



UNITED STATES MARINE CORPS
MARINE CORPS BASE
MARINE CORPS COMBAT DEVELOPMENT COMMAND
QUANTICO, VIRGINIA 22134-5000

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MARINE CORPS BASE ORDER 1754.3A

From: Commanding General
To: Distribution List

Subj: FAMILY SERVICE CENTER (FSC) PROGRAM

Ref: (a) MCO P1700.24A
(b) MCO 1754.3
(c) MCBO 1320.4
(d) MCBO 1320.3
(e) MCO P1754.5
(f) MCO P1752.3B
(g) MCO P1741.11B
(h) MCO P1760.8B (NOTAL)
(i) MCBO 1752.2

1. Purpose. To announce procedures for the operation of the FSC Program per reference (a).

2. Cancellation. MCBO 1754.3.

3. Summary of Revision. This revision contains significant changes and should be reviewed in its entirety.

4. Background. The FSC was established to serve as a single source of referral information and assistance. Many **service-**members and their families experience various social and economic difficulties which potentially could adversely impact the Command. In addition, difficulty in adjusting to military living, especially by junior personnel, single parents, and dual military families, directly impact morale and retention. The benefits derived from prompt and effective assistance, provided by responsive and responsible services, can be significant.

5. Mission. The mission of the FSC is to support unit commanders by providing information, assistance, and guidance to military personnel and their family members, and by coordinating existing military family support programs and social service programs offered by federal, state, or local agencies.

6. Scope. Eligibility criteria for FSC services are detailed in reference (a). Assistance will be provided on an "as available" basis to civilian government employees. Civilians not meeting the criteria outlined in reference (a) are not eligible to use the FSC.

7. Functions

a. Information and Referral (I&R). I&R provides patrons with an initial assessment, information on or referral to established military or civilian programs, and follow-up services. The I&R section assists the commanders, military members, and their families by providing a single point of contact from which professional assistance may be obtained.

b. Marriage and Family Counseling. This service is offered on a voluntary, short term basis. Clinical service available include:

- (1) Evaluations
- (2) Crisis intervention
- (3) Individual counseling
- (4) Marital counseling
- (5) Family counseling
- (6) Group counseling/support groups
- (7) Referral services

c. Financial Counseling. This service provides information and aid concerning personal and family financial planning and budgeting. Prevention of financial problems will be the main thrust of this program. The counselor will work closely with the Navy-Marine Corps Relief Society, Marine Federal Credit Union, American Red Cross, and other agencies to support this function. When counseling is not enough, debt liquidation programs may be undertaken to resolve extreme financial situations.

d. Exceptional Family Member (EFM) Program. The FSC is designated by reference (a) as the coordinating agency for enrollment in the EFM Program. Once identified, families with special needs members will be provided with information, intervention to obtain medical, educational or other special services, and advocacy where necessary. The FSC will maintain case records, help with relocation, and provide appropriate support services.

e. Relocation Assistance Program (RAP). This program is a core program of the FSC. It provides information, assistance, support and referral services to military members and their families during the PCS process. Services are also available to separating, retiring and retired military, reservists on active duty, DoD civilians, and all eligible family members. The RAP performs the following functions:

- (1) Provides information and assistance to inbound and outbound personnel and/or their family as outlined in reference (b).

(2) Coordinates Welcome Aboard Briefs, Smooth Move Workshops, and other relocation workshops **and** training as outlined in reference (c). Conducts RAP briefings at various forums to ensure military and family members, particularly first-term and junior members, are aware of assistance available through the RAP.

(3) Coordinates the Relocation Assistance Coordinating Committee (RACC), which identifies gaps in local relocation services and support, suggests strategies for improving the relocation process and services at the base, gathers pertinent data for use at the base level and HQMC-Family Programs, and writes and submits the annual Base Commander RAP Assessment as outlined in reference (b).

(4) Maintains the Base's Standard Installation Topic Exchange Service (SITES) relocation information database. Updates and submits files each quarter as outlined in reference (b).

(5) Maintains a relocation assistance library including Welcome Aboard Packages per reference (d), video tapes on military installations worldwide, and other books, maps and resources, including computer software, which provide helpful information during the relocation process.

(6) Maintains a "Loan Locker" of household items for checkout to military members and eligible civilians who have shipped or are awaiting delivery of household goods.

(7) Submits RAP Quarterly Report to CMC (MHF) as outlined in reference (b).

(8) Provides information on the Marine Corps Sponsorship Program to military members anticipating PCS orders, and makes training available to assigned sponsors as outlined in reference (d).

f. Preseparation/Transition Assistance Program (TAP). FSC assists commanding officers to ensure separating servicemembers receive preseparation counseling and transition assistance as outlined in reference (e). A monthly three and one-half day program provides information of accrued entitlements/benefits and job transition. Dates and location are provided under separate covers and advertised in the Quantico Sentry, Electronic Mail (E-Mail), fliers, and posters. Spouses are encouraged to attend.

g. Career Resource Management Center (CRMC). The CRMC provides employment counseling and job referral services to all eligible personnel. These services assist retiring and separating servicemembers and their families in a smooth job/career transition, and ease job search hardships experienced by family members due to frequent PCS moves. Workshops targeting specific employment related topics are scheduled on a regular basis and announced under separate cover and advertised in the Quantico Sentry, E-Mail, fliers, and posters.

h. Committee Membership. In order to properly monitor factors affecting servicemembers and their families, the FSC will be represented on various committees which address such issues. The FSC will be actively involved with the Family Advocacy Committee, per reference (f), the Health Care Consumers Council, and other base-wide programs addressing quality of life issues.

i. Family Enrichment Program. Periodically, the FSC will develop or sponsor programs designed to provide professional education on a variety of family-related topics. Programs may vary from parenting classes to family growth changes, and are designed to assist the family unit. Programs will be announced under separate cover.

j. Retirement Information Program. FSC assists commanding officers with their responsibility to ensure retiring servicemembers receive specific, detailed career transition assistance information prior to retirement or transfer to the Fleet Marine Corps Reserve/Fleet Reserve per reference (e). A quarterly **2-day** program provides information on accrued entitlements/benefits and job transition. However, it does not supplant attendance at the Preseparation/TAP outlined in paragraph 7f. Dates and location of the program are provided under separate cover and advertised in the Quantico Sentry, E-Mail, fliers, and posters. Spouses are encouraged to attend.

k. Eastern Resional Family Service Center (ERFSC). The FSC is designated by reference (a) as the Marine Corps ERFSC for eligible personnel stationed east of the Mississippi River (except Wisconsin) who do not have access to another established center. As such, the FSC maintains toll free telephone service and listings of services available for each state in the region.

l. Crisis Intervention. The FSC is capable of assisting in the handling of crisis situations. The staff will assess the situation to determine the extent of danger individuals pose to themselves or others, coordinate emergency responses as appropriate, and ensure each case is reviewed at frequent intervals until the situation is resolved.

m. Family Advocacy Program (FAP)

(1) The FAP combats domestic violence through a three-pronged Coordinated Community Response model intended to:

(a) Prevent child and spouse abuse.

(b) Protect and provide safety for victims.

(c) Encourage commanders to hold offenders accountable for their behavior through administrative or disciplinary action, and rehabilitation when appropriate.

(2) More specifically, the program is designed to prevent child and spouse abuse, when possible, through education and early identification; to intervene timely and effectively when incidents do occur through a Coordinated Community Response; to protect and provide safety to victims 24 hours a day; to hold offenders accountable through command support; and to provide comprehensive rehabilitative services to offenders, victims, and families.

(3) To accomplish these program goals, the program is professionally staffed with licensed social workers who conduct crisis intervention, intake, assessment, case management, and individual and group treatment services. Other staff include on-call victim advocates who provide individual safety planning for victims of domestic abuse, and a prevention education specialist who conducts command-wide training.

8. Working Relationships. The rapport that the FSC staff develops with civilian and military agencies is crucial to the FSC program.

a. Military Agencies

(1) Public Affairs Office (PAO). The FSC program can only benefit the military family if its programs are made known throughout the community. Liaison must be maintained with PAO to ensure frequent dissemination of program information.

(2) Base Chaplain. The Chaplain plays a vital role in family life at MCB, Quantico. There will be close cooperation between the FSC and the Chaplain's office.

(3) Naval Medical Clinic (NMCL). The FSC will monitor factors affecting the quality of life by maintaining close liaison with the Pediatrics and Family Practice Clinic, Patient Affairs Representative, and Social Work Services representative at the NMCL.

b. Civilian Agencies

(1) Navy-Marine Corps Relief Society (NMCRS). Coordination of services for financial counseling and spouse assistance is maintained with NMCRS to minimize duplication of services.

(2) Referral Agencies. Liaison with agencies such as the United Way of America and the Alliance of Information and Referral Systems permits the FSC to maintain cognizant of current methods employed in the information and referral field. The FSC will coordinate with other civilian agencies such as the Veterans Administration, Social Security Administration, American Red Cross, and local social services that can provide valuable information and assistance to the families here at MCB, Quantico.

(3) Local Employment Agencies. In order to maintain up to date information on local and regional hiring practices and trends and employment opportunities, the FSC will maintain liaison and coordinate with local, state, and federal agencies providing similar services to include the Department of Veterans Affairs, the Social Security Administration, and the Virginia Employment Commission.

9. Action

a. Director, Man-power Division. Assume staff cognizance over the FSC Program.

b. Director, Family Service Center, Personal and Family Services Branch, Manpower Division

(1) Direct and supervise activities of the FSC, to include staffing and budget preparation.

(2) Maintain liaison with military and civilian agencies listed in paragraph 8, above, as well as the Marine New Parent Support Program, to ensure minimal duplication of services.

(3) Provide input to commanding officers via Family Readiness Officers on factors affecting the quality of life of servicemembers and their families.

(4) Oversee the monthly Preseparation/TAP and the quarterly Preretirement Information Program outlined in paragraphs 7.f and 7j.

(5) Develop and support family enrichment programs which meet the needs of the community.

(6) Prepare required reports per reference (a).

(7) Monitor FSC participation in the Sponsorship Program per reference (d).

(8) Provide administrative support for the FAP per reference (f).

c. Battalion/Unit Commandins Officers

(1) Direct appropriate personnel to attend required briefings (Preseparation, Preretirement, and Welcome Aboard).

(2) Counsel and advise all retiring or separating service-members who do not attend the Preseparation/TAP and Preretirement Programs of their accrued rights and benefits as outlined in references (f) through (h).

MCBO 1754.3A
26 Jun 96

(3) Ensure that their personnel are aware of all FSC programs and services. The FSC will brief commanders and/or their personnel on services provided by the FSC upon request.



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