



MASTER DIRECTIVES

UNIT 37150
FPO AP 96603-7150

GruO 1754.1
FRO
JUN 24 1999

GROUP ORDER 1754.1/NCH 1

From: Commanding Officer
To: Distribution List

Subj: MARINE AIRCRAFT GROUP 12 (MAG-12) KEY VOLUNTEER NETWORK
(KVN)

Ref: (a) MCO 1754.2A
(b) MARFORPACO 1754.3A
(c) FMFPacO P5230.13A
(d) ALMAR 197/99

Encl: (1) Duties of MAG-12 Unit Commanders
(2) Duties of MAG-12 Family Readiness Officers (FROs)
(3) Duties of the KV Coordinators (KVCs)/Advisors
(KVAs)/Key Volunteers (KVs)
(4) Sample Letter of Appointment and *SAMPLE GRATUITOUS SERVICE AGREEMENT*
(5) KV Expenses Reimbursement Form
(6) Procedures for Computer Use and Internet Access

1. Purpose. To establish policy and procedures for the Marine Aircraft Group 12 (MAG-12) Key Volunteer Network (KVN) per reference (a) and (b).

2. Background. The KVN 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. This enables the unit to readily achieve a higher state of "family readiness." With families in a higher state of readiness, individual Marines are better able to perform their assigned missions efficiently, effectively, and safely, thereby promoting a higher state of unit readiness.

3. Policy. The KVN is an official Marine Corps family support initiative. Accordingly, it is an official Marine Corps function and not a private organization. The focal point of the MAG-12 KVN is at the squadron level. It is "the point of the spear" requiring the support of all higher echelons of command.

4. Key Elements. The MAG-12 KVN's essential elements are as follows:

a. Commander. The commander, in consultation with the FRO, KVC and KVA, prioritizes the tasks of the KVN based on the needs of the command's families and available resources. Commander duties are outlined in enclosure (1).

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b. Family Readiness Officer. The appointed, trained, active duty FRO provides oversight and military coordination for the command's KVN. The primary function of the FRO is to serve as the liaison to the command's KVN. FRO duties are outlined in enclosure (2).

c. Key Volunteer Coordinator(s). The KVC works with the FRO and is the liaison between the command and the KVs. KVC duties are outlined in enclosure (3). The KVC must have KV experience, be the spouse of a member of the command, and be appointed in writing by the commander. See enclosure (4).

d. Key Volunteer Advisor (optional). The KVA position is a valuable asset to the KVN. Commanders may fill this position with an experienced senior spouse within the command who volunteers to mentor and support the KVN. KVA duties are outlined in enclosure (3). The KVA must be appointed in writing by the commander. See enclosure (4).

e. Key Volunteers. The command's KVs provide the command with a "personal link" to the families. KV duties are outlined in enclosure (3). A KV must be the spouse of a member of the command and be appointed in writing by the commander. See enclosure (4). KVs provide command families with information and referrals concerning services available on MCAS Iwakuni and within the local area. They assist the command by organizing the command's families to provide support to each other and the command as needed. They initiate activities which promote "command family" cohesion, as well as personal, family and community readiness. They also serve as an information and referral link to area resources. Commanders are authorized to reimburse KV expenses as outlined reference (b). Requests for reimbursement are made by using enclosure (5).

5. Program Guidance. Detailed guidelines and framework for the MARFORPAC KVN are contained in the following United States Marine Corps (USMC) guides: *Commanding Officer's Guide, Key Volunteer Coordinator's Guide, Key Volunteer's Guide, or Key Volunteer's Training Guide*; and the following MARFORPAC Guides: *FRO Training Guide* and *KV Train-The-Trainer Guide*.

a. Training. All FROs, KVCs, and KVs shall be trained; this will ensure a successful and effective KVN. The MCAS Iwakuni FSC KV/FRO Trainer/KVN Program Support Person provides periodic FRO and KV training.

b. Administrative Support

(1) Commanders are authorized to provide support for KVN's and reimbursements to volunteers for KVN expenses, subject to the availability of appropriated and non-appropriated funds. See references (a), (b), and enclosure (5).

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(2) KVN newsletters and other correspondence serve the commander in the performance of command responsibilities. Use of official mail is authorized by reference (a). KVN official mail may include the following content:

(a) Information related to command's mission and readiness, including personal, family and community readiness.

(b) Information, which is educational in nature, designed to promote informed self-reliant service members and families.

(c) Information regarding service members and families which promotes command spirit through awareness of family and command activities.

(d) Information that helps strengthen cohesion among family members and contributes to service member and family stability and readiness.

(e) Any additional information as approved by the commander through the FRO.

(f) KVN official mail may not include the following content:

1 Information that promotes the activities of private, unofficial organizations.

2 Any information pertaining to individuals that violates the Privacy Act of 1974. Dates of birth, home addresses, telephone numbers, etc. may be included in KVN newsletters if family members sign a release form. If family members object, private information may not be published.

3 Information on private fund raisers and commercial ventures.

(3) MAG-12 KVN Computer Suite. To support the MAG-12 KVN, a computer suite has been purchased and set-up in the ~~Personnel Support Detachment 12 (PSD-12) Executive Officer's (XO) office, bldg 1450D~~ KVN Office. The KVN computer suite's primary function is for the direct support of the MAG-12 KVN program and has been configured to support both administrative functions and Internet access.

(a) Authorized Usage. The KVN computer suite is an official government computer to be used for official business in support of the KVN program in accordance with reference (c). The following are examples of authorized use:

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1 Administrative Support:

(a) Word Processing, Newsletters, Correspondence

(b) Database Management

(c) Spread Sheets

2 Internet Access for the following:

(a) Research

Per reference (d), any pornographic sites, chat rooms, or any other questionable material must be avoided while on the Internet.

(b) Procedures for Use. The procedures to use the computer are outlined in enclosure (6) and are also posted next to the computer suite. The following outlines the procedures for accessing the KVN computer suite:

1 During Working Hours. Authorized personnel *(i.e. any key volunteer) can get the key from MAG-12 FRO.

2 After Working Hours. Authorized personnel (i.e. any key volunteer) will go to the MAG-12 Group Duty Officer (GDO), located in bldg 1450A, and identify themselves to the duty personnel as a Key Volunteer. The GDO will have them *sign-in the guest log, escort them to the KVN office and give them access to the computer suite. Once the authorized person is finished using the computer, they will return to the MAG-12 GDO and sign-out in the guest log. At that time the MAG-12 GDO *will ensure the KVN office and building is secured.

6. Action

a. MAG-12 will be responsible for:

(1) Providing subordinate commanders with the financial resources needed to support a viable KVN.

(2) Appointing the MAG-12 FRO in writing to perform duties delineated in enclosure (2).

(3) Appointing the MAG-12 KVC and KVA in writing to perform duties delineated in enclosure (3).

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(4) The overall effectiveness of the MAG-12 KVN.

b. Subordinate Commanders. Subordinate commanders will take action in accordance with the enclosures.

J. F. Flock
J. F. FLOCK

DISTRIBUTION: C

Copy to:
MAG-12 FRO
MAG-12 GDO Binder



UNITED STATES MARINE CORPS

MARINE AIRCRAFT GROUP 12
1ST MARINE AIRCRAFT WING, MARFORPAC
UNIT 37150
FPO AP 96603-7150

GruO 1754.1 Ch 1
FRO
27 JUL 2001

GROUP ORDER 1754.1 Ch 1

From: Commanding Officer
To: Distribution List

Subj: MARINE AIRCRAFT GROUP 12 (MAG-12) KEY VOLUNTEER NETWORK
(KVN)

Encl: (1) New page inserts to the basic Order

1. Purpose. To transmit new page inserts and direct pen changes to the basic Order.

2. Action

a. Remove page 4 of the basic Order and replace with corresponding page contained in the enclosure.

b. Remove enclosure (4) and replace with corresponding enclosure contained in the enclosure.

c. On page 1, pen change enclosure (4) to read "Sample Letters of Appointment and Sample Gratuitous Service Agreement."

d. On page 3, subparagraph 3, lines 2 and 3; delete "Personnel Support Detachment 12 (PSD) Executive Officer's (XO) office" and replace with "KVN office."

3. Change Notation: Paragraphs denoted by an asterisk (*) symbol contain changes not previously published.

4. Filing Instructions. File this change transmitted immediately behind the signature page of the basic Order.


J. JANKOWSKI
By direction

DISTRIBUTION: C

Copy to: MAG-12 FRO
MAG-12 GDO BINDER

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DUTIES OF MAG-12 UNIT COMMANDERS

1. Commanders will:

- a. Be familiar with the *USMC Commanding Officer's Guide* and receive a KVN orientation brief from their command FRO.
- b. Ensure the effective implementation of the MAG-12 KVN Order.
- c. Appoint in writing a FRO to serve as the command's liaison to the KVN and to administer, support, and promote the KVN. See enclosure (2).
- d. Ensure the FRO receives the MARFORPAC standardized FRO training per reference (b).
- e. Appoint in writing the KVC(s) (required) and KVA (optional) who have the time, talent and interest to devote to and support the KVN. See enclosure (3).
- f. Provide program guidance and direction to the FRO, KVC, KVA and KVs.
- g. Provide administrative and financial support to the KVN participants as needed IAW reference (a) and reference (b).
- h. Support the KVN and KVs by providing appropriate recognition and by attending KVN training graduation ceremonies and appreciation activities, whenever possible.
- i. Ensure that Station-Wide KVN Council meetings are supported by command personnel. See enclosure (3)
- j. Ensure that KVs have up-to-date command recall information.
- k. Authorize the reimbursement of KV expenses as outlined in reference (b).
- l. Appoint in writing the command KVs who have the time, talent, and interest to devote to and support the KVN. See enclosure (4).

Enclosure (1)

DUTIES OF FAMILY READINESS OFFICERS

1. MAG-12 Family Readiness Officer will:

- a. Attend FRO Training provided by the FSC KV/FRO Trainer/KVN Support Person. Become familiar with all USMC KVN Guides and the MARFORPAC FRO Guide.
- b. Provide/conduct KVN orientation briefs for the MAG-12 Commander, MAG-12 Executive Officer, Sergeant Major, and their spouses, KVC, KVA and MAG-12 Chaplain, as appropriate.
- c. Regularly provide the MAG-12 Commander with KVN status briefs.
- d. Co-chair the MCAS Iwakuni Station-Wide KVN Council per enclosure (3) of reference (b).
- e. Attend KVN meetings and functions serving as the liaison and information conduit between the command and the KVN.
- f. Attend KV training graduation ceremonies and appreciation activities, as appropriate.
- g. Provide liaison between the command KVN and other military agencies and organizations.
- h. Provide KVN consultation and assistance to command personnel and KVs upon request.
- i. Ensure proper reimbursement of authorized KV expenses as submitted by KVs on enclosure (5), by submitting either form 1164 for appropriated funds or MWR form 432 for non-appropriated funds, as directed by reference (b).

2. Command Family Readiness Officers will:

- a. Attend FRO Training provided by the FSC KV/FRO Trainer/KVN Support Person. Become familiar with all USMC KVN Guides and the MARFORPAC FRO Guide.
- b. Conduct KVN orientation briefs for their Commander to include executive officer, Sergeant Major, and their spouses, KVC, KVA and command chaplain, as appropriate.
- c. Regularly provide the commander with KVN status briefs.
- d. Attend quarterly Station-Wide KVN Council meetings as scheduled by the station commander, as appropriate.
- e. Attend KVN meetings and functions serving as the liaison and

Enclosure (2)

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information conduit between the command and the KVN.

f. Attend KV training graduation ceremonies and appreciation activities, as appropriate.

g. Provide liaison between the command KVN and other military agencies and organizations.

h. Provide KVN consultation and assistance to command personnel and KVs upon request.

i. Ensure proper reimbursement of authorized KV expenses as submitted by KVs on enclosure (4), by submitting either form 1164 for appropriated funds or MWR form 432 for non-appropriated funds, as directed by reference (b).

Enclosure (2)

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DUTIES OF THE KV COORDINATORS/ADVISORS/KEY VOLUNTEERS

1. KV Coordinators will:

a. Provide the primary leadership for the KVs, motivating their continued involvement, encouraging participation of other command spouses, and ensuring a representative balance of rank.

b. Maintain the standards and direction set for the program by the commander and FRO.

c. Serve as a liaison between the KVs and the commander or FRO providing the commander and FRO with the volunteers' suggestions for program improvement and service projects and by keeping the command informed of any problems encountered by the KVN.

d. Provide regular KVN status briefs to the commander and FRO.

e. Develop an effective communications network among command families using, for example, a telephone call tree, a command newsletter, family gatherings, or a command internet homepage. This communications network can be used to pass command information or general educational information needed to promote personal, family and community readiness.

f. Develop a resource listing of command volunteers to perform services that command families/Marines may need in an emergency.

g. Keep the FRO and FSC KV/FRO Trainer/KVN Program Support Person informed of training needs for the KVN and command families.

h. Participate, as appropriate, in Station-Wide KVN Council meetings.

i. Help ensure that all families receive KVN support and informational services when all or portions of commands are combined or attached to form composite commands.

2. The Key Volunteer Advisor will:

a. Review existing USMC and MARFORPAC KVN guides and become familiar with the command KVN.

b. Be an encouraging, pro-active and supportive mentor to the KVN.

c. Participate, as appropriate, in Station-Wide KVN Council meetings.

Enclosure (3)

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d. Keep the KVs informed of policies and information from other boards/agencies, which may effect them.

e. Assist in coordinating appreciation and recognition activities for KVs.

3. Key Volunteers will:

a. Serve as a KVN team member by contributing ideas for KVN projects and suggestions for program improvement; providing an information and support link from the commander through the FRO, to command families; promoting command family cohesion and personal, family and community readiness.

b. Maintain the high standards, ethics and guidelines for confidentiality covered in the KV training and adhere to the program direction set by the commander.

c. Carefully select tasks which fit talent and time availability and make a firm commitment to the commander and KVC to provide these services for an agreed upon period of time. Specific tasks may include: welcoming new families, participating as a caller on the call tree, writing/distributing a command newsletter, assisting with command family gatherings, or myriad other projects carried out by the command's KVN.

d. Inform your KVC as soon as possible of any changes in your volunteer time commitment to include periods when you plan to be out of the area.

e. Submit reimbursement requests for KV expenses to the FRO using enclosure (5).

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SAMPLE LETTER OF APPOINTMENT

Name
Address
FPO AP ZIP

Dear NAME,

Congratulations on your selection as a member of the Marine Aircraft Group 12 Headquarters Key Volunteer Network. As a Key Volunteer (or The Key Volunteer Coordinator, Advisor), you will play a vital role in helping maintain the readiness of the MAG-12 "Marine Family."

While a Key Volunteer (or The Key Volunteer Coordinator, Advisor), your responsibilities will be many and varied, and you can expect to be asked to help in various areas affecting the readiness and morale of MAG-12's families. These many areas may include:

- a. Welcoming Marines and their families to the command.
- b. Passing information to our families via the family telephone tree.
- c. Maintaining a "Readiness Roster" on families in your area which may include home telephone numbers, addresses, and other confidential data.
- d. Referring families to available services and resources at Marine Corps Air Station and the surrounding community.
- e. Assisting with deployment and "Welcome Home" activities.
- f. Assisting with preparing MAG-12 Headquarters' newsletter.

All of these activities are important and help to ensure MAG-12 families remain informed and ready to deal with any contingency. My command coordinator for Key Volunteer activities is NAME OF KVN COORDINATOR. As my direct representative, she will assist you in the performance of your Key Volunteer activities and Help ensure you receive the training you need to perform them successfully. Please do not hesitate to call on her. She has my complete trust and confidence and will help you to better help others in this command.

As a Key Volunteer (or The Key Volunteer Coordinator, Advisor), I ask that you read the attached "Gratuitous Service Agreement" and, if there are no questions, please sign it and return it to me as soon as possible.

ENCLOSURE (4)

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Again it is my pleasure to welcome you to MAG-12 Headquarters' Key Volunteer Network. I look forward to having you as a member of our team!

Sincerely,

NAME
RANK
U. S. Marine Corps
Commanding Officer

ENCLOSURE (4)

SAMPLE GRATUITOUS SERVICE AGREEMENT

I, *NAME*, by signing this Agreement, agree to provide gratuitous-volunteer services as a Key Volunteer Caller (or Coordinator, Advisor) for MAG-12 HQ, in compliance with 10 U.S.C., section 1588. Such services are provided without expectation of compensation. I further understand that such gratuitous service does not constitute government service for purposes of Federal retirement benefits or preference in hiring for paid Federal employment positions. Any reimbursement for incidental expenses shall be subject to the availability of funds and the Commanding Officer's discretion.

In compliance with 10 U.S.C., section 1588(a)(3)(A), the nature of my service will be in the area KVN support. I understand that as a Key Volunteer Caller (or Coordinator, Advisor), I will not be considered a Federal employee for any purpose other than the Federal Tort Claims Act, 28 U.S.C., sections 1346(b), 2671, 2672, and 2674-2680 (1982), or the Military Claims Act, 10 U.S.C., sections 2731-2738. I may also be entitled to compensation under the Federal Employees' Compensation Act, 5 U.S.C., sections 8101-8193, should I suffer personal injury in the performance of such duties.

I understand that, as a Key Volunteer Caller (or Coordinator, Advisor), the personal information provided to me on the members of MAG-12 HQ and their families is, and will be, protected by the provisions of the Privacy Act of 1974. I understand that I will hold myself to the highest standards of confidentiality. I further understand that issues pertaining to the members and families of MAG-12 HQ will be discussed ONLY with those individuals as defined in MCO 1754.6 or as designated by the Commanding Officer, MAG-12 HQ as having the "need to know."

This document encompasses all understanding between *NAME* and MAG-12 HQ as pertains to services as a Key Volunteer Caller (or Coordinator, Advisor).

NAME

NAME

RANK

U. S. Marine Corps
Commanding Officer

ENCLOSURE (4)

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SAMPLE FRO LETTER OF APPOINTMENT

From: Commanding Officer, Marine Aircraft Group 12

To: Rank Name SSN/MOS USMC

Subj: APPOINTMENT AS MAG-12 AND MAG-12 HQ FAMILY READINESS
OFFICER/NONCOMBATANT EVACUATION OFFICER

Ref: (a) MARFORPACO 1754.3A

(b) MCASO 3500.1

(c) GRUO 1754.1

1. Per the references, you are appointed as the Family Readiness Officer/Noncombatant Evacuation Officer for MAG 12 and MAG 12 HQ. You are directed to familiarize yourself with the provisions of the references and all other instructions pertaining to this assignment.

NAME OF CO

FRO/NEO

FIRST ENDORSEMENT

From: Rank Name SSN/MOS USMC

To: Commanding Officer, Marine Aircraft Group 12

1. Returned. I have read and understand the references and am aware of my responsibilities as the Family Readiness Officer/Noncombatant Evacuation Officer for MAG-12/MAG-12 HQ.

NAME OF FRO

ENCLOSURE (4)

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(Command Name)
KV EXPENSES REIMBURSEMENT FORM

(Please Print)

Name: _____ Date: _____

Mailing Address: _____

Telephone: _____

I request reimbursement for the following KV expenses incurred in the past week:

- a. Miles driven to official functions _____ @ \$.xx/ mile = _____
- b. Cost of child care during KV meetings _____
- c. Official long distance phone calls _____
- d. Parking and toll fees _____
- e. Other (please explain) _____

Total \$ _____

I prefer to be reimbursed by:
(Please check one)

- 1. Electronic funds transfer to my checking account (attach a voided check)
- 2. Check mailed to the above address.
- 3. Cash (for food, non-alcoholic beverages, and other consumables approved in advance by the FRO).

Signature: _____

_____ Date received by Command FRO or KVC

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PROCEDURES FOR COMPUTER USE AND INTERNET ACCESS

1. Power up the system. Make sure that the computer and monitor are both turned on. If they don't turn on, check the surge protector.

2. When the screen for the Network Login appears, click on CANCEL.

3. Double click on the INTERNET EXPLORER icon and you're ready to access the Internet.

- Hotmail, Yahoo, etc. accounts are authorized to be accessed on this network.

- Any pornographic sites, chatrooms, or any other questionable material must be avoided.

REMINDER: THIS IS A GOVERNMENT SYSTEM. ALL INFORMATION IS SUBJECT TO MONITORING AT ALL TIMES.