

From: Chairman, Family Readiness Committee
To: Chairman, Marine Corps Community Services (MCCS), Board
Of Directors (BOD)

Subj: FAMILY READINESS COMMITTEE MINUTES OF 5 MARCH 2002

Ref: (a) Proposed FRC Charter

1. Per the reference, the Family Readiness Committee (FRC) convened at 1000 on 5 March 2002 at The Clubs At Quantico, MCB Quantico, VA.

2. Members Present:

MajGen M. Berndt, Chair
BGen McCarthy (MajGen Select), MARFORRES Rep
BGen T. Larsen, MARFORPAC Rep
Col (BGen Select) M. Krusa-Dossin, Member, EFMP Chair
Ms. J. Bryner, MCRC Rep
LtCol J. S. Robertson, MARFORLANT Rep
CDR D. Meehan, Member Rep, USMC Chaplain
SgtMaj P. Gante, Member, II MEF
Mrs. D. Jones, Member, Spouse, CMC
Mrs. B. Williams, Member, Spouse, ACMC
Ms. D. Dedeaux, Member, FAP Chair
Ms. P. Kime, Member Rep, L.I.N.K.S Chair
Mr. E. Heuer, Member, KVN Chair
Mr. M. Downs, Ex Officio, MR
Ms. T. Avrit, Ex Officio, MR
Ms. C. Varnell, Recorder

Members Excused:

RADM Hufstader, USMC Medical Officer

Others present:

LtCol Sharp, MR
Maj C. Ayers, MR
Maj T. McCarthy, II MEF
Maj S. Stewart, MCAS Iwakuni
Maj S. Sweeney, MCAS CherPt
Capt C. Reite, MR
Capt J. Daniels, MCAS Miramar
Capt R. Montanez, MARFORLANT
SgtMaj G. Webb, MR
Mrs. Berndt, Spouse, CG II MEF
Mrs. Gante, Spouse, SgtMaj, II MEF
Mrs. E. Parks, Advisor
Mr. W. Lindsey, MCB Hawaii
Ms. K. Lewis, MR
Ms. J. Steinen, MR

Ms. M. Page, MR
Ms. C. Reynolds, MR
Ms. K. Facon, MR
Ms. B. Simms, MR

Others present cont.:

Ms. D. Mayberry, MR
Ms. R. Mills, MR
Mr. V. Taylor, MR
Mr. J. Stewart, CamLej
Mr. M. Tharrington, MR
Mr. D. Turner, MR
Mr. J. Flanagan, MR
Ms. L. Puckett, MR
Ms. J. Staniford, MR
Ms. E. Woodhouse, MR
Ms. T. Perl, MR
Ms. M. Ooka, MARFORPAC
Mr. E. Hutsell, CamBut
Mr. S. Pauli, CamBut
Mr. R. Soule, MCAS Miramar
Ms. K. Morgan, MR
Mr. M. Berger, MR
Ms. M. Malone, MR

3. FRC Record of Proceedings, 5 March 2002. The minutes were unanimously approved pending the addition of Mrs. Jones and Ms. Bryner as attendees. The Chairman stated that after his signature the minutes were to be posted on the web.

4. Family Readiness Metrics. At the 20 November 2001 FRC meeting, MR was requested to provide information on Family Readiness Program Metrics. The Committee was briefed on As-Is and To-Be measures; installation commanders, DC, I&L, and ACMC involvement; risk and protective factors; data collection systems and challenges; and the plan of action. Discussion ensued regarding the challenges of effectively packaging family readiness capabilities. The Chair noted the Marine Corps Readiness was segmented into personnel, equipment, training and family components. The FRC recognized the long-term nature of this effort but acknowledged that they were provided sufficient information on the way ahead for Family Readiness Metrics. The FRC specifically requested MR to further consider reserve and recruiting Marine needs and existing community partnerships.

5. MCCS Web Capabilities. MR currently hosts, maintains and administers an Internet website (www.usmc-mccs.org) to provide quality of life information to Marines and family members as well as information about MCCS programs and services to the general public and an Intranet (internal) website (www1.usmc-mccs.org) that provides business information for MCCS leadership and employees. The Committee was briefed on the Internet website, communication capabilities and

the DoN Lifelines site. Discussion ensued regarding plans to restructure the site for increased functionality opportunities to leverage the DoN Lifelines site, and need for frequent repopulation of current information.

6. KVN Subcommittee. The KVN Subcommittee met on 6 December 2001, 8 January 2002, and 14 February 2002. Mr. Ed. Heuer briefed the FRC on ongoing Subcommittee actions. Major projects included production of a KVN video to recruit volunteers and discuss program attributes; development of marketing materials for KVN use Marine Corps-wide; creation of Family Readiness Officer training; drafting and review of deployment support guides; and standardization of volunteer appreciation certificates. The Subcommittee also completed review of its charter and requested signature of FRC Chairman. Following the agenda brief, discussion ensued regarding the KVN Subcommittee membership and methods for ensuring command representation. The following was noted: (1) items are solicited from Marine Corps Family Team Building (MCFTB) Heads, Family Readiness Officers (FRO) and volunteers to ensure wide spread involvement of key players; (2) the agenda is subsequently posted on the website; (3) each member is assigned geographic contact responsibilities. BGen Larsen requested clarification of the Subcommittee's responsibility as compared to Commanders who own the program. It was agreed that recommended Marine Corps-wide program changes and increased resourcing requirements identified by the KVN Subcommittee would be implemented by the local Commander and supporting MCCS organizations. The Subcommittee seeks the participation and specific command input via base/station MCFTB Officers.

7. L.I.N.K.S Subcommittee. The L.I.N.K.S. Subcommittee met on 6 December 2001, 8 January 2002, and 14 February 2002. Ms. Patty Kime briefed the FRC on ongoing actions including: ordering of L.I.N.K.S. pins, development of marketing materials (video), standardization of L.I.N.K.S. training materials, relationship of L.I.N.K.S. to the Compass program (a Navy private organization with a mission similar to L.I.N.K.S.), charter revisions, tangible measures of success, the struggling volunteer situation, lifelines and website requirements. Discussion ensued regarding requirements for the unofficial L.I.N.K.S. website hosted on Yahoo.

Action: The L.I.N.K.S. Subcommittee was directed to discuss closing the L.I.N.K.S. Yahoo site and reestablishing the capability on the MCCS Website. The FRC expects to receive the Subcommittee feedback at its next meeting.

8. EFMP Subcommittee. The EFMP Subcommittee met on 20 Feb 02. Col (BGen Select) Krusa-Dossin briefed the FRC on ongoing actions including various agenda items, charter review, taskings, tangible measures of success and website requirements. Discussion ensued regarding installation compliance with the American Disabilities Act (ADA) for facilities, housing and the number of accessible parks/play areas per installation. Mrs. Jones requested information on the

Exceptional Family Assistance fund submission process. MCCA Directors may submit applications for assistance at any time; however, funds are generally allocated on a quarterly basis. MR agreed to raise attention of the fund and its capabilities to MCCA Directors at their upcoming meeting.

9. FAP Subcommittee - The FAP Subcommittee met on 26 Feb 02. Ms. Daisy Dedeaux briefed the FRC on ongoing actions including various agenda items, charter review, Defense Incident Based Reporting System (DIBRS), Case Review Committee (CRC), Central Registry, and the New Parent Support Program (NPSP). Discussion ensued regarding the Central Registry (vehicle to report child abuse, rape, and sexual assault incidents to DoD); to include percentage of repeat offenders, reliability of the data as it correlates to ongoing Penn State research sponsored by MR, and the need for system improvements to include MARCORSSYSCOM's role and Manpower's funding responsibility. Ms. Dedeaux also discussed a DoD Incentive Project that could be tapped for program grants.

10. Do We Need A Marine Corps Ombudsman. In late November 2001, the Commandant visited with families of Marines deployed with the 13th MEU. The families expressed concern over support received and information provided regarding deployments. MR received several taskers regarding deployment support as a result. Included was a tasker asking the question "Do we need a Marine Corps Ombudsman?" The Deputy Commandant for Manpower and Reserve Affairs was responsible for the tasker, but requested the Family Readiness Committee to review the issue and provide a recommended response. Upon discussion, the Committee determined that the KVN is the Marine Corps equivalent to the Navy Ombudsman.

Action: MR will provide the FRC recommendation to the DC M&RA to stay the course with Marine Corps KVN programs.

11. Need For A 1-800 Number To Assist Family Members Of Deployed Marines. In late November 2001, the Commandant visited with families of Marines deployed with the 13th MEU. Concern was expressed over the information and support provided to families of deployed Marines. MR subsequently received several taskers on this topic. Two options were discussed: (1) a central 1-800 number for families that could be established with "press-one" features for I, II, and III MEF; and (2) regionalized 1-800 numbers for each MEF. Discussion ensued regarding numerous units that deploy Marines other than the three MEFs, the role of the Red Cross, establishment of East/West Coast numbers, the capabilities to establish one toll free number for all deployed units, cost and funding responsibilities.

Action: The FRC unanimously determined that a toll free number was required to assist families of deployed Marines. MR was directed to provide the FRC at the next meeting a cost analysis and procedures to support the options described above. MR was also directed to

obtain information such as number of hits for existing toll free numbers, current cost, and who is responsible for funding.

12. Information Briefs: The Committee was provided topic papers on the Family Readiness Conference, Distinguished Volunteer Service Medal (DVSM), Family Member Employment Assistance Program (FMEAP) Pilot Program, and General Officers Symposium (GOS)/Executive Offsite (EOS) Issues Review that discussed Family Crisis Assistance Support and deployment guides. Discussion ensued regarding MR's intent to not invite MCFTB Directors to participate in the 2002 Family Readiness Conference due to their attendance at the American Logistics Association (ALA) Conference in August. BGen Larsen stated that commands need representation at the conference and requested that they be included. Mrs. Jones asked that the draft templates for Family Assistance Support Guide be corrected to insert the word "Crisis" behind "Family" in the title. It was further noted that the "Family Crisis Assistance Support" Guides were developed utilizing the command input and was intended to serve as a guide and would not be presumptuous.

Action: MR was directed to provide the FRC information regarding the deployment guide.

13. Chair's closing remarks: The Chairman stated the next Committee meeting date will be determined after coordination with MR. Agenda items will be forwarded three to four weeks in advance of the next meeting for review and recommendations.

14. With no further business, the FRC adjourned at approximately 1415.

M. R. BERNDT
Chairman
Family Readiness Committee

C. J. Varnell
Recorder
MCCS Board of Directors