



UNITED STATES MARINE CORPS

MARINE CORPS BASE
PSC BOX 20004
CAMP LEJEUNE, NORTH CAROLINA 28542-0004

BO 1701.1G
MCCS

JAN 18 2007

BASE ORDER 1701.1G

From: Commanding Officer
To: Distribution List

Subj: ASSISTANCE AND SERVICES AVAILABLE THROUGH THE NAVY-MARINE
CORPS RELIEF SOCIETY CAMP LEJEUNE

Ref: (a) Navy-Marine Corps Relief Society Manual (NOTAL)
(b) MCO 5760.4B
(c) MOA between USMC and NMCRS of October 2005 (NOTAL)

1. Situation. This Order is to acquaint military personnel and their family members with the assistance and services available through the Navy-Marine Corps Relief Society (NMCRS) as authorized by reference (a).

2. Cancellation. BO 1701.1F.

3. Mission. The mission of the NMCRS is to provide, in partnership with the Navy and Marine Corps financial, educational, and other assistance to members of the Naval Service of the United States, eligible family members, and survivors when in need. The NMCRS is also charged with the responsibility to receive and manage funds and to administer NMCRS programs.

a. Organization

(1) The NMCRS is a private, non-profit organization as defined in reference (b), operating under the policy guidance and business oversight of a Board of Directors. The Board of Directors consists of no fewer than 10 persons who are active duty, or retired members of the Naval Service, or spouses of active duty or retired members of the Naval Service. The Chairman of the Board of Directors shall normally alternate every two years between the Chief of Naval Operations and the Commandant of the Marine Corps. They may, at their option, serve jointly as Co-Chairmen.

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(2) Operating officers for the Society are a President and Chief Executive Officer, Executive Vice President and Chief Operations Officer, Vice President and Chief Financial Officer, and Vice President and Chief Administrative Officer.

(3) The NMCRS provides its services through offices established at Navy and Marine Corps installations and through shipboard offices located on large ships.

(4) USMC support to the NMCRS is detailed in reference (c).

b. Eligibility

(1) Full Eligibility. The following categories of personnel are eligible for all types of NMCRS assistance.

(a) Members of the regular and reserve components of the Navy and Marine Corps on active or extended active duty (over 30 days).

(b) Members who have been retired with pay for medical reasons or after having completed at least 20 years of active service.

(c) Eligible family members of the above personnel and surviving family members of deceased personnel in the above categories.

(d) Unmarried former spouses of persons listed in subparagraph (a) or (b) above who have been issued a valid DD Form 1173, under the provisions of PL97-272 because of the duration of their affiliation with the Naval Service.

(e) Members of the Coast Guard, when on active duty and serving as part of the United States Navy in time of war, and their family members.

(f) Officers on active duty with the National Oceanographic and Atmospheric Administration (NOAA).

(g) 100% Disabled Retirees (not 100% VA) and their eligible family members.

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(2) Restricted Eligibility

(a) Elderly (65 or older), indigent mothers of deceased Navy and Marine Corps personnel, who died while on active duty or while retired after at least 20 years of active duty are eligible for grant assistance on a case-by-case basis.

(b) Members of the Naval or Marine Corps Reserve who are in a drill status performing active duty for training are eligible for NMCRS assistance only in critical situations.

(c) Eligible family members in the Transitional Compensation Program due to abuse, until they receive the monthly stipend.

(3) Ineligible Personnel

(a) Discharged veterans who are entitled to 100% disability by the Veterans Administration and their family members/survivors.

(b) Navy and Marine Corps Reserve Personnel who retire with pay at age 60 without having served 20 years of active duty and their family members.

(c) Personnel in appellate leave status and their family members.

(d) Personnel involuntarily separated under the Temporary Assistance Management Program (TAMP) and their family members.

(e) Family members of the Naval or Marine Corps Reserve who are in a drill status performing active duty for training for less than 30 days duration.

(f) Reservists, and their family members, who have completed enough reserve time to qualify for retirement, but who have not yet reached their 60th birthday.

c. Policy on Financial Assistance. Financial assistance is based upon the two considerations. There must be an established eligibility or sponsorship of family members; and, there must be a genuine need (as opposed to want).

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d. Basis for Financial Assistance. Some reasons for which financial aid may be provided are listed below. This list is not all-inclusive:

(1) Basic Living Expenses due to delay, non-receipt of allotment, pending receipt of government benefits, or other emergency situations which make family resources temporarily inadequate. NMCRS assistance does not provide, directly or indirectly, regular supplementation of monthly income.

(2) Medical Care assistance covering the cost-share not covered by Tricare and for incidental expenses related to medical care.

(3) Dental Treatment assistance for patient's cost-share not covered under the Family Member Dental Plan incidental to serviceable dental capability rather than ideal restorations.

(4) Funeral Expenses that do not exceed the cost of a modest, dignified funeral. A total of \$4,500 may be provided as a Bridge Loan until the SGLI benefit is received. If SGLI is not a benefit (stillborn and fetal deaths), up to a \$1,500 grant assistance is also available.

(5) Transportation expenses for emergency travel due to death or serious illness of the immediate family members or grandparents.

(6) Motor Vehicle Repairs. NMCRS may LOAN funds needed for repairs essential to maintain the vehicle in a safe operating condition. Essential repairs mean those repairs needed for operability of the vehicle and for meeting the requirements of safety inspections. They do not include cosmetic items (e.g., body work) or routine maintenance (e.g., tune-ups, wheel alignment, battery replacement, etc.). NMCRS may LOAN the funds necessary for insurance deductible when a claim has been made to the insurance company.

(7) Motor Vehicle Insurance. NMCRS may LOAN funds, for the minimum payment required to prevent a lapse in, or to reinstate insurance.

e. Type of Financial Assistance. Financial assistance may be in the form of an interest-free loan, an outright gratuity, or a combination of the two, depending upon circumstances

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surrounding the need, the type of assistance, and the bottom line of a viable budget.

f. Not-in-policy Requests. The following is a summary of areas where assistance is not normally provided by the Society:

- (1) To pay balances on government-issued credit cards.
- (2) To cover bad checks.
- (3) To replace funds used to pay fines, forfeitures (military or civilian) or to post bond or bail.
- (4) To pay legal fees or court costs.
- (5) To pay for moves resulting from divorce, or legal/voluntary separation.
- (6) To provide debt consolidation.
- (7) To finance business ventures.
- (8) To pay delinquent taxes.
- (9) To replace funds garnished by government or private enterprise.
- (10) To pay immigration fees.
- (11) To meet wants.

g. Applying for Assistance. The service member, versus an eligible family member, should apply for assistance. The exception is when the service member is on Temporary Additional Duty Orders outside of the local area (more than 50 miles from duty station), deployed, stationed at another base, or performing operational obligations. For assistance to be given to an eligible family member, without contacting the service member for approval, NMCRS requires one of the following:

- (1) A NMCRS Pre-authorization Form
- (2) A Power of Attorney

In absence of the above, the Society may provide minimal assistance to prevent privation until the service member's approval is obtained.

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h. Confidentiality. The client's personal information will remain confidential within NMCRS. NMCRS staff members may not discuss client information, nor divulge such matters, to anyone except on a "need to know" basis. Client confidentiality does not apply to:

(1) Criminal Acts

(2) Misconduct

(3) Matters affecting good order, discipline, and security of the command.

Command involvement may be a condition of providing assistance in cases of mismanagement or significant financial problems. The NMCRS confidentiality policy is posted in each casework room.

i. Command Appeal. There are occasions when it is not within the Society's policy to provide the requested assistance. When NMCRS denies assistance, the client is given a letter of command appeal to take to the unit Commanding Officer, Executive Officer, Sergeant Major, First Sergeant, or Command Master Chief. If the command desires to discuss the case, or is aware of extenuating circumstances not revealed in the interview which they believe the Society should consider, the Commanding Officer may call the Director or Senior Counselor to discuss the case and request an exception to policy from NMCRS headquarters. If the Director upholds the denial, the Commanding Officer may appeal the decision to the Society President.

j. Location and Hours of Operation

(1) NMCRS Camp Lejeune is located in Building 14, McHugh Boulevard, directly across from the Ball Center. The office is open from 0800-1600, Monday through Thursday, and 0800-1500 on Fridays. Clients are seen in the mornings beginning at 0800 on a first come, first served basis and by appointment beginning at 1115. Appointments may be made by calling 451-5346.

(2) Emergencies will be seen at any time during normal hours of operations. If an emergency arises after normal working hours, weekends and holidays, assistance may be obtained by contacting the American Red Cross Emergency Service Center. Emergencies are categorized as death or serious illness of immediate family, grandparent, or where the family has no food

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or the electricity or water has been cut off. All other needs are generally handled during normal working hours.

k. After-hours Assistance. After-hours assistance for emergencies (emergency leave due to death/serious illness of immediate family member or grandparent; no food; cut-off electric or water) is available by calling the American Red Cross Emergency Service Center toll-free at 877-272-7227. Command duty officers must verify the service member's status by viewing a military ID card.

l. Other Services Available. Call 451-5346 to learn more about services available through NMCRS. A sampling of those services include:

(1) Education Program: Vice Admiral E. P. Travers' Scholarship and Loan Program is available for spouse and children of active duty personnel and children of retirees pursuing an Associate's or Bachelor's Degree. Applications are due no later than 1 March annually, and may be obtained on-line at nmcrs.org.

(2) Thrift Shop: NMCRS Camp Lejeune works with the SNCO Wives Thrift Shop, which provides low cost clothing, uniforms, toys, furniture, etc.

(3) Visiting Nurse Program: The Visiting Nurse program serves active duty, family members, retirees, and widows/widowers. NMCRS Visiting Nurses provide assistance with patient education, resource referral, prescription delivery, and in-home assessment of medical needs. Referrals are accepted from any source including commands, key wives, Naval Hospital Camp Lejeune Staff, and many other base and community sources. The visiting nurses hold Well Baby Clinics twice monthly to address parenting needs, provide weight checks, and make available a clothing exchange to our military family.

(a) Tarawa Terrace Well Baby Clinic is held at the Community Center from 1000-1230 on the first Tuesday of each month.

(b) Midway Park Well Baby Clinic is held monthly on the second Tuesday from 1000-1200 at the Midway Park Chapel.

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(4) Budget for Baby/Layette Program. Layettes consist of basic items needed for a newborn child. Layettes are provided to clients who are expecting babies or who recently had new babies. To receive a layette, the client must attend a NMCRS "Budget for Baby" class or have a budget completed at the office to provide information on the financial impact of a baby. Call 451-5346 to register.

(5) Food Locker: This service provides enough non-perishable food to sustain eligible clients until they can be seen in the office to request additional assistance.

m. Summary of Revision. This Order has been completely revised and should be reviewed in its entirety.

4. Execution

a. Advisory Board. The purpose of the Advisory Board is to allow the NMCRS staff (both volunteers and employees) to work in partnership with the active duty leadership to share information and resources pertinent to the members of the local commands and eligible beneficiaries. The Advisory Board shall:

(1) Consist of Navy and Marine Corps personnel (who serve in positions of leadership within the local commands), Society Volunteers, and Employees of the local NMCRS office.

(2) Be empowered to act when a majority of the Board is present.

(3) Hold meetings at the call of the Honorary Chairman of the Advisory Board (Commanding Officer, Marine Corps Base). A copy of the minutes shall be provided to Headquarters, NMCRS.

b. Advisory Board Membership. The Advisory Board membership shall be composed of the following command representatives and At-large members:

Marine Corps Base

Commanding Officer: Honorary Chairman
Director, Marine Corps Community Services: Honorary Vice-Chairman
Marine Corps Base Chaplain

Marine Corps Base Sergeant Major
Head, Personal Readiness and Community Support Branch,
Marine Corps Community Services

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II Marine Expeditionary Force

AC/S, G-1
Sergeant Major
Command Master Chief

U.S. Marine Corps Forces, Special Operations Command

AC/S, G-1
Sergeant Major

2d Marine Division

AC/S, G-1
Sergeant Major
Command Master Chief

2d Marine Logistics Group

AC/S, G-1
Sergeant Major
Command Master Chief

Naval Hospital Camp Lejeune

Commanding Officer
Command Master Chief

Naval Dental Center

Commanding Officer
Command Master Chief

Naval Personnel Support Activity Detachment

Senior Enlisted Representative

At-Large

Director, Navy-Marine Corps Relief Society, Camp Lejeune
Honorary Chairman of Volunteers, Navy-Marine Corps Relief
Society, Camp Lejeune

Chairman of Volunteers, Navy-Marine Corps Relief Society,
Camp Lejeune
Staff Judge Advocate
Director, Joint Public Affairs Office
2d Marine Logistics Group Disbursing Officer

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Marine Corps Base Finance Officer
Officers' Wives Club Representative
SNCO Wives Club Representative
Enlisted Wives Club Representative
II Marine Expeditionary Force Family Readiness Coordinator
Head, Marine Corps Family Team Building

c. Volunteer Program. The NMCRS offers individuals the opportunity to volunteer their services to help others. Volunteers work in such areas as reception, casework, public relations, Visiting Nurse programs, and layette program (crocheters and knitters). The Chairman of Volunteers and Director ensure all volunteers are trained to accomplish the mission of the NMCRS. Information regarding the volunteer program can be obtained from the Chairman of Volunteers at 451-5584.

d. Commanding Officers will ensure that the contents of this Order are given periodic dissemination to all members, at regular intervals and during orientation of new service members, to ensure that the services available from the NMCRS are common knowledge throughout all commands. Instructors are available from NMCRS to conduct this PME.

e. Commanding Officers will ensure that personnel are assigned to the Advisory Board in accordance with paragraph five of this Order.

5. Administrative and Logistics. Not applicable.

6. Command and Signal

a. Command. This Order is applicable to Marine Corps Base, Camp Lejeune and all tenant organizations.

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


W. A. MEIER
By direction

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DISTRIBUTION STATEMENT A: Approved for public release;
distribution is unlimited.