navy Child Development Home Providers" outlines the new procedures. All 23 current Military Home Accredited (MHA) providers will automatically transfer to NAFCC. Those CDH directors with MHA providers have been notified; providers will receive a transfer package from NAFCC.

All other providers who have completed the training modules and have provided care for at least one year are now eligible to apply for the NAFCC accreditation. Regional CDH offices have been issued a corporate membership to NAFCC and will distribute all materials received to each of their commands.

All providers who apply for accreditation must pay the NAFCC membership fee annually at [www.nafcc.org](http://www.nafcc.org). Upon approval from their CDH director, providers will mail their application directly to NAFCC. On a monthly basis, CDH regional directors will forward all names of applicants to PERS-659F, who will pay the cost of accreditation.

CDH directors are encouraged to promote the NAFCC accreditation process to qualified providers. Our goal is to have 20 percent in the NAFCC accreditation process by FY05, which corresponds with our marketing plan to help parents perceive CDH as an equal quality alternative to the accredited child development centers.

Many civilian organizations and state agencies are also involved in creating NAFCC support projects and materials. In order to learn more about these efforts, CDH directors and training and curriculum specialists are encouraged to research local efforts and network with family child care colleagues from their area. The CDH staff is encouraged to share findings on the PERS-659 Web site, where you will also find a link to [www.nafcc.org](http://www.nafcc.org).

**CHESS**

The 2004 Interservice Chess Tournament will be hosted by the Air Force at Keesler Air Force Base, June 20-25. The Navy Chess Team is being selected by application, which is available on the Web site.

Members of the Interservice Tournament who place to advance will represent the USA Team at the NATO Military Chess Championship in the Netherlands in August.

**AUTO SKILLS**

PERS-659 is holding a strategic working group for auto skills managers to focus on smart business practices and skills involving financial 101 and revenue generation, programs and services, and equipment grants for FY04 and FY05. This hands-on working group will meet May 24-26 in Millington, Tenn. The application is available on the Web site.

In these financially challenging times, it is imperative that we produce outcomes on ways to increase revenue and efficiencies with reduced appropriated funds.

**OUTDOOR RECREATION**

The 2004 Navy Outdoor Recreation Conference will be held May 10-14 at Great Pond, Maine. This year the goal is to continue development of attendee's skills and concepts of human powered outdoor recreation, in addition to a focus on smart business practices enabling us to survive through the forecasted appropriated funds reduction.

The training takes place in an outdoor setting and includes hands-on sessions, skills clinics, workshops and general sessions. The application is available on the Web site.

**SNACKS IN SAC...**Just a reminder: SAC programs must serve healthy snacks every day. Parents cannot be charged additional fees for snacks, even at a reduced fee. Regardless of whether your program does or does not receive USDA funds, the USDA guidelines and NSACA program standards must be followed.

**BGCA GRANTS AWARDED...**Congratulations to our Navy Youth Programs for receiving \$249,000 in "pass through grants" from the Boys and Girls Clubs of America in FY03!

**TEEN CAMP SCHOLARSHIPS...**will not be offered for the summer of 2004.

**OUR NEW NAVY TEEN WEB SITE,..**just for your Navy teens, is available at [www.mwr.navy.mil/mwrprgms/teens.html](http://www.mwr.navy.mil/mwrprgms/teens.html). Check it out and give us your comments and suggestions! Thank you to the following people for their help in creating this Web site: Delia Gorena, NAVSTA Ingleside; Nancy Byrne and Robin Brose, NNSY; Jody Dindo, NAF Key West; and Carl Cardenas, Naples.

**ANNUAL NAVY YOUTH PROGRAM TRAINING...**was a huge success. The meeting was held in San Diego, March 8-12. The 90 attendees at the meeting had the opportunity to network and share ideas for five full days in sunny California.

Captain Gonzales, commanding officer, Naval Base Point Loma, welcomed the group. Attendees received MWR Division updates and information on future plans from Larrie' Jarvis, youth program manager. Dee Stanley, outdoor recreation program manager, updated the group on outdoor recreation initiatives and how MWR can partner with local outdoor recreation programs to get "kids in the outdoors." She also demonstrated some great games and programs that can be implemented at the local level.

Chris Kasperek from Yokosuka, Japan presented "Legacies in SAC/Youth/Teen CDC Programs." Ruby Newell-Legner, the keynote speaker, talked about our changing times. The Boys and Girls Clubs of America spent more than one full day with their program training, grant opportunities from BGCA and much more! Other presenters included Karyn Neves, Angela Fowler, Debbie Wicks, DEFY, Greg Young and Bette Colter.

Go to [www.mwr.navy.mil/mwrprgms/youth.html](http://www.mwr.navy.mil/mwrprgms/youth.html) to view the Navy Youth Program Training agenda, pictures and the presentations. A special thanks to all the van drivers (Colleen O'Toole, Denise Lesniak, Kate O'Connell, Keetje Johnson, Chris Kasperek, Ann Phillips, Pam Larsen, Robin Wright, Vickie McKenna and Karyn Neves) for toting everyone around for five days!

A great big thank you also goes out to Alison Bowers, Jesse Aguirre and all of the San Diego staff for hosting this year's annual NPC Youth Training. Not only did they assist with planning and logistics, but also the staff at their youth center put together an amazing display of their programs during the tour of one of their eight centers.



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**BOWLING CENTER MANAGERS...**The 13<sup>th</sup> Annual Armed Forces Bowling Conference and International Bowl Expo 2004 will be held at the Hilton Hotel and Las Vegas Convention Center, June 27-July 2. If you haven't receive your registration packet, contact Dave Mitchell immediately. Rooms have been blocked at the Hilton Hotel at the per diem rate, plus tax.

The conference will not include a Navy day, but will cover:  
June 22-25, Equipment and Maintenance Mgmt. Class, Orleans Hotel; IBPSIA Pro Shop Certification Course, Texas Station Hotel; June 23-25, Dick Ritger Coaching Academy, skill levels I, II, & III at Orleans Hotel;  
June 26, Glow Bowling and Party Presentation Mgmt. Class or Marketing-Bowling Promotions by Fred Kapowitz, Hilton Hotel;  
June 27, Military General Session and Individual Service Mtgs.;  
June 28, RecTrak Training & Military meetings and Bowl Expo 04 Education Keynote Speaker & Seminars;  
June 29, Bowl Expo 04 Educational Seminars;  
June 30 - July 1, Bowl Expo 04 Trade Show; and  
July 2, Lane Inspection Workshop.

You may also register on the BPAA Web site, [www.bowlexpo.com](http://www.bowlexpo.com). Click the military icon and enter the key code "AFBC." Then click the registration icon and fill out the online registration form.

**BOWLING CENTER MANAGERS & MECHANICS...**The 2004 Brunswick GS-Series Pinsetter Maintenance Schools coincide with Frameworx Scorer Maintenance Schools, Brunswick A-2 Pinsetter Training School, and the AMF 82070 and 90XL Pinspotter Training School and will be held on the following dates and locations:

<u>CLASS DATES</u>	<u>BRUNSWICK HOSTING CENTER</u>	<u>CITY/ STATE</u>	<u>PHONE/ E-MAIL</u>
May 10-20	Brunswick Service Training Center	Muskegon, Mich.	231-725-4624
July 6-16			800-323-8141
Aug. 10-20			FAX 231-725-4655
Oct. 5-15			<a href="mailto:schools@brunbowl.com">schools@brunbowl.com</a>

<u>CLASS DATES</u>	<u>BRUNSWICK HOSTING CENTER</u>	<u>CITY/ STATE</u>	<u>PHONE/ E-MAIL</u>
May 3-14	Laketown Lan	Springfield, Ill.	217-529-1666
June 7-18	Country Club Lanes	Baltimore, Md.	410-476-9100
July 12-23	Olympic Lanes	Rochester, N.Y.	585-235-5341

<u>CLASS DATES</u>	<u>AMF HOSTING CENTER</u>	<u>CITY/ STATE</u>	<u>PHONE/ E-MAIL</u>
<u>82-70</u>			
June 7-18	Hamden Lanes	Hamden, Conn.	203-248-5503
July 12-23	Seminary Lanes	Alexandria, Va.	703-823-6200
Aug. 9-20	Clearwater Lanes	Clearwater, Fla.	727-461-2511
Sep. 13-24	Hiester Lanes	Reading, Pa.	610-929-3673
Oct. 4-15	Sheridan Lanes	Tulsa, Okla.	918-627-2728

<u>CLASS DATES</u>	<u>AMF HOSTING CENTER</u>	<u>CITY/ STATE</u>	<u>PHONE/ E-MAIL</u>
<u>82-90XL</u>			
April 19-30	Hanover Lanes	Mechanicville, Va.	804-559-2600
Nov. 8-19	Hanover Lanes	Mechanicville, Va.	804-559-2600

For more information, contact Karl Remick, American Darters Association, 888-327-8752, ext. 7046, 636-625-8621, ext. 7046, [militaryadadarts@adadarters.com](mailto:militaryadadarts@adadarters.com), [www.adadarters.com](http://www.adadarters.com).  
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**NAVY DART LEAGUES...**The Military Cup Challenge IV will be held at the Las Vegas Riviera Hotel, July 22. Teams of three will be made up of either all males, all females, or a combined team for the electronic steel or soft tip competitions. All participants are eligible for the ADA \$75,000 National Championship, which includes open singles, doubles, & mixed triples events, July 23-25.

Registration closes June 1. At last year's Military Cup Challenge III, the Navy team from Norfolk, Va., won the soft tip competition. The registration form is available online. For hotel reservations, call 800-634-6753, 702-734-5110.

**WHAT'S A ROUND OF GOLF?..**The question seems simple enough, but there are a lot of correct answers. For example, what if your course has only nine holes? Is "a round" nine holes or is that only half of a round?

We have adopted the National Golf Foundation's definition of a round of golf: "One person who tees off in an authorized start on a golf course. A round is not defined by the number of holes played or the fees paid."

What does this mean? An authorized start is simply a fee taken to play golf. A round of golf could then be three holes or 36 holes, if only one fee was taken to play. A three-hole round might cost \$5 and a 36-hole round might cost \$30, but they both count as one round of golf.

**GENDER DIFFERENCES IN GOLF...**There has been a big push in the golf industry lately to attract new golfers, including more women. At a presentation during a recent Professional Golfers Association conference in Orlando, Fla., Nancy Oliver, founder of the Executive Women's Golfers Association, described the differences between men and women golfers.

Oliver says one of the biggest challenges of increasing the participation of women in golf is that the sport can be intimidating. The golf industry hasn't helped by building challenging courses that stretch 7,000 yards in length with undulating greens and sand everywhere. This can scare off customers who are new to the game.

The main difference, according to Oliver, was that women generally prefer to play a fun, social game of golf, while men typically crave the competitive nature of the sport. This creates opportunities for Navy MWR golf professionals to market their programs to the different genders and to the different levels of play.

For the novice, our focus should be on creating an enjoyable, fun experience. Oliver said that women often prefer to play with other women of equal ability and prefer taking lessons from a female golf professional. By creating programs and grouping players of like ability, our customers will feel more comfortable playing the game.

Also, encourage your new golfers to focus on quality golf shots and not on the score. This will keep them coming back to play. Remember if golf becomes too difficult or no longer fun, new players of either gender are more likely to give up the game.

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**NAF BUDGETS...**It's about that time again. We plan to have the FY05 NAF budget call in the mail the first week in May, with a return date of mid-July.

You will soon be receiving Excel formatted disks in which to enter your budgets, capital spending plans, cash flow, patron base and personnel data. The disks will need to be populated even though you may be preparing your budgets in SAP. For those of you who are on SAP, we hope you have been monitoring your FY04 budget-to-actual in SAP and using Version 1 in the planning module in preparation for the FY05 budget.

The budget package will contain further guidance from CNI and PERS-65. Regional guidance will be distributed under separate cover. If we can be of assistance, please contact the PERS-652D financial analysis section.

**COMBATING IDENTITY THEFT...**Identify theft is one of the fastest growing crimes in our nation today. The Identity Theft Prevention Act mandates truncation of credit card numbers. Any entity that accepts credit cards as form of payment is prohibited from printing more than the last five digits of the credit card account number or the expiration date upon any receipt provided to the cardholder.

To comply with this act, Mellon Bank, our centralized credit card processor, will be working with all merchants to upgrade software. Rollout began in January. PERS-652 Treasury Operations staff will soon be contacting you as to when your merchant will be available for upgrade. For further information, please contact Beth O'Brien.



**PURCHASE CARD SEMI-ANNUAL REVIEW...**was sent out via e-mail to all NAF Agency Program Coordinators on March 17. If you are an APC and did not receive the e-mail, contact Troy Milburn. The due date for the review is April 12.

**NO MORE MAILED COPIES OF PURCHASE CARD STATEMENTS FOR CARDHOLDERS...**Starting with the March statements, cardholders will be required to download their statements from the Citidirect Web site. Instructions on how to log into Citidirect and on how to access and print the monthly statement were sent out to all agency program coordinators (APC).

If there are any cardholders who do not have access to the Internet, the approving official or APC should print the monthly statements. The monthly cycle ending date is normally the 21st of the month, unless the 21st falls on a weekend or holiday. Cardholders need to wait until after the last day of the cycle to download their statement.

Approving officials (AO) should match the cardholder's statement with the monthly AO statement to make sure they agree. AOs will continue to receive paper statements in the mail.

