



UNITED STATES MARINE CORPS
I MARINE EXPEDITIONARY FORCE
U. S. MARINE CORPS FORCES, PACIFIC
BOX 555300
CAMP PENDLETON, CA 92055-5300

IN REPLY REFER TO:
5500
FRO
30 JUL 2014

POLICY LETTER 4-14

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 Commanding General'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 (I MEF) recognizes the importance of the 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. UPFRP includes all Marines, Sailors, civilians, and their chosen families; "born into, sworn into, and married into."

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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 augmentments.

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. I MEF Training Record is a local inspection item.

i. Below is 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, to conduct training.

3) Volunteer Management

- a) Coordination
- b) Training
- c) Interviews/Selection
- d) Delegation
- e) Communication

4) Fiscal/Financial

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- (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) Professional FRO Development
 - 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/Professional FRO Development
- 8) Administrative
 - a) Welcome letter: hardcopy or electronic
 - b) Newsletters: Bi-weekly, monthly, or quarterly

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c) Website updates multiple authorized organization communication tools

d) Family Readiness Roster - Maintain accurate and current data

e) Authorized Organizational Communication Tool - (AOCT) 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/eMarine/(AOCT)

b) Synopsis of current family situation

c) Resources provided as needed, LINKS schedule, and MCFTB schedule

d) Update Communication tools, distribution lists

10) Marines Checking-out

a) Removal from lists, (AOCT) 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) and Installation Meetings

f) Quarterly I MEF representative for FRC Quantico

g) Exceptional Family Member Program (EFMP) monthly

h) Navy-Marine Corps Relief Society (NMCRS)

i) Volunteer Coordinator

j) MSC/HHQ FRO monthly

k) I MEF Force Preservation/Resiliency

12) Face-to-Face Time

a) Staff Meetings with the Commanding General/Commanding Officer

b) OPS/Intel brief

c) Chief of Staff/Executive Officer meeting

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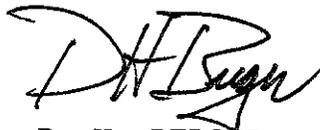
- d) Families- office, visits, events
- e) Chaplain
- f) Family Advocacy Officer (per commander)
- g) Inspector General (IG)
- h) Command Team
- i) Quarterly site visit to AOR

13) Miscellaneous

- a) Interface with outside entities within the community via chain of command
- 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) Commanders discretion on the need of 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 MEF FRO)

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 Berger, I MEF Commanding General.



D. H. BERGER



Commanding General I Marine Expeditionary Force

Family Readiness Vision



We will work together to ensure that every Marine and Sailor has the resources available to them to be resilient and ready for all the challenges the Marine Corps lifestyle. Although each individual Marine is responsible for their own personal readiness, leadership and the Family Readiness Officer owe them the information that will help each Marine and family member easily navigate the Combat Center and its various resources.

There are a few objectives that will help us establish and maintain a high level of family readiness:

1. Communicating openly, honestly, and frequently with Marines and their family members.
2. Address issues, small and large, as soon as possible so not to lessen the focus on our training mission.
3. Reinforce the importance of mentorship and community participation.

A handwritten signature in black ink, appearing to read "D. H. Berger".

D. H. BERGER