

Unit, Personal and Family Readiness Program (UPFRP)

CO Spouse/Advisor

Cornerstone Spouses

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Version

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Agenda

- Unit, Personal and Family Readiness Program (UPFRP) Overview
 - Mission
 - Family Readiness Command Team
 - Roles & Responsibilities
- The Makings of an Effective Program
- Danger Zones
- Scenarios

UPFRP Overview

Mission: Per MCO 1754.9A, serves as a combat multiplier, equally as important as individual, equipment and combat readiness. In partnership with MCCS, the Family Readiness Command Team will support individual Marines and their family to successfully balance mission, life and career events.

Family Readiness Command Team:

- Executes the UPFRP as directed by the unit Commander
- Works collectively within their individual roles and responsibilities to build an effective program
- Supports the 4 tenets of the UPFRP
 - Official Communication
 - Information and Resource Referral
 - Readiness and Deployment Support
 - Volunteer Management



UPFRP Overview continued

Roles & Responsibilities

- **Commander:**
 - Establish and maintain an UPFRP per MCO 1754.9A
 - Maintain operational control of the UPFRP
 - Publish a policy statement outlining their vision and intent for the UPFRP
- **XO, CoS, SgtMaj/Senior Enlisted Advisor:**
 - Setting the example, communicating the CO's intent, and implementing policy
- **Family Readiness Officer (FRO):**
 - Operationally directed by the CO, provides direct coordination of the UPFRP
- **Deputy Family Readiness Officer (DFRO):**
 - Serves as an extension of the FRO
- **Family Readiness Advisor:**
 - Provide insight, be a visible presence, foster a sense of community within the unit, assist in program strategies, participate in event planning
- **Senior Spouse:**
 - Provides fundamental support and insight, be a visible presence, foster a sense of community

The Makings of an Effective Program



Danger Zones....*Even when done with the best of intentions*



- Directing or assigning work to FROs



- “Suggestions” or implied directions



- Participating in hiring panels for FROs, or in any part of HR processes



- Party Planning



- Excitement and overzealousness

Scenario #1 – Hosting a “Spouse Coffee”

Danger

- Using unit Family Readiness funds
- Having the FRO send the email invitation

Caution

- Having the FRO attend
- Segmenting the population
- Involving appointed volunteers
- Using Evite or other electronic invitations

Safe

- Obtaining the social roster from the chain of command (Adjutant)
- Using the blind cc capability for a mass email invitations
- Announcing multiple upcoming events

Scenario #2 – Addressing Social Media

Danger

- Engaging unprofessionally
- Tagging the FRO in responses to anything on social media

Caution

- Being a site administrator
- “Friending” spouses

Safe

- Respond professionally, perhaps via email
- Have an offline conversation with those who made the post
- Inquire about methods they have take to address the issue(s)

Social Media Posts.....

Curious about FROs: Does anyone know if there is a way to submit evaluations for FROs?
[Like](#) · [Reply](#) · 1 · [October 16, 2015 at 10:36pm](#)

Informed Person Because FROs are MCCS employees I am guessing you

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Curious about FROs: Ice mc family team building?

[Like](#) · [Reply](#) · [October 16, 2015 at 11:03pm](#)

Ice-man I ice'd our FRO and got no response. I was pretty bummed. S

[Like](#) · [Reply](#) · [October 17, 2015 at 6:35pm](#)

I'm a Lifer I have had a bad experience with a FRO as well. It's like the Supreme Court. No way to get enough complaints, it's a for-life job.

[Like](#) · [Reply](#) · [October 17, 2015 at 2:46pm](#)

Is this how you want your spouse to be represented in the Corps?

Tipsy: Hi spouses, I've been mulling this post about in my head for a while and I hope it comes out right. The movers came today so if I sound cranky it's not my intent. **Though I just opened a bottle of wine so sounding tipsy is a possibility too... ;-)**

The FRO. We just gave up command on the 16th and in our time had two. XXX and I came into the job THE biggest fans of the FRO program. Me, because I'm lazy and like that they do so much, and hubs because we've only had !amazing! ones and they contributed in truly helpful ways to the command.

However after our two, XXX is done. If he ever takes command again he plans to say 'no thanks' to the FRO and ask for an extra marine instead. There are some AMAZING fro's out there. In **our** career we've had three. So my advice to anyone new or about to take command is simple but important--document everything!!! **Write them up if you perceive an infraction, even if you're not sure yet which way the relationship will go.** When you take command you just don't know yet which kind you have. **They are federal employees and therefore extremely difficult to get rid of, no matter how terrible.** There's a process, it's long, and it must be adhered to. So please learn the rules and protect yourself.

And the crappy thing is both of our FROs could apply for jobs tomorrow and be hired into the system. Our story is not unique. Lots of friends had bad FROs, and one even fired his only for her get him fired in return. My brother had a generally accepted **monster for a fro** and had to wait 90 days before he could fire her. She made those 90 days as miserable as she could. Luckily he documented and then found a dreamy FRO. They're out there and I truly hope each of you get one!!!

But just in case...

P.s. Follow your gut. **I disliked our first immediately, even before we took command,** but didn't push it or trust my instincts. 2nd one I liked much more but was still something about her really gave me pause.

[Like](#) · [Reply](#) · 1 · [August 3, 2015 at 10:36pm](#)

Scenario #3 – CO Spouse not getting along with the FRO

Danger

- Trying to engage in disciplinary actions for the FRO
- Talking poorly about the FRO to others, either within/out of the command

Caution

- Assuming rumors are accurate
- Addressing issues directly with the FRO (tone, topic)
- Maintaining notes on challenges with the FRO

Safe

- Meet with CO regarding expectations within the UPFRP
- Regardless, represent a unified front to the Marines and spouses
- Be professional

Scenario #4 – Advice on a challenging CO Spouse

Danger

- Assuming as a Family Readiness Command Team member, you can supervise a FRO
- Demanding confidential information

Caution

- Not considering perceptions

Safe

- Meet collectively with the CO to outline expectations
- Discuss issues within the Family Readiness Command Team
- Meet at regular intervals with the FRO

Questions?

