

## Table of Contents

<b>Chapter One: Relocation Assistance Program Overview .....</b>	<b>1</b>
1.1 Background .....	1
1.2 Mission, Philosophy and Goals.....	2
1.3 Legislation and Related Policies .....	3
1.3.1 History .....	3
1.3.2 Public Law (101-189).....	3
1.3.3 Policies .....	3
1.4 MCCS Organizational Structure .....	4
1.4.1 MCCS Board of Directors .....	4
1.4.2 HQMC Organization .....	5
1.4.3 MCCS Organization in the Field .....	6
1.5 RAP Customers.....	6
1.5.1 Authorized Customers.....	6
1.5.2 Customer Demographics.....	7
Attachment 1-1 Headquarters Organizational Chart	
<b>Chapter Two: Customer Service Delivery.....</b>	<b>9</b>
2.1 Relocation Counseling.....	9
2.1.1 Information-based Counseling.....	9
2.1.2 Solution-Focused Counseling.....	10
2.1.3 Individual Relocation Plan .....	12
2.1.4 Confidentiality .....	13
2.2 Lending Locker .....	14
2.2.1 Purpose of the Lending Locker.....	14
2.2.2 Suggested Inventory.....	15
2.2.3 Inventory Management.....	15
2.2.4 Customer Transactions .....	16
2.2.5 Resources for Recovery .....	17
2.3 Welcome Aboard Packets .....	18
2.3.1 Purpose of Welcome Aboard Packet (WAP) .....	18
2.3.2 Primary Distribution and Dissemination Points.....	19
2.3.3 Information Requirements .....	19
2.3.4 Maintenance of Information .....	20
2.3.5 Sources of Information .....	21
2.4 Onsite Resources .....	22
2.4.1 Purpose of Onsite Resources.....	22
2.4.2 Suggested Resources .....	22
2.5 SITES .....	24
2.5.1 Purpose of SITES.....	24
2.5.2 Customer Web Site .....	24
2.5.3 SITES Management .....	25
2.5.4 DMDC Support .....	25
2.5.5 Introduction to the Provider Side of SITES .....	26
2.5.6 Writing Considerations .....	31

## Table of Contents

2.6	Outreach.....	38
2.6.1	Purpose of Community Outreach .....	38
2.6.2	USMC RAP Curriculum Guide.....	39
2.7	Personnel Sponsorship Program.....	41
2.7.1	Purpose of Sponsorship Program .....	41
2.7.2	Role of the Command.....	41
2.7.3	Role of RAP.....	42
	Attachment 2-1 Individual Relocation Plan	
	Attachment 2-2 Quality Assurance Form	
	Attachment 2-3 Lending Locker Inventory Form	
	Attachment 2-4 Lending Locker Agreement	
	Attachment 2-5 Recovery Letters	
	Attachment 2-6 WAP Distribution Form	
	Attachment 2-7 Resource Agreement	
	Attachment 2-8 Daily Sign-In Form	
	Attachment 2-9 Workshop Sign-In Form	
	<b>Chapter Three: Program Management.....</b>	<b>45</b>
3.1	RAP Personnel.....	45
3.1.1	Staff Members .....	45
3.1.2	Volunteers .....	46
3.1.3	Cultural Competency.....	48
3.2	Resource Allocation and Management.....	49
3.2.1	OSD Funds.....	49
3.2.2	O&M Funds .....	50
3.2.3	Deficiencies and Future Requirements.....	51
3.2.4	Non-appropriated Funds (NAF) .....	51
3.2.5	Resource Planning .....	52
3.3	Contract Support .....	53
3.3.1	Purpose of Contracts.....	53
3.3.2	Management Responsibilities.....	53
3.3.3	Potential Areas for Contracting.....	54
3.4	Marketing.....	55
3.4.1	Purpose of Marketing .....	55
3.4.2	Marketing Strategies.....	56
3.4.3	MCCS Marketing Resources .....	59
3.5	RACC .....	60
3.5.1	Purpose of RACC.....	60
3.5.2	Composition .....	61
	Attachment 3-1 RAP Manager Position Description	
	Attachment 3-2 RAP Assistant Position Description	
	Attachment 3-3 Resource Justification Worksheet	
	<b>Chapter Four: Program Planning .....</b>	<b>63</b>
4.1	Planning for Requirements .....	63

## Table of Contents

4.1.1	Legislative and Policy Directives .....	63
4.1.2	Phases of Relocation.....	63
4.1.3	Special Populations .....	65
4.2	Needs Assessments .....	68
4.2.1	Purpose of Needs Assessments .....	68
4.2.2	Assessing Relocation Needs.....	69
4.3	Focus Groups .....	70
4.3.1	Purpose of Focus Groups.....	70
4.3.2	Conducting Focus Groups.....	70
4.4	Research and Studies .....	72
4.4.1	Purpose of Research and Studies.....	72
4.4.2	Utilizing Data and Findings.....	73
4.5	Strategic Planning .....	75
4.5.1	Purpose of Strategic Planning .....	75
4.5.2	Conducting Strategic Planning .....	76
4.5.3	Plan of Action and Milestones .....	79
Attachment 4-1 Plan of Action & Milestones Form		
<b>Chapter Five: Performance Management .....</b>		<b>81</b>
5.1	Performance Measures .....	81
5.1.1	Purpose of Performance Measures .....	81
5.1.2	Measurement Challenges.....	82
5.1.3	MCCS Performance Measures.....	83
5.2	RAP Reporting Requirements .....	84
5.2.1	OSD and HQMC Quarterly Reports.....	84
5.2.2	Additional Measures .....	89
5.2.3	Installation Requirements .....	91
5.3	Program Evaluation .....	92
5.3.1	Purpose of Program Evaluation.....	92
5.3.2	Inspector General.....	92
<b>Chapter Six: Professional Development.....</b>		<b>95</b>
6.1	Purpose of Professional Development .....	95
6.2	MCCS Opportunities.....	96
6.3	External Opportunities .....	97
6.4	Conferences .....	98
6.5	Certifications.....	99
6.6	Presentation Skills .....	101
6.6.1	Adult Learning Theory .....	102
6.6.2	Presentation Styles.....	104
6.6.3	Trainer Tips .....	107
<b>Chapter Seven: Professional Partnerships .....</b>		<b>109</b>
7.1	Building Relationships .....	109
7.2	Five Pillars of MCCS .....	110
7.3	Base Agencies.....	113

## Table of Contents

7.4	Civilian Organizations .....	115
7.5	Maintaining the Network .....	116
<b>Chapter Eight: Resources .....</b>		<b>119</b>
8.1	Internet Resources .....	119
8.1.1	National Organizations .....	119
8.1.2	DoD Sponsored Sites .....	124
8.1.3	Additional Sites .....	130
8.2	Books.....	131