



UNITED STATES MARINE CORPS

3D MARINE DIVISION (-) (REIN)

UNIT 35801

FPO AP 96602-5801

DivO 1754.1C
G-1
22 FEB 1996]

DIVISION ORDER 1754.1C

From: Commanding General
To: Distribution List

Subj: KEY VOLUNTEER NETWORK PROGRAM

Ref: (a) MCO 1754.1
(b) MCO 1754.2A
(c) ForO 1754.1A

Encl: (1) Duties of the Family Readiness Officer
(2) Duties of the Key Volunteer Coordinator
(3) Duties of the Key Volunteer
(4) Appointment Letter Guidelines
(5) Gratuitous Service Agreement
(6) Sample Claim for Reimbursement for Expenditures on Official Business (Standard Form 1164)

1. Purpose. To establish policy and guidance for the 3d Marine Division Key Volunteer Network in keeping with the provisions of references (a) through (c).

2. Cancellation. DivO 1754.1B.

3. Background. The Key Volunteer Network is a communications network, formed within a unit to keep families better informed about the mission and tasks of that unit, and to assist in establishing a sense of community within the unit. It is also a support network, providing information and the means for problem-solving at the lowest level possible.

4. Policy. The Key Volunteer Network is an official Marine Corps family support initiative and a major component of the Family Readiness Support Program. As such, it enjoys the full support of the Commanding General. The role of the Marine Corps Key Volunteer Network is to support and assist commanding officers by providing improved communication between the organization and the families of all service members assigned to 3d Marine Division, by developing a support network among families within the unit, and by establishing a focal point for information and referral to appropriate helping agencies. Only general guidance will be provided in this directive. Commanders will tailor their programs to their individual situations and requirements. Participation in an organization's Key Volunteer Network by spouses is strictly voluntary.

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a. Structure

(1) Commanding Officers. The commanding officer will determine the emphasis on the Key Volunteer Network based on the needs of the unit's families. He selects the unit's Key Volunteer Coordinator and Key Volunteers and appoints them in writing.

(2) Family Readiness Officer (FRO). The FRO is a military member of the unit and is appointed in writing by the commanding officer. The FRO provides oversight and coordination regarding all family readiness issues. The FRO is the military point of contact between the unit and members of the Key Volunteer Network for routine matters. The duties of the FRO are outlined in enclosure (1).

(3) Key Volunteer Coordinator. A Key Volunteer Coordinator functions as the liaison between the commanding officer and the Key Volunteers and, as such, can communicate directly with the commanding officer at anytime. The Family Readiness Officer is available to assist and support in routine matters. The Key Volunteer Coordinator must be the spouse of a member of the organization. Normally, the Key Volunteer Coordinator will have completed initial training and have prior successful experience as a Key Volunteer. The duties of the Key Volunteer Coordinator are contained in enclosure (2).

(4) Key Volunteers. Volunteers assigned within a organization are spouses selected by the commanding officer for their communication skills and willingness to assist the organization as an active link between the unit, the service members' families, and the various support organizations. Selection is based, in part, on possession of an acceptable mix of maturity, judgment, discretion, reliability, and attitude. Duties are outlined in enclosure (3).

(5) Key Volunteer Advisor. The assignment of a Key Volunteer Advisor is optional. An experienced or knowledgeable coordinator obviates any need for an advisor. Spouses who are qualified to be advisors are ideal candidates to be coordinators. When appointed, advisors will advise only when asked. They are not an added layer between the Key Volunteer Coordinator and the commanding officer. If appointed, the duties of the advisor will be clearly stipulated in the appointing letter.

b. Constituency. The program is designed to serve all members of the organization regardless of branch of service or grade.

c. Selection. Commanding officers should tailor the position requirements to meet the needs of their organizations and should establish an application and screening process. The availability and duties of the positions should be made known to all spouses, and interested spouses should be invited to apply. Commanding officers will ensure acceptance of a gratuitous service agreement (enclosure (5)), before appointment. Blank Certificates of Appointment will be

provided by the Division Adjutant for completion by the commanding officer.

d. Confidentiality. Confidentiality is critical to the integrity of the Key Volunteer Network. All contact between Key Volunteer Coordinators/Key Volunteers and a service member or family member will be given special attention to ensure that only persons with a "need to know" learn of any sensitive information. A breach of confidentiality is cause for relief from a Key Volunteer position. However, the commanding officer must always be told of information about members of the unit when spouse or child abuse occurs, when a potentially embarrassing situation may arise for the organization, when media coverage is expected, when a serious crime has been committed, when disciplinary action may be taken, or any time a Key Volunteer Coordinator believes the commanding officer should be informed about a case.

e. Training. Commanding officers will ideally ensure that Key Volunteer Coordinators and, if at all possible, all Key Volunteers are trained prior to assuming their duties. If prior training is not possible, every effort should be made to coordinate volunteer training with the Family Service Center as soon after the volunteer's appointment as is practical.

6. Resources

a. Appropriated Funds. Appropriated funds are authorized to support the program. This support includes administrative support such as office supplies, computers, telephone services, to include a telephone answering machine, storage space, and use of official mail. Requests for appropriated funds will be consolidated, budgeted, and submitted in writing by the Key Volunteer Coordinator to the unit's Family Readiness Officer. These requests will be clearly labeled to show use by the Key Volunteer Network Program.

b. Non-Appropriated Funds. Non-appropriated funds will be used only for specific support not authorized under appropriated funds. This includes reimbursement for incidental expenses of the Key Volunteer Network, such as child care (not to exceed the local rate of the Child Development Center), mileage for privately owned vehicles (at government rate), parking and tolls when supported by proper receipts, telephone calls (not otherwise covered), and invitational travel orders when in the performance of official duties as a member of the Key Volunteer Network.

(1) Request for Reimbursement. All requests for reimbursement will be submitted to the unit Key Volunteer Coordinator for verification and consolidation. After logging the claim into an established record log and verifying that the claims are from authorized/designated Key Volunteers, the Key Volunteer Coordinator will submit enclosure (6), SF 1164 (Rev 11-77), to the commanding officer or his designated representative for his approval and

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DUTIES OF THE FAMILY READINESS OFFICER

1. Serve as the military point of contact, for routine matters, between the unit and members of the Key Volunteer Network. This is especially important during deployments.
2. Work with the Key Volunteer Coordinator regarding family readiness matters.
3. Assist in providing administrative and logistical support for the unit's Key Volunteer Network.
4. Educate Marines in the unit on family readiness responsibilities
5. Maintain contact with the Family Readiness Support Program Coordinator, and become thoroughly familiar with the FSC's programs, training, and services.
6. Provide liaison for the Key Volunteer Network with other military organizations (e.g., the disbursing office, the base post office, etc.).
7. Maintain a consolidated unit family readiness roster, including the names, addresses, and phone numbers of family members, and periodically provide an updated roster to the Key Volunteer Coordinator.
8. Maintain a current roster of all Key Volunteers in the unit. Provide a copy of the current roster to the FSC on a quarterly or more frequent basis, if necessary.
9. When assigned as the Division Family Readiness Officer, serve in the installation's Family Readiness Support Program Council.
10. Perform other duties as determined by the commanding officer.

ENCLOSURE (1

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DUTIES OF THE KEY VOLUNTEER COORDINATOR

1. Provide the link between the service members' families the commanding officer, and the various support organizations designed to assist the family.
2. Provide recommendations to the commanding officer on utilization of the Key Volunteer Network and appropriate selection and use of Key Volunteers.
3. Establish a newsletter in conjunction with other Key Volunteer Coordinators. There will be only one Key Volunteer Newsletter for the entire Division under the cognizance of the Division Key Volunteer Coordinator.
4. When assigned as the Division Key Volunteer Coordinator, participate in Family Readiness Support Program Council meetings
5. Establish and maintain a 24-hour answering service through use of a command provided answering machine.
6. Coordinate training for Key Volunteers with other Key Volunteer Coordinators and the Family Readiness Support Program Coordinator at the Family Service Center (FSC).

ENCLOSURE (2)

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APPOINTMENT LETTER GUIDELINES

1. Appointment letters should be personal letters from the commanding officer to the appointed volunteer.
2. The following elements should be contained in each letter:
 - a. Statement of appointment as a Key Volunteer, a Key Volunteer Coordinator, or as an advisor.
 - b. Effective date and term of appointment.
 - c. Duties of the position (see enclosure (2) of this Order
 - d. Explanation of the gratuitous nature of the position and request to execute a Gratuitous Service Agreement (see enclosure (5) of this Order). The following language is suggested:

"Your service as a Marine Corps Key Volunteer/Key Volunteer Coordinator will be performed on a gratuitous basis (i.e., without compensation). Any reimbursement for incidental expenses will be subject to the availability of non-appropriated funds. Your status as a volunteer has some legal implications, which are outlined in the gratuitous service agreement, enclosure (5). I ask that you carefully read that document, and if you completely understand and agree to its terms, sign and return it to me. For assistance, please contact _____."
3. Each letter should include, as enclosures, a copy of this Order, a listing of Command Key Volunteers and Key Volunteer Coordinators, a listing of key personnel, and a gratuitous service agreement, to be executed by the volunteer.
4. Copies of appointment letters should be sent to the Division Family Readiness Officer.

CLAIM FOR REIMBURSEMENT FOR EXPENDITURES ON OFFICIAL BUSINESS	1. DEPARTMENT OR ESTABLISHMENT, BUREAU, DIVISION OR OFFICE KEY WIFE VOLUNTEER PROGRAM	2. VOUCHER NUMBER 3. SCHEDULE NUMBER
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Read the Privacy Act Statement on the back of this form.

CLAIMANT	4. a. NAME (Last, first, middle initial) MOLLY S. MARINE	b. SOCIAL SECURITY NO. 123-45-6789
	c. MAILING ADDRESS (Include ZIP Code) PSC 559 BOX 1234 FPO AP 96377	d. OFFICE TELEPHONE NUMBER 622-7894

5. PAID BY

6. EXPENDITURES (If fare claimed in col. (g) exceeds charge for one person, show in col. (h) the number of additional persons which accompanied the claimant.)

DATE	C O D E	Show appropriate code in col. (b): A - Local travel B - Telephone or telegraph, or C - Other Expenses (itemized)		MILEAGE RATE	AMOUNT CLAIMED			
					MILEAGE	FARE OR TOLL	ADD. PERSONS	TIPS AND MISCEL-LANEOUS
(a)	(b)	(c) FROM	(d) TO	NO. OF MILES (e)	(f)	(g)	(h)	(i)
19 96		<i>(Explain expenditures in specific detail.)</i>						
28 FEB	C	Child Care: \$3.00/hr per child 2 children X 6 hrs per child						36.00
	C	Child Care: \$3.00/hr per child 2 children X 7 hrs per child						42.00
1 MAR	C	Child Care: \$3.00/hr per child 2 children X 6 hrs per child						36.00

If additional space is required continue on the back.	SUBTOTALS CARRIED FORWARD FROM THE BACK	
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7. AMOUNT CLAIMED (Total of cols (f), (g) and (i).) \$ 114.00	TOTALS	
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8. This claim is approved. Long distance telephone calls, if shown, are certified as necessary in the interest of the Government. (Note: If long distance calls are included, the approving official must have been authorized, in writing, by the head of the department or agency to so certify (31 U.S.C. 680a).)

Sign Original Only

APPROVING OFFICIAL SIGN HERE **I. N. CHARGE Col USMC BnCO** DATE

10. I certify that this claim is true and correct to the best of my knowledge and belief and that payment or credit has not been received by me.

Sign Original Only

DATE

CLAIMANT SIGN HERE **Molly S. Marine**

9. This claim is certified correct and proper for payment.

Sign Original Only

AUTHORIZED CERTIFYING OFFICER SIGN HERE DATE

11. b. DATE RECEIVED

c. AMOUNT \$

12. PAYMENT MADE BY CHECK NO.

ACCOUNTING CLASSIFICATION

ENCLOSURE (6)