



Module 8:

Command/Unit Relocation Brief

I. Introduction

The mobile military lifestyle is challenging to Marine Corps personnel and their families. Relocation services are available that minimize the stress of relocating while maximizing personal well-being and operational readiness. This brief is designed to provide Marine Corps personnel with a general overview of the Relocation Assistance Program (RAP). This brief may be used for professional military education, command indoctrination, leadership training seminars or targeted special interest groups on the installation. The brief is intended to familiarize participants with RAP policy and emphasize the importance of relocation programs and services.

II. Learning Objectives

After completion of this brief, participants will be able to do the following:

- Demonstrate knowledge of the specific legislation and related policies that mandate the Relocation Assistance Program.
- Understand the cycle of relocation.
- Identify at least three relocation services available to Marines and their families.
- Demonstrate awareness of the impact of military relocation services.

III. References

The following materials were used in preparation of this module.

- Public Law 101-189: National Defense Authorization Act for FY 90/91, Section 661, Relocation Assistance Programs at <http://www.dtic.mil/whs/directives/corres/text/i133819p.txt>
- US Code: Title 10 Section 1056. Establishes the Relocation Assistance Program within the Department of Defense at <http://www4.law.cornell.edu/uscode/10/1056.html>
- DoD Instruction 1338.19 of 15 June 1990: Relocation Assistance Programs. Establishes policy, assigns responsibilities, and prescribes procedures for use of relocation assistance programs at <http://www.dtic.mil/whs/directives/corres/html/133819.htm>
- SECNAVINST 1754.6 of 14 February 1991: Relocation Assistance Programs for Department of the Navy Military Personnel at http://neds.nebt.daps.mil/Directives/1754_6.pdf
- MCO P1700. 24B of 27 December 2001 Personal Services Manual
- Tarzier, Anne. (1991). "Mobile Military Lifestyle: A Large Issue." *Military Family*. Available through the Military Family Resource Center.
- Department of Defense Permanent Change of Station Cost Survey (2000), Office of Family Policy, Department of Defense at <http://www.mfrc-dodqol.org/pdffiles/pcs.pdf>

IV. Preparation and Procedures

- Marketing/Target Audience: The target audience is Marine Corps leadership and unit members. Should be marketed directly to unit leadership.
- Length: Approximately 30 minutes.
- Training Considerations/Options: This brief may be presented, with some slight modifications, to "all hands", key volunteers, and others who would benefit from knowing about the Relocation Assistance Program.

- **Registration:** Not applicable. Presented at the request of a command or interested group.
- **Training Materials and Tools:** All handouts should be placed at each seat or handed to participants at the beginning of the workshop. It is helpful to put handouts in the order that you will be using them. Needed materials and tools are listed below.

Command Relocation Brief Training Materials/Tools

Equipment/Materials

- Projector and screen (PowerPoint capable)
- PowerPoint slides

Handouts

- Program Evaluation (Page A-1)
- Sample Welcome Aboard Packet
- MCCS marketing materials including brochures and newsletter
- Business cards
- Sponsor training information (when applicable)

NOTE: Use of additional or alternative handouts is at the discretion of the local RAP. Handouts specific to your own locale are encouraged.

V. Key Terms

- RAP - Relocation Assistance Program
- MCCS - Marine Corps Community Services
- PCS - Permanent Change of Station

VI. Curriculum Outline

- Introduction (2 minutes)
- Policy and Legislation (5 minutes)
- Marine Corps PCS moves (5 minutes)
- Phases of Relocation (5 minutes)
- Available RAP Services (7 minutes)
- Impact of Services (3 minutes)
- RAP Contact Information (2 minutes)

VII. Curriculum Detail

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Introduction

WELCOME participants to the *Relocation Assistance Program* brief.

TELL participants your name, position, and title. Include your experience with relocating military families. Briefly review the topics that will be covered: RAP policy and legislation, phases of relocation, resources, and the impact of relocation services.

NOTE: If appropriate (i.e. when presenting to Key Volunteers), spend a few minutes on participant introductions. There are several ways to do this. Participants can just state their name and answer a question such as “Which relocation programs or services have you used?” Or participants can take a minute to talk with the person sitting next to him/her and then introduce that person to the group. If you have distributed name tags, check to see that everyone has one.

What is the Relocation Assistance Program?

SAY Relocation services are congressionally mandated for military personnel and their family members who are relocating as a result of permanent change of station orders. Additionally, services are intended for transitioning military members and authorized civilians. Officially established in 1992, the Marine Corp's Relocation Assistance Program is an integral component of a comprehensive personal and family support system designed to reduce stress and hardship associated with living a mobile lifestyle. RAP offers pre-departure assistance, settling-in assistance, and adjustment and acclimation support. RAP is designed to assist leadership in accomplishing installation and mission requirements by providing service members and their families the knowledge and skills necessary to handle the challenges of relocation.

Policy and Legislation

SAY Recognizing the importance of relocation support to readiness and retention, Congress passed legislation mandating the planning of standardized relocation programs throughout the Department of Defense. This congressional mandate (U.S. Code Title 10, Section 1056) required that the Secretary of Defense establish relocation assistance programs by 1 October 1990. Since then, the Department of the Navy and the Marine Corps have established guidance that directs the implementation of the program.

NOTE: If giving the brief to unit personnel rather than only to command leadership you may not want to go into detail on policy and legislation.

DESCRIBE the following policies:

- Public Law 101-189 The National Defense Authorization Act for FY 1990/91, Section 661, Relocation Assistance Programs. Requires the Department of Defense to provide relocation information and services during permanent changes of station or transition to military members and their families.
- DoD Instruction 1338.19 of 15 June 1990: Relocation Assistance Programs. Establishes policy, assigns responsibilities, and prescribes procedures for use of relocation assistance programs.
- SECNAVINST 1754.6 of 14 February 1991: Relocation Assistance Programs for Department of the Navy Military Personnel. Announces policy and assigns responsibility for the implementation of the Relocation Assistance Program within the Department of Navy, and requires the provision of standardized information

and services through a coordinated Relocation Assistance Program.

- MCO P1700. 24B of 27 December 2001, Marine Corps Personal Services Manual, Chapter 4, Section 2. Addresses relocation and requires RAP to provide pre-departure and arrival services.
- MCO P1320.11E of 21 July 1996, Personnel Sponsorship Program. Provides guidance for the Marine Corps sponsorship program with the intent of reducing difficulties experienced with Marine Corps PCS orders.

Marine Corps PCS Moves

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SAY Frequent relocation is a significant element that separates the military from their civilian counterparts. Approximately 105,000 PCS moves are planned for and executed each year. Out of that 105,000 Marines who move PCS, approximately 35,000 are PCS moves to a Marine's first duty station, another roughly 35,000 PCS moves are separation moves to a Marine's home of record or home of selection, and the last 35,000 are PCS station to station or PCS moves to a Marine's next duty assignment.

NOTE: Marine Corps PCS moves are segmented into two classifications: Mandatory and Readiness. Mandatory PCS classification includes moves that must be funded and are indicated under accession (recruits coming into the Corps), separation (separating or retiring and returning to home of record), and organized unit categories (homeport changes). Readiness classifications would include operational (CONUS), rotational (OCONUS), and training (schools).

Phases of Relocation

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SAY With so many personnel relocating at any given time, we consistently serve a transient population with a wide-range of needs. For many Marines and their families, relocation has both positive and negative effects on their personal and family well being. This can directly affect operational readiness. Based on our experience, preparing for a move can take 6-12 months, and another 6-12 months for adjustment and acclimation. With that perspective in mind, most personnel and their family members are usually within one of the six phases of relocation.

DESCRIBE the phases of relocation:

- 1. Pre-Departure Phase.** Usually a period of focused logistical activity accompanied by both positive and negative feelings. The needs of Marines and family members are primarily focused on research and information-gathering related to the new duty station, housing, healthcare, shipment of household goods, schools, and financial planning.
- 2. Transition Phase.** A short, energy-intensive period that includes actual departure and travel to the new installation. Feelings of both anxiety and enthusiasm are experienced. The needs of Marine Corps personnel and family members are primarily related to packing-out, shipment of goods, temporary lodging, advance benefits and entitlements, housing, and arrangement and conduct of travel.
- 3. Arrival and Orientation Phase.** This period requires specific information and support to facilitate the segue into the new community. The needs of Marines and family members primarily relate to healthcare access, enrollment in schools, cultural shock, basic physical necessities while waiting for household goods, and home finding. Effective welcome and orientation programs are critical.
- 4. Reconnect Phase.** Usually occurs between two and six months post-arrival and involves adjustment and acclimation issues. A sense of disillusionment may be present as “reality” sets in. The needs of Marines and family members primarily relate to culture adaptation, identifying with and settling in to a new environment (work, home, school), relocation entitlements and benefits claims, and job hunting.
- 5. Stabilization Phase.** A productive phase when Marines and their family members are functioning within their community and their workplace. The needs of Marines and family members primarily relate to readiness, utilizing community resources and developing self-reliance. Feelings may reflect a “holding pattern” attitude while once again awaiting PCS orders.
- 6. The Re-entry Phase** is associated mostly with OCONUS to CONUS moves. The need for assistance for those going overseas is usually recognized, but coming back from overseas also can be difficult. Most people simply do not anticipate any problems in “coming home”. However, there are often feelings of guilt for not wanting to be back stateside as well as concrete problems such as financial issues. This phase is more compressed than the overseas culture shock adjustment, but it is no less intense and demanding.

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RAP Services

SAY To respond to the diverse needs that Marine personnel and family members experience during the relocation process, RAP offers services specifically tailored to support the mobile lifestyle. RAP services are designed to prevent potential personal and family problems associated with relocation, to enhance the positive aspects of relocation, and to ultimately contribute to individual and command readiness.

NOTE: The following section and accompanying PowerPoint slides should be modified and customized to reflect installation-specific RAP services and workshops.

DESCRIBE the following services:

- Relocation Assistance Resource Center. Contains tools and resources for customers to obtain information relevant to relocation. Materials include computers, Internet access, relocation videos, booklets, publications, and foreign language tapes.
- Information and Referral. Designed to provide information in response to a direct request or directing one to an appropriate resource. Information may be requested by mail, email, telephone, or personal contact.
- SITES. Provides current online information for over 300 military installations worldwide. SITES4 contains seven categories of information: location, housing, household goods, education, employment, health and wellness, and family issues.
- Welcome Aboard Packets. Contain current and comprehensive information for a specific destination. It is provided upon request or may be viewed at Marine and Family Services.
- Loan Locker. Provides basic household goods such as tables and chairs, and dish packs to service members and their families who are in need of items due to PCS move.
- Relocation Counseling. Designed to provide one-on-one assistance to a relocating service member and/or family member to ensure an adequate plan is developed and all available resources are utilized.

SAY In addition to individual services, we also offer a variety of workshops to assist service members and their family members during their relocation.

DESCRIBE the following workshops:

- *Welcome Aboard.* Assists incoming personnel and family members by disseminating community-specific information and available resources. This may be part of the base Indoctrination class.
- *Newly Arrived Spouse Orientation.* Provides information and support to spouses who are newly arrived at a duty station. Information for spouses new to the Marine Corps is also included.
- *Sponsor Training.* The Marine Corps Sponsorship Program supports the provision of a sponsor for Navy service members undergoing a PCS move. Sponsor training provides the tools and resources one would need to be an effective sponsor.

NOTE: If presenting to command leadership you may want to add information on the unit's responsibility for the sponsorship program.

- *PCS Move.* A workshop that encompasses benefits, entitlements, financial planning, moving tips, and more. Adjunct presentations may include *New Spouse Orientation*, *Moving with an Exceptional Family Member*, *Home Buying*, and *Financial Planning*.
- *Moving Overseas.* Workshop encompasses benefits, entitlements, financial planning, moving tips and other information relevant to an overseas assignment.
- *Moving with a Special Needs Family Member.* Designed to provide service members and their families with the necessary information and resources to assist in relocating with an exceptional family member.
- *Home Buying and Selling.* This workshop introduces participants to the steps involved in buying or selling a home.

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Impact of RAP Services

SAY Ensuring that service members and their families take full advantage of available programs and services is highly recommended. RAP services assist in defraying costs, decreasing stress, and maximizing well being. The following research supports this recommendation.

Marine Corps Quality of Life Survey 2002. Marine Corps spouses were asked to give their satisfaction levels with relocation, defined as moving to a new duty station. Families in all pay grades were neutral to somewhat satisfied with relocation overall. In general, the more moves a family reported, the higher the pay grade of the Marine, and the higher the pay grade of the Marine, the higher the level of satisfaction with relocation overall. In addition, those families who knew about and used the sponsorship program were more satisfied than those who did not.

Overall Relocation satisfaction was most strongly influenced by, in order of influence:

- Satisfaction with movement and storage.
- Satisfaction with finding new housing.
- Satisfaction with Relocation Assistance services.

PCS Cost Analysis Study. In 1999, a service-wide PCS cost analysis was conducted to compare actual relocation expenses with government reimbursement rates. It revealed that up to one-third of total expenses were non-reimbursable out-of-pocket expenses. Further, service members who received relocation assistance services had a higher proportion of allowable expenses reimbursed by the government compared to personnel who did not utilize relocation services.

NOTE: If giving this brief to unit personnel rather than just to command leadership, you may want to highlight that those using sponsors are more satisfied with relocation and that those using RAP services have a larger percentage of expenses reimbursed.

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Summary

SAY We have covered a lot of material today. Do you have any questions?

SAY If there are no more questions, could you please take a few minutes and complete the program evaluation. When you've completed this, please return it to me.

THANK the participants for attending.

VIII. Quality Assurance Procedures

To assure accurate and current information as well as a quality presentation, the following should be completed:

- Review and update the curriculum annually.
- Distribute program evaluations to participants after each workshop. Results should be tabulated and retained to measure the effectiveness of information disseminated, workshop content, and delivery of presentation.
- Observe and evaluate the program annually. This should be done by the RAP supervisor. Both program content and the presenter's effectiveness should be included in the evaluation.

IX. PowerPoint Slides

A PowerPoint slide presentation can be found directly after the next section. The slides are printed three to a page with space to the right of each slide for presenter's notes and are designed to underscore the main points of the presentation. This brief can be presented without use of the slides.

X. Instructional Materials

- Program Evaluation (Page A-1)
- Welcome Aboard Packet
- Marine and Family Services marketing materials including brochures and newsletter
- Business cards
- Sponsor Training information (when applicable)