



UNITED STATES MARINE CORPS  
2D MARINE AIRCRAFT WING  
II MARINE EXPEDITIONARY FORCE  
POSTAL SERVICE CENTER BOX 8050  
CHERRY POINT, NC 28533-0050

WgO 1755.1A  
FRO  
JUN 27 2012

WING ORDER 1755.1A

From: Commanding General, 2d Marine Aircraft Wing  
To: Distribution List

Subj: STANDARD OPERATING PROCEDURE (SOP) FOR FAMILY READINESS OFFICERS (FRO)

Ref: (a) MCO 1754.9A  
(b) WgO 1754.3A  
(c) 2d MAW Family Readiness Inspection Checklist

Encl: (1) Duties of the FRO  
(2) Sample Projected UFRF Budget FY'12  
(3) Unit, Personal and Family Readiness Program Authorization  
(4) Family Readiness Inventory

1. Situation. To promulgate procedures for standardized execution of duties as FRO within the 2d Marine Aircraft Wing (2d MAW).

2. Cancellation. WgO 1755.1

3. Mission. To provide guidance, instruction and establish SOP for 2d MAW FROs in support of Unit, Personal and Family Readiness Program (UPFRP).

4. Execution

a. Commander's Intent. 2d MAW establishes and maintains a uniform high level of support to Marines and family members through the UPFRP. Marine total fitness is supported by FROs that perform at a high level of competency and professionalism.

DISTRIBUTION STATEMENT A: Approved for public release; distribution is unlimited.

JUN 27 2012

b. Concept of Operations

(1) The FRO is a Special Staff Officer under the direct authority of the Unit Commander.

(2) The FRO will be guided in the performance of their duties by this Order, references (a) through (c) and other family readiness, personnel and financial distribution is unlimited.

(3) 2d MAW FROs will adhere to established standards providing a high level of support to Marines and family members.

(4) Commanding Officers (COs) may direct increased focus as applicable to their unit but will ensure this SOP guides the minimum acceptable standard.

5. Administration and Logistics

a. Submit all change recommendations regarding this Order via the appropriate chain of command to 2d MAW FRO.

b. For the purpose of this Order, the term Marine is used to designate all service members assigned or attached to a 2d MAW unit, Marine or Sailor.

6. Command and Signal

a. Command. This Order is applicable to all 2d MAW units.

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

  
R. W. REGAN  
Chief of Staff

DISTRIBUTION: A

DUTIES OF 2D MAW FRO

1. Standard Operating Procedures. FROs are directed to conduct the UPFRP under the guidance of their CO and in accordance with references (a) and (b). As a standard, the operating procedures below will be followed unless the CO directs more stringent procedures.

2. Specific Duties. Specific duties for the FRO:

a. Be thoroughly familiar with all references contained in reference (a) and (b).

b. Ensure School Liaison Officer information is provided to new joins and personnel PCSing with school age children.

c. Maintain a copy of Unit and Family Readiness Funds (UFRF) requests and associated receipts on file with UPFRP event After Action Reports (AAR) for ease of auditing and to capture lessons learned. AAR is required for all "family/spouse" events. UFRF expenditure receipts require third party signature. Retain all UFRF expenditure records for a minimum of four (4) years.

d. Prepare a Non-Appropriated Fund MCCS Fiscal Year (FY) projected budget and submit to the CO for approval using Appendix A or a similar document. Submission should occur in November/December timeframe for discussion and subsequent approval not later than the end of January. Budget should forecast UFRF anticipated deposits per quarter, fund raising deposits and quarterly expenditures. The budget should not plan to carry over funds at the end of the FY.

e. Ensure auditable tracking measures are in place for gift cards or any other door prizes. Maintain a log with the date of purchase, dollar amount, event, printed name and signature of person receiving gift card or door prize.

f. Ensure UPFRP items obtained with UFRF that can be pilfered are inventoried quarterly. Document the inventory completion using Appendix C or a similar document. Examples of easily pilfered items include: camera, portable HD, coolers, etc. Expendable items such as face paint, color markers, pens, poster paper, paper plate, plastic utensils, etc. do not require inventory.

JUN 27 2012

g. Reconcile UFRF expenditures and balances at the end of each quarter with MCCA.

h. Be the unit expert on Information and Referral (I&R) services. Maintain a readily available database of family readiness resources to provide options for Marines and designated family members. Provide follow-up on resource I&R recommendations within a week to determine if resource was useful or if additional support is required.

i. Update information provided on the Authorized Organizational Communication Tool weekly. Database of sponsors should be updated twice a month at a minimum from MOL unless updates are done on a "check-in" and "check-out" basis. Verify accuracy of database once per month at a minimum to ensure all constituents are entered.

j. Official communication sent on behalf of or with the approval of the Commander shall be sent at a minimum once per month using the Authorized Organizational Communication Tool (AOCT) unit message capability. The message could direct the recipient's attention to recently posted AOCT official communication information.

k. In the event the Marine is deployed the Marine may submit via email a request to change contact information recorded on the 11654A form and in AOCT. Upon receipt of the email the FRO may update the record and database. The FRO will not make changes based on email from anyone other than the Marine. The FRO will retain the email attached to the 11654A as proof Marine's request.

l. Record Marine's authorization of contact information for receipt of UPFRP communications on Appendix B. Maintain authorization form in a secure location.

m. Maintain a file hard copy of leave (sick and annual), compensatory time requests/approvals. If leave used, compensatory time earned/used differs from what is requested document on leave/compensatory form with an explanation and supervisor's signature. Additionally, if unit People Soft pay "approver" is unable to electronically certify pay maintain a signed time sheet on file.

n. When unit fully deploys maintain accountability through the Group. Group staff will provide People Soft pay, leave and compensatory time approval.

Enclosure (1)

JUN 27 2012

o. Maintain documentation for inspection purposes to demonstrate the command fulfills requirements for UPFRP. Maintain records for non-financial items for two (2) years or to the date of last inspection, whichever is longer. Ensure proper destruction of obsolete/outdated files containing Privacy Information.

p. Maintain a turnover binder to provide adequate information and procedures that ensure the UPFRP can be sustained by another individual in the event the unit FRO unable to accomplish duties for a prolonged period of time.

q. Ensure accessibility to Marines, spouses and family members by maintaining regular office hours as determined by the unit CO. Hours will provide for accessibility to Marines assigned to night shifts.

r. As security clearance level permits become involved in the unit operations planning. Be knowledgeable of short, medium and long range plans to assist with incorporating family readiness into unit plans.

s. When absent from work for extended periods of time coordinate coverage within the unit, Group or with another FRO. Ensure Group FRO/Wing FRO is aware, as applicable, notifying Marines and families of absence and POC information.

t. Communicate early and often with organizations you partner with to ensure adequate planning. Be sensitive to cancelations and the impact on supporting partners.

u. Submit unit family readiness metrics to Group FROs by 5th day of month and Group FROs submit Group totals to Wing FRO by 10th day of month.

v. Attend scheduled training sessions directed by Higher Headquarters (HHQ). Exceptions will be on a case-by-case basis when travel funds are limited or unit tasking takes priority. It is recommended that Group FROs conduct a monthly meeting with supported FROs to discuss current topics of interest.

w. Adhere to established protocols when communicating with supporting agencies and organizations that handle confidential/FOUO information on Marines, spouses and other designated family members.

Enclosure (1)

WgO 1755.1A  
JUN 27 2012

x. Using the administrative chain of command, notify HHQ  
ERO of significant events/incidents impacting family readiness.

Enclosure (1)

JUN 27 2012

**SAMPLE - (Insert Unit) Projected UFRF Budget FY'12**

1st Quarter Feb - Apr		2nd Quarter May-Jul		3rd Quarter Aug-Oct		4th Quarter Nov-Jan	
<u>Income</u>		<u>Income</u>		<u>Income</u>		<u>Income</u>	
Carry-over	\$ -	Carry-over	\$ 835	Carry-over	\$ 240	Carry-over	\$ 2,025
Fund-raising	\$ 500	Fund-raising	\$ 500	Fund-raising	\$ 1,500	Fund-raising	1500
Allocation	\$ 1,500	Allocation	1500	Allocation	1500	Allocation	1500
<u>Total</u>	\$ 2,000	<u>Total</u>	\$ 2,335	<u>Total</u>	\$ 3,240	<u>Total</u>	\$ 3,525
<u>Expenditures</u>		<u>Expenditures</u>		<u>Expenditures</u>		<u>Expenditures</u>	
A. Family Day	\$ 700	A. WTI Unit Picnic	\$ 1,500	A. Spouse	250	A. MC Ball	2000
B. Easter	\$ 300	B. SM Event	\$ 360	B. Family Day	700	B. Christmas Party	1000
C. Spouse	\$ 75	C. Pool Party	\$ 200	C. Return WTI	250	C. SMP Event	500
D. Kid Event	\$ 50	D. Supplies	\$ 25	D. Volunteer	15	D. Supplies	25
E. Supplies	\$ 25	E. Volunteer	\$ 10	E.		E.	
F. Volunteer	\$ 15	F.		F.		F.	
G.		G.		G.		G.	
H.		H.		H.		H.	
<u>Total</u>	\$ 1,165	<u>Total</u>	\$ 2,095	<u>Total</u>	\$ 1,215	<u>Total</u>	\$ 3,525
<u>Ending Bal</u>	\$ 835	<u>Ending Bal</u>	\$ 240	<u>Ending Bal</u>	\$ 2,025	<u>Ending Bal</u>	\$ -
							Projected FY carry-over \$ -

JUN 27 2012

**Unit, Personal and Family Readiness Program Authorization - 11654A**

*This Authorization is solely for use by the Unit, Personal and Family Readiness Program (UPFRP) and is not to be confused with the Record of Emergency Data (RED). While information provided may be the same for both, the UPFRP Authorization and the RED, the RED is the official record and will be referred to for all official communication outside the parameters of the UPFRP, e.g. casualty notification.*

**PRIVACY ACT STATEMENT**

**AUTHORITY:** 10 USC 5013; EO 9397; 10 USC 5041 **PRINCIPAL PURPOSE(S):** To obtain required information for sponsors, spouses and designated contacts for the identified Unit, Personal and Family Readiness Program to enable the unit Commander and designated staff members and authorized volunteers to communicate in an accurate, rapid, and efficient manner with sponsor, spouse and Designated Contacts on matters relating to their Unit, Personal and Family Readiness Program. Access to personally identifiable information contained on data sheets will be on an official "need to know" basis and granted only to authorized persons with current certificates showing completion of requisite Personally Identifiable Information Training.

**ROUTINE USES(S):** None

**DISCLOSURE:** Participation is mandatory for Marines. Marines must provide a primary and secondary contact path. It is also mandatory for married Marines to provide a primary contact path for spouse or a signed Opt-out Form should the spouse choose not to participate. For military personnel, generally MCO 1754.9A, Chapter 4, paragraph 2 (c) and (d) are lawful orders and punitive in nature. Violations may result in disciplinary action under Article 92 of Uniform Code of Military Justice, and /or other adverse administrative action. It is mandatory for all Marines to identify at least one primary contact. All designated contacts must be over the age of 18 with the exception of a spouse.

**MARINE NAME:** \_\_\_\_\_

**UNIT:** \_\_\_\_\_

**FAMILY READINESS OFFICER:** \_\_\_\_\_

**INSTRUCTIONS:** I hereby authorize the unit Commander and designated members of the unit's Family Readiness Command Team, to include but not limited to, the unit Family Readiness Officer (FRO) and designated UPFRP Volunteers to communicate with my spouse\*, and individuals I have listed below, hereinafter referred to as "Designated Contacts" on matter pertaining to the UPFRP. Designated Contacts must be 18 years of age or older, with the exception of a spouse.

**DESIGNATED CONTACT #1:** \_\_\_\_\_

\*It is mandatory for spouses to be listed as Designated Contact #1 for married sponsors or submit an Opt-out Form.

**DESIGNATED CONTACT #2:** \_\_\_\_\_

**DESIGNATED CONTACT #3:** \_\_\_\_\_

**DESIGNATED CONTACT #4:** \_\_\_\_\_

**DESIGNATED CONTACT #5:** \_\_\_\_\_

Designated Contact #5 to be used in Alternate Organizational Communication Tool.

Communication will be in compliance with Marine Corps Order 1754.9A, Unit, Personal and Family Readiness Program, and deemed by the unit commander to be relevant, appropriate and in accordance with his/her vision and intent for the UPFRP.

The UPFRP may use methods outlined in MCO 1754.9A to effect clear and direct communication on matters pertaining to personal and family readiness between the sponsor, spouse\* and Designated Contacts (DoN SOR M01754-5).

**SPONSOR SIGNATURE:** \_\_\_\_\_

**SPONSOR NAME (Printed):** \_\_\_\_\_

**SPONSOR RANK:** \_\_\_\_\_

Unit, Personal and Family Readiness Program Authorization

**MARINE (mandatory):** Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_  
Rank: \_\_\_\_\_ Date of Birth (MM/DD): \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Contact Path #1: \_\_\_\_\_ Contact Path #2: \_\_\_\_\_  
FRO Notes: \_\_\_\_\_

**DESIGNATED CONTACT #1:** Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_  
Date of Birth (MM/DD): \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Contact Path #1: \_\_\_\_\_ Contact Path #2: \_\_\_\_\_  
FRO Notes: \_\_\_\_\_

**DESIGNATED CONTACT #2:** Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_  
Date of Birth (MM/DD): \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Contact Path #1: \_\_\_\_\_ Contact Path #2: \_\_\_\_\_  
FRO Notes: \_\_\_\_\_

**DESIGNATED CONTACT #3:** Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_  
Date of Birth (MM/DD): \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Contact Path #1: \_\_\_\_\_ Contact Path #2: \_\_\_\_\_  
FRO Notes: \_\_\_\_\_

**DESIGNATED CONTACT #4:** Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_  
Date of Birth (MM/DD): \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Contact Path #1: \_\_\_\_\_ Contact Path #2: \_\_\_\_\_  
FRO Notes: \_\_\_\_\_

**DESIGNATED CONTACT #5:** Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_  
Date of Birth (MM/DD): \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Contact Path #1: \_\_\_\_\_ Contact Path #2: \_\_\_\_\_  
FRO Notes: \_\_\_\_\_

