



UNITED STATES MARINE CORPS
MARINE CORPS UNIVERSITY
EDUCATION COMMAND
2076 SOUTH STREET
QUANTICO, VA 22134

IN REPLY REFER TO

1754

CG

23 SEP 2021

EDUCATION COMMAND ORDER 1754.1C

From: Commanding General, Education Command
To: Distribution List

Subj: UNIT, PERSONAL AND FAMILY READINESS PROGRAM

Ref: (a) MCO 1754.9B, Unit, Personal and Family Readiness Program
(b) MCO 1754.6C, Marine Corps Family Team Building
(c) MCO 1700.36B, Single Marine Program
(d) MCO 1740.13D, Family Care Plans
(e) MCO 1738.1A, Chaplains Religious Education Development Operations (CREDO)
(f) MCO 3070.2A, OPSEC Program
(g) DODI 1015.10, MWR Support Across Services
(h) DODI 1342.19, DOD Guidance on Family Care Plans
(i) DODI 1342.22, DOD Family Readiness
(j) FASG 001/12, Federal Accounting Standards Guidebook, Unit Family Readiness Funds
(k) MCCS Directive 24-14, Use of Non-Appropriated Fund Assets
(l) 5 U.S.C. 522a
(m) SECNAVINST 5211.5E

Encl: (1) NAVMC 11652, Expenditure Request for Reimbursement
(2) NAVMC 11653, Volunteer Application
(3) DD Form 2793, Volunteer Agreement for APF/NAF Activities
(4) NAVMC 11654, UPFRP Authorization
(5) NAVMC 11657, UPFRP Opt-Out Form
(6) OF 1164, Claim for Reimbursement or Expenditures on Official Business

1. Situation. Per reference (a), this Order issues Education Command (EDCOM) guidance regarding the Unit, Personal, and Family Readiness Program (UPFRP), establishes standing operating procedures (SOP), and identifies required UPFRP training, roles, and responsibilities.

2. Mission. To standardize and implement the EDCOM UPFRP in order to ensure each service member, regardless of deployment status or operational tempo, maintains optimum unit and personal effectiveness. All EDCOM officers in charge (OIC) and staff noncommissioned officers in charge (SNCOIC) will ensure all service members within their sections are familiar with the policy, procedures, and guidance contained herein.

3. Execution

a. Commanding General's (CG) Intent. The EDCOM UPFRP will educate, assist, and empower personnel and families by providing information, tools, resources, and support in order to achieve and maintain a high level of personal and family readiness and resiliency in response to life cycle events, thereby increasing unit readiness. EDCOM OICs and SNCOICs advocate and promote the UPFRP by

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acknowledging the link that exists between personal and family readiness. EDCOM OICs and SNCOICs will make awareness of this program a priority among their personnel and families. Two-way communication with engaged leaders, personnel, and their families will result in a successful program. EDCOM OICs and SNCOICs shall use the policies and procedures contained herein to ensure an applicable and accessible UPFRP is maintained and enforced.

b. Concept of Operations

(1) EDCOM OICs and SNCOICs are accountable and responsible for operating the program within the established guidelines contained in reference (a). Additionally, EDCOM OICs and SNCOICs are supported with the implementation of the program by the EDCOM Uniformed Readiness Coordinator (URC); Marine Corps Community Services (MCCS); and local, state, and federal agencies, organizations, and programs. These organizations and programs have a vested interest in ensuring commanders receive the necessary resources and support to foster every aspect of our UPFRP.

(2) UPFRP Staff Organization

(a) The EDCOM UPFRP is a supported program of the Headquarters Battalion (HQ Bn) UPFRP. In accordance with reference (a), the EDCOM URC is expected to communicate all reportable information to the HQ Bn URC as well as attend their quarterly meetings.

(b) The EDCOM Family Readiness Command Team (FRCT) will consist of at a minimum, the CG, Chief of Staff (CoS), Sergeant Major (SgtMaj), URC, unit Chaplain, and Single Marine Program (SMP) representative.

(c) Additional staff are not a UPFRP requirement. Guidelines, duties, and recommended training events are identified in reference (a) for the following; FRCT assistants (FRCTA), Family Readiness Assistants (FRA), administrative assistant, and non-appointed volunteers.

(d) EDCOM will maintain at least one URC, two are encouraged in order to maintain continuity when the primary URC is unavailable.

1. The URC will hold the rank of Staff Sergeant or above and serve a term of at least one year, including a one month turnover.

2. The alternate URC may be assigned to support the Command.

(e) Each supported organization (SUPORG) will maintain one FRCTA or FRA to provide unit readiness functions at the local level. FRCTAs/FRAs will be primarily responsible for requesting unit funds and tracking UPFRP Data to report to the EDCOM URC on a monthly basis, who will then report to the HQ Bn URC.

1. SUPORG FRCTAs/FRAs will hold the rank of Corporal or above and serve a term of at least one year, including a one month turnover.

2. FRCTAs/FRAs will be appointed by their commanders and will attend the Marine Corps Family Team Building (MCFTB) training held by MCCS. Certificates for this training will be maintained by the EDCOM URC.

(f) EDCOM will maintain one SMP representative and alternate to address Quality of Life (QOL) recommendations and initiatives to focus on improvement of QOL for single and unaccompanied service members.

1. At the request of the SMP representative, each supported organization is authorized to maintain their own SMP representative if needed. If appointed, the EDCOM SMP and URC will maintain records of their appointment and contact information.

2. All newly appointed representatives will attend the orientation presented by the SMP Coordinator.

3. All SMP representatives will attend required council meetings; only the EDCOM SMP representative will attend the quarterly FRCT meeting hosted by the URC.

4. Command leadership must provide time for the unit and or subordinate SMP representative(s) to meet, solicit ideas, and raise recommendations/concerns for presentation at the SMP Council meetings.

5. HQ Bn SMP representative will maintain copies of signed appointments and duty acknowledgement letters for all representatives (primaries and alternates). Required contents are outlined in references (b) and (c).

c. Tasks

(1) Uniformed Readiness Coordinator. Execute the EDCOM UPFRP in accordance with MCO 1754.9B.

(2) Chief of Staff

(a) Serve as a member the UPFRP Command Team.

(b) Provide guidance for Non-Appropriated Fund (NAF) spending.

(3) Sergeant Major

(a) Serve as a member of the UPFRP Command Team.

(b) Select and oversee the Single Marine Program representative.

(4) Chaplain

(a) Serve as a member the UPFRP Command Team.

(b) Promote personal and family readiness programs offered by MCCS in coordination with the URC.

(c) Actively recruit and encourage families to attend Lifestyle, Insight, Networking, Knowledge, and Skills (L.I.N.K.S.) workshops.

(5) Director of Student Services

(a) Integrate the URC into incoming student briefs for all schools.

(b) During check in, brief incoming students on their responsibility to update their Family Readiness tab in Marine Online (MOL) within 10 days.

(6) Directors, Marine Corps War College, School of Advanced Warfighting, Command and Staff College, Expeditionary Warfare School, College of Enlisted Military Education, Lejeune Leadership Institute, and College of Distance Education and Training

(a) Appoint a staff member to serve as the family readiness point of contact.

(b) Provide the URC with course schedules, notifications of spousal and family events, and copy the URC on all communications with respect to family readiness.

(c) Maintain a record and submit to the URC a list of all Marines designated as individual augmentments (IA) or as temporary additional duty (TAD) in excess of 30 days.

(7) Vice President for Operations and Plans

(a) Provide guidance on dates for social and command events based on the command's schedule.

(b) Assist in the planning, coordination, and socialization of all command events.

(c) During unit events where any of the training courses are utilized, provide range safety officer (RSO) and force fitness instructors (FFI) to ensure proper techniques are utilized.

(d) Request emergency medical service (EMS) civilian support for unit events that include any of the training courses.

(6) Director, Logistics

(a) Provide drivers and a box truck to pick up and drop off equipment from MCCS.

(b) Provide radio, Corpsman, and a vehicle for all events that include training courses.

(c) Facilitate the break down, cleaning, and return of all MCCS equipment following unit events.

d. Coordinating Instructions

(1) Communication

(a) In accordance with reference (a), EDCOM will utilize two methods to communicate with families; email and the Family Readiness Module in MOL.

(b) Official communication is categorized as unit specific information or a message sent on behalf of, or with the approval of the CG. Authorized communication is information on unit morale events, resources and programs that promote personal and family readiness and is aligned with the CG's UPFRP vision.

(c) For any official communication, the EDCOM URC will contact the HQ Bn URC for the authorized contact list using the MOL Family Readiness Tool Authorized Organizational Communication Tool (AOCT).

(d) These modes of communication are to be used solely for the distribution of family readiness information from the URC.

(e) The URC will disseminate monthly official and/or approved communication.

(f) Communication will be collected by the URC during the third week of each month.

(g) The URC will add communication specifics as needed and disseminate communication from the CG to Marines, Sailors, and families.

(h) Communication Restrictions. EDCOM social media sites are all run per the USMC Social Media Policy published at <https://www.marines.mil/Portals/1/Docs/2021USMCSocialMediaHanbook.pdf>. Official communication shall not be disseminated via social media.

(i) Crisis Communication Guidance

1. Flow of Information to Authorized Contacts. The Commanding General will issue a message, and the URC will release the crisis communication message via email to authorized contacts.

2. URC Role in Assisting Families During a Crisis. The URC will provide resources, answer questions, and act as a liaison between family members and the command in a crisis situation. At no point shall the URC act as a casualty assistance officer.

(j) Within 30 days of checking into the unit, all Marines will submit their authorized contact information in MOL. Follow guidance listed in chapter 4 of reference (a). Additionally, all approved communication will be provided via email only to those individuals listed by service members on the AOCT as persons authorized to receive command information.

(k) Authorized communication may be disseminated via social media. Communication via social media is considered supplementary to monthly communication with Marines and families. The following guidelines must be adhered to:

1. Official unit sites must be registered through the Marine Corps social media page at <https://www.marines.mil/News/Social-Media>.

2. Communication Strategy (COMMSTRAT) officials shall have oversight and provide guidance to the CG prior to posting social media content.

3. All photographs including unit members in uniform, all postings related to deployment and training information, and all postings related to unit events including date, time and/or location of the event must be approved prior to posting.

(l) Official communication will be disseminated only by the URC. FRCTA's and FRA's shall not disseminate official communication.

(m) Authorized communication may be disseminated by URC or a FRCT/FRA who has completed personally identifiable information (PII) and operations security (OPSEC) training and is directed by the CG.

(n) Unofficial communication is information unrelated to UPFRP events and events that are non-inclusive of everyone within the unit. Information from the AOCT is not authorized for unofficial communication. Unofficial communication is:

1. Not sponsored by the unit/command UPFRP.

2. Not disseminated by the URC.

(o) Communication sent on behalf of the CG does not generate any other listing or roster to include:

1. Childcare rosters for non-family readiness purposes.
2. Business or customer roster solicitations (e.g., Pampered Chef, Avon, and other local businesses).

(p) Electronic mail is the most common platform for organizational communication. Email must adhere to the specific guidelines.

1. A Privacy Act release must be attained prior to adding a family member's email address to a unit's contact roster.
2. An assigned Marine's or Sailor's official government email address is to be placed in the "to" or "cc" line.
3. All emails sent use the "bcc" line for ALL email addresses of authorized contacts (even if the contact is another service member outside of the command). Additionally, when contacting a Marine or Sailor, if a personal email address is used, this must be in the "bcc" line as well.
4. All emails sent in support of the UPFRP include the following disclaimer: "DISCLAIMER: Information distributed in this email is information of common interest for military members and their family members/contacts. Use of this information does not advertise nor imply endorsement of any Non-Federal Entity (NFE), commercial activity or product of the Department of Defense, U.S. Marine Corps or this command".
5. All emails sent in support of the UPFRP must have a signature block with at least: name, official position/title, phone number and email.
6. UPFRP staff cannot use UPFRP emails to announce non-UPFRP events or solicit non-UPFRP related materials or donations.

(2) Deployment Support

(a) The URC will coordinate pre/mid/post deployment briefs with MCFTB and other supporting agencies.

(b) The URC will coordinate pre-deployment briefs as required for individual augments. The EDCOM URC will maintain information from HQ Bn for their schedule of regular pre-deployment briefs. The URC will consider the unit Training Effectiveness Evaluation Plan (TEEP) when arranging for pre-deployment briefs.

(c) The URC will consult with the unit CG, CoS, and SgtMaj for guidance on topics and agenda items to be covered in pre-deployment briefs.

(d) The URC will coordinate post deployment briefs for families as needed prior to the Marine or Sailors return to the unit.

(e) Post deployment briefs may consist of events such as, but are not limited to: CREDO retreats, 5 Languages workshop, L.I.N.K.S., Strong Marine Couples, etc.

(f) Prior to Marines/Sailors executing their individual augment, the EDCOM URC will contact the gaining unit's URC/DRC to ensure a warm handoff is executed. The warm handoff will consist of the following:

1. Confirmation that authorized contacts will be communicated with by the gaining unit's URC at least twice per month during deployment via email or AOCT.

2. Confirmation of where the service member's family will be residing during the deployment.

3. Any critical information about the service member's family situation that is relevant to the gaining unit's URC/DRC.

(g) The URC will ensure IAs and Marines assigned TAD in excess of 30 days are supported according to Deployment Support guidelines in reference (a).

(h) Additional related events will be coordinated by the URC as needed and in response to the needs of the service members and families the UPFRP supports.

(i) The EDCOM URC will maintain any rosters, documents, or proof of offering pre/post-deployment training and give copies to the HQ Bn URC.

(3) Readiness and Resource Support. The intent of readiness and resource support training is to prepare service members and family members for the unique challenges of the military lifestyle. Readiness support should consider risks and issues that present themselves both in garrison and during deployment phases.

(a) The URC will present a welcome aboard brief for new Marines to the unit during the Marine Corps University monthly welcome aboard briefs.

(b) The URC will coordinate any necessary training identified or required by a member of the FRCT. This includes identifying proper resource needs, and scheduling training events with MCCC entities and additional supporting agencies.

(4) Volunteer Management. The URC implements the unit's volunteer program to meet the CG's intent. The FRCT has the responsibility of establishing a recruiting and development strategy for all volunteers. Volunteers are either appointed or non-appointed:

(a) Appointed volunteers serve as either a FRCTA or FRA and are guided by a standard position description. All appointed volunteers shall be listed as an authorized contact by the unit Marine and must fill out a Volunteer Application (NAVMC 11653) and Volunteer Agreement (DD Form 2793) prior to appointment approval by the CO.

(b) Non-appointed volunteers are used infrequently for specific tasks or event assistance as available. All non-appointed volunteers should complete the Volunteer Agreement (DD Form 2793) prior to fulfilling volunteer duties.

(c) The URC will screen all UPFRP volunteer applicants. If found qualified, the CG or designated representative will interview applicants for appointed volunteer positions. FRCTA(s) and FRA(s) must be appointed in writing. The URC will maintain a copy of the appointment letter on file.

(d) The URC will ensure FRCTA(s) and FRA(s) attend required training with MCFTB in accordance with the timeline illustrated in Figure 1.

	Family Readiness Command Team Training	FRCTA/ FRA Training	L.I.N.K.S. for Spouses	PII & OPSEC (Annual Requirement)	Volunteer Management	Passport to Volunteering
CO, XO, Sgt(Maj), Chaplain, Single Marine Rep	Within 60 days					
Family Readiness Command Team Advisor (FRCTA)	Within 60 days	Within 60 days	Within 90 days	Within 45 days	Within 90 days	Within 90 days
Family Readiness Assistant (FRA)		Within 60 days	Within 90 days	Within 45 days	Within 90 days	Within 90 days
					Required	Recommended

Figure 1. – Training Matrix for FRC

(e) The URC must maintain regular communication with their volunteers and hold quarterly volunteer meetings.

(f) The URC will maintain an accurate record of all volunteer hours contributed in support of the UPFRP.

(g) The URC will ensure volunteers are recognized annually for their service. Recognition can be held in conjunction with other local volunteer recognition events.

(5) Event Support

(a) URC will maintain a calendar of forecasted events for the fiscal year. The fiscal year for the UPFRP begins on February 1 and ends January 31.

(b) Action Officers (AO) will be assigned in writing (staff noncommissioned officer (SNCO) and above) to lead and coordinate command approved events. They will be assisted by personnel assigned by the unit and volunteers. The URC is responsible for providing guidance and oversight.

1. The AO will host planning conferences, the CG's confirmation brief, publish an after action report and ensure processing of awards recognition. URC shall be present for all meetings.

2. The AO will coordinate all logistical requests through their respective commands and submit the Expenditure Request Form NAVMC 11652. Requests for unit funds must be submitted 21 days prior to the event in order to allow time for EDCOM and HQ Bn approval.

3. The AO is responsible for maintaining all receipts and documentation associated with the event.

(c) Volunteer opportunities will be afforded to service members and families within the unit for UPFRP events as needed.

4. Administration and Logistics

a. Administration

(1) FRCTAs and FRAs shall not assist with the actual process of checking in and checking out service members to and from the unit.

(2) The URC will submit the monthly UPFRP Data Tool to the HQ Bn URC, who will then submit it to Marine and Family Programs, Headquarters Marine Corps.

(3) The URC will coordinate FRCT meetings at least quarterly.

(4) The URC will update the UPFRP Turnover Binder annually, at a minimum. Required contents are outlined in chapter 3 of reference (a). A turnover audit will be conducted by the CoS or SgtMaj annually or as needed based upon turnover.

b. Training Requirements

(1) The URC will complete required training as indicated in Figure 1. Additionally, any recommended training should be completed as available.

(2) FRCT members, FRCTAs and FRAs will complete required training as indicated in Figure 1. The URC will be present at any Command Training involving a new CG.

(3) If the CG has already received the required training at the current unit, any FRCT members joining the command afterward may receive UPFRP overview training scheduled with MCCS through the URC.

(4) The URC shall maintain proof of completion for required training for all FRCT members, FRCTAs and FRA(s).

c. Record Management

(1) The URC will maintain the following for accurate record keeping practices:

(a) A logbook that records a customer's reason for visit; no self-identifying data will be requested in logbook entry. This will assist in the tracking of daily activity.

(b) The Data Tool will be consolidated and submitted monthly in accordance with reference (a).

(c) The URC will keep an archive on file for four years from the date the service member leaves the command. Spouse opt-out forms will be kept if they apply.

(d) Any files pertaining to U&FRF or program spending will be maintained for four years in addition to the current year.

(2) Privacy. Any misuse or unauthorized disclosure of PII may result in both civil and criminal penalties. The Department of the Navy (DoN) recognizes that the privacy of an individual is a personal and fundamental right that shall be respected and protected. The DoN's need to collect, use, maintain, or disseminate PII about individuals for purposes of discharging its statutory responsibilities shall be

balanced against the individuals' right to be protected against unwarranted invasion of privacy. All collection, use, maintenance, or dissemination of PII shall be in accordance with the Privacy Act of 1974, as amended (reference (l) and implemented per reference (m)).

d. Event Funding.

(1) Education Command funds are held with HQ Bn. The EDCOM URC will request funds through the HQ Bn URC, who will provide Unit & Family Readiness Funds (U&FRF) support in accordance with funding guidelines and regulations listed in chapter 3 of reference (a).

(2) UPFRP personnel do not have gift acceptance authority and shall not solicit for donations/gifts or accept any unsolicited donations/gifts.

(3) Event sponsorship must be coordinated with and approved by the MCCS Commercial Sponsorship Coordinator.

(4) Upon the CG's approval, the EDCOM URC will request the applicable U&FRF card from the HQ Bn URC and subsequently issue the card to the FRCTA or AO.

(5) All U&FRF expenditures require the CG's approval via the URC. U&FRF requests will be submitted no later than fifteen business days prior to the event.

(6) All U&FRF receipts will be reconciled with the HQ Bn URC and maintained for a period of two years. Reimbursement requests must be routed for the CG's approval NLT three business days following the purchase.

5. Command and Signal

a. Command. EDCOM is the supported command. HQ Bn is the supporting command. This order is applicable to all EDCOM personnel

b. Signal. This order is effective on the date signed.



W. M. FIELD

DISTRIBUTION: A

DIRECTIVE NO.

1754.1B

DIRECTIVE TITLE (OR PORT TITLE)

EDCOM ORDER: UPRP

J F M A M J J A S O N D

DATE PROMULGATED

07 OCT 2019

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CO

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CLASSIFICATION

UNCLASS.

DIRECTIVE REVIEW NAVMC 10974 (REV. 8-97) (EF) SN: 0109-LF-069-0400

(5215)

In accordance with current edition of MCO P5600.31, this directive has been reviewed for necessity, current applicability, and to assure consonance with existing law and with national and Department of Defense policy, by:

DIRECTIVE NUMBER	DATE REVIEWED	CANCELLED	CANCELLED BY	REMARKS (New, Revision, Change)	SIGNATURE OF REVIEWING OFFICER
1754.1B	07 OCT 2019	23 SEP 2020	RCM FIELD	NEW	
1754.1C	23 SEP 21			NEW	Cm [Signature] ^{CAPT} [Signature]

DIRECTIVE NO.

DATE CANCELLED

J F M A M J J A S O N D