

MCCS 101 – The REST of the story!

Because most of our community is transient, comprised of military members and their families coming from other commands with different focuses, resources and priorities, there are a host of questions we regularly field regarding aspects of our programs. Additionally, budget challenges have reshaped our organization and its capabilities, changing the way we serve our constituents. Hopefully, we've answered most of the questions that you or your Marines have about Marine Corps Community Services Lejeune-New River. This is a living document, updated as needed. Clicking each question will take you directly to the answer.

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Why should we utilize MCCS for catering and command functions, PMEs, etc.?

Revenue generated by utilizing MCCS facilities and programs is “recycled” and reinvested back into MCCS. Unit, Personal and Family Readiness Funds (U&FRF) are entirely funded by locally generated dollars, not money sent from Congress/HQ. This circulation of funds allows us to continue to locally offset the funding for programs that are not fully funded by HQ. Important to note, NONE of the money spent at commercial entities outside of the gates comes back to the Marine Corps! [Return to top](#)

For funding purposes, how are official and unofficial command functions defined?

Official Commanders' Mission Support Events include, but are not limited to: PME's, safety stand-downs, pre-deployment briefs, non-social family readiness activities, community relations meetings, etc.

Unofficial Commanders' Events include, but are not limited to: applicable family readiness social events, mess nights, and the social portions of events such as holiday parties and Marine Corps Birthday Balls.

Please contact your MCCA Coordinator if clarification is needed.

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Where do profits generated from MCCA activities go?

Unlike other branches of the military, whose business operations and family services are completely separate and independent entities, Marine Corps Community Services is a true ecosystem. Revenue generated from MCCA activities aboard Camp Lejeune and New River is utilized to sustain MCCA Category "C" Programs (Marine Corps Exchanges, Lodging, Food & Beverage Services, Golf, Recreational Shooting, etc.) and augment Category "A" and "B" Programs (Marine & Family Programs, Semper Fit Programs). Locally generated revenue also supports necessary support functions critical to MCCA operations. Examples of these support functions include Human Resources, Facilities and Maintenance, Purchasing, Accounting, Information Technologies, Marketing, and general administration. Revenue from MCCA activities (Non Appropriated Funds, or NAF) is also invested in necessary renovations and projects, like the recent upgrade and expansion of the Inns of the Corps. Our local sales are directly tied to our ability to adequately provide and manage much needed resources to our local community. [Return to top](#)

What is the 10% discount policy for the use of unit funds at MCCA facilities?

With the migration of many of our accounting procedures to the Shared Service Center in Kansas City, Missouri, as well as the implementation of unit debit cards, internal processes for procuring MCCA goods and services as a military unit have changed. Instead of applying a "rebate" at the end of the transfer, a 10% discount will be applied at the point of sale when utilizing the unit funds payment process.

However, additional discounts will not be given in instances whereby a unit or group discount is already built into the price, such as unit adventure packages through Outdoor Adventures, or the special pricing afforded units at Recreation Equipment Rental. Unit discounts are already applied at Bowling Centers, Golf Course, Aquatics, Recreation Equipment Rental, Marinas, Skeet Range, Theaters, and more. This discount does not apply to alcohol, tobacco, or catering service charges. For questions, please contact the venue manager or an MCCA Coordinator at (910) 451-7908. [Return to top](#)

Why do you show free advance showings of movies at the smallest theaters?

The Naval Motion Picture Service and the studios determine the size of the audience they want for the free advance showings. Based on that determination, they then decide what size theater and locations will be utilized. While we advocate being able to utilize the largest venues, ultimately, we have no input in those decisions. [Return to top](#)

Who is responsible for addressing Marine and/or civilian noncompliance with the dress code in MCCA facilities?

While we do have an employee dress code, MCCA does not have a specific patron dress code for entrance into its facilities. Instead, the dress code poster we display represents pertinent items taken from the Marine Corps and Base Orders, regulating personal appearance of military members and their

guests while on the base. The command position is that Marines are to police Marines when it comes to enforcing the base dress code. We do, on occasion, ask patrons to leave when there is a flagrant or excessive violation of these rules. [Return to top](#)

Why are gas prices often slightly higher on base than off base...aren't we tax exempt?

There are a number of factors.

1. We ARE subject to state excise tax in North Carolina.
2. Most gas stations purchase fuel every couple of weeks; MCCA takes deliveries every few days. Consequently, we pay the market rate for fuel instead of being able to sell fuel we paid less for at a higher rate.
3. To compensate for low profits in fuel sales, most gas stations charge premiums on convenience items inside their store. Our prices on those items are typically much lower.
4. Finally, gas stations financially benefit from their sale of lottery tickets; we are prohibited from selling lottery tickets.

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Why don't you sell diesel fuel at every station?

Diesel accounts for only 2% of our fuel sales. The cost to convert a gas tank/pump to diesel is very expensive; with the pricing structure on fuel, that expense cannot be recuperated. Currently, we sell diesel fuel at four locations, Berkeley Manor Marine Mart, Tarawa Terrace Marine Mart, Gonzalez Blvd Marine Mart, and Mainside Fuel Station to provide availability to a large, widespread audience.

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What if I choose not to register my special needs family member with the EFMP?

Enrollment in the Exceptional Family Member Program is mandatory, not optional per Marine Corps Order (MCO) 1754.4B for active duty personnel who have a dependent with long-term medical or educational needs. It is up to the command to ensure the Marine completes the enrollment process, and commands are inspected to ensure compliance via a functional area checklist (FAC 961). Enrollment in EFMP allows for appropriate coordination of duty assignments so that the medical, educational, and specialty service needs of family members can be supported appropriately, contributing to the mission readiness of the Marine. [Return to top](#)

Who determines eligibility and priorities for childcare services?

Children of single or dual active duty military service members, single or dual DoD civilians, wounded warriors, and surviving spouses of military members who died from a combat related incident are eligible for enrollment in full-time care. Eligibility and priorities are carefully prescribed and outlined in MCO P1710.30E and DoDI 6060.2 and are contingent on the status of the sponsor. The Resource and Referral Office for Child & Youth Programs will work with families to share priorities and assist in placement. Hourly childcare is available, space permitting, for the children of any military or DoD sponsor. Priority placement is offered when all eligible parents or caregivers residing with the child are employed outside the home (with the exception of wounded warriors). Other priorities for full-time placement include families (as described above) in which a spouse or same sex domestic partner is actively seeking employment or is enrolled in accredited post-secondary education. Space permitting, children of active duty military service members and DoD civilians with non-working spouses or same-sex domestic partners, eligible employees of DoD contractors, federal employees from non-DoD agencies, and military retirees may also enroll in full-time childcare. [Return to top](#)

Who determines fees for childcare services?

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Hourly childcare is available at a rate of \$6 per hour. Fees for full-time child care are subsidized by federal dollars. The amount of subsidy available to a family is determined by total family income. Fee levels are set by the Office of the Secretary of Defense. Section 1793(a) of Title 10, United States Code requires DoD to prescribe uniform fee regulations for military child development centers and school age care programs. Childcare fees are subject to change 1 October of each year. [Return to top](#)

What is the difference between Childcare and Child Development Services?

The MCCS Lejeune-New River CDCs are regulated by DoDI 6060.02 (Child Development Programs) dated 5 Aug 14 and MCO 1710.30 (Child and Youth Programs) published 5 Aug 15. That policy includes the following directive for all DoD Child Development Programs: “Promote the cognitive, social, emotional, cultural, language and physical development of children through programs and services that recognize differences in children and encourage self-confidence, curiosity, creativity, self-discipline, and resiliency”. MCCS Lejeune-New River operates seven Child Development Centers (CDCs) and two School Age Care (SAC) Programs within the CLNC/MCAS NR AOR. CDC staff are continually trained by completing mandated comprehensive DoD training programs. Lesson plans are developed for children based upon their developmental levels and anticipated growth. All CDC/SAC programs are accredited by the National Association for the Education of Young Children or Center on Accreditation (they did the SAC programs at SSYP and TTYP). Meals/snacks for children are USDA compliant and of the highest standards in meeting children’s nutritional needs.

Child care is the action or skill of looking after children by a day-care center, babysitter, or other providers. A child care definition is not provided in DODI 6060.02 or MCO 1710.30.

For more information, please call the Child & Youth Programs Resource and Referral Offices:

Camp Lejeune - Tarawa Terrace II Child Development Center - Bldg TT 113, Lejeune | 910.450.0553/0554/0555 • MCAS New River - Bldg AS-1000, New River | 910.449.5633

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Does MCCS provide free childcare for Birthday Balls?

This service had been provided, free of charge, until funding for it was terminated. MCCS does offer several fee-based childcare services. Units may contact Children and Youth Programs to arrange unit-funded childcare for birthday balls by calling 449-9583. Costs are determined by the number of children receiving care and the hours requested. Additionally, the Family Child Care program is a viable option and consists of licensed day care providers, certified to provide care within their government quarters. Prices and hours are negotiated between the customer and the provider. [Return to top](#)

What is the function of the School Liaison Program?

The primary function of the School Liaison Officer is to assist families with school age children (K-12) when moving into or out of a new school or district. They are a wealth of information and can share websites, tips on moving, etc. with families. They can coordinate with their peers in other commands to help facilitate smooth transitions between duty stations. [Return to top](#)

Why is there a fee to use the Car Resale Lot – AKA the lemon lot?

MCCS charges a nominal fee to utilize the resale lot to help cover the basic administrative costs associated with monitoring and maintaining the area. The resale lot is a part of the Automotive Skills Development Center which has been subject to the recent funding reductions and is subsequently required to become self-sustaining through appropriate fees and charges. [Return to top](#)

Why is there a charge for towels at the fitness centers?

Our towel token program allows us to provide a controlled fresh towel service in our fiscally challenging environment. For a number of years, MCCS provided towels to patrons for their use while in the fitness center, requiring that they be turned in for laundering upon leaving the facility. Unfortunately, a disproportionate number of towels were never returned, to the tune of tens of thousands of dollars. The one-time purchase of a \$10 token allows you to utilize the towel service. While in the fitness center, as many times as you'd like, you may trade in your token or a used towel for either a fresh towel or a token; they are interchangeable. We offer both small workout towels and bath towels.

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Why do you now charge fees to use the outdoor pools?

Fees to access the outdoor, recreational pools have been in place for many years, with the exception of a few years when MCCS was funded to the level that we could subsidize the cost of the program. Funding for recreational outdoor pools is no longer available; in order to continue to operate them, it became necessary to reinstate fees. Without local fees, the pools would close. Indoor pools, also used for training, and therefore still funded, continue to be free to use for limited recreational swimming.

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Why are there room rental fees for the use of some MCCS facilities, when the use of these same locations was once free?

There have always been fees associated with the use of catering facilities and other gathering places operated by MCCS; however, in the past, MCCS received appropriated funds from higher headquarters to offset these costs, meaning commanders and their staffs were unaware of the cost of facility usage. This process of "apparently free" usage is still in place for commanders' official events, as defined in MCO 1700.30. For official commanders' events, MCCS still "reimburses itself" with appropriated funds, which remains transparent to/unseen by commanders. However, due to the loss of much of MCCS's appropriated funds in fiscal year 2015, higher headquarters directed installation commanders (via their MCCS organizations) to charge a fee for unofficial commanders' events when held in MCCS facilities, a charge which may reduce that commander's unit personal and family readiness funds. [Return to top](#)

Do you keep records for Counseling Services?

Yes, we keep an electronic record in the Department of Defense Case Management System (DoD CMS). It is not part of the Service Member's permanent medical record. Keeping records allows for Care Coordination among providers of care and ensures quality of care by facilitating supervisor oversight of the clinicians' work. [Return to top](#)

Why does MCCS Recreation Equipment Issue Services now charge fees on items that were once free?

In the past MCCS received substantial appropriated funding to support the Rec Gear Issue program. This funding offset the operating costs for such things as equipment purchase/repair and staffing. As a result of the recent APF budget reductions, Rec Gear Issue no longer receives this funding and must charge fees to cover the operating costs and to sustain this operation for the future. In most cases the fees are noticeably less than those in the civilian community. [Return to top](#)

Where does my youth sports registration fee go?

Youth Sport's registration fees only cover a fraction of the cost needed to administer this program. These funds are used to safeguard our children by paying for a 50 state national background

check on all coaches, for coaches' training, certification, and membership through the National Alliance for Youth Sports (NAYS). These fees also help offset the cost associated with athletic equipment, uniforms, field maintenance and sports officials. [Return to top](#)

Why aren't Group Exercise classes free?

Traditionally, MCCS was reimbursed with appropriated funding to cover the cost of this program. Due to POM15 budget restraints, this funding was eliminated. In order to continue to offer Group Exercise classes, this program must be self-sustaining, generating enough revenue to cover the costs for salary and administration. Without participation fees, this program would go away. At this time, Group Exercise Classes ARE free to individual active duty members. [Return to top](#)

What about confidentiality as it pertains to counseling services? What information can you release to the command?

Information regarding counseling is protected by the privacy act. We are required to release information regarding child abuse, domestic violence and other safety issues. We would call a Service Member's Command if we had concerns about risk to mission. We ask clients to sign "Release of Information" forms to allow for seamless care coordination. [Return to top](#)

Why are additional funds "held" on my debit card when purchasing fuel on base?

Often, when preapproving amounts that may be beyond the initial charge (i.e. to include tips at restaurants, or to purchase an unknown amount of fuel), banking institutions will place a "hold" on the card to anticipate coverage for the final amount of the charge. This is a standard practice at fuel pumps, in town and on base; the "hold" amount varies by bank and is usually in place for several hours before the funds are released back to the account. Please contact your banking institute for specific details relating to your own account. You may avoid having funds held by your bank by prepaying for your fuel with the attendant rather than paying at the pump. [Return to top](#)

Why is the MCX often out of stock on military clothing items?

MCX does not directly control the available stock assortment on supply uniform items. In 1981, Congress delegated the function of selling issue non-commercial military clothing items (procured by the Defense Logistics Agency, or DLA) to MCX, NexCom, and AAFES for efficiency, since the exchange systems have existing warehouses, staffing and point of sale processes. As such, the inventory and stock assortments are provided to the exchanges based on priorities. Currently the DLA is experiencing a number of inventory challenges due to procurement, quality requirements, and underproduction by their sources, causing a higher than normal out of stock situation on several USMC supply uniform items at most MCXs. Necessarily, priority is given to Recruit Depots and deploying Marines, which sometimes causes out of stock situations elsewhere. [Return to top](#)

Why are Marines prohibited from operating "geedunks" in their units to raise funds? Does this really compete with MCCS?

[MCO 5760.4C](#) (NOTE: this is not an MCCS policy) outlines Procedures for Informal Funds. Under "Informal Funds", paragraph 4, section (b), page 5, the Marine Corps Order describes the process under which a coffee/drink mess may be authorized to operate, bound by clear guidelines. Any questions should be directed towards a unit's Staff Judge Advocate (SJA) for clarification. [Return to top](#)

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