



UNITED STATES MARINE CORPS
MARINE CORPS AIR STATION
POSTAL SERVICE CENTER BOX 8003
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IN REPLY REFER TO:
ASO 1754.10
I&R

17 OCT 2019

AIR STATION ORDER 1754.10

From: Commanding Officer, Marine Corps Air Station Cherry Point
To: Distribution List

Subj: MARINE CORPS INFORMATION AND REFERRAL PROGRAM WITH RELOCATION SERVICES

Ref: (a) MCO 1754.10A
(b) DoD Instruction 1342.22, "Military Family Readiness," July 3, 2012
(c) DoD 5500.07-R, "Joint Ethics Regulation," August 30, 1993
(d) 10 USC § 1056
(e) SECNAV M-5210.1
(f) MCO 1320.11F
(g) SECNAVINST 5211.5E

Encl: (1) Definitions

1. Situation. Per the references, to establish the Marine Corps Information and Referral (I&R) Program, with Relocation Services policy.

2. Cancellation. AirStaO 1754.1A w/Ch 1-4.

3. Mission. To support family readiness by helping Marines and families navigate through the mobile military lifestyle by providing information and referral functions. The I&R Program is 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. The I&R Program is the primary point of contact for all mandatory relocation assistance services on an installation, per reference (d).

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. To establish policies and standards for the Marine Corps Air Station (MCAS) Cherry Point I&R Program designed to meet the challenges of the mobile military lifestyle.

(2) Concept of Operations. I&R is a mandated program of Marine and Family Programs and is a Warfighter and Family Services Category A Morale, Welfare and Recreation Program. The MCAS Cherry Point I&R program provides information and referral services and relocation assistance services. I&R personnel are responsible for effectively implementing the policies and standards outlined in this Order, to include the provision of relocation assistance services. Enclosure (1) lists commonly used I&R and relocation definitions.

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b. Tasks(1) Marine Corps Community Services Director:

(a) Establish and ensure adequate funding of the I&R Program at MCAS Cherry Point and ensure all mandatory relocation assistance services are provided as defined in the enclosure.

(b) Ensure adequate staff, facilities, supplies, equipment, and learning resources are available to support the I&R Program within the Personal and Professional Development (P&PD) Branch.

(c) Ensure that 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 I&R Program.

(d) Ensure the I&R office coordinates with appropriate installation based activities to maintain updated phone lists and services available in the event of an emergency. In the event of a disaster or emergency, the I&R office will provide relevant resource information on the installation website for resources that can assist Marines and families and assists with dissemination of such emergency resource information in accordance with installation guidance.

(e) Ensure that I&R services are provided in an expedient fashion to enable the individual to resolve their information need(s) 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.

(f) Establish that the spectrum of services will range from dissemination of booklets, pamphlets, and other carry-out materials; 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.

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

1. Examples of referral sources include, but are not limited to: Marine and Family (MF) Programs, other military and Department of Defense resources including Military OneSource as well as social services, schools, childcare, relocation, and community resources. I&R referrals will familiarize individuals with the range of services available through community-based resources to the extent permitted by reference (c).

2. Establish a Sponsorship Program in accordance with this Order and the references.

3. I&R Program staff will work closely with individuals to identify their needs and locate services not readily available through MF or other DoD operated or sponsored resources. Program staff should provide

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adequate follow-up to ensure that the individual's information needs have been met satisfactorily.

4. I&R Program staff will provide an initial assessment of an individual's needs to determine what resources can be used to resolve the issue(s). Inquiries may require a limited response, such as a simple referral, or may be more complex when dealing with clients who are facing critical issues.

(h) Ensure that I&R staff is adequately trained and able to help customers in articulating their true concerns and make effective referrals based upon the initial assessment.

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

(j) Ensure that I&R Program staff receive annual Crisis Call training to enable them to handle distress calls and provide a warm hand-off to installation Community Prevention personnel and/or other appropriate resources.

(k) I&R Program staff shall not maintain records on individuals.

(l) Ensure that I&R Program staff distribute information and provide guidance as required to assist Commanders in counseling and informing unit personnel and their families in matters relative to their personal welfare.

(m) Ensure that I&R 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.

(n) Facilitate I&R Program staff liaison with local community-based resources, which may provide information or assistance in personal affairs.

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

(p) Per references (b), (d), and (f), ensure that Title 10 relocation assistance services are provided including Settling In Services, Permanent Change of Station (PCS) and Outside the Continental United States (OCONUS) workshops, quarterly updates to the www.MilitaryINSTALLATIONS.com website, and Sponsorship Training.

(q) Non-mandatory relocation assistance services provided at Installation Commander's discretion must be maintained in accordance with national accreditation standards per reference (b). Non-mandatory services may include Lending Locker, Command relocation brief, welcome aboard packets, individual relocation plan, newly arrived spouse orientation, home buying and selling, and moving with the Exceptional Family Member Program.

(r) Require that I&R Program staff submit metrics based on customer service contacts as defined by DC M&RA (MF).

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(s) Establish checkout procedures to ensure all military personnel executing a PCS, report to the P&PD branch to attend a mandatory PCS relocation assistance workshop no less than 90 days prior to PCS or as soon as they receive their PCS orders.

(t) Establish check-in procedures that ensure all incoming personnel check in with the installation P&PD Branch, and all incoming first duty station Marines attend the Personal Readiness Seminar, and personnel in the grades of E-1 through E-6, WO-1 and O-1 through O-2 attend mandatory Settling in Services at Contiguous United States locations.

(2) Sponsorship Coordinators:

(a) Complete sponsorship training prior to executing the assigned responsibilities. SCs will contact the installation I&R Specialist to obtain a sponsorship training schedule and schedule sponsorship training for the assigned sponsor.

(b) As necessary, update contact information (i.e., Reporting Unit Code, email address, and phone number) with the installation and supporting I&R Specialist to ensure accurate and current information is on all PCS orders for Service Members transferring to the gaining activity.

(c) Ensure sponsors have completed sponsor training and received a training completion certificate prior to performing sponsorship duties. The SC will ensure sponsors receive the training completion certificate after attending the new sponsor orientation class, or the online e-Sponsorship class available at <https://myhub.militaryonesource.mil>.

(d) Upon receipt of NAVMC 11799, recommend an appropriate sponsor and prepare a Sponsorship Assignment Letter, sample letter provided in the reference, for Commanding Officer's signature.

(e) Establish and maintain sponsor assignment tracking documentation and provide program utilization metrics to the installation I&R Specialist at the end of the fiscal year. Assigned sponsors will be of equal or higher pay-grade than the arriving Service Member.

(f) Ensure sponsor prepares Welcome Aboard letters for the inbound Service Members within 10 working days of assignment. Sample letters are provided in reference (1).

(g) Provide NAVMC 11791 to newly arrived Service Members and collect completed questionnaires. File and retain returned questionnaires in accordance with reference (a).

5. Administration and Logistics.

a. Recommendations for changes to this Order should be submitted to the MCAS Cherry Point Adjutant 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).

c. The generation, collection, or distribution of Personally Identifiable Information (PII), and management of privacy sensitive information shall be in

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c. The generation, collection, or distribution of Personally Identifiable Information (PII), and management of privacy sensitive information shall be in accordance with the Privacy Act of 1974, as amended, per reference (g). Any unauthorized review, use, disclosure, or distribution is prohibited.

6. Command and Signal

(a) Command. This Order is applicable to MCAS Cherry Point and its subordinate and supported commands.

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



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

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.

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

Settling In Services. The provision of helpful information with an emphasis on available government living quarters, private housing, child care, spouse employment assistance information, cultural adaptation, and community orientation.

PCS/OCONUS Services. The provision of destination area information and preparation (to be provided before the PCS takes effect), with emphasis on information with regard to moving costs, housing costs and availability, child care, spouse employment opportunities, cultural adaptation, and community orientation.

www.MilitaryINSTALLATIONS.dod.mil . A computerized information system that can interact with the military relocation assistance services of the military departments, including programs located outside the continental United States.