

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

Subj: FAMILY READINESS COMMITTEE MINUTES OF 25 MARCH 2004

Ref: (a) Proposed FRC Charter

1. Per the reference, the Family Readiness Committee (FRC) convened at 8:40 a.m. on 25 March 2004 at the Marsh Center at Quantico, MCB Quantico, VA.

2. Members Present:

LtGen H. Osman, II MEF, Chair
MajGen W. Bowden, MARFORPAC Rep
RADM R. Hufstader, Medical Officer, USMC
Col S. E. Murray, MARFORRES Rep
Capt E. Shoars, MCRC Rep
Mrs. B. Nyland, Spouse, APMC
Ms. K. Faison, MARFORLANT Rep
Ms. C. Erickson, FAP Subcommittee Chair
Mrs. P. Helland, L.I.N.K.S. Subcommittee Chair
Mrs. K. Huck, KVN Subcommittee Chair
Mrs. B. Sims, EFMP Rep
Mr. M. Downs, Ex Officio, MR
Mr. M. Swords, Ex Officio, MR
Ms. N. Galvin, Recorder

Members Excused:

Mrs. S. Hagee, Spouse CMC
Mrs. M. Estrada, Spouse, SMMC

Others present:

LtCol C. Sharp, MR
Maj D.V. Kuhn, MR
Ms. M. Craig, MR
Mr. W. B. Lindsey, MCB Hawaii
Ms. S. Della-Corte, MCCS, Camp Pendleton
Ms. E. M. Simms, MCRC
Mrs. K. Lewis, MR
Ms. M. E. Composto, MR
Ms. E. Woodhouse, MR
Maj D. J. Allen, MCAS ChPt
Maj A. L. Amposta, MCB Butler
Ms. L. Guzman, MR
Mr. H. Sanderson, MCCS Camp Allen
SgtMaj R. L. Edwards, MR
Col K. P. Hughes, MR
Ms. P. Helland, L.I.N.K.S.

3. FRC Record of Proceedings, 27 June 2003. The minutes were unanimously approved as written.

4. KVN Subcommittee. Ms. Kathy Huck briefed the Committee on ongoing actions and areas of interest. The Subcommittee is working to revise KVN Training materials. The Commanding Officers Guide will be updated to include feedback from KVN Trainers and Family Readiness Officers concerning OIF Lessons Learned. Lt Gen Osman discussed the Commanders Course and his responsibility to brief "Family Readiness." He further noted the value of the Commanders' guide. Concern was expressed, however, regarding the Emergency Data Sheet that spouses are asked to complete. LtGen Osman suggested the checklist could raise expectations for support (i.e., pet care) and recommended it be considered for modification during the guide revision process. KVN training statistics data reveal that 3,467 Key Volunteers, 589 Coordinators, and 520 Family Readiness Officers were trained in FY03. FY04 1st quarter training data reflected that 478 Key Volunteers, 113 Coordinators, and 129 Family Readiness Officers were trained. Finally, Ms. Huck briefed membership changes impacting the KVN Subcommittee.

5. L.I.N.K.S. Subcommittee. Mrs. Pam Helland provided summary information on key projects of the Subcommittee. L.I.N.K.S. curriculum is being revised to include installation feedback and recommended changes. Efforts to standardize installation-training and collateral materials are underway. Mrs. Helland noted concern over issues associated with accessing L.I.N.K.S. online training. MR was requested to contact TECOM regarding access issues to determine if improvement can be realized. A marketing initiative to develop a L.I.N.K.S. program "tag line" is nearing completion. The tag line is expected to help eliminate perceptions of L.I.N.K.S. being viewed as a "Club" and not as an official program of the Marine Corps. Mrs. Helland briefed membership changes impacting the L.I.N.K.S. Subcommittee.

6. EFMP Update. The EFMP Subcommittee did not meet in advance of the FRC. In lieu of a Subcommittee update, Mrs. Belinda Sims provided a program update. In the fall of 2003, an EFMP Study was conducted. Study results are pending final release and will be briefed to the FRC at the next meeting. Discussions ensued regarding the impact of EFMP registration on military careers and family life when unaccompanied tours are necessary. Specialized Training of Military Parents (STOMP) began in early April and will continue through May at seven Marine Corps installations. The training has been acknowledged for valued support of EFMP families. Finally OSD has chartered an Integrated Process Team to identify ways to improve quality of life for military families with special needs. A full program assessment will examine resources health system and support policies with the aim of developing recommendations for improvement. A Subcommittee or Inter Component Coordination has conducted on-site analysis at Quantico and Beaufort. Beaufort's Naval Hospital assessment revealed policy

compliance issues whereby Marine Corps families with children 0-3 are not receiving services and family support in accordance with the DoDI. This issue is being acted upon by the Commanding Officer of the Beaufort Hospital. Marine Corps families with children 0-3 are not receiving services and family support in accordance with DoDI. RADM Hufstader noted the Medical Office was well aware of the problem and the areas of concern were primarily due to a lack of resources and staffing. Finally, Mr. Downs commented upon his arrival to MR, there were around 4,000 family members enrolled in EFMP and now the numbers have made steady progress to around 6,000 to date. This increase in numbers enrolled reflects a tremendous growth in awareness of this program.

7. FAP Subcommittee. The FAP Subcommittee did not meet in advance of the FRC. In lieu of a Subcommittee update, Ms. Erickson provided a program update. The Central Registry System, a repository for all reported incidents of child and spouse abuse, has been reengineered and web-enabled. Beta testing is ongoing with release due in April 04. NAVMC 2930, Marine Corps Family Advocacy Abuse, Prevention and Treatment Programs, has been drafted and is under final review. This document will serve as the standard operating procedure for the Family Advocacy Program (FAP). In compliance with a Functionality Assessment recommendation, an accreditation process has been established for FAP. Four Marine Corps installations' FAP have been accredited. The remainder will be evaluated during 2004. Finally, Sexual Assault Awareness has become a high visibility issue for military services - particularly in the Iraqi theater of operations. Sexual Assault Awareness Training has been developed and FAP Prevention Specialists victim advocates will be conducting training. Mr. Downs stated that Ms. Jenice Staniford is currently in Iraq as an augmentee to the DoD Sexual Assault Task Force. Considerable discussions ensued regarding victim advocacy in theater. Mr. Swords noted that Chaplains and medical personnel have been trained as victim advocates. RADM Hufstader noted concern over medical staff serving as victim advocates. Further discussion evolved regarding increased counselor support and ability of Tricare and MCCS One Source to support FAP cases and others needing support. The Pendleton MCCS Marine and Family Services head shared lessons learned from their recent OIF experiences and how they overcame staffing and resource deficiencies to meet increased demands.

8. MCFTB Updates. Ms. Mary Craig briefed the FRC on ongoing MCFTB activities. These projects included online training courses for L.I.N.K.S., KVN and FRO. MCFTB is working with TECOM to provide these training courses as previously discussed. A KVN Study has been in progress to study the effectiveness of the KVN. The official report is expected in April 2004. Ms. Craig also provided an update on the L.I.N.K.S. promotional videos that provides program awareness to Marines and their spouses, and discussed a pre-deployment Puppet Show (to support families impacted by deployments) that is still in its pre-production stages. An update to MCCS One Source included FY03-04 usage. Currently, all branches of the military service are

participating in this DoD funded program. Statistics reflect 80% usage is online with primary users being younger Marines and family members. Overall, the two highest categories of use were Military life and everyday issues. One of the new services offered through One Source is face-to-face mental health counseling. DoD has funded up to 6 visits per issue per individual. Callers can call One Source and be assessed by a consultant, then referred via a three-way call to a mental health practitioner in their local area.

9. Deployment Support. LtCol Sharp and Ms. Della-Corte provided briefs and updates to the FRC concerning Deployment Support. LtCol Sharp briefed that deployment support actually consists of two elements, pre-deployment and return and reunion. Lessons learned have been captured for OEF and OIF and are being incorporated into future program enhancements. The KVN was highlighted as an essential program in sustaining families of deployed Marines. Ms. Della-Corte shared program experience and efforts from the recent OIF deployments and how Camp Pendleton is dealing with post-deployment observations and actions.

10. Chair's closing remarks. In closing, the Chairman announced this would be his final meeting as FRC Chairman. The Chairman briefed the Committee that the Marine Corps has created a great support system for our Marines and family members. Mrs. Nyland thanked the Chairman for his great support and contribution to the FRC. With no further business, the meeting adjourned at approximately 1130.

H. OSMAN
Chairman
Family Readiness Committee

N. Galvin
Recorder