



**DEPARTMENT OF THE NAVY
HEADQUARTERS UNITED STATES MARINE CORPS
2 NAVY ANNEX
WASHINGTON, DC 20380-1775**

IN REPLY REFER TO:

CMC-MR

21 JAN 2001

WHITE LETTER NO.01-01

From: Commandant of the Marine Corps
To: All General Officers
All Commanding Officers
All Officers in Charge

Subj: MARINE CORPS SUPPORT NETWORK

1. Taking care of our own is fundamental to us. Marines and their families are not immune from sorrow and the impact of financial hardships, floods, house fires, deaths or other catastrophic events. When help is needed, the local command is the first to mobilize on-base agencies and supporting organizations. These local organizations can be depended on for excellent and timely support at the required level. For certain circumstances, the support required may exceed local capabilities or require unique or specialized support that cannot be provided through local sources. For this reason, we have established the Marine Corps Support Network (MCSN) to coordinate national support agencies such as the Fisher Foundation, Lyman Trust, National Marine Corps Council, Marine Corps Law Enforcement Foundation, Marine Corps Scholarship Foundation, Marine Corps Association, and the Marine Corps League.

2. The MCSN is a formal support network established as a secondary command support tool. The MCSN shall be accessed via two processes as described below:

a. Active duty Marines and families support. There are two steps for support:

(1) The identification of those in need is the responsibility of senior Marine Corps leaders and certain Marine Corps Community Services (MCCS) personnel who have direct contact with Marines and families such as Key Volunteer Network Coordinators; Exceptional Family Member Program Managers; Resource, Referral, and Outreach Program Managers; and the HQMC Personal and Family Readiness Division (MR). Once needs are identified that exceed the local support capabilities (on or off base), these requirements shall be forwarded to the Head, Marine

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Corps Family Team Building (MCFTB), HQMC (MR), at (703) 784-0295 or DSN 278-0295.

(2) Based on a HQMC survey of all known philanthropic organizations, the MR will maintain a database of available support. Matching the need with potential support organization shall be through use of this database. The database will contain specifics such as the type, level, eligibility, and process for obtaining support. Throughout the contact and notification process, MR will facilitate dispensing the determined support as appropriate or directed.

b. For the families of our deceased Marines, the Casualty Assistance Calls Officer (CACO) is the sole person the family needs to contact regarding Marine Corps assistance programs and matters related to the deceased Marine. The CACO, will brief families on support organizations, eligibility, and procedures for receiving assistance as determined by the organizations. The CACO will also provide a release form to the family containing information on the eligibility, phone number and address of the support organizations. Once the form is completed, the CACO will forward the release form to HQMC (MRC) who will coordinate support from the appropriate organization. MRC will facilitate distribution of the support as directed or appropriate.

3. The Personal and Family Readiness Division, M&RA Department, HQMC (MR) is the office of primary responsibility for the MCSN. The MCSN should be considered an extension of local support capabilities and is another means by which the Marine Corps can, in a cohesive manner, take care of Marines and families in need with dignity, sympathy, and understanding.


J. L. JONES