



UNITED STATES MARINE CORPS

COMMANDER, MARINE FORCES RESERVE
4400 DAUPHINE STREET
NEW ORLEANS, LOUISIANA 70146-5400

OFFICIAL FILE COPY

IN REPLY REFER TO:
ForO 1754.2A
G-1M

15 JUN 1997

FORCE ORDER 1754.2A

From: Commander
To: Distribution List

Subj: FAMILY READINESS SUPPORT PROGRAM (FRSP)

Ref: (a) MCO 1754.1 (Marine Corps Family Readiness Support Program)
(b) MCO 1754.2A (Key Volunteer Network)
(c) ForO 3060.3 (Readiness Support Program SOP)
(d) NAVMC 2917 (Key Volunteer Network Commanding Officer's Guide)
(e) NAVMC 2918 (Key Volunteer Network Key Volunteer's Guide)
(f) NAVMC 2919 (Key Volunteers Network Coordinator's Guide)
(g) NAVMC 2020 (Key Volunteer Network Training Guide)

Encl: (1) Types of Support
(2) List of FRSP Related References/Publications
(3) List of Federal/State Social Service Agencies
(4) FRSP Points of Contact
(5) CMC White Letter No. 08-96

1. Purpose. To promulgate Marine Forces Reserve (MARFORRES) policy, procedures and guidance for the management and administration of the FRSP, to include the MARFORRES Key Volunteer Network (KVN).

2. Cancellation. ForO 1754.2

3. Background. References (a) and (b) established policy and procedures for the development of FRSP's and Key Volunteer Networks. Reference (c) directed the establishment of Reserve Districts and Peacetime/Wartime Support Teams (PWST's) to assist in a variety of pre-mobilization and post-mobilization support functions, to include family readiness. Furthermore, reference (c) mandated conceptual revisions to MARFORRES's previous FRSP, intended to enhance Total Force support of both Active and Reserve component families. This order therefore provides modified FRSP

procedures in consonance with guidance contained in reference (c).

4. Summary of Revision. This revision contains a substantial number of changes and must be completely reviewed.

5. Policy. Marine Corps personnel bear the primary responsibility for the well-being of their families. But the unique and demanding nature of Marine Corps service necessitates a viable and robust program to assist personnel in ensuring for the welfare of their families, particularly in time of war and/or deployment. This requires a proactive and synergistic effort on the part of all Marines, Sailors, units, volunteer networks, and support activities, to effectively prepare families for the rigors and stresses they may encounter as a result of their Marine/Sailor's service. Furthermore, in keeping with Total Force doctrine and the Marine Corps' tradition of "taking care of our own," local family support efforts must, as necessary, be inclusive of all Marine (and Sailor attached to a Marine unit) family members. Accordingly, MARFORRES personnel involved in family readiness and support will focus on education and preparation of families of assigned personnel, but will be ready to extend support, as required, to any Marine family within their local area.

6. Procedures

a. General. MARFORRES's organization and the nature of Reserve component service presents a number of unique problems relative to family readiness and support. The geographic dispersion of MARFORRES units, the number of Selected Marine Corps Reserve (SMCR) members that reside far from where they drill, and the number of Reserve members without unit affiliations (i.e., Individual Ready Reserves and Retirees) precludes employing many approaches common to the Active Component family readiness efforts. These problems are further compounded by the unfamiliarity of many MARFORRES families with the nuances of military life and the availability of military support services. Conversely, MARFORRES's geographic dispersion and access to a variety of civilian support agencies can serve as a force multiplier in offsetting many of these problems. Therefore, MARFORRES family assistance programs will:

(1) Assume a geographic orientation, with Reserve Training Centers (RTC's) preparing to provide support to Marine families residing within their area, regardless of component or unit affiliation.

(2) Focus on providing local SMCR families pre-mobilization/pre-deployment family readiness education and support.

(3) Focus on providing any local Marine family with post-mobilization/post-deployment referral service support or any other reasonable assistance, as required.

b. Types of Support

(1) Pre-mobilization/Pre-deployment. Pre-mobilization and/or pre-deployment support will be accomplished via RTC "Family Days," IRR musters, and mailouts. This type of support principally involves educating families on and preparing them for the mobilization/deployment of their Marine or Sailor. The items that should be addressed with families prior to mobilization or deployment are outlined in enclosure (1). Given the difficulty in effectively preparing families of IRR and Retired Marines (because they do not drill or have any unit affiliation), it is imperative that a viable FRSP already be established and ready in the event of mobilization or deployment. Enclosures (2), (3), and (4) provide further guidance and assistance with establishing a viable FRSP.

(2) Post-mobilization/Post-deployment. Post-mobilization and/or post-deployment support will be coordinated/provided by PWST personnel. This type of support principally involves coordinating assistance for local Marine families, as required. Enclosure (1) outlines some of the types of support that RTC's must plan/prepare to provide for families of mobilized/deployed Marines or attached Navy personnel. In developing support plans, RTC's should place an emphasis on referring families to local resources (e.g. area DoD Family Service Centers and DEERS sites; municipal, county and state social service agencies; hospitals/clinics and police departments; private crisis intervention organizations; etc.), and develop turnover folders listing those resources. Although many of the pre-mobilization and/or pre-deployment types of support listed in enclosure (1)

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can/will be accomplished by Mobilization Reserve Training Centers (MRTC's) or Mobilization Processing Centers (MPC's) at a Marine's Station of Initial Assignment (SIA), RTC's should plan on having to coordinate/provide support for IRR'S and Retired Marines also.

c. Concept of Support

(1) General

(a) With Marine Corps Reserve Support Command (MCRSC) assistance, Reserve Districts will delineate RTC support boundaries based on geographical groupings of zip codes. RTC's will be required to provide pre-mobilization/pre-deployment support to families of Marines and attached Navy personnel residing within their assigned area of responsibility, regardless of unit affiliation. RTC's will also be required to provide post-mobilization/post-deployment support for families of any mobilized/deployed Marine residing within their assigned area, regardless of component or unit affiliation. RTC's located on or near a major Marine Corps installation (i.e., base or station) will not be required to provide post-mobilization/post-deployment support to Non-MARFORRES families residing within their area of responsibility, since these families will be able to obtain assistance through facilities aboard the installation.

(b) Transient families of mobilized/deployed Marines or attached Navy personnel will be provided with a Marine Corps toll-free Family Assistance phone number to identify the RTC nearest to where they are moving. If they require assistance, they will then contact that RTC, who will support them.

(c) In the event of a serious family problem that warrants the Marine's or Sailor's notification, the RTC will contact the Red Cross and the member's parent command (i.e., the RTC of the MARFORRES member's regiment/group/battalion headquarters, or - in the case of a Non-MARFORRES member - the duty officer at the command's rear headquarters).

(2) Supporting Elements/Key Personnel. The duties/responsibilities of supporting elements/key personnel are as follows:

(a) MARFORRES FRSP Council. The FRSP Council will be chaired by the MARFORRES Family Readiness Officer (FRO) and

composed of representatives from each MARFORRES Major Subordinate Command (MSC) and the MARFORRES Chaplain, Sergeant Major, Key Volunteer Advisor (KVA), and Key Volunteer Coordinator (KVC). The primary function of the Council will be to recommend policy, procedures and guidance for the MARFORRES FRSP, and assist RTC's in the development of local FRSP's.

(b) Reserve Districts. Reserve Districts will supervise planning and execution of their respective RTC FRSP efforts, and - upon mobilization of their Reserve staffs - provide RTC's assistance, as required/requested. Reserve District Commanders will appoint, in writing, a Reserve District staff member to serve as the Reserve District's FRO. Reserve District Commanders will also appoint, in writing, a minimum of one Key Volunteer to serve as a KVA and act as a mentor to the KVN within their geographical boundaries. The Reserve District FRO and KVA will be guided in their duties by the Reserve District Commander and the references.

(c) RTC Active-Duty Staff(s). Although support capabilities of most RTC's are limited, for the purposes of this order RTC's and their active duty staff(s) will be considered as Family Service Centers (FSC's), as referred to in the references. Accordingly, the active duty staff of an RTC will provide the core of support for FRSP planning, coordination, and execution, under the guidance/supervision of the senior active duty Marine.

1. For purposes of the MARFORRES FRSP, the senior active duty Marine will perform the functions of Commanding Officer (CO), as outlined in reference (a), (b), and (d) through (g). He/she will be responsible for providing guidance/supervision over RTC FRSP related activities and will, in the case of multiple active duty staffs colocated at an RTC, coordinate active duty support of FRSP activities with his/her active duty staff counterpart. The senior active duty Marine will also establish and chair an RTC FRSP Council, comprised of key individuals identified below, to coordinate and plan FRSP efforts.

2. The senior active duty Marine at each RTC will appoint a member of his/her staff to be responsible for the RTC's Family Readiness program. Due to integration of I-I Marines

into the Reserve units, and given the unique structure and requirements of Marine Reserve Force, every effort should be made to add the functions of the FRO to the additional duties list of the RTC First Sergeant/ Sergeant Major. Exceptions to this guidance should be coordinated with the MARFORRES FRO on a case by case basis. The First Sergeant/Sergeant Major will be the primary individual responsible for the planning and coordination of FRSP activities and the training of all other RTC support elements, and will serve as the continuity for the RTC's Family Readiness program in the event of unit mobilization/deployment. References (a), (b), and (d) through (g) outline the duties of a FRO.

(d) SMCR Unit(s). Since one of the principal purposes of the MARFORRES FRSP is to support SMCR members' families, SMCR units must be made integral to FRSP planning, coordination, and execution. To this end, SMCR unit commanders will appoint, in writing, a Family Support Officer (FSO). The FSO will serve as the SMCR unit commander's link to the senior active duty Marine and his/her FRO, and will focus on coordinating pre-mobilization/pre-deployment type support for the members and families of his/her unit.

(e) PWST(s). Per reference (c), PWST's perform a variety of peacetime support functions in direct support of RTC's and their active duty staffs. Upon unit mobilization and integration of the active duty staff, PWST members will be activated to replace active duty staff members. Consequently, PWST members must be made an integral part of FRSP planning and coordination, and be prepared to assume responsibility for the FRSP. Therefore, the senior active duty Marine will appoint, in writing, one PWST member to serve as the assistant FRO (AFRO). In the event that the FRO is deployed or reassigned as a result of mobilization, the AFRO will assume the duties of FRO. PWST's should focus on soliciting/identifying volunteers among members of Marine Corps related organizations, former Marines, and retired Marines for the RTC's Key Volunteer Network.

(f) Key Volunteer Network (KVN). The Key Volunteer Network is a communications network, formed within a unit to keep families better informed about the mission and tasks of that unit, and to assist in establishing a sense of community within the unit. It is also a support network, providing information

and the means for problem solving at the lowest level possible. This enables the unit to achieve a higher state of readiness. Enclosure (5) provides further guidance from the Commandant of the Marine Corps on FRSP and the KVN. Reference (a), (b), and (d) through (g) provide guidance on the use of key volunteers. Participation in KVN's will be strictly voluntary. Volunteers may be spouses of SMCR and IRR members, retirees, or anyone that resides within the local area that is willing and able to assist in the RTC's FRSP efforts. The RTC's senior active duty Marine will appoint, in writing, a KVC and all other Key Volunteers. The KVC will serve as the FRO's link to volunteer support, and will be guided in his/her duty by the RTC's senior active duty Marine and the references.

7. Action

a. Commander, Marine Forces Reserve. Appoint, in writing, a minimum of two Key Volunteers to serve as the Force KVA and KVC.

b. Assistant Chief of Staff, G-1.

(1) Appoint an officer to serve as the MARFORRES FRO.

(2) Coordinate support of Active component families with Headquarters, Marine Corps and all Marine Corps bases/stations.

c. MARFORRES Family Readiness Officer

(1) Ensure implementation of the FRSP throughout MARFORRES, and coordinate support of the MARFORRES FRSP with Headquarters, Marine Corps, all Marine Corps base/station FSC's, MARFORRES MSC's, and Reserve Districts.

(2) Provide liaison support relative to FRSP matters for all MARFORRES elements.

(3) Plan/coordinate FRSP training for all supporting elements/key individuals.

(4) Coordinate receipt/distribution of FRSP related training materials.

(5) Coordinate funding of FRSP activities with the Comptroller.

d. MARFORRES Key Volunteer Advisor

(1) Advise the Commander, MARFORRES and the MARFORRES Family Readiness Council on the use of Key Volunteers.

(2) Assist the FRO in coordinating training for Key Volunteers.

(3) In accordance with the references, serve as a mentor for Key Volunteers throughout MARFORRES.

e. MARFORRES Key Volunteer Coordinator

(1) Serve as liaison between the Force Key Volunteer Network and Commander, MARFORRES and provide feedback on family concerns.

(2) Provide input to MARFORRES Family Readiness Council on training issues addressing the Force FRSP.

f. Commanding Generals, MSCs

(1) Appoint, in writing, an MSC FRO for FRSP planning and coordination.

(2) Appoint, in writing, an MSC KVC to coordinate KVN actions.

(3) Ensure all SMCR units establish a KVN for the dissemination of information.

g. Commanding General, MCRSC. In addition to the above tasks:

(1) Assist Reserve Districts in the delineation of RTC boundaries for FRSP related support.

(2) Provide RTC's with Marine Corps Total Force System (MCTFS) output on SMCR's, IRR's, and Retirees residing within their assigned areas, as requested.

(3) Ensure PWST's receive FRSP instruction during their initial annual training.

TYPES OF SUPPORT

The following items should be addressed with unit family members prior to mobilization or deployment.

Information and Referral Services

Family Support Groups

Key Volunteer Training

- Telephone Tree

Dealing with family separation

Effects of deployment on the service member

Effects of deployment on the family

How to survive separation

Communicating during separation

Active Duty benefits

- Who is an eligible family member
- What do you need to get an ID Card

Where to go for certified copies of important documents

Pay and Allowances

- Allotments
- Direct Deposit

Medical Care and DEERS

- Tricare/CHAMPUS

ENCLOSURE (1)

h. Commanders, Reserve Districts

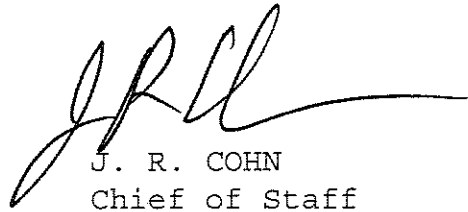
(1) Appoint, in writing a member of your Reserve District staff to serve as the District's FRO.

(2) Appoint, in writing, a Key Volunteer to serve as the District KVA and act as mentor for the KVN within the District.

(3) Coordinate the delineation of RTC boundaries with MCRSC.

(4) In accordance with this order, ensure the development of RTC FRSP's.

8. Reserve Applicability. This order is applicable to the Marine Corps Reserve.



J. R. COHN
Chief of Staff

RECOMMENDED LIST OF FRSP PUBLICATIONS

1. This enclosure lists what are considered key publications regarding Family Readiness Support Program information. The commander certainly should consider these, but there are many other publications that are useful. It will be up to the commander to secure the publications best suited for the command. Family Service Centers are a key source of publications regarding family support information. A Family Support information library should be considered in any viable unit FRSP.

<u>PUBLICATION</u>	<u>HOW TO OBTAIN</u>
- CHAMPUS: How to file a claim	DOD TJS FS-12 (Available through DOD Supply System)
- CHAMPUS: Maternity C	DOD CHAMPUS FS-8 (Available through DOD Supply System)
- AMERICAN RED CROSS UNIFORMED SERVICES	ARC 2081 (Local Red Cross Chapter)
- MEDICAL/DENTAL FACILITIES	DOD PA-17A (Available through DOD Supply System)
- "ORDERED TO ACTIVE DUTY" WHAT NOW?	EDUCATIONAL PUBLICATIONS 8003 OLD YORK ROAD ELKINS, PA 19117-1410
- "WHAT NEXT?" A GUIDE TO FAMILY READINESS	EDUCATIONAL PUBLICATIONS 8003 OLD YORK ROAD ELKINS, PA 19117-1410

ENCLOSURE (2)

Cost of health care

- Other health care coverage (Supplemental Insurance)

Dental Care

Commissary and Exchange privileges

SGLI

Moves

Military Base facilities

Leave

Red Cross

Navy and Marine Corps Relief

Legal Matters

- Powers of Attorney
- Will
- Letters of Instruction

The Soldiers' and Sailors' Civil Relief Act

Re-employment

ENCLOSURE (1)

FEDERAL/STATE SOCIAL SERVICE AGENCIES

<u>AGENCY</u>	<u>SERVICE</u>	<u>PHONE NUMBER</u>
Military Medical Treatment Facility	Info on CHAMPUS/TRICARE DEERS, medical treatment available	*
Office, Servicemen's Group Life Insurance	Info on SGLI entitlements/benefits	*
Local VA Regional Office	VA benefits, education, medical	*
Social Security Administration Regional Office	SSA benefits to widows/widowers and dependents	*
Child Protective Services	Child abuse info and referral	*
Department of Social Services	Food Stamps info, WIC, other assistance	*
Local clergymen	Religious referrals	*
Navy Reserve/Active Duty Chaplains/Other Chaplains	Religious referrals	*
Closest traffic management office	Household goods shipment info	*
Closest military installation	Dependent ID cards, pay, death gratuity payment	*
District headquarters	Personal claims, travel orders for dependents	*
Local lawyers	Legal assistance, wills, power of attorney, Soldiers, Sailors Relief Act	*

PUBLICATIONS AND SOURCES

- "FAMILY* FACT LINE"
THE HENDERSON HALL
FAMILY SERVICE CENTER
PUBLICATION (NEWSLETTER & QUARTERLY)
 - HANDBOOK OF CHILD SUPPORT
ENFORCEMENT
 - "ROSES AND THORNS"
A HANDBOOK FOR MARINE
CORPS ENLISTED VOLUNTEER
- FAMILY SERVICE CENTER
HQMC, HENDERSON HALL
ARLINGTON, VA 22214
(703) 614-4876/7736
- HANDBOOK DEPARTMENT
628M
CONSUMER INFO CENTER
PUEBLO, CO 81009
- MARINE CORPS
ASSOCIATION
BOX 1775
QUANTICO, VA
1-800-336-0291

ENCLOSURE (2)

<u>AGENCY</u>	<u>SERVICE</u>	<u>PHONE NUMBER</u>
Local Mental Health Organization	For referral of cases	*
Navy Relief Society	Financial counseling and assistance	*
Local Legal Aid	Low cost of free legal services	*
Consumer Credit Counseling Services and	Financial Counseling debt liquidation plans	*
Better Business Bureau	Consumer complaints	*
Handicapped Infants Hotline	Info, support for parents with handicapped infants	(800)368-1019
National Center on Child Abuse and Neglect	Info assistance in dealings with reported child abuse	
Local Federal Information Centers	Information about Government agencies	See appendix F
Veterans Assistance Service	Information and assistance for veterans	(202)384-2567
American Red Cross	Emergency/financial and personal assistance	

* Family Readiness personnel will record appropriate telephone numbers for these agencies.

POINTS OF CONTACT

Family Service Center Program Manager
Headquarters, U. S. Marine Corps (MHF-10)
2 Navy Annex
Washington, D. C. 20380-0001

Comml (703) 696-1140/2046
DSN 426-1140/2046
Fax 426-1143
DSN 426-1143

Eastern Regional Family Service Center
HQ MCCDC
2034 Barnett Avenue
Quantico, VA 22134-5012

Comml 703) 784-2659
DSN 278-2659
Fax 278-4434

Western Regional Family Service Center
Marine Corps Base
Box 555016
Camp Pendleton, CA 92055-5016

Comml (619) 725-5361
DSN 365-5361
Fax 365-5930 or 1-800-253-1624

Family Readiness Officer
Marine Forces Reserve (G-1M)
4400 Dauphine Street
New Orleans, LA 70146-5500

Comml (504) 678-6584
DSN 678-6584

Family Readiness Chief
Marine Forces Reserve (G-1M)
4400 Dauphine Street
New Orleans, LA 70146-5500

Comml (504) 678-0340
DSN 678-0340

Key Volunteer Coordinator
Marine Forces Reserve (G-1M)
4400 Dauphine Street
New Orleans, LA 70146-5500

Comml (504) 678-6589
DSN 678-6589

Key Volunteer Advisor
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IN REPLY REFER TO:
CMC-MHF
22 Jul 96

WHITE LETTER NO. 08-96

From: Commandant of the Marine Corps
To: All General Officers
All Commanding Officers
All Officers in Charge

Subj: FAMILY READINESS SUPPORT PROGRAMS/KEY VOLUNTEER NETWORK

1. The operational tempo of the United States military today, and the Marine Corps role as our National Force in Readiness, necessitates rapid deployment and effective operations in scenarios other than war. Without this capability, our Nation will not be successful in its role as peace keeper. Operations like Provide Comfort in Northern Iraq, Uphold Democracy in Haiti, and the current situation in Bosnia, have and will continue to demand the best our Corps has to offer.

2. As we know, operational tempo has a significant impact on families. The changing demographics in the last two decades show a dramatic rise in the number of married men and women serving on active duty, and the Marine Corps is no exception. Family obligations and concerns should not diminish a Marine's readiness or availability to go where they are needed. We are a strong community, and we have a network of services and programs that must be maintained on behalf of our families.

3. Within the Marine Corps, the most effective method of communication between commanding officers and family members remains the Key Volunteer Network. The contribution of these volunteers to family readiness during operations is invaluable. They work hard, often at personal expense, to keep family members informed. The key volunteers have earned our appreciation, and commanding officers shall take measures to ensure their continued support.

4. Training for key volunteers is outlined in MCO 1754.2A and

ENCLOSURE (5)

Subj: FAMILY READINESS SUPPORT PROGRAMS/KEY VOLUNTEER NETWORK

should be coordinated with the local Family Service Center. We focus on increasing confidence in Marine (and attached Navy) families so they can be self-reliant, and thus enhance unit readiness. The Family Service Center has a standardized training program which can be modified to include areas that commanding officers find necessary.

5. Headquarters Marine Corps (MHF) has provided a quarterly allocation of funds to major commands that is to be used to reimburse key volunteers for incidental expenses. Given the hours they spend on behalf of the command and the service they provide, this money is well spent on the Key Volunteer Network.

6. I expect commanding officers to follow the provisions of MCO 1754.1A and MCO 1754.2A by funding and training, and most importantly, providing command support to these volunteers. The value of these programs in promoting pride in the Corps and readiness in our troops is beyond measure. As leaders of the finest fighting force in the world, we must recognize that the care and safety of our families is an essential element of our commitment to our Marines.

C. C. KRULAK

ENCLOSURE (5)