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**UNITED STATES MARINE CORPS  
THE BASIC SCHOOL  
MARINE CORPS TRAINING COMMAND  
CAMP BARRETT, VIRGINIA 22134-5019**

**INDIVIDUAL AND  
FAMILY  
ASSISTANCE  
B141036  
STUDENT HANDOUT**



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## Individual and Family Assistance

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### Introduction

The purpose of this lesson is to familiarize you, as a platoon commander, with various individual and family assistance programs and agencies that are available to all Marines. This lesson emphasizes problem prevention and resolution in order to reduce or eliminate work-related stressors and strengthen individual and family coping skills.

### Importance

Marines live stressful lives. Not only are the hours long and demanding, but deployments are frequent especially in the current operational tempo. Thus, you must be aware of many potential problems and solutions generated by the stresses confronted by your Marines.

### In This Lesson

Initially this lesson discusses various methods of assistance that are available to Marines stricken with personal or family issues. It also reviews methods of resolving personal issues within the chain of command and the Request Mast process. Finally it also reviews a checklist encompassing many areas of potential readiness-related issues.

This lesson covers the following topics:

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### Learning Objectives

#### Terminal Learning Objectives

MCCS.07.03 Given the requirement, describe agencies that provide Marines with assistance for personal and family problems, per MCRP 6-11B.

MCCS.01.07 Given the requirement, explain two problem-solving methods available to all Marines, per the Manual for Courts-Martial, the Marine Corps Manual, and MCO 1700.23E.

**Individual and Family Assistance (Continued)**

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**Learning Objectives  
(Continued)**Enabling Learning Objectives

MCCS.01.07a Given the requirement, explain the use of the chain of command, to solve problems.

MCCS.01.07b Given the requirement and without the aid of references, explain the use of request mast to solve problems, per the Manual for Courts-Martial, the Marine Corps Manual, and MCO 1700.23E.

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## **Agencies that Assist Marines**

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<b>American Red Cross</b>	The American Red Cross provides many services that are available 24 hours a day. They can provide emergency communication throughout the world relating to notification of births, deaths, and health conditions within the Marine's family. Under certain circumstances, emergency financial assistance (loans, grants) may be available for travel.
<b>Navy and Marine Corps Relief Society</b>	The mission of the Navy and Marine Corps Relief Society is to provide financial, educational, and other assistance to eligible personnel and their families. The agency provides military family members with emergency financial assistance (loans, grants) for living expenses (bills, food, gas). This assistance can even be provided during deployments.
<b>Chaplain</b>	The Chaplain's office provides for the free exercise of religion by all members of the naval service and their dependents by providing ministries and staff support throughout the Department of the Navy. The Chaplain also serves as a special staff officer for battalion level units (and higher), providing ministry and counseling to all within the unit.
<b>Marine Corps Family Service Centers (MCFSCs)</b>	The MCFSC serves as the focal point for family readiness support and provides information, referrals, and coordination on a plethora of family readiness issues. The MCFSC provides education, training, and counseling to eligible personnel and family members.
<b>Family Advocacy Program (FAP)</b>	The FAP is designed to address the prevention, reporting, evaluation, identification, intervention, treatment, and rehabilitation in cases of child/spousal abuse, maltreatment, sexual assault, and rape. The program attempts to prevent and intervene in cases of family distress and abuse and to promote a healthy family life. The FAP offers 24-hour crisis intervention, command consultation, information, referrals, clinical assessment, individual/marital counseling, and various education programs such as violence awareness/prevention, stress management, suicide awareness, parenting skills, and conflict management.

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## **Agencies that Assist Marines (Continued)**

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### **Marine Corps Family Team Building (MCFTB)**

The MCFTB is staffed with volunteers who provide resources and guidance relating to the Marine Corps lifestyle. It is comprised of three subunits

- Lifestyle, Insight, Networking, Knowledge, and Skills (LINKS). A spouse to spouse orientation for spouses new to the Marine Corps supported almost entirely by Marine Corps spouse volunteer efforts.
- Prevention and Relationship Enhancement Program (PREP). A workshop to teach couples the skills they need to nurture a lasting love including effective communication skills and problem resolution strategies; conducted with Chaplain support.
- Key Volunteer Network (KVN). A commander's program within a Marine Corps unit supported almost entirely by Marine Corps spouse volunteer efforts.

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## **Problem Solving Methods**

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### **Chain of Command**

The chain of command begins with the Marine's immediate supervisor. It continues to the next higher echelon through the battalion commanding officer (CO), the Commandant of the Marine Corps (CMC), Secretary of the Navy (SecNav), Secretary of Defense (SecDef), and the President of the United States (POTUS).

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## **Problem Solving Methods (Continued)**

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### **Request Mast**

The official method by which any Marine can address any matter with members of his chain of command is called Request Mast. It includes every Marines' right to communicate grievances or personal problems to their seniors, and the seniors' obligation to personally respond to the Marines' request.

A CO may deny a Request Mast application if there is an alternate and sufficient method of redress available to the Marine. The CO should present a full explanation of denial and (if appropriate) offer insight as to how the Marine can pursue and resolve the issue. The CO may also require the Marine to use the chain of command prior to submitting an application to Request Mast.

Request Mast may not be used to harass, avoid duty, or intentionally interfere with the CO's ability to execute functions of command. Request Mast may not be used if the member is being processed for involuntary separation or if the applicant is subject to Article 138 or Article 1150 proceedings.

A Request Mast application (NAVMC 11296) may be accessed through the S-1 office and submitted to the immediate senior. No mention needs to be made of the matter of concern except to the officer to whom the Marines wishes to Request Mast. Each level should respond within twenty-four hours. The Marine applicant discusses the grievance with the CO, and the two try to achieve resolution. The applicants must write a statement regarding the level of satisfaction of the outcome.

If a Request Mast petition with a higher commander is resolved by a junior commander, the requester writes a statement indicating satisfaction and subsequent withdrawal of the Request Mast petition. Request Mast petitions are processed in a timely manner, no later than 3 working days after initial submission; emergencies rate a 24 hour response.

## Readiness Checklist

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The following checklist identifies areas to consider and update for major life changes (marriage, divorce, birth, death, etc.) for personal and family readiness.

- Record of Emergency Data (RED)
  - Legal
    - Power of attorney
    - Will
    - Documents (birth certificates, marriage license, divorce decree, titles of property, tax returns, etc.)
    - Defense Enrollment Eligibility Reporting System(DEERS)
  - Finances
    - Bank information (allotments, bill payments, joint accounts, etc.)
    - Loan preauthorization form
    - Split pay
  - Medical
    - TRICARE information
    - Telephone number(s) of nearest military installation
  - Housing
    - Condition/repairs
    - Appliances
    - Location of gas/water shut-offs
    - Emergency maintenance
    - Base housing office
    - Storage of household goods/transportation management office (TMO)
  - Vehicles
    - Department of Defense (DOD) stickers
    - Title/lien-holder
    - Insurance
    - Extra keys
    - Condition (fluids/maintenance)
    - Storage
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## Summary

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Marines with family or personal problems lead to a drop in productivity, morale, and mission accomplishment. As a platoon commander, you need to identify your Marines who have personal issues and refer them to an agency or process that can provide assistance in order to get their minds back on their duties and mission accomplishment.

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## References

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Reference Number or Author	Reference Title
MCO 1700.23E w/Ch 1	Request Mast
MCRP 6-11B	Marine Corps Values: A Users Guide for Discussion Leaders
2006 Edition	Manual for Courts-Martial Marine Corps Manual

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## Glossary of Terms and Acronyms

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Term or Acronym	Definition or Identification
CMC	Commandant of the Marine Corps
CO	Commanding officer
DEERS	Defense Enrollment Eligibility Reporting System
DOD	Department of Defense
FAP	Family Advocacy Program
KVN	Key Volunteer Network
LINKS	Lifestyle, Insight, Networking, Knowledge, and Skills
MCFSC	Marine Corps Family Service Centers
MCFTB	Marine Corps Family Team Building
POA	Power of attorney
POTUS	President of the United States
PREP	Prevention and Relationship Enhancement Program
RED	Record of Emergency Data
SecDef	Secretary of Defense
SecNav	Secretary of the Navy
TMO	Transportation Management Office

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## Notes

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