

SECTION VIII

RESERVE ISSUES

A. THE RESERVE KEY VOLUNTEER NETWORK

The experience of Operations Desert Shield/Desert Storm as well as Operation Restore Hope illustrated the need for maintaining a continuing reserve Key Volunteer Network. In the midst of emotional and physical upheaval during a mobilization, the responsibility of organizing a vital Key Volunteer Network is extraordinarily difficult. Therefore, to ensure services are available prior to mobilization, a Key Volunteer Network must be established as a normal part of each reserve unit.

Commanding Officers (COs) can support the Key Volunteer Network and Family Readiness Support Program by using the existing directives as well as incorporating family readiness into drill weekends and the training schedule. For example, spouses can be invited to this training, perhaps in conjunction with a Family Day. During this time, issues such as mobilization, finances, benefits, individual responsibilities, LES's, etc. can be discussed. It is important that reserve families understand that finances can abruptly and drastically change, but they are eligible for certain benefits.

B. SUGGESTIONS FOR MAINTAINING A RESERVE KEY VOLUNTEER NETWORK

1. Make certain that each reserve family has:

- An updated roster of the Key Volunteer Coordinator and Key Volunteers.
- Toll-free telephone numbers of the Regional FSCs located at MCB Camp Pendleton and MCCDC Quantico.
- A file containing important family documents and information (marriage certificate, wills, powers of attorney, birth certificates, insurance policies, etc.).
- A copy of "What's Next?" - A Guide to Family Readiness."

2. The CO should:

- Select and appoint a Key Volunteer Coordinator and Key Volunteers.
- Maintain a Key Volunteer Network continuously in peacetime as well as during mobilization.

- Provide for Network continuity with a written turnover report from each outgoing Key Volunteer Coordinator.
- Provide means for unit newsletters so that Key Volunteers can communicate with families of Marines and reservists during the normal work year.
- Ensure that the Key Volunteers have current rosters of names, addresses and home phone numbers.

C. TRAINING RESERVE KEY VOLUNTEER COORDINATORS AND KEY VOLUNTEERS

It is extremely important that reserve Key Volunteer Coordinators and Key Volunteers receive the same professional training as their counterparts in the active duty forces. While this may be difficult, considering the geographical dispersion of reserve units, it is essential.

Reserve Key Volunteer Coordinators and Key Volunteers who reside near a major base or station may use the Key Volunteer training program already in place for active duty volunteers. All Key Volunteer Coordinators should receive a copy of the Key Volunteer Network Training Guide. Former Key Volunteer Coordinators and Key Volunteers may serve as mentors for those who are actively involved. Sometimes at small and isolated installations, and at many Reserve Home Training Centers, the Key Volunteer Coordinator may find it necessary to seek related training in her/his community, e.g., Red Cross, Navy-Marine Corps Relief Society, community colleges, (for continuing education courses such as stress management, time management, communication skills, etc.).

ACTION PLAN

PLANNED ACTIVITIES	PLANNED START DATE	PLANNED END DATE	DETAILED TASKS	STATUS

KEY VOLUNTEER NETWORK CONTACTS

CONTACTS	TELEPHONE NUMBERS	DAYS/HOURS AVAILABLE	COMMENTS/NOTES

UNIT FAMILY CONTACT SHEET

Male Head of Household

Female Head of Household

Name: _____

Military Status _____

Rank _____

Home Phone _____

Work Phone _____

SPEED REFERENCE	
Family Name:	_____
Primary Phone	_____
Recurring Issue(s):	_____

NAME & PHONE OF SCHOOL AND/OR DAY CARE FACILITY

CHILDREN IN HOUSEHOLD

GENDER

AGE

NAME & PHONE OF SCHOOL AND/OR DAY CARE FACILITY

SPECIAL NEEDS

OTHER HOUSEHOLD MEMBERS

GENDER

AGE

RELATIONSHIP TO HOUSEHOLD

SPECIAL NEEDS

Other Family Households Authorized To Care for Children

General Notes/Comments

NAME: _____

ADDRESS: _____

HOME PHONE: _____

WORK PHONE: _____

KEY VOLUNTEER CONTACT LOG

DATE	CALLER NAME/ TELEPHONE	SPONSOR NAME	ISSUE OR PROBLEM	ACTION TAKEN	FOLLOW-UP ACTION REQUIRED

