



Commanding Officer, Headquarters and Support Battalion Unit, Personal and Family Readiness Program (UPFRP) Statement

"The most important issues are providing timely and accurate communication to our Marines and their families while properly resourcing the support functions on our bases and stations. . . . [We] will ensure the Marine Corps provides Marines and families with a comprehensive and effective community-based support system.

-- Gen Robert B. Neller, 36th CMC



The main objective of Headquarters and Support Battalion (HQSPTBN) is to ensure that all personnel assigned maintain operational readiness. Personal readiness is at the heart of operational readiness, and family readiness is a critical component of personal readiness. Accordingly, family readiness is mission critical. Therefore, the purpose of our Unit, Personnel, and Family Readiness Program (UPFRP) is to increase operational readiness by ensuring personnel and their families are trained, educated, equipped, and supported to successfully balance mission, career, and personal needs in order to win life's battles.

Our UPFRP is designed to promote a command culture and climate of concern for Marines and their families. It enables us to "care for our own" through mutually supporting relationships, proactive sharing of information, timely referral to supporting programs, and the execution of events designed to support, train, educate, and empower the entire team. Our UPFRP will be fully integrated into the command training and force preservation programs and will maximize all unit, base, and community resources to enable personnel and their families to truly succeed across all six areas of personal/professional excellence: Fighter, Fitness, Family, Finance, Future, and Fidelity. Our measures of success will not be in the *quantity* of our activities, but instead in the *effects* of our activities.

To accomplish this, the Battalion's UPFRP is comprised of four distinct, complimentary tenants:

- Official Communication. The Battalion will use our unit website, our newsletter, telephone, email, and social media to maintain open lines of communication while maintaining operational security and confidentiality.
- Readiness and Deployment. The Battalion's Annual Training Plan will incorporate standardized training curriculum for all phases of deployment (pre, mid, and post deployment; return, reunion, and reintegration) as well as for permanent change of station moves and separation from service. Implementation of this training will require the direct involvement of leadership at every level, supported by base and local agencies.
- Information and Referral. A primary goal within our UPFRP is to identify needs and connect families to appropriate command, MCCS, or community resources in order to meet their needs. This effort requires open communication and unity of effort between the Command Team and leaders at every level. Our responsiveness is a true measure of our leadership.
- Volunteer Management. Volunteers are critical to the success of our UPFRP. We will employ a powerful network of appointed and non-appointed volunteers from across the command to ensure all family members have equal access to timely and effective support. All family members are encouraged to support the UPFRP through volunteerism. Interested family members may contact the Family Readiness Officer Team at 760-763-7459.

The Battalion's UPFRP applies to all personnel within the command, whether they are married or single. All Marines, single or married, will accurately update their contact information in the Marine OnLine Family Readiness module and the UFRP Authorization form. Accurate contact information will be provided within ten days of joining the command, and updated within five days of any changes. Also, all Marines are required to identify at least one primary contact. Married Marines must include their spouse as primary contact unless an Opt-Out form is signed and on file with the Family Readiness Officer. Every Marine is also responsible for providing a completed and updated Family Care Plan to their Company Commander. Family Readiness is everyone's responsibility.

Semper Fidelis,

John R. Polidoro, Jr.
Colonel, United States Marine Corps
Commanding Officer, Headquarters and Support Battalion