

# NAVIGATING THE MAZE

## MODULE FOUR

LIFESTYLE. INSIGHTS. NETWORKING. KNOWLEDGE. SKILLS.





This book belongs to:

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# Module Objectives

## Welcome to the Maze

You haven't stepped into a science fiction novel, quite the contrary. In this module you will be guided through the many services and resources that are available to you as a member of the Marine Corps community. Let this module serve as a map to connect you to the services you will need throughout your journey as a Marine Corps family.

At the end of this course the participants will be prepared to:

- Recognize the resources available within a military and civilian community (Command Team), TRICARE (Dental), Exchanges and Commissaries, and MCCS
- Name their Deployment Readiness Coordinator (DRC)/Uniform Readiness Coordinator (URC)
- Identify where resources are available at their location

There are many resources available to you, more than can be covered in a single module or class. As you begin to navigate through your journey in the Marine Corps Community, utilize your newfound networks to locate and share other resources.

# Military ID Card

Your Military ID card, similar to other forms of identification, is considered personally identifiable information (PII) and is used to access your benefits on and off the installation.

## **Always Keep Your ID with You**

You must have your Military ID card with you at all times to access health care and medical services, get on most installations, and to shop at the Commissary, Marine Corps Exchange (MCX), and Army & Air Force Exchange Services (AAFES) - to include Base Exchanges (BX), Post Exchanges (PX), 7-Day Store, Marine Mart, and the Shoppette. Always ask if a military discount is available. You may be eligible for discounts from local merchants, airlines, hotels, etc. While you do not need your Marine present to access your benefits and services, in most cases, you will need to have your ID card. Your military ID card also serves as an official government form of identification.

## **No Copies Allowed!**

It is illegal under Title 18, U.S. Code Part I, Ch. 33 for your military ID card to be copied. Exceptions are hospitals and doctor's offices for insurance billing purposes.

## **Never Let Others Use Your ID Card**

You may purchase gifts for others, but not items for resale, or on behalf of someone else.

## **Lost ID Card**

If a family member loses their ID Military card, the Marine must contact the command and complete a DD 1172 form. The Marine and family member may then proceed to the ID card processing center. Be sure you have a secondary form of photo ID such as a Passport or School ID. Reach out to the ID Card center to confirm you have the documents you need before arriving.

## **You Should Include Renewing Your ID Card On Your Pre-Deployment Checklist!**

It is much harder to try and renew an ID when the Marine is gone. If the Marine is deployed, the family member should contact their command Deployment Readiness Coordinator or Uniformed Readiness Coordinator for assistance. **They won't be able to get you an ID**, but they may be able to work with the Command to have the paperwork completed while deployed.

## **How To Make an Appointment**

To receive, renew, or replace your military ID, be sure you make an appointment at your local ID Center. To find your nearest location (not necessarily a Marine Corps Base) and schedule an appointment visit- <https://idco.dmdc.osd.mil/idco/#/> - RAPIDS ID Card Center Online.

# Am I Eligible?

Marines and eligible family members enroll in the Defense Enrollment Eligibility Reporting System (DEERS).

## Who is an eligible family member?

- Legal spouse
- Unmarried children from birth to 21 years old (up to 23 years old for a qualified full-time student). Step, adopted/pre-adoptive, certain children born out of marriage, and qualifying wards are included.
- Unmarried children 21 years old and over who qualify based on mental or physical incapacitation.
- Qualifying parent, mother/father-in-law, stepparent or adoptive parent

## Required documents for DEERS enrollment:

- Photo ID (except for minor children)
- Marriage certificate, divorce decree or birth certificate
- Judicial decree of paternity, proof of support, or court order
- Proof of full-time student status
- Favorable medical determination
- Proof of Social Security Number

To verify or check enrollment in DEERS, call 1-800-538-9552, in California 1-800-334-4162, and in Alaska or Hawaii 1-800-527-5602 or [www.dmdc.osd.mil](http://www.dmdc.osd.mil).

# **Unit, Personal & Family** Readiness Program (UPFRP)

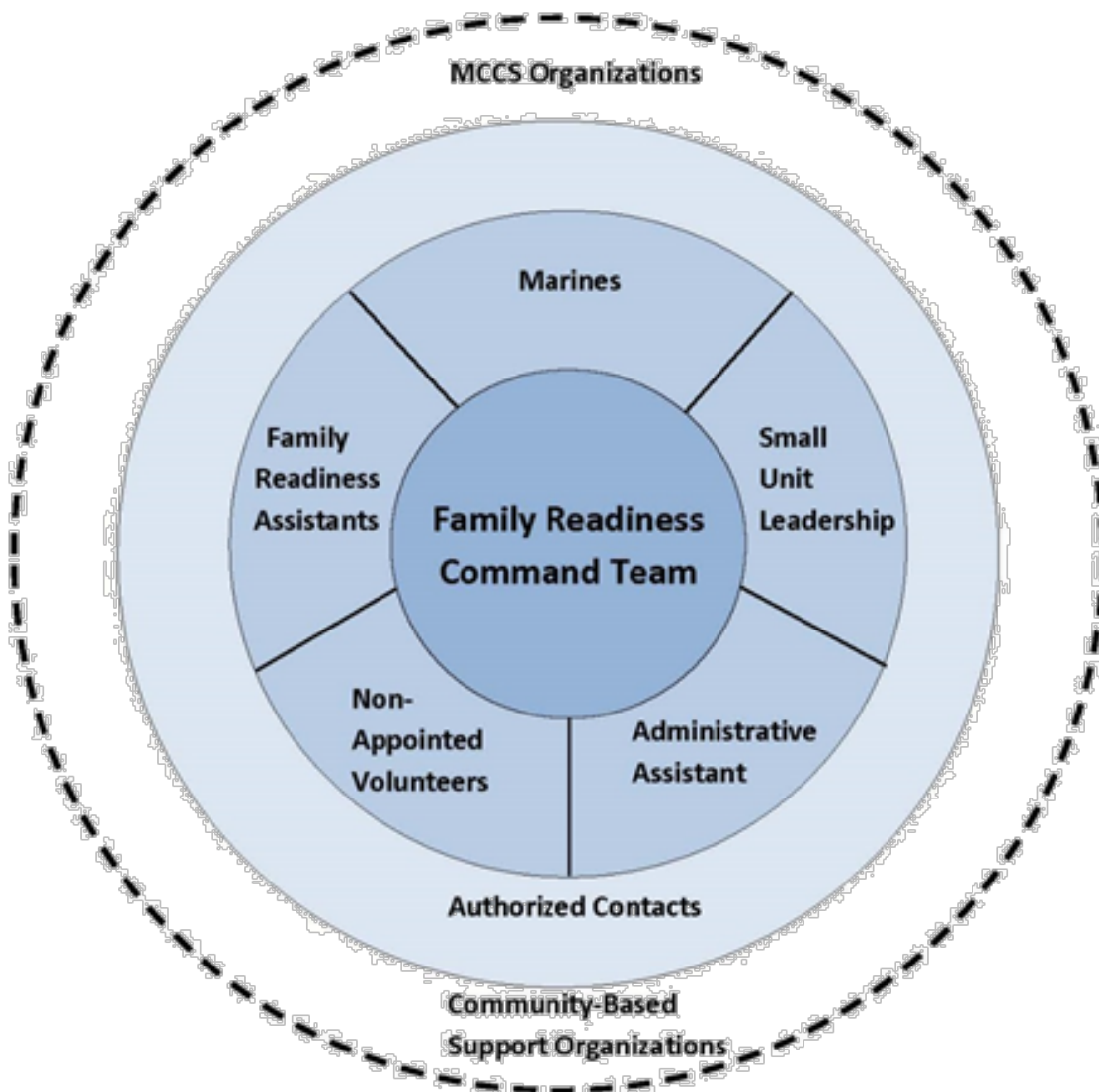


The mission of the **Unit, Personal and Family Readiness Program (UPFRP)** is to educate and prepare Marines and families, ensuring resiliency when faced with life events.



# Family Readiness Command Team

The individuals who shape a command's UPFRP are its **Family Readiness Command Team**. The Family Readiness Command Team Advisors (FRCTA) and Family Readiness Assistants (FRA) are appointed volunteers within the command. Your DRC/URC is the face of the Commander's vision and the hub of communication for the UPFRP. Use the DRC/URC as one of your valuable family tools, because that's their mission!



# Know your DRC/URC

Your Deployment Readiness Coordinator (DRC), and/or Uniform Readiness Coordinator (URC), is the go-to person with information about the unit, plans, and the surrounding area. The DRC/URC is involved in ensuring that the family is ready for separations by providing assistance, guidance, and resources at all times, not just during deployment!

Your DRC/URC is the face of the Commander's vision and the hub of communication for the Unit, Personal and Family Readiness Program (UPFRP). The DRC/URC will provide direct coordination for the UPFRP between the Commander, the Marines, the families, and all the available resources and organizations, both on and off DoD installations. The primary duty of the DRC/URC shall be to communicate and serve as a communication portal. Use the DRC/URC as one of your valuable family tools, because that's their mission!

Record the name and contact info of your DRC/URC in the space below.

# Chaplains

Navy Chaplains perform many of the same functions as civilian clergy (all chaplains serving with Marines are actually Naval Officers). They conduct worship services and perform weddings, baptisms, funerals, and other rituals specific to their faith traditions. Also, they serve as confidential counselors who can assist you and your family in times of difficulty. Within the military, their specific task is to protect and guarantee an individual's right to freely exercise the religious faith of his or her choice. Chaplains also protect an individual's right not to practice a religious faith.

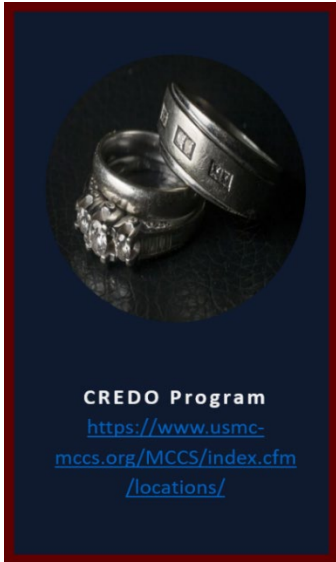
Chaplains represent a great many faith traditions. Marines or their family members may wish to speak to a chaplain who comes from their same faith tradition. In such a case, it is the obligation of every chaplain to try and find a chaplain from that particular faith tradition to support that family, though circumstances may make that impossible.

Marines or family members needing assistance from a chaplain should attempt to contact their unit chaplain first. If there is no chaplain directly assigned to the unit, a call should be placed to the installation Chaplain's office. If there is no installation Chaplain office, contact your DRC/URC.

Chaplains deploy with Marine units (they go where the unit goes). Additionally, chaplains usually wear Marine Corps uniforms when serving Marine Corps units, however their rank insignia will be that of the Navy.

Do you know the unit Chaplain?

# Chaplains Religious Enrichment Development Operation



Chaplains sponsor programs designed to support Marines and their families. One of those programs is the **Chaplains Religious Enrichment Development Operations (CREDO)** programs. CREDO retreats use pastoral care, workshops, and seminars to strengthen family life and increase personal growth. Transportation to the retreat, meals and lodging are provided. There are several CREDO workshops offered on or near many Marine Corps installations. Call the Chaplain's office at your installation for information about:

- **Marriage Enrichment Retreats** assist couples in strengthening their marital bond by teaching communication skills, conflict resolution and management, and how to create healthy boundaries and achieve greater intimacy.
- **Personal Growth Retreats** are for individuals looking to gain an introspective viewpoint for self-awareness and spirituality in a supportive environment.
- **Family Enrichment Retreats** are designed for families seeking to learn how to enhance the family dynamic using the Survival Skills for Healthy Families model to resolve conflicts and build upon the family's strengths.
- **Spiritual Growth Retreats** allow participants to focus on the pursuit of increased spirituality.
- **Warrior Resiliency Retreats** are courses designed to reduce the stresses associated with combat settings, arduous deployments and reintegration to peacetime.

# Medical & Dental Benefits



## Who is eligible for TRICARE?

TRICARE is for active duty, reserved or retired uniformed service members and their qualified dependents who are enrolled in the Defense Enrollment Eligibility Reporting System (DEERS).



## Are dental and vision covered in our TRICARE Plan?

TRICARE dental services are for active duty and activated guard/reservist. Active duty family members and inactivate guard/reservists may purchase the TRICARE Dental Program.



## What about emergency medical services?

In case of emergency, call 9-1-1 immediately or go to your nearest hospital, whether it is military or civilian. Urgent care facilities include: non-life, limb or eyesight threatening emergencies Treatment that is imminently needed in order to avoid more serious risk. Visit <https://tricare.mil/urgent> for more information.

TRICARE is the Department of Defense's worldwide healthcare program for active duty, retired, and reserved service members and their families. For the most up-to-date information, please visit [www.tricare.mil/plans](http://www.tricare.mil/plans).

# Exceptional Family Member Program (EFMP)

The **Exceptional Family Member Program (EFMP)** ensures Marines are assigned to duty stations where the required medical services and educational supports are available for their family members' needs. This allows the Marine to focus on the mission, benefiting their individual, family, and unit readiness.

EFMP provides services to include, but not limited to:

- Individualized assignment coordination to ensure access and availability to needed medical care and educational services
- Individualized case management support, including information and referral, assessment, service plans, deployment support, and PCS transition support
- Consideration for priority housing and/or housing accommodations
- Support and assistance with Individualized Education Program (IEP) meetings
- Resources, training, education and outreach on a number of topics important to families with special needs



EFMP is a mandatory enrollment program for active-duty personnel who have a family member who meets the enrollment criteria. Enrollment is required by DoDI 1315.19 & MCO 1754.4C.

Contact your local EFMP office or [hqmc.efmp@usmc.mil](mailto:hqmc.efmp@usmc.mil) for more information.

# **Additional Medical Information**

## **Your Medical Records**

Your medical records are the property of the U.S. Government. You will have access to all of the information in the record, but the record itself must be maintained by the Medical Treatment Facility. The location of your record is determined by the location of your Primary Care Manager. Records will not be released for civilian medical appointments; however, with a minimum of five days' notice, a copy of the relevant portions of the health care record necessary for the civilian appointment will be made.

You should keep copies of your medical documentation, records, and health care history information for your own reference. You can view and download personal health information from your military health record through TRICARE online (TOL Secure Web Portal) <https://myaccess.dmdc.osd.mil>.

Military OneSource has a great organizational record to help families keep medical records/information organized. It's marketed for families with special needs, but could be useful for anyone. Free to download.

## **Health Insurance and Privacy**

All military and civilian health care plans, health care clearinghouses, and health care providers who electronically conduct financial and administrative transactions must comply with the Health Insurance Portability and Accountability Act (HIPAA). TRICARE, military hospitals and clinics, providers, regional contractors, subcontractors and other business associate relationships fall within these categories. HIPAA's Privacy Rule and Security Rule relate specifically to the privacy and security of your protected health information (PHI).

In summary, your medical records are PHI and protected under HIPPA. Records are maintained at the military treatment facility under the care of your primary care manager (PCM). All copies of your medical documentation, records and health care history should be kept for your own reference and are available upon written request

# The Commissary



Among the many benefits that are allotted to members of the military community is the use of the commissary, or base grocery store, which is operated by the **Defense Commissary Agency (DeCA)**. Along with the savings that you can receive from shopping on base versus non-installation grocers, commissary customers can use general coupons. Overseas commissaries will even accept stateside coupons that are no more than 30 days expired. Customers can also register for digital DeCA coupons at <https://commissaries.com/rewards-and-savings/mycommissary>.

A courtesy offered to commissary patrons are the professional baggers. Baggers are non-salaried employees who depend on tips. Tipping is optional. As a rule of thumb, the tip amount is based on the number of bags and the quality of service received. Tipping in the express lane is appropriate. You may also choose to carry your own bags out to your car.

## **Avoid shopping on paydays.**

Military retirees, active duty personnel, veterans with a Department of Veterans Affairs (VA) documented service-connected disability rating, and their authorized families have shopping privileges at the commissary. Therefore, the stores can often get very crowded, especially on paydays. Also avoid shopping at lunch time whenever possible; active duty members in uniform have priority in line during this time. For the best selection, shop the day that shelves are stocked.



If you have special dietary needs and certain products aren't available, please feel free to speak to a commissary manager. They may be able to stock some of your special products. This doesn't guarantee that they will, but it certainly doesn't hurt to ask! To find out about special order availability and procedures at your commissary, contact commissary management during a commissary visit, or by e-mail or phone. To get contact information for your commissary, go to [commissaries.com](https://commissaries.com), click on the Locations page, then click on a commissary name on a map or alphabetical list, and then click on "Location/Phones" on the commissary webpage.

## Commissary Policies

Please note guests policies can change based on large scale events and installation specific guidelines.

A specific named person may be authorized on a temporary basis (not exceeding 1 year unless extended for continuing hardship) by the commanding officer, at the command level of a military installation to shop for an authorized patron in extreme hardship cases, or when no adult dependent member is capable of shopping due to injury, illness, incapacitation, or stationing away from their household. In addition, DeCA announced in April 2020 it will support an agent shopping service at local commissaries where installation leaders establish a process to recruit volunteers and connect them with the customers who need this service.

Use this space to record policies unique to your commissary.

# Marine Corps Community Services (MCCS)

**Marine Corps Community Services (MCCS)** is a diverse collective of services, resources, recreational activities and support and retention programs that aide in Marine and family readiness. Profits from the sale of goods and services are reinvested into the Marine Corps community.



Profits from sales are funneled back into the various programs and services within the Marine Corps community, such as the physical fitness centers, youth sports programs and clubs. These programs are offered to the community at little to no cost.



Marines and their families can take advantage of lower cost services, such as movie theatres, auto repair centers, tailors, marinas, bowling centers, golf courses, and food services. For those looking to vacation or visit an amusement park, the ITT center provides discounted tickets.



MCCS is one of the largest employers of Marine Corps family members on an installation.

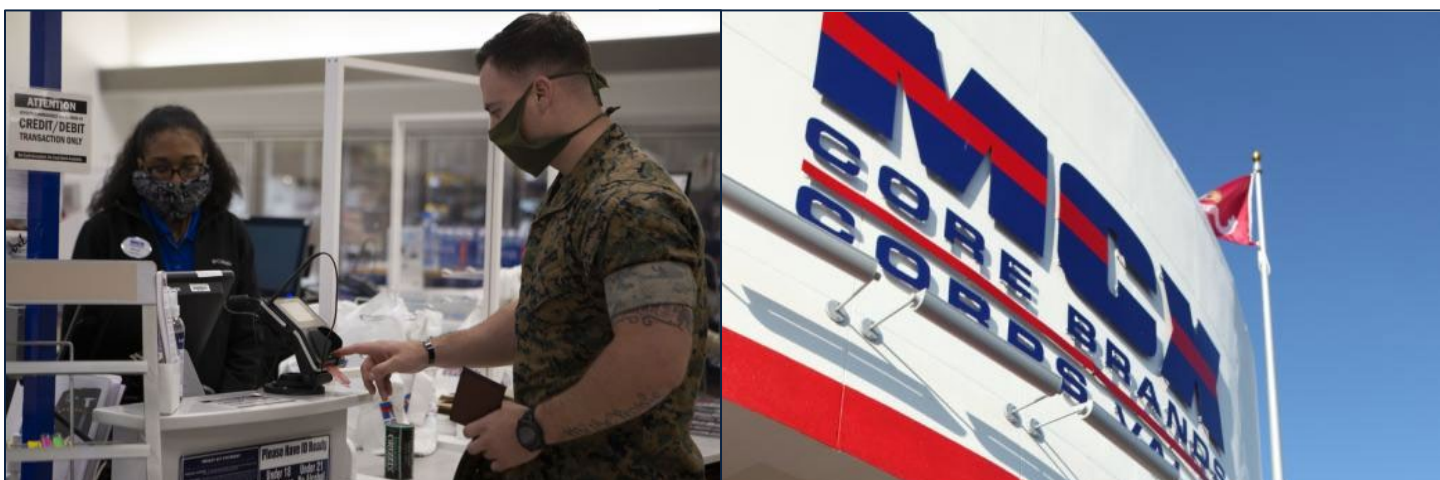
For detailed information on all of the available services offered at your installation, visit the MCCS website at <http://www.usmc.mccs.org>.

# Marine Corps Exchange (MCX)

The Marine Corps Exchange (MCX) is an MCCS operated department store. Many name brand and high-end labels are available at the exchange and are offered tax free and at a lower price. Speak to a customer service representative about Price Matching and Value Pricing. These two programs will help you get the best price available, which not only benefits your wallet, but also the Marine Corps community.

When visiting exchanges across installations, follow these tips to ensure a great shopping experience:

- **DO** have your military ID ready to present at the door and/or during checkout.
- **DO** purchase gifts for friends and family members in the exchange.
- **DON'T** purchase items for resale, bulk or for ineligible persons. Doing so will cause you to lose your privileges.
- **DO** go to the exchange early on special sale days to get the best selection.



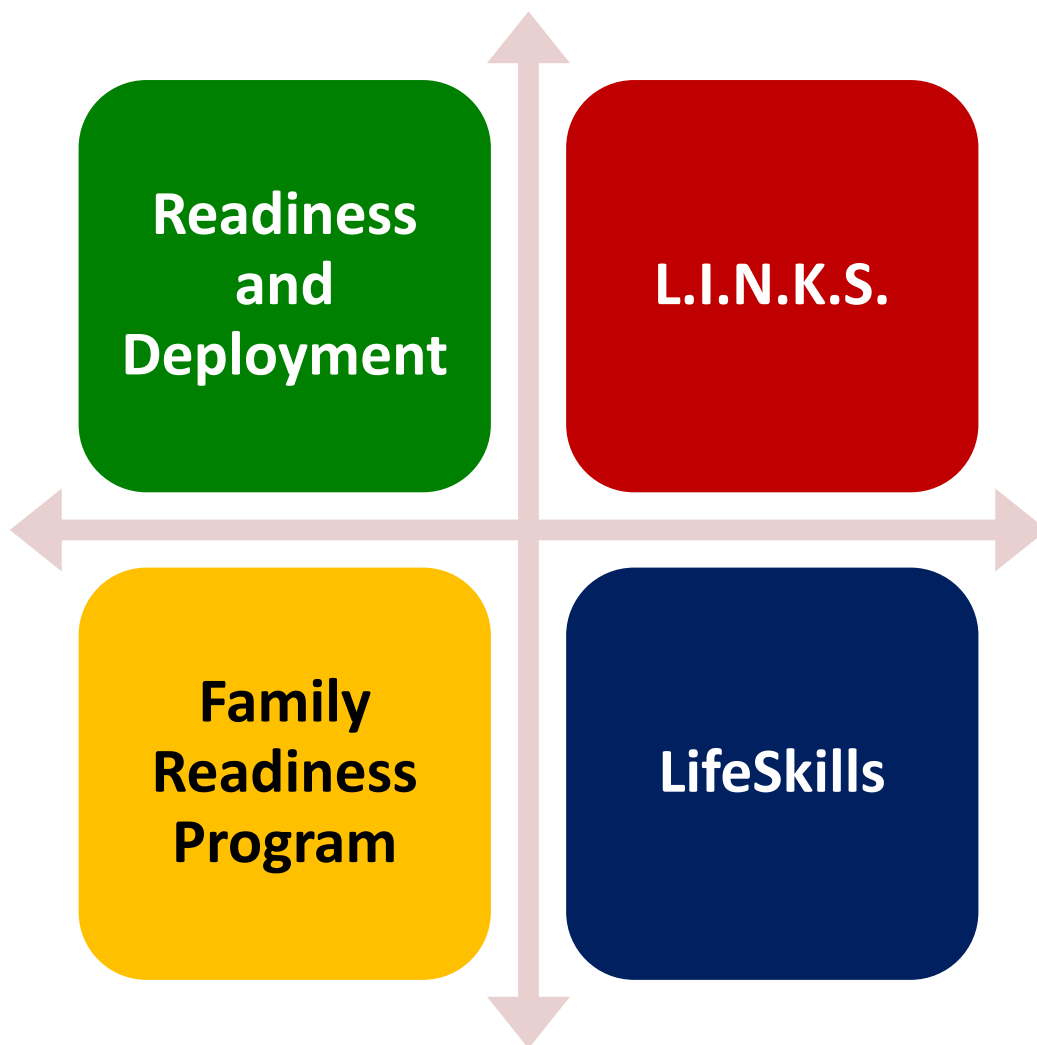
## Other Exchanges

Depending on where you live, your local exchange may be called something different. On Naval bases you will find the Navy Exchange (NEX). On Army and Air Force installations you will find the Army & Air Force Exchange Service (AAFES). All of the exchanges operate in a similar manner and are open to authorized users no matter your branch of service.

# Marine Corps Family Team Building (MCFTB)

**Marine Corps Family Team Building (MCFTB)** provides personal, family readiness, and deployment support to Marines and their families. MCFTB functions include *Readiness and Deployment Support (RDS)*, *Family Readiness Program Training (FRPT)*, *Lifestyle Insights, Networking, Knowledge, and Skills (L.I.N.K.S.)*, and *LifeSkills*. All of these offerings work to reinforce and sustain readiness.

**Directions:** Take notes about each MCFTB offering next to each block.



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# Family Care Branch

Department of Defense website, [www.MilitaryChildCare.com](http://www.MilitaryChildCare.com), is the single gateway to access and request child care around the world. Call the Resource and Referral (R&R) specialist at the Child & Youth Program (CYP) to get accurate information for your area.

The R&R Specialist can give you a list of certified in-home care providers, Family Child Care (FCC), however, all requests are maintained through [www.MilitaryChildCare.com](http://www.MilitaryChildCare.com). Additionally, some installations have before and after-school programs at Youth Centers.

## Children & Youth Program (CYP)

The **Children and Youth Program (CYP)** provides high quality, affordable services that support eligible families with child-related needs. Services are available to children who are six weeks to 18 years old for full- or partial-day care in a before school or after school setting.

## Off Base Child Care Fee Assistance

The **Off Base Child Care Fee Assistance** programs offered through Child Care Aware of America is a resource provided to families who do not have access to an on-base childcare provider. Services include assistance with locating, selecting, and offsetting the cost of community childcare when installation care is not available. Visit [www.ChildCareAware.org](http://www.ChildCareAware.org) for more information.

## School Liaison (SL)

The mission of the School Liaison (SL) program is to mobilize and use community resources to reduce the impact of the mobile military lifestyle on military school-age children and families by implementing predictable support services that assist school-age children with relocations, life transitions and achieving academic success.

USMC School Liaison's role is comprehensive and adapted based on the needs of the community. SLs can assist families in obtaining educational information and assistance from local school districts, as well as other services, such as:

- School transition support services
- School and community partnership initiatives
- Installation/school communications
- Homeschool linkage/support
- Post-secondary preparation opportunities

# Personal and Professional Development Branch

Through the programs and services offered by the **Personal and Professional Development Branch**, mission readiness is enhanced through continued support of Marines and their families in achieving their personal and professional goals.

Services such as Family Member Employment Assistance; MCCS Libraries; Information, Referral & Relocation Services; and programs such as the Leadership Scholarship Program; Transition Readiness Program (TRP); and Marine for Life help prepare Marines and their families for life during and after the Corps.

The **Family Member Employment Assistance Program (FMEAP)** provides military spouses and other dependent family members with

employment, career and education services and guidance. Assistance with portable career opportunities, and education center referrals and guidance, is also available.

In addition, coaching, training and support services are offered by FMEAP in the areas of:

- Interview Techniques
- Resume and Cover Letter Writing
- The Federal Application Process
- Salary Negotiations
- How to Dress for Success
- Skills Assessments
- One-on-One Career Coaching
- Education, Training, and Volunteer Opportunities
- Entrepreneur Business Opportunities

For spouses whose careers require a professional license or certification, Marine Corps Spouse Licensing Reimbursement provides reimbursement of relicensing or recertification fees resulting from a permanent change of station (PCS) move up to \$1000.

For more information about FMEAP, visit [www.usmc-mccs.org](http://www.usmc-mccs.org).

# MCCS Libraries

The **MCCS Libraries** are a network of libraries across Marine Corps installations. The Integrated Library System (ILS) allows participants to remotely access the array of library materials for professional educational, informational, and recreational interests.

**MCCS Library Makerspaces** are an opportunity for participants of all ages to explore their curiosity through robotics, circuitry, graphic design, jewelry making, astronomy, 3-D printing and textile and fiber arts. Check with your local installations for availability.

The **HQMC Library Program** offers the EBSCO online database. This resource contains over 40 collections of databases in contents such as academic research, health, criminal justice, professional resources, recreational materials, as well as interests for school-age children.

[www.tutor.com](http://www.tutor.com) **Live Homework Help** is a program that is offered through MCCS libraries. It provides 24/7 online tutors for students in elementary through high school. For overseas support, General Librarians provide cultural awareness by registering library patrons for Transparent Language Online, a web-based foreign language program.

## Information, Referral & Relocation (IR&R)



IR&R is an amazing source of information for Marines and their families. The program provides welcome aboard information, on- and off- base resources, and relocation information. Make sure to visit your installation's IR&R facility to speak with a specialist who can assist you with your next PCS and sign you up for a PCS workshop. Log on to [www.militaryinstallations.dod.mil](http://www.militaryinstallations.dod.mil) for resources and information regarding your next installation PCS.



# Transition Readiness Program (TRP)

The Transition Readiness Program (TRP) implements a comprehensive transition and employment assistance program for Marines and their families; the program emphasizes a proactive approach that will enable them to formulate effective post-transition employment, educational, and entrepreneurial goals throughout the Marine For Life Cycle. If a Marine decides to separate from the Marine Corps, or is getting close to retirement, he or she will attend the Transition Readiness Seminar (TRS) within 12-14 months of separation, or 24 months of retirement.

## Spouse Transition and Readiness Seminar (STARS)

Spouse Transition and Readiness Seminar (STARS) is a seminar that addresses transitional challenges and opportunities, specifically for spouses that consist of a standardized presentation, followed by a panel of subject matter experts. The panel members are there to answer any basic questions or to clarify any unique circumstances.

## Marine For Life Network (M4L)

Marine For Life Network (M4L) connects transitioning Marines and their family members to education resources, employment opportunities, and other Veterans services that aid in their career and life goals outside of military service.

# Personal Financial Management (PFM)

**A solid financial foundation is the key to ensuring that your family's legacy is secure.** Sound financial management also contributes to ensuring personal and professional readiness. Understanding your personal finances provides opportunities for achieving financial success and ensuring an improved quality of life.

The **Personal Financial Management Program (PFMP)** provides free financial education and counseling services to Marines and their family members in the following areas:

- Developing a Spending Plan
- Managing Credit & Debt
- Communicating About Money
- Establishing Savings
- Financial Planning for Development & Extended Absences
- Introduction to Survivor Benefit Plan
- Introduction to Estate Planning
- Raising Financially Fit Young Children/Tweens/Teens
- Planning Your Retirement
- Getting Married
- Financial Aid for Education



# **Behavioral Programs**

## **Family Advocacy Program (FAP)**

The Family Advocacy Program (FAP) promotes healthy relationships for Marines and their families, works to prevent and reduce child abuse, domestic abuse, and problematic sexual behaviors in children and youth (PSB-CY), and ensures a coordinated community response to child abuse and domestic abuse.

Family Advocacy is a command program that includes prevention, counseling, and advocacy services. Prevention services improve individual and family functioning by promoting skill building related to parenting, relationships, and life skills. Clinical services include: assessment, non-medical counseling, and clinical case management for alleged abusers, victims, sponsors of child at risk of or victims of abuse, and children exhibiting and impacted by PSB-CY. These services ensure the safety of the victim and community and promote the cessation of abusive behaviors. Advocacy services are offered to domestic abuse victims, non-abusing parents of child abuse victims, and to families impacted by PSB-CY.

Counseling and support groups are offered for individuals, couples, and children. Services are provided free of charge. More information is available at <http://www.usmc-mccs.org>.

## **New Parent Support Program (NPSP)**

The New Parent Support Program (NPSP) offers a wide range of support services to parents who are expecting a child and/or have children, birth through age five years. Home visits allow Marines and spouses to receive help with their concerns as a parent or parent-to-be in the privacy of their own home. Home visitors provide individualized family support, based on the unique needs of each family. Baby Boot Camp provides an understanding of the infant's world, child development, and basic skills necessary to care for an infant.

Parenting classes and play groups are also available to provide "hands on" information, teach parents developmentally appropriate play, and to help children develop their social, cognitive and motor skills. Referrals and home visits round out the services offered.

## **Substance Abuse Program (SAP)**

The Substance Abuse Program (SAP) utilizes prevention education, early intervention initiatives, non-medical counseling, and drug and alcohol deterrent activities in order to promote overall health and mission readiness.

The SAP includes the Alcohol Screening Program, non-medical clinical counseling, and the Drug Demand Reduction Program. Services include: screening, assessment, and non-medical counseling offered in individual and group formats. More information may be found at <http://www.usmc-mccs.org/>.

## Community Counseling Program (CCP)

The Community Counseling Program (CCP) provides accessible, high quality, confidential, comprehensive, non-medical counseling services for Marines, other Active Duty personnel, and their families. CCP equips Marines and families with the skills to address life's challenges before there is significant impact to performance in their duties and relationships.

CCP also offers the Marine Intercept Program (MIP). MIP provides ongoing suicide risk assessment, safety planning (continuously updated), and referrals through a series of caring contacts for a minimum of 90 days. MIP is available for all Marines and Sailors who have had a suicidal ideation or suicide attempt.

## Marine Corps Suicide Prevention Program

**National Suicide Prevention  
Lifeline:  
1-800-273-8255; press 2  
(For support of Service  
Members)**

The **Marine Corps Suicide Prevention Program** helps to educate the Marine Corps community in suicide awareness and prevention. Suicide is preventable. Marines and their families learn how to engage help-seeking services early before situations escalate. If you or someone you know is thinking about suicide help is available through the **Military Crisis Line at 1-800-273-8255; press 2 for support of Service Members.**

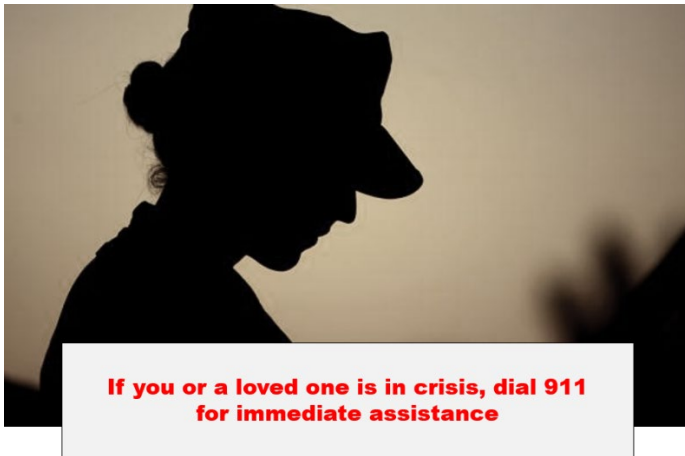
## Sexual Assault Prevention and Response (SAPR)

The **Sexual Assault Prevention and Response (SAPR)** program is committed to preventing sexual assault in the Marine Corps and providing care to individuals who have experienced a sexual assault, no matter when the assault occurred.

Each person covered under DoD SAPR policy who reports a sexual assault is offered the assistance of a Sexual Assault Response Coordinator (SARC) or SAPR Victim Advocate (SAPR VA). SAPR personnel are trained and credentialed to address safety needs, explain reporting options, provide information about available services,

assist with navigating the reporting process, and maintain confidentiality. All survivors are treated with the sensitivity that they deserve, the privacy that they prefer, and the responsive support that they need.

**Contact the **Safe Helpline** at **877-995-5247**  
if you or someone you know are in need of sexual assault  
assistance because no one is alone.**



**If you or a loved one is in crisis, dial 911  
for immediate assistance**

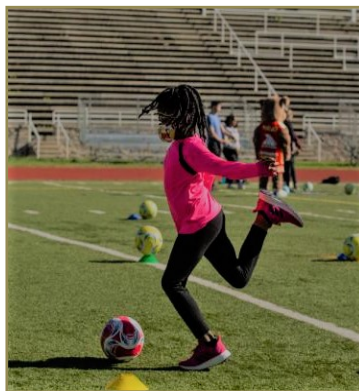
The DoD Safe Helpline provides **24/7** worldwide assistance with regard to crisis intervention, referrals to supportive resources (medical and physical) and legal representation. The Sexual Assault Support Line is available on all Marine Corps installations.

Use the space below to make note of local behavioral health resources and contact information.

# Semper Fit

The Marine Corps offers a variety of health and fitness programs and resources including:

- **Fitness** - Facilities across the Marine Corps offer a variety of group exercise programs, cardio and weight equipment, and certified strength and conditioning coaches and trainers.
- **Aquatics** - There are approximately 40 pools across the Marine Corps installations for both recreational and physical training. There are also 3.5 miles of guarded open water areas that are co-located with camping and recreational lodging facilities. Check with your installation for other offerings (e.g. SCUBA lessons and splash pads).
- **Intramural Sports** - Marine Corps Sports Programs are designed to enhance the fitness and resilience of Marines and their families to support alternative physical training (PT) options, military-to-military engagement, and the development of unit cohesion.
- **Youth Sports** - Activities, such as soccer, baseball, cheerleading, and basketball are available year-round for children from ages 5 - 17 years old to foster the development of leadership, sportsmanship, and teamwork skills, which lead to a healthy and active lifestyle.
- **Health Performance Program** - This program offers health fairs, special events, educational seminars, and classes on the following topics: tobacco cessation, injury prevention, performance nutrition, body composition, stress management, sleep, cognitive development, and blood pressure testing.



# Community Recreation



## Movie Theaters

Most installations offer movie programs where admission prices and concession items like popcorn, soda and other snacks are priced well below local commercial theaters. The movies and special “Sneak Previews” are the same big name hits and blockbusters currently available out in the civilian theaters.

## Bowling

Bowling centers offer year-round recreational play, competitive leagues, tournaments, promotions, and areas for small parties. Most centers offer up-to-date glow bowling with lights, sounds, and entertainment.

Most centers house a pro shop, which carry bowling balls, shoes, bags, and accessories and snack bars.

## Automotive Skills

Need to learn how to change a tire? Visit the Automotive Skills Center! It is a do-it-yourself program with a skilled mechanic available. Lifts, bays, small tools, and specialized equipment are available at nominal charges to enable the customers to accomplish self-maintenance on their vehicles. Customers can utilize the facility to perform a variety of routine maintenance (oil changes, tire rotation, tune-ups, and various minor maintenance services). Car enthusiasts are able to rebuild and restore project vehicles. Assistance is available for more technical services such as wheel alignment, engine diagnostics, and tire balancing. The program offers instruction in a group environment or one on one to patrons requiring assistance with repairs and maintenance. Open to family members and Marines!

## Travel-Information, Tickets and Tours (ITT)

ITT provides customer driven travel venues and services, and entertainment activities. Information about local, regional, and national attractions and events is available as well as discount tickets.

## Marine Corps Recreational Lodging

Recreational lodging facilities are ideal places to rest, relax, and rejuvenate. From surfing at San Onofre Beach, skiing at Big Bear, or sitting on the pristine beaches at Onslow Beach, your recreation lodging facilities have been built to cater to every need of you

and your family. The recreation lodging facilities include cabins, cottages, RV Parks, and campgrounds and are designed with amenities and services that will make you feel right at home. So next time you want to RV, camp, or enjoy a beach cottage, consider one of your recreational lodging facilities.

## Specialized Recreation Programs

These programs are offered throughout the Marine Corps. Please note that program offerings are based on your installation. The programs include Arts and Crafts (wood hobby and pottery, etc.), Horseback Riding and Stables (lessons and boarding), SCUBA, and Recreational Shooting (skeet and trap, paintball, and Indoor Recreational Shooting).

## The Single Marine Program (SMP)

The Single Marine Program (SMP) provides a forum for Marines to identify quality of life ideas and issues, and recommend solutions. Through participation in the planning and coordination of programs and activities, Marines have a direct influence in program execution. Although it is called the Single Marine

Program, it's not just for unmarried Marines; any unaccompanied Marine can be involved. If your spouse finds themselves on an unaccompanied tour, they can also enjoy all the features the SMP has to offer!

SMP Centers can provide self-directed and directed recreation activities in support of the Single Marine audience. An emphasis on alcohol-free and tobacco-free events and activities are highly encouraged. These facilities are designed to create a relaxing environment and can include access to Wi-Fi and computers, video gaming, pool tables and air hockey, movie rooms, food concessions, and a monthly calendar of recreation programs and services.

Each major Marine Corps installation has an established SMP Council that meets regularly. The council is composed of unit representatives from across the installation. Each council elects leaders to serve on the executive council including: President, Vice President, Scribe, and Treasurer. These positions provide leadership, motivation, and accountability to the other council members. The executive council represents the installation at meetings and other working groups on items relevant to single Marines. The executive council also works closely with the SMP Coordinator and the installation Sergeant Major.





# Outdoor Recreation



There are plenty of outdoor activities offered to Marines and their families!

## Directed Events and Classes

Directed Outdoor Recreation provides authorized patrons with outdoor recreation opportunities and instructional classes to support independent skills. Opportunities may include (varies bases to base): archery, backpacking, boating, canoeing, cycling, camping, fishing, hiking, sailing, water and snow skiing, and other activities that assist Marine Corps Recreation Programs in promoting readiness, fitness, and a healthy quality of life (QOL) for Marines and their family members.

## Outdoor Areas

These areas and facilities are used for engagement in recreation activities, ranging from natural, undeveloped areas to large facilities and areas including lakes, picnic pavilions, playing fields, fitness trails, amphitheaters, miniature golf, and nature centers.

## Outdoor Recreation Equipment Rental

This program provides equipment support to units as well as MCCS authorized patrons. Generally speaking, equipment maintained on inventory includes, but is not limited to: camping, skiing/snowboarding, fishing, snorkeling, other water sports, team sports, bicycles, bouncy houses, party supplies, and lawn and garden. Examples of support to units include holidays or special parties (homecoming events, command family days, etc.) held in conjunction with official events.

## Camping and RV Parks

There are camping and recreational vehicle parks available for rent at many installations. Many of these sites are conveniently located next to recreational areas such as beaches, lakes, and marinas. RV Storage may also be available.

## Boating & Marina

For the water enthusiast, the Marine Corps has marinas with a variety of boating opportunities. Wet slips and dry storage are available for rent for private boats. A variety of watercraft is available to rent, along with other programs like fishing charters, safety courses, and instructional classes.

## Golf

The Marine Corps is proud to offer championship quality golf courses. Most courses offer driving ranges, pro shops, locker rooms, and snack bar operations. PGA teaching professionals are on staff and available for individual and group golf lessons.

## Legal Assistance Office

Located on every installation, the Legal Assistance Office, comprised of military attorneys and paralegals, offers free services to all military service members and their families. Be sure to ask what documentation is needed when scheduling your legal appointment.

For Marines that are deploying, away, or otherwise incapacitated, a power of attorney allows a principal to appoint an agent to act on behalf of the Marine in financial, personal, legal, and medical matters for a specified amount of time. The Legal Assistance Office services include preparation of powers of attorney. The following are some examples of the types of power of attorney that are available:

- A General Power of Attorney gives someone else the legal authority to act on your behalf-to do anything that you can do relating to your property and personal affairs.
- A Special Power of Attorney authorizes your agent to do one or more specific acts. Examples include purchasing an automobile, scheduling a TMO move, accepting of household goods, or other residential duties.
- The Power of Attorney for the Care of Children has two options: to allow the person you assign to give consent for emergency medical treatment and authorize all necessary medical treatment only, or to act in loco parentis, allowing the person you assign to perform all parental acts, enroll children in daycare, and pick up children from school.

Services offered by the Legal Assistance Office include:



- Notary Services
- Wills
- Family Care Plans
- Insurance Questions
- Medical Directives
- Powers of Attorney
- Divorce/Separation
- Child/Spousal Support
- Taxes
- Citizenship
- Consumer Issues (contract reviews/money problems)
- Special rights for Marines
- Real Estate/Rental Lease Agreements

## Knowledge Check

**Directions:** Check your understanding by matching the service/resource with the corresponding lettered program.

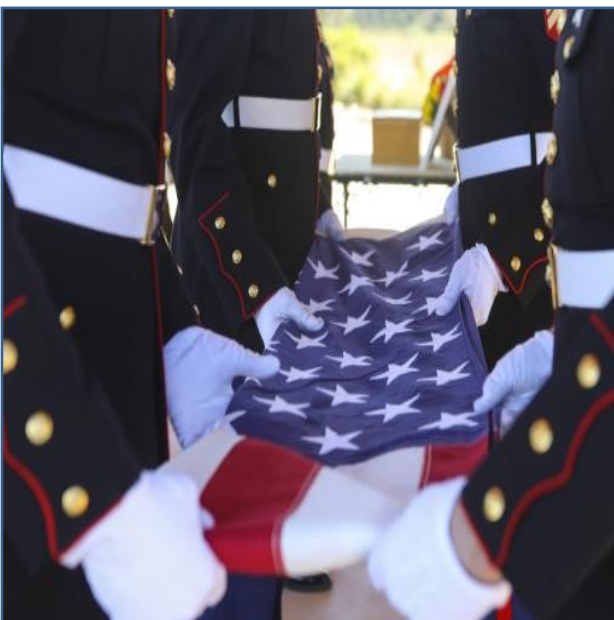
- |                                  |   |
|----------------------------------|---|
| a. CREDO                         | e. Specialized Recreation Programs      |
| b. Personal Financial Management | f. Behavioral Health Programs           |
| c. UPFRP                         | g. Transitional Readiness Program (TRP) |
| d. Family Readiness Command Team | h. Special Power of Attorney            |
1. The program provides free financial education and services to Marines and their family members.
  2. A comprehensive program that assists Marines and their families with transitioning support.
  3. Contain programs such as Family Advocacy, New Parent Support Program, Community Counseling Program, Suicide Prevention Program, and Sexual Assault Prevention and Response.
  4. A Chaplain sponsored program that uses pastoral care, workshops, and seminars to strengthen family life and increase personal growth.
  5. Authorizes your agent to do one or more specific acts.
  6. Prepares Marines and their families to ensure optimum resiliency when faced with life events.
  7. A team of individuals who collectively help shape UPFRP.
  8. The programs include Arts and Crafts (wood hobby and pottery, etc.), Horseback Riding, SCUBA, and Indoor Recreational Shooting.

*Answer Key: 1. B; 2. G; 3. F; 4. A; 5. H; 6. C; 7. D; 8. E*

# Casualty Assistance & Survivor's Benefits

One of the topics that no one likes to talk about, but is very important, is the Survivor's benefits. You are entitled to benefits if your Marine is captured, declared missing, or dies. Should any one of these happen, the Marine Corps will assign you with a Casualty Assistance Calls Officer (CACO) who provides assistance to Marine Corps families with compassion, dignity, and honor. A chaplain will generally accompany the CACO for notification.

The CACO team acts on behalf of the Commandant of the Marine Corps in assisting survivors of active-duty Marines in the areas of death notification, coordinating funeral arrangements, applying for benefits and entitlements, and more. While these individuals cannot lessen a family's grief, they can lessen some of the logistical and administrative burdens as the family adjusts.



CACOs will never call or leave messages prior to notification. If a family member is not home at the time of notification, they will utilize other resources. For example, the spouse may be visiting family, or at work. In these cases, notification may be made in an alternate location. If the CACO is unable to locate the spouse in sufficient time (within 24 hours), notification will still be made to the Secondary NOK (Next of Kin-parents of Marine, or others listed on Record of Emergency Data (RED)).

The CACO Team is available to a family until certain events have taken place or it is determined by the PNOK that CACO support is no longer needed. Long-term assistance is available through the Marine Corps Long-Term Assistance Program.

## TAPS- Tragedy Assistance Program for Survivors

Established in 1994, the **Tragedy Assistance Program for Survivors (TAPS)** is a resource for all of those grieving the death of a military loved one. TAPS provides comfort and care through comprehensive services and programs including peer based emotional support, casework assistance, crisis intervention, and grief and trauma resources. Long-term assistance is available to the NOK on an indefinite basis.

TAPS is available 24/7 to anyone who has suffered the loss of a military loved one, regardless of relationship to the deceased or circumstances of the death.

## DoD Wide Programs



The **Yellow Ribbon Reintegration Program (YRRP)** is a Department of Defense (DoD)-wide effort to help National Guard and Reserve Service members and their families connect with local resources before, during, and after deployments through DoD partnered events and resources. More information regarding partners, events, and services at [www.yellowribbon.mil](http://www.yellowribbon.mil).

### Yellow Ribbon Reintegration Program (YRRP)

Yellow Ribbon events offer information on health care, education/training opportunities, financial, and legal benefits. The DoD works in conjunction with Federal partners, including the Small Business Administration and the Departments of Labor and Veterans Affairs, to provide up-to-date and relevant information to the members of the all-volunteer force and their families.

### Joint Services Support Program

This website provides information for your daily life, enhanced tools, and easier access to all the valuable resources and services available to Reservists and family members.

Additional information is available at [www.militaryonesource.mil/national-guard/joint-services-support-program/](http://www.militaryonesource.mil/national-guard/joint-services-support-program/).

# Installation Support

## Voting

The **Voting Assistance Program** aims to increase voting awareness by ensuring that every Marine, their eligible family members, and other personnel serving with a Marine Corps unit, and who are eligible to vote under the laws of their state, are provided voting information and assistance. The right to vote is one of the most important civil liberties. Moreover, voting is an obligation that accompanies and protects the freedoms that we enjoy. By meeting their obligation to express themselves with the ballot, Americans have preserved our democratic system.

- Trained personnel are ready to assist with voter registration and absentee voting.
- 18 Installation Voting Assistant Offices that provide computer access to fill out and print online forms, mailing completed forms for voters, and providing write-in absentee ballots for all military service members, voting-age dependents, and also assist federal civil servants with basic voting information.
- 712 Unit Voting Assistance Officers are available to provide voting services.

## Postal Affairs

When you are stationed all over the world, getting the mail becomes a very big deal! From sending birthday cards to loved ones in your home town, to getting presents on time, as a member the Marine Corps community you learn just how important the postal service is! Postal Affairs coordinates with DoD and USPS for postal theft and depredations and/or reimbursement of monies or equipment.

## Provost Marshal Office (PMO) Military Police (MP)

PMO is the law enforcement agency on Marine Corps installations. In addition to keeping installations safe, PMO offers child and home safety classes and assists in setting up a neighborhood watch program in your military community.

- When driving or parking on base, adhere to all posted speed limits, designated parking spaces and pedestrian crossings.
- Grant all pedestrians the right-of-way on installation.
- Failure to comply with installation safety protocols can lead to base traffic points and ultimately the revocation of on- installation driving privileges.
- Vehicle registration is required when living or working on base, though DoD decals are no longer mandated on personal vehicles.

- Safety seats are required for children eight years old or younger. Seatbelts must be worn at all times.
- You must use a hands-free headset device if you talk on your cell phone while driving.

**Use the space below to record how to contact Emergency Services:**

- Installation Emergency Contact Number:
- Installation PMO/MP non-emergency number:
- Poison Control: 1-800-222-1222
- Other Emergency Numbers:

***Any violation or criminal activity that occurs on installation, including traffic violations, is reported on the Commander's blotter. This is a daily report to all commanders on the installation with details including names of violators.***



# Support Services



## Military One Source

Military OneSource is a family support program offering information and referral assistance 24 hours a day, seven days a week, 365 days a year via a toll free telephone call and website. Military OneSource supports Marines and their families in addition to traditional installation-based services.

Military OneSource provides users referrals to military and civilian resources. Users can request information on parenting and childcare, adoption, education, finances, legal, elder care, health and wellness, crisis support, translation services, confidential counseling, and relocation. The service also offers a wide array of free educational materials in many different formats: tip sheets, booklets, cassettes, and CD recordings. They can also assist via chat!

In addition to telephonic services, the Military OneSource website features online articles, workshops, locators, financial calculators, tips on tape, "E-mail a consultant" and much more. The website is Section 508 compliant for those who need visual assistance and is also available in Spanish. Online resources are also available on the Military One Source website at [www.militaryonesource.mil](http://www.militaryonesource.mil).

## American Red Cross (ARC)

In our civilian lives, most of us probably knew about the Red Cross in relation to first-aid classes or disaster relief. The American Red Cross provides a unique service to military families - emergency communications.

If you have a serious family emergency while your Marine is away, the Red Cross can help get a message out. The Red Cross will first verify your message. This means checking with a doctor, funeral home director, whoever is the legitimate source to confirm the situation, and then send the verified emergency message to your Marine's commander. Ultimately, the commander must use the information to decide if the situation warrants the Marine being sent back home. It is a difficult decision the commander must make, because they



must weigh mission accomplishment against personal needs of the Marine or the family. Sometimes the Marine is not allowed to come home to tend to the emergency.

Additional ARC Services:

- HeroCare App helps with emergency notifications with encryption and real-time notifications.
- The Red Cross will also send out a “birth announcement” message to deployed Marine parents.
- Classes such as CPR and Babysitting.
- They are available to take calls 24 hours a day: 1(800)733-2767

## **The Navy Marine Corps Relief Society**

This is a nonprofit charitable organization whose purpose is to assist Sailors, Marines, and their families with financial assistance in times of need, but they have strict guidelines they must follow.

The Navy Marine Corps Relief Society's (NMCRS) assistance is in the form of interest-free loans or grants provided to the Marine. The Society will help families in times of financial distress to meet the deductibles and cost share for TRICARE, with food vouchers, rent assistance, emergency car repairs, and other critical aid to help families get back on their feet. To receive assistance, families must meet with a case-worker and set up a budget. Quick Assist Loans (QAL) may be obtained quickly. Please ask an NMCRS representative for more information.

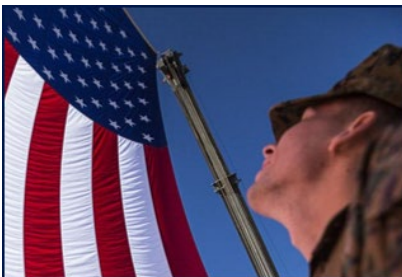
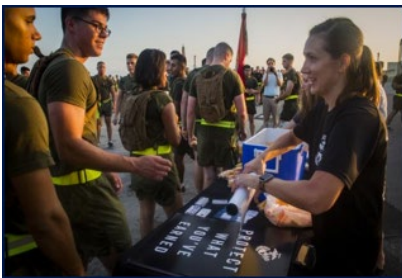
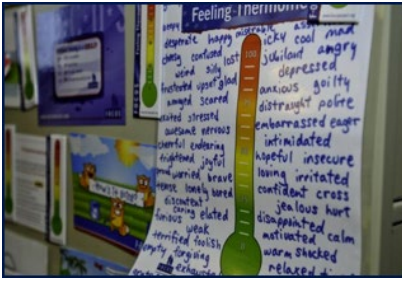
They also offer free layettes for expectant mothers; no one is excluded because of rank. You will receive your free layette after attending a short class on budgeting for your new baby.

For family members living overseas, NMCRS offers the Spouse Tuition Assistance Program.

If you are not near a NMCRS office, you can use the emergency support agencies at any other military installation or contact the Red Cross who can help you connect with the Society for their assistance.

## **WIC (Women, Infants, Children)**

This is a food voucher system that helps participants meet medical and/or nutritional requirements. Contact your local health department or Information, Referral and Relocation office for more information or visit the WIC website at [www.fns.usda.gov/wic](http://www.fns.usda.gov/wic).



## **FOCUS (Families OverComing Under Stress)**

offers resiliency training to military families by teaching practical skills to meet the challenges of the multitude of facets of military families through perspective-taking communication and problem solving that will strengthen families and increase readiness. Visit [www.focusproject.org](http://www.focusproject.org).

## **Armed Services YMCA**

understands the uniqueness of military lifestyle. The programs offered focus on enhancing the whole Marine, family member and military community by providing youth development, healthy living, social responsibility programs, and more. Resources and information are available at <https://www.asymca.org/>.

## **Military Family Life Consultants (MFLC)**

services augment installation counseling services through DOD funded, licensed mental health clinicians through short-term, situational, problem-solving, non-medical counseling and psycho-education services. The information is confidential with the exception of mandated state, federal, and military “duty to warn” reporting.

## **National Military Family Association**

**(NMFA)** is headquartered in Alexandria, Virginia, with volunteer opportunities across military installations. NMFA allows interested military community members to connect with Congressional and other governmental departments.

## **United Services Organization (USO)**

is a charitable organization committed to serving active-duty service members and their families. Through various programs, providing entertainment, and other services, the USO helps to increase readiness. Visit the USO suite for relaxation and snacks while you wait for a flight at the airport. Visit <https://www.uso.org/> for more information.



# Glossary of Key Terms

<b>CACO</b>	<b>Casualty Assistance Calls Officer.</b> Provides the family of a deceased, missing or captured Marine with care and support.
<b>CCP</b>	The <b>Community Counseling Program (CCP)</b> provides non-medical counseling services.
<b>Chaplain</b>	Naval Officers, serving Marines, who perform many of the same functions as a civilian clergy.
<b>Commissary</b>	Military installation grocery.
<b>CREDO</b>	<b>Chaplains Religious Enrichment Development Operations</b> offer program retreats, which incorporate pastoral care, workshops, and seminars to strengthen family life and increase personal growth.
<b>CYP</b>	<b>Child &amp; Youth Program (CYP).</b> Childcare services for children age birth to 18.
<b>DOD</b>	<b>Department of Defense</b> The Department of Defense is America's largest government agency. With our military tracing its roots back to pre-Revolutionary times, the department has grown and evolved with our nation. Our mission is to provide the military forces needed to deter war and ensure our nation's security.
<b>DRC/URC</b>	<b>Deployment Readiness Coordinator (DRC)/Uniform Readiness Coordinator (URC)</b> command liaison between Authorized Contacts and the command.
<b>EFMP</b>	<b>Exceptional Family Member Program (EFMP)</b> serves Marine families with members who have special needs.
<b>Family Readiness Command Team</b>	The individuals who shape a command's <b>Unit, Personal and Family Readiness Program.</b> The Command Team includes the unit's Commanding Officer (Military), Executive Officer, Sergeant Major (Military), Chaplain (Military), Deployment Readiness Coordinator (DRC Civilian), and/or Uniform Readiness Coordinator (URC Military), Single Marine Representative (Military), Family Command Team Advisors (CTA volunteer) and Family Readiness Assistants (FRA volunteer).
<b>FAP</b>	<b>Family Advocacy Program</b> promotes healthy relationships for Marines and their families.
<b>FCC</b>	<b>Family Child Care</b> provides in-home care.
<b>FMEAP</b>	<b>Family Member Employment Assistance Program</b> assists military spouses and other dependent family members by providing career and employment related services.
<b>General Power of Attorney</b>	Gives someone else the legal authority to act on your behalf to do anything that you can do relating to your property and personal affairs.

<b>HIPPA</b>	<b>Health Insurance Portability and Accountability Act of 1996</b> establishes national standards that ensures the protection of an individual's personal health information ( <i>information courtesy of hhs.gov.</i> ).
<b>In Loco Parentis</b>	Grants permissions for a designee to act in place of a child's absent parent(s) to authorize medical care, deal with school issues, etc.
<b>IR&amp;R</b>	<b>Information, Referral &amp; Relocation</b> assists with on- and off-base needs, welcome aboard information, and relocation.
<b>ITT</b>	<b>Travel-Information, Tickets and Tours</b> provides travel and entertainment services at a discounted rate.
<b>MCCS</b>	<b>Marine Corps Community Services</b> is a diverse collection of recreational activities, retail services, and support and retention programs.
<b>MCFTB</b>	<b>Marine Corps Family Team Building</b> provides personal, family readiness and deployment support to Marines and their families through a variety of programs and resources.
<b>MFLC</b>	<b>Military Family Life Consultants</b> is a DoD funded program that provides licensed mental health clinicians to individual units and some DoDEA schools.
<b>NMFA</b>	<b>National Military Family Association (NMFA)</b> helps connect military family members with members of Congress and other departments of Government.
<b>NPSP</b>	<b>New Parent Support Program</b> offers in-home support services for expecting, new or seasoned parents of children from birth through age five.
<b>P&amp;PD</b>	<b>Personal and Professional Development</b> provides personal and professional goal support to Marines and spouses.
<b>Personally Identifiable Information (PII)</b>	Personal data that readily identifies an individual person.
<b>P&amp;PD</b>	<b>Personal and Professional Development</b> provides personal and professional support to Marines and spouses.
<b>PFMP</b>	<b>Personal Financial Management Program</b> provides free financial education, training, counseling, and referral services for Marines and family members.
<b>PHI</b>	<b>Protected Health Information</b> is any personal health information that can potentially identify an individual.
<b>PT</b>	<b>Physical Training</b> means exercising.
<b>R&amp;R Specialist</b>	<b>Resource and Referral Specialist</b> assists families in finding child care through referrals and resources.
<b>SAP</b>	<b>Substance Abuse Program</b> provides services for substance abuse prevention.
<b>SAPR</b>	<b>Sexual Assault Prevention and Response</b> is a sexual assault care and prevention program.

<b>SMP</b>	<b>Single Marine Program</b> supports single Marines through self-directed and directed recreation activities.
<b>Special Power of Attorney</b>	Grants authority for the holder to do a specific thing.
<b>STARS</b>	<b>Spouse Transition and Readiness Seminar</b> is a paneled seminar course that assists spouses of Marines who are transitioning out of the Marine Corps.
<b>TAPS</b>	<b>Tragedy Assistance Program for Survivors</b> is an around-the-clock tragedy assistance resource for those who have suffered the loss of a military loved one.
<b>TRP</b>	<b>Transition Readiness Program</b> is a comprehensive transition and employment assistance program for Marines and their families.
<b>UPFRP</b>	<b>Unit, Personal and Family Readiness Program</b> prepares Marines and their families to ensure optimum resiliency when faced with life events.
<b>YRRP</b>	<b>Yellow Ribbon Reintegration Program</b> assists National Guard and Reserve Service members and their families connect with local resources before, during, and after deployments and during the reintegration process.

# NOTES