



 **U.S. COAST GUARD AUXILIARY**



D-7 E-responder Program



Receipt of Email

The National Website (mail robot - join-us-group@cgauxnet.us) sends the E-responder inquiry to the DSO-HR Officer. The SO-HR Officer closest to the e-responder also receives a copy of the email. All SO-HR Officers should not respond to this email but wait for the email from the DSO-HR with an assigned e-responder #.

Upon receipt of the E-responder email, the DSO-HR responds to the request and replies to the E-responder naming the HR Officer that will be contacting him within a week. The SO-HR Officer's name and email address is listed in this email and if contact is not made by the SO-HR, the e-responder is instructed to contact the SO-HR Officer.

Good Afternoon Tracy,



Thank you for your interest in membership in the USCG Auxiliary. Your inquiry will be forwarded to the designated Human Resources Officer in your area who will assist you with the information you will need to become a member. His name is SO-HR Officer and you should be hearing from him within the next week, however, if you do not hear from him, please email him at SO-HR Officer Email Address. Thank you



Upon receipt of the email by the DSO-HR, he checks to make sure the request is not a repeat. An E-responder tracking number (example - 1801-100 – 18th year, 01 month (January) and 100 the number received for the year thus far). The entire email with the ID # is then sent to the SO-HR Officer.

Good Afternoon SO-HR Officer,

As per the National Website, your Division is listed as closest to this responder. It will be your responsibility to contact the e-responder as soon as possible and verify qualifications for membership. If contact is made and e-responder is not qualified (not a citizen or not of age) an email should be sent to the DSO-HR in order to remove him from your list. If qualified, please forward this email to the FSO-HR Officer of the Flotilla of his choice for further contact as soon as possible. Two attempts should be made to make contact and then information should be forwarded to the FSO-HR. Note if contact is not made within the week, the e-responder has been instructed to email you. Thank you.

It is the responsibility of the SO-HR Officers to personally contact E-responders immediately upon receipt of the inquiry. It has been noted that when a telephone call is made, the SO-HR Officer can obtain immediate information (qualification, interest or non-interest in joining, and choice of the flotilla that will best accommodate his needs) and the e-responder is able to ask any questions he may have regarding membership. When emails are sent, it is possible that the email is not received as an email but “junk” or “spam” mail – in which case another inquiry is made by the E-responder indicating that he was never contacted. To send an email to the E-responder listing the closest flotillas negates our roll in assisting him/her.



The SO-HR Officer should make three (3) attempts at calling the E-responder. If all attempts were unsuccessful, it should be noted on the email and the inquiry email should be forwarded to the FSO-HR Officer for further attempts at contact. Telephone communications will speed this part of the procedure.

The FSO-HR, upon receipt of the e-responder information, should also attempt to make contact by telephone. If the information received from the SO-HR Officer indicates he was unable to make contact, the FSO-HR should then attempt to contact three (3) times. If, after three unsuccessful attempts to contact, it should be noted on the monthly spreadsheet to remove the E-responder as “NOT RESPONDING.”

Receipt of Email

E-RESPONDER REPORTS

On the 13th of each month, the DSO-HR sends the SO-HR the "E-responder Status Division Spreadsheet" for updating. Upon receipt of the spreadsheet, the SO-HR sends a list to each flotilla of the E-responders assigned during that month requesting his/her status and an update status of all E-responders previously sent. There will be no inquiry emails sent on the 14th of the month.

The FSO-HR updates status of each E-responder by indicating in the column that applies. Each month updates should move to the next column ending with either E-responder being removed (list reason) or become a member.



U.S. COAST GUARD AUXILIARY

E-RESPONDER REPORT

E-RESPONDER REPORT

SO/FSO-HR Contact Dates/Response
 (E) - e-mail
 (P) - Telephone
 (LM) - Left Messag
 (Y) - Contacted
 (N) - Not Contacted

Division
 Date: 2018

Flotilla #	E-Resp #	Name	Date to SO-HR	SO-HR Contact			FSO-HR Contact				Application			Email Address	Telephone #	Comments	Removed	
				Date Yes/No E/P	Date Yes/No E/P	Date Yes/No E/P	Date Yes/No E/P	Date Att Meeting	Date App Submitted				Pending	Date				
00	1803-000	Jones, John	3/2	3/3 P/N-LM	3/5 P/Y		3/6 P/Y						1-3/10					
01	1803-005	Smith, Rachael	3/3	3/5 P/N LM	3/9 P/N	3/7 P/N	3/7 P/N	3/8 P/N-LM,3/11 P/N LM									3/20	6 Atts N/R

The FSO-HR should return the report as soon as possible to the SO-HR so he can compile all the FSO-HR reports and send his/her report to the DSO-HR by the 20th of the month. The HR Department is now required to submit an update to National of all the e-responders received by District 7 by the 23rd of each month. FSO-HR Officers should attempt to re-contact all E-responders received in his/her Flotilla by the 14th of the month so that when he/she receives the spreadsheet from the SO-HR Officer, he/she will have the information readily available.



SO/FSO-HR E-RESPONDER Last Attempt Email

Register E-Responders of the USCG Auxiliary 070-09:

As Ninth Division Human Resources Officer of the Seventh District of the US Coast Auxiliary, I am conducting a Quarterly Revue of your progress.

Realizing you are all in various stages of your application process “or not”, please confirm receipt of this email indicating your continued interest and progress.

If you fall into the "Or Not" category, please confirm receipt so we can remove you from our monthly E-responders Report.

I am sure, all 4495 members of District Seven USCG Auxiliary join me in thanking you all for your interest in our organization.

Respectfully,

Tom Hart

SO-HR

070-09



“LAST DITCH” EMAIL TO E-RESPONDER

Good Morning (Name of E-responder),

My name is (Name of ADSO-HR Officer) and I am the Human Resources Officer for District 7 of the United States Coast Guard Auxiliary. I understand that you have inquired about membership in the United States Coast Guard Auxiliary.

The reason for this email is to inquire whether you were contacted promptly by a Human Resources Officer and that they were helpful in providing membership information and successfully answered any question you may have had.

Was there a reason that you did not wish to join? Are you still considering joining our organization? It would be most appreciated if you would kindly take a minute to return this email to me and indicate your intention below:

If I can be of any assistance or answer any questions, please indicate this in your reply.

I would like to be contacted again _____

I am no longer interested in joining _____



“LAST DITCH” EMAIL RESPONSE – ACTION REQUIRED

Hello SO-HR Officer

During our monthly “Last Ditch” campaign, the following individuals residing in your AOR expressed a continued interest in joining the Auxiliary. Please contact the appropriate FSO-HR in each Flotilla and ensure that they conduct follow up with these potential new members. Also send DSO-HR Angela Pomaro a message when this task has been completed.

Flotilla	ID Number	Name	Email	Phone	Action Required
11	1707-000	John Jones			Initial contact by FSO-HR
12	1705-444	Mary Smith			Initial contact by FSO-HR
1-10	1703-224	Frank Smith			Initial contact by FSO-HR

Regards,

*Mark H. Crary
ADSO-HR, District 7
U. S. Coast Guard Auxiliary*