



**UNITED STATES MARINE CORPS**  
I MARINE EXPEDITIONARY FORCE  
U. S. MARINE CORPS FORCES, PACIFIC  
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IN REPLY REFER TO:

5500

FRO

18 OCT 2012

I MARINE EXPEDITIONARY FORCE POLICY LETTER 09-12

From: Commanding General, I Marine Expeditionary Force  
To: Distribution List

Subj: I MEF UNIT PERSONAL AND FAMILY READINESS PROGRAM (UPFRP)

Ref: MCO 1754.9A

1. Purpose. This policy letter explains UPFRP, the CG's guidance on family and personal readiness, and the role of the Family Readiness Command Team. The goal is to effectively manage the myriad challenges associated with military service, and thrive from the unique experiences and opportunities that service presents.

2. Background. I Marine Expeditionary Force recognizes the importance of the Unit Personal and Family Readiness Program (UPFRP) ensuring "we will remain the ready and relevant force that America relies on in times of crisis." Family Readiness Officers (FROs) are the face of the Commanding General's vision and the hub of communication for the UPFRP. The FRO is considered a Special Staff officer who reports directly to the Commanding General. The FRO is the direct link to the Marines/Sailors and their family members. A FRO's assistance and actions allow Marines to feel at ease on the home front which promotes mission readiness and improves the Marines' and Sailors' quality of life. The FRO provides all available information and resources to support Marine families regarding all aspects of the military lifestyle. This program is not just for "families." Individual Marines are the bedrock upon which our Corps is built. Every Marine and Sailor has a "loved one" and single Marines and Sailors are just as important a part of the team as married Marines and Sailors.

3. Scope. This policy applies to each Family Readiness Officer within the I Marine Expeditionary Force and its Major Subordinate Commands (MSC).

4. Definition. UPFRFP includes all Marines, Sailors,

Subj: I MEF UNIT PERSONAL AND FAMILY READINESS PROGRAM

civilians, and their chosen families; "born into, sworn into, and married into."

5. Policy. In implementing the UPFRP we recognize that Combat Readiness is directly tied into Family Readiness. We are committed to and sustained by our families. We commit to:

- a. Treat our families with dignity and respect.
- b. Maintain operational security and personal confidentiality.
- c. Aggressively provide accurate, timely information to our families. Where we can, we will provide our families with predictability.
- d. Ensure that all of our families are provided the appropriate level of support. We will pay particular attention to the families from the reserve component and of our individual augments.
- e. Consistently communicate and coordinate with local and regional Marine Corps Community Services (MCCS) activities to ensure the UPFRPs are properly focused and responsive.
- f. Adjust our programs to reflect changing needs in dynamic environments.
- g. Route all communication appropriately through I MEF to ensure it is legally sound, accurate, and properly disseminated.
- h. Below are a list of included responsibilities, but are not limited to:
  - 1) Family Outreach/Support
  - 2) Provide awareness and access to resources provided by USMC and MCCS.
  - 3) Volunteer Management
    - a) Coordination
    - b) Training
    - c) Interviews/Selection
    - d) Delegation
    - e) Communication
  - 4) Fiscal/Financial

Subj: I MEF UNIT PERSONAL AND FAMILY READINESS PROGRAM

(UPFRF) a) Manage Unit Personal and Family Readiness Funds

b) Budget Analysis

5) Unit Function/Activities

a) Pre-Deployment Briefs

b) Administrative Stand Downs for Pre-, Mid-, and Post-Deployment

c) Return and Reunion Briefs

d) Homecomings

e) Unit Functions

f) Spouse Team Building Events

g) Volunteer Recruiting Events

h) Unit Specific Events

i) Single Marine/Sailor Events

6) Video Teleconferences (VTCs)

a) MSC FROs

b) Deployed units

c) MCCS/Marine Corps Family Team Building (MCFTB) directors in Area of Responsibility (AOR).

7) FRO Training/Continuing Education Series (CES)/Sustainment Training/Professional FRO Development

a) MCFTB classes

b) FRO CES

c) Higher Headquarters (HHQ)

d) MSC FRO Forums

e) I MEF

f) Headquarters Marine Corps (HQMC)

g) Lifestyle Insights, Networking, Knowledge, and Skills (LINKS)

e) Command Team Training

f) Preventive Relationship Enhancement Program / Chaplains Religions Enrichment Development Operations (PREP/CREDO)

g) Spouses Learning Series

h) MCCS/Human Resources (HR) mandatory training

i) Combat Operational Stress Control (COSC)

j) Educations Forums

8) Administrative

a) Welcome letter: hardcopy or electronic

b) Newsletters: Bi-weekly, monthly, or quarterly

c) Website updates, multiple organization tools

Subj: I MEF UNIT PERSONAL AND FAMILY READINESS PROGRAM

d) Family Readiness Roster - Maintain accurate and current data  
e) Communication Tool - Maintain accurate and current data  
f) Obtain updated resource literature from locations throughout the base to provide to unit personnel and their families.

9) Marines Checking-in

a) Family contact/Mass Communication Tool eMarine  
b) Synopsis of current family situation  
c) Resources provided as needed, LINKS schedule, and MCFTB schedule  
d) Update Communication tools, distribution lists, and rosters

10) Marines Checking-out

a) Removal from lists, rosters, MCT eMarine  
b) Referral to Relocation Assistance Program (RAP)  
c) Referral to Military One-Source for new station information  
d) Warm hand-off to gaining FRO as applicable

11) Meetings

a) Attend staff meetings: Department Head, All-Officer Meetings (AOM), Operations/Intelligence (OPS/INTEL)  
b) Attend re-enlistments and promotions  
c) Schedule and Facilitate Monthly/Quarterly Command Team Meetings  
d) Quarterly Single Marine Council Meetings  
e) Family Readiness Council (FRC) Installation Meetings  
f) Quarterly IMEF representative for FRC Quantico  
g) Exceptional Family Member Program (EFMP) monthly  
h) Navy-Marine Corps Relief Society (NMCRS)  
i) Volunteer Coordinator  
j) MSC FRO monthly  
k) I MEF Force Preservation/Resiliency

12) Face-to-Face Time

a) Staff Meetings with the Commanding General  
b) OPS/Intel brief  
c) Chief of Staff meeting  
d) Families- office, visits, events  
e) Chaplain

Subj: I MEF UNIT PERSONAL AND FAMILY READINESS PROGRAM

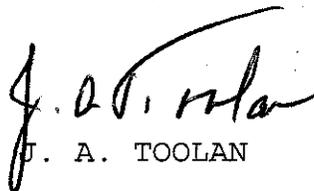
- f) Family Advocacy Officer
- g) Inspector General (IG)
- h) Command Team
- i) Quarterly site visit to AOR

13) Miscellaneous

- a) Interface with outside entities within the community
- b) Conduct Commanding General's Inspection Program (CGIP) inspections for MSC and all MEU Commands
- c) Ensure Operational Security (OPSEC) and Personally Identifiable Information (PII) compliance throughout MSCs
- d) Holds Secret Security Clearance
- e) Skills in multiple computer programs and office equipment
- f) Duty expert in philosophies, policies, and procedure governing I MEF UPFRP
- g) National Awards board member for military spouses and children

i) This philosophy, coupled with our pursuit of personal and professional excellence, form the cornerstone of our UPFRP. We take care of our most precious assets - our Marines, Sailors, civilian Marines, and their families.

6. Point of Contact. I expect every Command team from the squadron and battalion level on up, to strive to improve their UPFRP. Our combat efficiency depends on that type of commitment. Points of contact for further guidance are Karen Gough, I MEF Family Readiness Officer, or Lieutenant General Toolan, I MEF Commanding General.

  
J. A. TOOLAN