



**DEPARTMENT OF THE NAVY**  
HEADQUARTERS UNITED STATES MARINE CORPS  
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MCO 1754.10B  
M&RA (MF)  
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MARINE CORPS ORDER 1754.10B

From: Commandant of the Marine Corps  
To: Distribution List

Subj: MARINE CORPS INFORMATION, REFERRAL AND RELOCATION (IR&R) PROGRAM

Ref: (a) MCO P1700.27B w/CH-1  
(b) DoD Instruction 1342.22, "Military Family Readiness,"  
August 5, 2021  
(c) SECNAVINST 1754.1B  
(d) DoD 5500.07-R w/CH-7, "Joint Ethics Regulation (JER),"  
November 17, 2011  
(e) 10 USC § 1056  
(f) MCO 1320.11G  
(g) SECNAV M-5210.1  
(h) SECNAVINST 5211.5F  
(i) MCO 5210.11F  
(j) 5 U.S.C. 552a

Encl: (1) Information, Referral and Relocation (IR&R) Program Requirements  
(2) Glossary of Terms and Definitions  
(3) Glossary of Acronyms and Abbreviations

1. Situation. The Information, Referral and Relocation (IR&R) Program supports the readiness of Marines, members of other Services, family members, eligible beneficiaries, and authorized contacts (hereafter referred to as Marines and family members) as they navigate the mobile military lifestyle by providing information, referral and relocation services. The IR&R Program staff serve as the central information and referral liaisons between military and community resources, and as the primary conduit of relocation support.

2. Cancellation. MCO 1754.10A

3. Mission. This Order establishes policy and assigns responsibilities for the Marine Corps IR&R Program. This Order is in accordance with references (a) through (j).

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. The IR&R Program supports the challenges of the mobile military lifestyle by ensuring that Marines and family members have access to IR&R resources, support and services. The IR&R Program provides resources, support and services to Marines and family members while adhering to established policy and procedures within the references.

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(2) Concept of Operations. The IR&R Program is a Marine and Family Programs Division (MF) mandated Military and Family Readiness System, Mission Essential Morale, Welfare, and Recreation program. IR&R Program personnel are responsible for implementing the policies and standards outlined in this Order.

(a) The Marine Corps Headquarters IR&R Program Manager provides guidance and support to the installation IR&R Program staff.

(b) The installation IR&R Program staff provide information, referral, and relocation assistance resources, support and services both in workshop settings, and to customers individually. Assistance is provided via multiple modalities including: web-based platforms, email, telephone, and face-to-face contact.

(c) The IR&R Program staff serve as the primary points of contact for all relocation assistance resources, support and services on an installation, per reference (e).

b. Subordinate Element Missions

(1) Deputy Commandant, Manpower and Reserve Affairs (DC M&RA), Marine and Family Programs Division (MF) shall:

(a) Manage programs using HQMF identified performance management strategy including but not limited to cost, quality, utilization, accessibility, and satisfaction to inform decision making, mitigate challenges, and address needs, in accordance with reference (b).

(b) Designate a Headquarters Marine Corps IR&R Program Manager to provide oversight and guidance.

(c) Identify fiscal and personnel resources necessary to coordinate and effectively execute the IR&R Program throughout the Marine Corps.

(d) Provide and manage standardized training materials in accordance with reference (b).

1. Courses provided to Marines and attached Sailors are available on electronic systems including MarineNet.

2. Training documentation must be maintained in accordance with reference (i) and shall include the curriculum and enrollment data.

(e) Ensure participation in ongoing outreach, communication, activities, and events with Service members and their families to promote prevention of problematic behaviors that may compromise military or family readiness.

(f) Coordinate, as appropriate, with applicable Federal and civilian community resources

(g) Review this Order annually to ensure that it is necessary, current, and consistent with statutory authority.

(2) Commanding General, Marine Corps Installations Command (CG MCICOM) shall:

(a) Ensure an IR&R Program is established and maintained at all Marine Corps installations (MCI) in accordance with enclosure (1) and the references, to support operating forces, tenant commands, and activities.

(b) Training provided shall utilize the standardized training materials provided or authorized by DC M&RA (MF).

(3) Commanding General, Training and Education Command (CG TECOM) shall:

(a) Establish and designate Marine Corps Recruit Depot Parris Island and Marine Corps Recruit Depot San Diego as primary centers for the delivery of resources, support and services to recruiting personnel and their families.

(b) Establish and designate Marine Corps Air Ground Combat Center (MCAGCC) 29 Palms as primary center for the delivery of information, referral and relocation, resources, support and services to MCAGCC personnel and their families.

(4) Commanding General, Marine Forces Reserve (CG MARFORRES) shall:

(a) Establish MARFORRES as the liaison to support the delivery of IR&R resources, support and services to identified Reserve personnel and their families.

(1) Coordinate, educate, and refer Reserve Component (RC) personnel, their families, and personnel transitioning to the Active Reserve (AR) Program or assigned to the Individual Mobilization Augmentee (IMA) Program to appropriate IR&R resources, support, and services available on assigned installations.

(2) Educate unit leaders on IR&R resources support and services available for RC personnel and when applicable on various duty orders.

(b) Publish and communicate that IR&R resources support and services are available through Marine Forces Reserve Marine Corps Community Services (toll-free 1-866-305-9058), the nearest military installation, and Military OneSource (toll-free 1-800-342-9647).

(5) Commanding General, Marine Corps Recruiting Command (CG MCRC) shall:

(a) Establish Deployment Readiness Coordinators (DRC) as the liaison at each recruiting district to support the delivery of IR&R resources, support and services to MCRC personnel and their families.

(b) Publish and communicate that IR&R resources, support and services are available through MCRC District DRCs, the nearest military installation, and Military OneSource (toll-free 1-800-342-9647).

(6) Installation Commanders shall implement and maintain the IR&R Program and provide all resources, support and services defined in this Order per enclosure (1).

5. Administration and Logistics

a. Recommendations. Recommendations for changes to this Order should be submitted to MF via the appropriate chain of command.

b. Privacy Act. Any misuse or unauthorized disclosure of Personally Identifiable Information (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 (5 U.S.C. 552a) and implemented per SECNAVINST 5211.5F.

c. Records Management. Records created as a result of this directive shall be managed according to National Archives and Records Administration (NARA)-approved dispositions per SECNAV M-5210.1 CH-1 to ensure proper maintenance, use, accessibility and preservation, regardless of format or medium. Records disposition schedules are located on the Department of the Navy/Assistant for Administration (DON/AA), Directives and Records Management Division (DRMD) portal page at:

<https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx>.

Refer to MCO 5210.11F for Marine Corps records management policy and procedures.

6. Command and Signal

a. Command. This Order applies to the Active Duty, members of the Selected Marine Corps Reserve, Marines on Active Duty Operational Support Orders, their family members and, when authorized by law, other populations such as civilian personnel.

b. Signal. This Order is effective the date signed



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Information, Referral and Relocation (IR&R) Program Requirements

Installation Commanders shall:

1. Ensure adequate funding of an IR&R Program at each installation and provide all resources, support and services defined in this enclosure.
2. Ensure adequate staff, facilities, supplies, equipment, and learning resources are available to support the IR&R Program.
3. Ensure IR&R Program staff maintain updated listings of military and community-based resources including points of contact, current telephone numbers, web, email and street addresses, and provide web content review to support the IR&R Program. Information shall be 508 compliant and updated quarterly to ensure accuracy. Ensure IR&R Program staff categorize and maintain resource information in a logical manner pertinent to local situations and determinations. Categories of information include, but are not limited to, health care resources, personal and family counseling, couples counseling, relocation assistance, housing referral, childcare resources, legal assistance, financial assistance, employment, education resources, religious services and pastoral counseling, recreation services, consumer affairs, domestic abuse prevention programs, and other personal and family support programs in both the military and civilian community. Resources and information should be posted on base websites to provide access to resources support and services outside of regular office hours.
4. Ensure the IR&R Program staff coordinate with appropriate installation-based activities to maintain emergency resource information. In the event of a disaster or emergency, the IR&R Program staff shall provide content for the installation website in accordance with installation guidance, to assist Marines and families with emergency resources, support and service needs. If needed, IR&R Program staff shall assist with the establishment of an Emergency Family Assistance Center, as outlined in reference (b).
5. Ensure IR&R Program resources, support and services are provided within 24 hours of the inquiry for the initial response, and not later than 48 hours for follow on resource information.
6. Establish a range of services including assessment of family needs for referral to the appropriate military/civilian agency(ies) and/or local programs for family enrichment and/or education, and provision of relocation assistance services. Services shall be delivered one-on-one or in group settings using face-to-face and/or virtual platforms.
7. Ensure IR&R Program services embody a continuum of assistance to include providing simple and complex support and referrals, warm hand-offs as needed, identifying and assessing needs, and locating appropriate resources to meet needs.
  - a. IR&R Program staff shall conduct an initial assessment of needs before determining resources and what support is needed. Resources, support and services shall support both brief, simple contacts and in-depth or extended contact needs. Brief or simple contacts provide basic information about resources support or services and typically requires limited follow-up. In-depth or extended resources, support and services target complex needs and may require follow-up and coordinated services or support. IR&R Program

staff shall take Alliance of Information and Referral Systems (AIRS) Needs Assessment training annually.

b. IR&R Program staff shall identify needs and locate needed resources, support and services. Program staff shall provide adequate follow-up to ensure the individual's information and referral needs have been satisfactorily met.

(1) IR&R Program staff shall coordinate with Marine Corps Community Services (MCCS) programs, military and DoD resources including Military OneSource as primary and preferred sources of resources, support and services.

(2) IR&R Program staff shall familiarize Marines and families with the range of services available through community-based resources to the extent permitted by reference (d). IR&R Program staff shall coordinate with community-based resources, services and support such as but not limited to: state and local social services, schools, childcare, as well as not-for-profit, non-governmental agencies such as the AIRS and United Way 2-1-1 services.

8. Ensure IR&R Program staff are adequately trained according to national standards of Information and Referral, established by AIRS. Ensure IR&R Program staff are afforded the opportunity for professional development and to attend applicable educational and training events, subject to available resources.

9. Ensure IR&R Program staff receive annual Crisis Call training to handle distress calls and provide a warm hand-off to installation Community Counseling Program personnel and/or other appropriate resources.

10. Ensure IR&R Program staff do not maintain individual or case records.

11. Ensure IR&R Program staff distribute information and provide guidance as required to assist Commanders in providing information, referral and relocation resources, support and services to Marines and their families. IR&R Program staff shall coordinate with Deployment Readiness Coordinators, Uniformed Readiness Coordinators, and Installation Personnel Administration Center offices to ensure service members are aware that attendance for all personnel is mandatory at the Permanent Change of Station (PCS) workshop 90 days prior to departure, and for newly arrived personnel at the Welcome Aboard workshop within 90 days of arrival at a new duty station, per paragraph 15(b).

12. Ensure IR&R Program staff have general knowledge of the rights and benefits available to individuals as a result of military service, and maintain updated contact information to make accurate referrals to subject matter experts who can assist military members to determine their rights and benefits.

13. Ensure IR&R Program staff liaise with local community-based resources such as but not limited to American Red Cross, Immigration services, Fair Housing, Military Service Organizations, and Veterans Service Organizations that may provide information or assistance meeting needs.

14. Provide adequate staffing to ensure IR&R Program offices are open during regular working hours, and a 24/7 messaging capability exists to facilitate requests for resources after normal working hours.

15. Per references (b), (e), and (f), ensure that IR&R program staff shall provide oversight of the delivery and implementation of the following support and services:

a. Welcome Aboard workshops, also known as Newcomers Briefs, to assist Marines and families adapt to their new duty station. Continental United States (CONUS) and Outside of the Continental United States (OCONUS) information must include an installation safety brief, housing, child care, spouse employment, and education resources; Semper Fit and Recreation, Marine Corps Family Team Building Program and other MCCS program information and resources; and community orientation and non-commercial off-base resources. OCONUS workshops shall include cultural adaptation information, local driving conditions and how to access medical care. Attendance is mandatory for all newly arrived personnel in the grades of E-1 through E-6, WO-1 and O-1 through O-2 within 90 days of arrival at a new duty station. At OCONUS locations, all ranks and their family members 10 years of age and above, must attend mandatory Welcome Aboard workshops.

b. Electronic Welcome Aboard packets (e-WAP), shall include MCCS program points of contact, base housing referral office, fair housing standards, base maps and websites, child care resources, local community information, and contact information for the IR&R Program office at the gaining installation. e-WAPs can be requested by incoming Marines and families ahead of their PCS move to support familiarization with the available programs and resources prior to their arrival.

c. PCS workshops, also known as Smooth Move workshops, shall provide destination area information and preparation, with emphasis on household goods moving and budgeting, moving with pets, housing availability, school liaison, child care, spouse employment opportunities, government travel card regulations, sponsorship information, and resiliency resources. Attendance is mandatory for all ranks 90 days before the PCS move to ensure service members and families receive the latest updates from subject matter experts.

d. Individual relocation counseling must be provided upon request to assist with the development of an individual relocation plan.

e. Sponsorship Program training must be provided to Sponsors and Sponsorship Coordinators who will assist service members and families with support prior to, during, and after a move. Sponsorship requirements are implemented per reference (f).

f. Lending Lockers that allow service members and families to borrow small household items while waiting for household shipments to arrive will be provided contingent on allocation of funding and shall be maintained by IR&R Program staff. Marines and family members must show military orders and a military Identification Card, and sign an agreement to return items on time and in good condition prior to receiving Lending Locker items.

g. Update the Secretary of Defense's computerized information system that interacts with all other military relocation programs, to ensure Marine Corps program and resource contact information is accurate on <https://installations.militaryonesource.mil/>. IR&R Program staff shall

familiarize Marines and family members at PCS workshops with the website per reference (e).

16. Provide other relocation assistance services based on an assessment of needs, in accordance with national accreditation standards per reference (b). Other services may include a Command relocation brief and moving with an Exceptional Family Member.

17. Ensure timely submission of IR&R Program metrics defined by MF.

18. Establish IR&R Program office check-in procedures at CONUS and OCONUS locations to ensure all incoming first duty station Marines receive information about the Personal Readiness Seminar, and all Marines in identified rank groups are notified about the next Welcome Aboard workshop.

19. Establish IR&R Program checkout procedures at CONUS and OCONUS locations to enable military personnel executing a PCS move to receive information pertinent to their relocation so they are aware that attendance at the PCS workshop is mandatory 90 days before departure.

Glossary of Terms and Definitions

Electronic Welcome Aboard Packet. An e-WAP contains useful information on base programs and community resources to enable incoming personnel to become familiar with their gaining installation prior to their arrival.

Individual Relocation Counseling. When personnel have specific needs pertaining to their circumstances, or if they received orders at the last minute and are unable to attend a PCS workshop, the IR&R Program staff will provide individual counseling to enable the Marine to execute an effective PCS move.

Information and Referral Services. The active linkage of eligible individuals having information needs with the source(s) and/or resource(s) that are best capable of addressing those needs. Information and Referral embodies a continuum of assistance within each program area that includes answering questions, and making simple and complex referrals.

508 Compliance. When Federal agencies develop, procure, maintain, or use electronic and information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who are not individuals with disabilities.

PCS Workshop. The provision of CONUS and OCONUS destination area information and preparation, with emphasis on information with regard to moving costs, housing costs and availability, child care, spouse employment opportunities, cultural adaptation, community orientation and resilience resources.

Relocation Assistance Services. The provision of useful information and tools to effectively execute a PCS move to promote resilience and readiness.

Welcome Aboard Workshop. The provision of helpful information with an emphasis on available government living quarters, private housing, child care, spouse employment assistance information, cultural adaptation, and non-commercial community orientation.

www.installations.militaryonesource.mil. A DoD computerized information system that can interact with the military relocation assistance services of all military departments, including programs located outside the continental United States. Public law requires this system to be updated quarterly by military relocation program staff.

United Way 2-1-1. A three-digit number that individuals can call to obtain free and confidential information on health and human services. Centers are staffed 24/7 by trained Resources Specialists.

Glossary of Acronyms and Abbreviations

Alliance of Information and Referral Systems	AIRS
Continental United States	CONUS
Electronic Welcome Aboard packets	e-WAP
Information, Referral and Relocation	IR&R
Manpower and Reserve Affairs	M&RA
Marine and Family Programs Division	MF
Marine Corps Community Services	MCCS
Outside of the Continental United States	OCONUS
Permanent Change of Station	PCS
Personally Identifiable Information	PII