

DISTRICT 7 E-RESPONDER PROGRAM – 7-1-15

1. The National Website (mail robot) sends the E-responder inquiry to five (5) Flotilla Officers within 100 mile radius, two (2) Division Officers, the ADSO-HR and District Staff Officer-HR. This has caused confusion in responding to the E-responder's request for membership information. **ALL HR OFFICERS SHOULD RESPOND TO ONLY THOSE INQUIRIES RECEIVED EITHER FROM THE ADSO-HR OR THE DSO-HR AND HAVE BEEN ASSIGNED AN E-RESPONDER NUMBER.**
2. 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 and copies the ADSO-HR.



Good Morning (E-responder's Name),

Thank you for your interest in membership in the USCG Auxiliary. Your inquiry will be forwarded to the designated Division Officer in your area. His/her name is **SO-HR Officer** and you should be hearing from him/her within the next week. He/she will assist you in finding a flotilla that is best suited to your interests. Please let me know if I can be of further assistance to you or you do not hear from him/her shortly.

Sincerely,

_____, DSO-HR
Seventh District
United States Coast Guard Auxiliary
Email Address

3. Upon receipt of the email by the ADSO-HR, he checks to make sure the request is not a repeat. The ADSO-HR assigns a tracking number (example - 1507-100 – 15th year, 07 month (July) and 100 the number received for the year thus far). The entire email with the ID # is then sent to the SO-HR Officer and copies the District Staff Officer-HR.

Good Morning **Name of 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/her choice for further contact. Two attempts should be made to make contact and then information should be forwarded to the FSO-HR. Thank you.

_____, ADSO-HR

4. 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). 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. NOTE that all SO-HR Officers are now receiving all inquiries,
5. The SO-HR Officer should make two (2) attempts at calling the E-responder. If both 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.
6. 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.”**

E-RESPONDER REPORTS

1. On the 14th 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.

E-RESPONDER																
															SO/FSO-HR Contact Dates/Response e-mail (E)-	
Division: 16																
Date: January 1 to April 14, 2014																
Flotilla #	E-Resp #	Name	Date to SO-HR	SO-HR Contact			FSO-HR Contact			Removed		Dates		Email Address	Telephone #	Comments
				Date Yes/No E/P	Date	Reason	Attend Meeting	In Process								

2. 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.
3. 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. 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.

4. In an attempt to maintain an active spreadsheet, E-responders who have been on the list for more than six (4) months and no update of status is submitted, the ADSO-HR will send an email to the E-responder as a last ditch effort to determine whether there is still an interest in membership. If a response is not received in 10 days, the E-responder will be removed from the Division List. If circumstances have changed and the E-responder indicates a desire to be re-contacted, his/her response along with his original inquiry is forwarded to the SO-HR for contact. **It is most important that HR Officers respond to these requests.**



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 you 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 _____