



DEPARTMENT OF THE NAVY
HEADQUARTERS UNITED STATES MARINE CORPS
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WASHINGTON, DC 20350-3000

MCO 1754.10

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MARINE CORPS ORDER 1754.10

From: Commandant of the Marine Corps
To: Distribution List

Subj: MARINE CORPS INFORMATION AND REFERRAL PROGRAM

Ref: (a) MCO P1700.27B W/Ch 1
(b) DOD Instruction 1342.22, Military Family Readiness, 3 Jul 12
(c) SECNAVINST 1754.1B
(d) DoD 5500.7-R
(e) SECNAV M-5210.1

Encl: (1) Definitions

1. Situation. This Order establishes the Marine Corps Information and Referral (I&R) program and policies for its sustained operation, per the provisions of references (a) through (c).

2. Mission. Per references (a) through (c), the mission of the I&R Program is to ease the mind of Marines and their families by helping them navigate through the mobile military lifestyle by providing Information and Referral (I&R) functions. I&R reaches into every Marine Corps Community Services (MCCS) program and acts as the central connector between military and community resources. I&R positively impacts the readiness and retention of Marines and their families by linking individuals with unresolved information needs to the source(s) and/or resource(s) that are best capable of addressing those needs.

3. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. To establish policies and standards for the I&R program designed to meet the challenges of the mobile military lifestyle.

(2) Concept of Operations. I&R is a DOD-directed program of Marine and Family Programs Division. I&R personnel are responsible for effectively implementing the policies and standards outlined in this Order. Enclosure (1) of this Order lists commonly used I&R definitions.

b. Subordinate Element Missions

(1) Deputy Commandant for Manpower and Reserve Affairs (DC, M&RA). Provide oversight for all issues pertaining to the I&R program.

(2) Director, Marine and Family Programs Division (MF)

(a) Maintain functional control as the program and resource

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sponsor, and serve as the Marine Corps subject matter expert on I&R issues.

(b) Propose policy, manage and administer the I&R Program.

(c) Coordinate MCCA functions in support of I&R in order to provide a standardized level of support Marine Corps-wide.

(d) Recognize, share and implement I&R best practices to ensure the most effective and efficient delivery of services Marine Corps-wide.

(3) Marine Corps Installation Commands:

(a) Establish and ensure adequate funding of an I&R Program at each installation.

(b) Ensure adequate staff, facilities, supplies, equipment and learning resources are available to support the I&R program.

(4) Installation Commanders and MCCA Directors:

(a) Plan, develop and establish the I&R program on each installation as a WFS category A activity, within the Personal and Professional Development (P&PD) Branch.

(b) Establish that program staff will provide assistance to unit and organizational commanders, retirees and active duty Service members and their families, and Department of Defense civilian personnel working aboard the installation.

(c) Ensure that program staff maintain updated listings of military and community-based resources including updated points of contact and current telephone numbers, web, email and street addresses.

(d) Inform the I&R office if they establish emergency call centers or change addresses or phone numbers to ensure that the I&R office has updated contact information.

(e) Provide web management and web content review to support the I&R program.

(f) In the event of a disaster and/or need for emergency information, request the I&R office provide relevant resource information for the website to help connect Marines and their families as well as civilians aboard the installation, with contact information for resources that can assist during a time of need.

(g) Ensure that I&R services will be provided in an expedient fashion to enable the individual to resolve their information need and to link the individual with the source of the information by providing points of contact and current telephone numbers, web, email and street addresses where appropriate.

(h) Establish that the spectrum of services will range from dissemination of booklets, pamphlets, and other carry-out materials; to assessment of family needs for referral; to the appropriate military/civilian agency(ies) and/or local programs for family enrichment and/or education.

(i) Ensure that the I&R program will embody a continuum of assistance that includes answering questions, and consistent with reference (d) making simple and complex referrals that involve identifying needs of the individual and locating resources to meet those needs.

1. Examples include, but are not limited to: MCCS family support programs, other military and DOD resources including Military OneSource, as well as social services, schools, childcare, and community resources.

2. I&R referrals will familiarize individuals with the range of services available through MCCS, through DOD-operated or sponsored programs, including services available through community-based resources to the extent permitted by reference (d).

3. Program staff will work closely with individuals to identify their needs and locate services not readily available through MCCS or other DOD operated or sponsored resources. Program staff will provide adequate follow-up to ensure that the individual's information needs have been met satisfactorily.

(j) Recognize that an essential element of effective referral is the initial assessment of an individual's needs to determine what resources can be used to resolve the issue(s).

1. Simple inquiries require a limited response, such as providing telephone numbers and basic program information.

2. Complex requests are from those facing critical issues and may require a longer time.

(k) Recognize that the I&R Specialist is a key position to be filled by a knowledgeable person who can help customers in articulating their true concerns and make effective referrals based upon the initial interview.

(l) Ensure that program staff coordinate with personnel of other programs within the military and civilian community, and shall initiate programs to meet needs not yet addressed by existing resources.

(m) Require that a primary function of I&R is to establish and maintain files on services and resources available in the military and civilian communities. Program staff shall not maintain records on individuals. Resource information will be maintained by category of health care resources, personal and family counseling, marital counseling, relocation assistance, housing referral, childcare resources, legal assistance, financial assistance, employment, education resources, religious services and pastoral counseling, recreation services, consumer affairs, child and spouse abuse programs, and other personal and family support programs in both the military and civilian community.

(n) Ensure that program staff distribute information and provide such other guidance as may be required to assist Commanders in counseling and informing Marines and their families, as well as Sailors assigned to Marine units, in matters relative to their personal welfare.

(o) Ensure that program staff are knowledgeable of current information on the rights and benefits available to individuals as a result of military service.

(p) Facilitate the program staff to liaise with local community-based resources which may provide information or assistance in personal affairs.

(q) Ensure that program staff are prepared to assist with dissemination of resource information in the event of a local or national emergency in accordance with any installation guidance.

(r) Ensure program staff is fully trained and is afforded the opportunity for professional development using available resources, to include annual training and attendance at I&R relevant educational events.

(s) Provide adequate staffing to ensure that I&R offices will be open during normal working hours, and that there will be a 24-hour messaging capability to facilitate information requests after normal working hours.

(t) Establish that MCRD Parris Island and MCRD San Diego are designated as primary centers for the delivery of information and services to recruiting personnel and their families.

(u) Require that program staff submit reports and statistics based on customer service contacts as defined by DC M&RA (MF).

4. Administration and Logistics

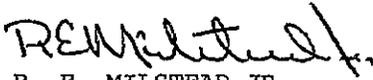
a. Recommendations for changes to the Order should be submitted to the DC M&RA (MF) via the appropriate chain of command.

b. Records Management. Records created as a result of this Order, regardless of media and format, shall be managed per reference (e).

5. Command and Signal

a. Command. This Order is applicable to the Marine Corps Total Force.

b. Signal. This Order is effective the date signed.


R. E. MILSTEAD JR
Deputy Commandant for
Manpower and Reserve Affairs

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Definitions

Customer Service Contacts. Each time a command or customer contacts an Installation I&R in person, by phone, Internet, or in writing, and receives a service the program shall count one customer service contact.

Family Support Program. The collection of MCCS services designed to enhance the Quality of Life for eligible personnel. The organizational unit for delivery of family support programs may be Marine Corps Community Services, Marine and Family Services, Personal and Professional Development, or other named programs or facilities specifically designated for the delivery of these programs and services.

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.