

Marine Wing  
Support  
Squadron 371



Welcome Aboard



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## *MWSS-371 Welcome Aboard Letter*



Dear Marines, Sailors, and Families of the “Sandsharks”,

Welcome to Yuma Arizona and the Squadron. We are sincerely fortunate to have you and your family aboard. The Sandshark’s mission is to provide aviation ground support to enable a Marine Aircraft Group and supporting or attached elements of the Marine Air Control Group to conduct expeditionary operations. We support all 3d Marine Aircraft Wing units across southern California and Arizona.

You and your family have joined an organization with a phenomenal combat record. Since 2003, the Squadron has deployed to Afghanistan once and three deployments to Iraq. We are scheduled to deploy again in support of Operation Enduring Freedom and I will keep you informed on deployment training requirements, timelines and preparations.

It is critically important that every Marine and Sailor ensures their spouses and families are armed with the information and tools necessary to be successful while our squadron is deployed. MWSS-371 already has a superb Family Readiness Program and your participation is key to its continued success. Marines and Sailors must understand that opportunities to manage family issues while deployed are limited. Family deployment problems can be significantly reduced if service members properly educate and prepare their family for a deployment.

MCAS Yuma Marine Corps Family Team Building (MCFTB) offers many on-base resources to assist in deployment preparation, but are only effective if Marines and Sailors take advantage of these activities. I intend to ensure every Marine and sailor and their Family are afforded the opportunity to participate in MCFTB education and activities. Participation in these events create friendships and build a stronger support network among MWSS-371 spouses and family members. You can also visit our website at: [www.3maw.usmc.mil/mwsg37/mwss371/default.asp](http://www.3maw.usmc.mil/mwsg37/mwss371/default.asp)

My Family Readiness Officer (FRO), Mr. Steve Klauck, should have already contacted you to introduce himself, or will do so soon. The FRO stands ready to assist you with any need you may encounter. The FRO can be contacted at (928) 269-3009.

Sincerely,

John D. Fleming  
Lieutenant Colonel, United States Marine Corps  
Commanding

MARINE WING SUPPORT SQUADRON 371  
COMMANDING OFFICER'S POLICY ON FAMILY READINESS



My singular focus as the Commanding Officer of MWSS 371 is combat readiness. Every part of our Squadron training curriculum will contribute to that focus, and a vital component of that curriculum is family readiness. A resilient family structure enables both the service member and their family to not just endure, but thrive in a very demanding lifestyle. Individual Marines and Sailors are responsible and accountable for their personal readiness and the readiness of their families.

There are many available resources designed to make sure Sandsharks and their families are educated on family readiness and informed of unit activities. The first and most important is our Family Readiness Officer, Mr. Steve Klauck. Steve's primary focus is the management of information that enables Sandsharks and their families to balance the challenges of military lifestyle, family needs, career goals, and unit mission related events. He is also the gateway to resources available at MCAS Yuma and around the country. Please feel comfortable with contacting Steve with any family related questions and issues at [steven.klauck@usmc.mil](mailto:steven.klauck@usmc.mil) or (928)269-3009.

My goal for the MWSS 371 family readiness program is to develop empowered and engaged families. Empowerment means having confidence in one's ability to effectively manage difficulties when they are encountered. This is achieved by not just knowing the resources and contacts available, but by exercising those on a regular basis to build familiarity and confidence. Engaged means taking a proactive role in understanding what the unit is doing and how the individual Sandshark fits in to the big picture. It also means participating in unit activities and developing personal relationships with other families.

The strength of our Squadron depends on the strength of our Marines, Sailors, and our families. I encourage every Sandshark family member to become an integral part of our Squadron's family readiness program by participating in unit events, becoming a volunteer if they choose, and actively understanding our unit and its mission through their Marine or Sailor. This is the only way to ensure we are an effective team ready to meet the challenges that lay ahead.

John D. Fleming  
Lieutenant Colonel, United States Marine Corps  
Commanding



# MWSS-371 Official Communication

The primary duty of the Family Readiness Officer is to serve as the communication portal between the Commander, the unit, the Marine and the Marine's contacts. The Family Readiness Officer is supported in these communication duties in several ways:

**\*\*eMarine\*\*** is a new method the Marine Corps uses to publish official information, announcements, local event, pictures from events, and many other resources.

Register now for MWSS-371's new eMarine website! eMarine is a web delivery system supporting Unit, Personal, and Family Readiness. This new website will provide unit members and their Families with quick, easy access to documents, photos, videos, unit event calendar, discussion boards, base information, and much more. This tool will be the primary means through which we will push information and conduct organizational networking. eMarine establishes a conduit for Marines, Sailors, Civilians and their Family Members to provide immediate feedback as we continue to shape and improve our support programs to meet their needs.

All personnel are required to take a few moments to register for our unit's eMarine site. Your participation will be extremely valuable as we move forward. The registration process is outlined below and takes just minutes. You will be provided an opportunity to invite Family Members, and are encouraged to do so.

Registration is accomplished as follows:

- 1) Open your web browser and navigate to <http://www.emarine.org>
- 2) Click on the "Find a Unit Site" button in the top right portion of the screen
- 3) Click on the Sponsor Search button
- 4) Enter your:

- First Name (as it appears in Marine OnLine - MOL)

- Last Name (as it appears in Marine OnLine - MOL)

- Enter your Sponsor's Birthday in MMDD format

- 5) Click on the link for your unit site
- 6) Complete Steps 3 & 4 to register as a SPONSOR
- 7) Be sure to invite your Family Members!!

We look forward to seeing you online. Please contact the Family Readiness Officer @ [steven.klauck@usmc.mil](mailto:steven.klauck@usmc.mil) with any questions you may have.

**\*\*Marine On-Line (MOL)\*\*** Is another method the Marine Corps uses to email official messages from the command.

Marines are required to update their contact data via the personal information tab in MOL. This is accomplished by selecting the Family Readiness link to view/update contacts. If the Marine is Married, the first contact must be the spouse. Be sure to input a valid email address for each contact.

## **\*\*Phone Calls\*\***

We still reach out to families with regularly scheduled phone calls to be certain families are receiving updates and official communication.



MWSS-371

## VOLUNTEER OPPORTUNITIES

Do you want to help Marines and their families? Do you want to meet new people and make new friends? Well then we have the perfect opportunity for you! Become a **Family Readiness Volunteer**. Volunteers are recruited from four areas; Marines, Spouses, Parents and Extended Family members, and may serve as **Family Readiness Advisors, Family Readiness Assistants, and Non-Appointed Volunteers**. These volunteers support and enhance the Commander's Family Readiness mission by providing necessary insight into the military lifestyle.

### **Family Readiness Advisor**

As the Family Readiness Advisor, you will serve laterally with the Command Team to support the program and the Commander. You will be expected to contribute content to the family readiness communications and assist in the development of unit communication strategies. You will also provide family insight to the Command Team and participate in planning and assessment activities as determined by the Commander. Family Readiness Advisor's should make every attempt to attend the Family Readiness functions and they must possess a desire to support the Marines and their families and improve quality of life within the unit.

### **Family Readiness Assistant**

As an Assistant, your position requires you to welcome new families to the unit, providing feedback from families to Command Team, assisting families with information and referral services. The assistant will also be asked to assist the Family Readiness Officer (FRO) with communication as needed, and in doing so, keeping the FRO apprised of issues with the unit families.

### **Non-Appointed Volunteers**

This position is utilized for specific, event-driven, short-term morale events. It is the ideal venue for a volunteer to serve in the short-term. This volunteer will only be asked to serve on an as-needed basis for specific events, allowing the volunteer to assist the FRO in planning, coordinating, and execution of unit family readiness events.

If you have a desire to volunteer, please contact the MWSS-371 Family Readiness Officer, Steven Klauck at 928-269-3009 or email at [steven.klauck@usmc.mil](mailto:steven.klauck@usmc.mil)



## **MWSS-371 Family Care Plan Indoc**

Welcome Aboard Sandsharks,

In preparation for Career, Mission and Life Events and to keep in compliance with MCO 1740.13\_, Marines meeting the following requirements must complete a comprehensive Family Care Plan (FCP). This plan must provide for all contingencies both long - and short-term. Family Care Plans are the individual Marine's responsibility. Failure to produce a FCP may be grounds for disciplinary or administrative action to include admin separation from the Marine Corps. This is not only common sense but it is mandatory.

### **CRITERIA FOR REQUIREMENT OF A FAMILY CARE PLAN:**

- All Marines with dependants will develop a Family Care Plan (NAVMC 11800 REV. 01-13))
  
- All Marines will ensure their dependant family members are properly identified and enrolled in DEERS.
  
- All Marines will ensure the command is notified within 30 days after a change in circumstances or personal status that generates the requirement for, or update of, a Family Care Plan. These include but are not limited to:
  - Birth or adoption of a child or children.
  
  - Loss of a spouse through death, separation, or divorce
  
  - Assumption of sole care for an elderly or disabled family member

For further information refer to MCO 1740.13\_ on Family Care Plans.



## **MWSS-371 Exceptional Family Member Program (EFMP) Information**

**CRITERIA FOR ENROLLMENT.** Sponsors are required to identify and enroll all family members who have a medical (physical, mental, emotional) or educational condition at the time of identification or diagnosis of the condition by a Qualified Medical Provider or educational authority. Commandant of the Marine Corps (CMC), Manpower and Reserve Affairs, will make final determination concerning EFMP enrollment of Marine Corps sponsors. Sponsors shall update enrollment every three years or whenever a change in special needs occurs. To update previous enrollments, follow the initial enrollment procedures.

- a. Potentially life threatening condition and/or chronic medical/physical condition requiring follow up support more than once a year or specialty/sub-specialty care.
- b. Current and chronic (duration of six months or longer) diagnosed mental health condition; inpatient or intensive outpatient mental health service within the last two years. Intensive outpatient is defined as monthly, or more frequent, mental health services.
- c. A diagnosis of asthma or other respiratory-related diagnosis with scheduled use of inhaled anti-inflammatory agents or bronchodilators, a history of acute asthma exacerbations or history of hospitalizations.
- d. A mental health diagnosis (including Attention Deficit Disorder) that requires prescribed psychotropic medications and/or treatment by mental health provider (e.g., psychiatrist, psychologist, licensed clinical social worker).

Exceptional Family Member Program Staff provides information, assistance, case management, members with regard to enrollment procedures, program benefits, and available local services and facilities.

### **What You Need To Know:**

1. You are responsible for the care and welfare of family members.
2. Participation in the EFMP is mandatory and will not adversely affect your selection for promotion, schools, or assignment, or any other type of advancement.
3. You must check-in/check-out with local EFMP during PCS moves.

### **Your Responsibilities:**

1. Ensure that an application for enrollment in the EFMP is submitted to the EFMP Office.
2. Retain a copy of the EFMP package for personal records and update enrollment through your local EFMP office every 3 years, or when the conditions of special need change.
  - a. Changes which may affect enrollment include a change in marital status, dependency, or medical status of the EFM.
3. Check-in/check-out with local EFMP Office during PCS moves to ensure the EFMP case file is maintained by the appropriate installation.

### **Who to Contact:**

The point of contact for MCAS Yuma's Exceptional Family Member Program is:  
Margy Pracchia (GS11), EFMP Manager  
DSN 269-2425  
COMM: (928) 269-2425



## **MWSS-371 Navy-Marine Corps Relief Society Fact Sheet**

The Navy-Marine Corps Relief Society provides services for active duty and retired military personnel and their dependents. As a private, non-profit, volunteer service organization, the primary mission of the Society is to assist eligible persons in coping with immediate financial emergencies and needs using donated funds.

NMCRS Yuma offers:

- Financial counseling and assistance
- Budgeting for Baby Classes
- Visiting Nurse
- Thrift Store

The office is staffed with trained volunteers who assess needs and give financial counseling to enable clients to live within their means on a continuing basis. Assistance may be provided through confidential counseling, interest-free loans or grants, and referrals to various other agencies.

To schedule an appointment for assistance, call the office at 269-2373.

*Emergencies will be seen as soon as possible; an appointment is NOT necessary.*

Normal operating hours are:

- Monday–Friday from 8 a.m. to 4 p.m.

**NMCRS Yuma is pleased to have a Visiting Nurse.** The nurse is routinely available to provide home visits to Navy and Marine Corps families with health education questions or problems.

- The Nurse's hours are 8 a.m. to 3:30 p.m. Monday–Thursday.
- The Visiting Nurse does hospital visits, when possible, at Yuma Regional Medical Center for all military and family members (USN and USMC only).
- Pre-natal, post-operative, and post-partum mother/newborn) visits are done in the home on an appointment basis, along with pediatric visits, medical/ surgical visits, and others.
- Please keep in mind that the Visiting Nurse is not designed to meet emergency needs.
- To contact the Nurse, call 269-5401.

Expectant parents may attend the **Budget for Baby Class** prior to the birth of their baby and receive a free layette (worth \$65-\$70).

- This class is a financial planning tool to get ready for the added expenses of another family member.
- Parents may still qualify for the layette up to one month after the baby is born by having a one-on-one budget done in the office.
- Layettes contain a towel, washcloth, crib sheets, blankets, sleepers, onesies, booties, baby book and more.

**The NMCRS Thrift Shop** is located in Building 645 and operates Tuesday, Wednesday, and Thursday from 9 a.m. to 1 p.m. and Saturday from 10 a.m. to 2 p.m. The shop is run by volunteers and contains many useable items for sale at low cost, reasonable prices.

The shop has a good selection of:

- useable uniforms,
- household items,
- toys,
- books,
- clothing and
- other miscellaneous items for sale at reasonable prices.

Good, durable, re-saleable items may be left in the box beside the building or be brought into the shop during open hours. Money made through sales goes directly back to help Marines and Sailors in need. Contact the shop during operating hours at 269-2033.

Anyone interested in volunteering for any NMCRS programs should call or drop by the office for more information. For financial emergencies on weekends, holidays, and after normal working hours, call the American Red Cross Emergency Service Center, toll-free: 1-877-272-7337.

**ADDITIONAL NMCRS CONTACT INFORMATION:**

<http://www.yuma.usmc.mil/services/nmcrs/default.html>

<http://www.nmcrs.org/index.html>

**NMCRS Yuma**

Navy-Marine Corps Relief Society  
Building 645, Narr Ave., Room 101  
Marine Corps Air Station Yuma  
Yuma, AZ 85365-0575  
e-mail to: Lora O'Hara,  
[lora.ohara@nmcrs.org](mailto:lora.ohara@nmcrs.org)

**Hours: Mon-Fri 0800-1600**

**Phone: (928) 269-2373**

**DSN: 269-2373**

**Fax: (928) 269-3393**

**Additional Services: [Thrift Shop](#), [Visiting Nurse](#)**

## IMPORTANT CONTACT PHONE NUMBERS

<b><u>EMERGENCY CONTACTS</u></b>	
<b>PMO</b>	<b>911</b>
<b>FIRE</b>	<b>911/X2333</b>
<b>After Hrs Sick Call/Chief of the Day</b>	<b>376-2282</b>

<b><u>PMO</u></b>	
Police Desk (non-emergency)	x2205
Traffic Court	x3697
Visitor Pass Information	x2888
Weapon and Pet Registration	x2888/x6303
ID Cards/DEERS	x3588

<b><u>Medical</u></b>	
BMC Main Line/Appointments	X3819
Health Benefits Office	x2916/x6179
Pharmacy Refill	866-286-8249
Primary Care	x6091

<b><u>MCCS</u></b>	
MCFTB Director	x6502
L.I.N.K.S	x6503
Family Advocacy Program	x2561
Counseling Support	x2561
New Parent Support	x2308
Child Development Center (CDC)	x2350
Family Child Care Coordinator	x3233
Youth Activities Director	x3659
Youth Center Front Desk	x5390
Youth Sports Coordinator	x2280
Gym Front Desk	x2727
Oasis Pool	x2914/2926
16th Street Community Center	x2926
Auto Hobby Shop	782-6640
Barber Shop	x2395
Base Theater	x2115
Bowling Alley	x2358
Commissary	x5585/x5794
Education	x2245/x2246
	x3589

<b><u>Important Web Sites</u></b>	
<a href="http://www.usmc-mccs.org">www.usmc-mccs.org</a>	
<a href="http://www.3rdmaw.usmc.mil">www.3rdmaw.usmc.mil</a>	
<a href="http://www.mccsonesource.com">www.mccsonesource.com</a>	
<a href="http://www.militaryonesource.com">www.militaryonesource.com</a>	

<b><u>MILITARY ONE SOURCE</u></b>	1.800.342.9647
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<b><u>MCCS</u></b>	
Library	x2785
Main Exchange (Clothing)	x2747
Marine Exchange Customer Service	x3567
Tailors/Dry Cleaners	x2356
Post Office	344-0437
Video Corner/ITT Tickets	x5300
Infinites	x2457
SNCO Club	x2171
Officer's Club	x2711

<b><u>Base Services</u></b>	
Base Services Help Desk (Emergencies)	x2222
Lincoln Housing	344-1240
legal Assistance	x2481/x3586
TMO	x2735
Station Chaplain / Chapel	x2371
MAG-13 Chaplain	x3454
MACS-1 Chaplain	x3917
Navy/Marine Corps Relief Society	x2373
WIC Office	(928) 317-4500
Animal Warden/Dog Catcher	x6303
Veterinarian	x2411
Armed Forces Bank	726-4363
Navy Federal Credit Union	866-605-1267
Temporary Lodging	x2262/x6032
Lake Martinez Recreation Area	783-3422
Recycling Center	x5185
Telephone Office	x2375
After Burner	x5183
Subway	x3466

<b><u>Units/Staff Duty Officer</u></b>	
VMA-211	x5406
VMA-214	x2776
VMA-311	x2334
VMA-513	x2810
MALS-13	x2510
MAG-13	x2124
MAWTS-1	x2058
MACS-1	x3800
MWSS-371	x2506
H&HS	x3082

# DEERS

## Defense Enrollment Eligibility

### Reporting System



## MAINTAINING YOUR ELIGIBILITY

### FOR TRICARE

#### It's Your Responsibility

Proper registration in the Defense Enrollment Eligibility Reporting System (DEERS) is the key to receiving timely and effective TRICARE benefits. DEERS is a worldwide, computerized database of uniformed services members (sponsors), their family members, and others who are eligible for military benefits, including TRICARE. All sponsors (active duty, retired, National Guard, or Reserve) are automatically registered in DEERS. However, the sponsor **must register** eligible family members. After family members and sponsors are registered, they can update personal information such as addresses and phone numbers. **Note:** If both parents are active duty service members, then either parent (must choose one) may be listed as the child(ren)'s sponsor in DEERS.

#### When There's a Change

You should update DEERS immediately whenever you experience any of the following life events (this list is not all-inclusive):

- Change in sponsor's status:
  - Retiring or separating from active duty
  - National Guard or Reserve member activation or deactivation
- Change in service status (e.g.. enlisted to officer, branch change)
- Getting married or divorced
- Having a baby or adopting a child (**Note:** DEERS registry is a **separate step** and is required before you can enroll a child in TRICARE Prime.)
- Moving to a new location for any reason
- Becoming entitled to Medicare (either you or a family member)
- Death of sponsor or family member

#### Updating DEERS

To register family members or update DEERS records, sponsors must complete a DD form 1172 Application for uniformed services identification card and DEERS enrollment and provide documentation, such as marriage, birth, or death certificates; Social Security numbers; active duty separation papers; or Medicare cards. Each family member's eligibility record must be updated separately. **Note:** If the sponsor is not available, family members can update DEERS with a notarized DD Form 1172 or if you have Power of Attorney. You can verify and update DEERS in one of the following ways.

1. To add or delete family members, visit a local uniformed services personnel office. Search for an office near you by ZIP code, city, or state at [www.dmdc.osd.mil/rsi](http://www.dmdc.osd.mil/rsi). Call the office first to verify location and business hours.
2. Call the Defense Manpower Data Center Support Office (DSO) at **1-800-538-9552** to update your addresses, e-mail addresses, and phone numbers.
3. Fax addresses, e-mail addresses, or phone number changes to the DSO at **1-831-655-8317**.
4. Mail changes to the DSO. You must also mail supporting documentation if you are adding or deleting a family member:
  - Defense Manpower Data Center
  - Support Office
  - Attn: COA
  - 400 Gigling Rd
  - Seaside, CA 93955-6771
5. Visit [www.tricare.mil/DEERS](http://www.tricare.mil/DEERS) and follow the steps to update your addresses, e-mail addresses, and phone numbers online.

**Loss of Eligibility-**If you try to obtain care and your DEERS record shows you as ineligible for TRICARE (but you have not truly lost TRICARE eligibility), you'll need to update your DEERS information. For more information about Loss of Eligibility, visit [www.tricare.mil/certificate](http://www.tricare.mil/certificate)

## MCAS Yuma SMP Rec Center



Building T922

Hours of Operation:

Mon-Thurs

1000-2300

Fri-Sun

1000-2400

**Marines! Make sure to check with the SMP Center often to take advantage of local volunteer opportunities and trips nearly free of cost!**

The SMP Rec Center is open every day all year round. We offer free Xbox live on all four of our Xbox's, a Playstation 3, and a Wii gaming system. Our game selection is constantly expanding. We also have pool, poker, ping pong tables with tournaments all the time. If you just want to relax, we have a movie theater lounge featuring free movie viewing on weekends. We also have free Wi-Fi and desktop computer for your use. If you have any questions, please call 928-269-5794.



