



# 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.

Upon receipt of the E-responder email, the DSO-HR checks to make sure the request is not a repeat and replies to the E-responder naming the SO-HR Officer that will be contacting him within a week. An E-responder tracking number is assigned (example 2401-001 – 24 the year, 01 the month and 001 number received for the year thus far). The email is then forwarded to the SO-HR Officer for contact. 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/her name is SO-HR Officer and you should be hearing from him/her within the next week, however, if you do not hear from him, please contact him/her at SO-HR Officer Email Address/ Telephone #. Thank you*



Upon receipt of the email from the SO-HR, the FSO will then make contact by telephone documenting the date and if contact was made. He will then assist with membership information – invite to a meeting, indicate what is involved regarding dues, uniforms and qualifications. **UNDER NO CIRCUMSTANCES ARE ANY OPINIONS TO BE GIVEN REGARDING RELIGION OR FELONIES RECORDS. DIRECTOR OF AUXILIARY HAS FINAL WORD ON MEMBERSHIP**

It is the responsibility of the FSO-HR Officer to keep in contact updating the status each month until either a decision is made to join or no longer interested.

### **E-RESPONDER REPORT**

It is the responsibility of the FSO-HR Officer to keep in contact updating the status each month until either a decision is made to join or no longer interested.

On the **1<sup>st</sup> (first)** 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 **in his division for updates.**

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



The email is then forwarded to the SO-HR Officer for contact. 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 SO-HR Officer,*

*As per the National Website, your Division is listed as closest to this responder (**Flotilla #**). It will be your responsibility to call 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. Four (4) attempts (phone and email) should be made and if a response is not received, that e-response should be removed from the spreadsheet. Be sure to document all your attempts. The e-responder has been instructed to email you if contact is not made within a week. Please document your contact information for the monthly spreadsheet. 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 will make first contact with the prospective new member to determine membership eligibility (17 years of age and US Citizen) NOTHING FURTHER. If e-responder requests flotilla other than recommended, SO-HR will make note to the FSO-HR.** 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.

**Upon receipt of the email from the SO-HR, the FSO will then make contact by telephone documenting the date and if contact was made. He will then assist with membership information – invite to a meeting, indicate what is involved regarding dues, uniforms and qualifications. UNDER NO CIRCUMSTANCES ARE ANY OPINIONS TO BE GIVEN REGARDING RELIGION OR FELONIES RECORDS, DIRECTOR OF AUXILIARY HAS FINAL WORD ON MEMBERSHIP**

**It is the responsibility of the FSO-HR Officer to keep in contact with the e-responder updating the status each month until either a decision is made to join or no longer interested.**



## E-responder Spreadsheet Email



Good Afternoon ,

Attached is the e-responder spreadsheet for Division requiring updates. Please forward to your FSO-HR Officers immediately emphasizing the need for updates.

**SPREADSHEETS SHOULD BE RETURNED COMPLETELY UPDATED BY ALL OFFICERS NO LATER THAN . DO NOT CHANGE THE FORMAT OF THE RETURNED SPREADSHEET. PLEASE WORK WITH YOUR FSO-HR OFFICERS TO CONTACT ALL ON THE LIST AND UPDATE ALL E-RESPONDERS LISTED SINCE LAST MONTH. ANY E-RESPONDERS NOT UPDATED FOR THIS MONTH WILL BE RETURNED.**

Be sure that all updates are dated, highlighted and entered in the correct column. Those that need to be removed should be entered in the removed column with the date and reason. **All comments should be dated.**

**Contact me with any update issues. Appreciate your help.  
Thank you.**





# U.S. COAST GUARD AUXILIARY

## E-RESPONDER REPORT

On the **1<sup>st</sup> (first)** of each month, the DSO-HR sends the SO-HR the "E-responder Status Division Spreadsheet" for updating. **UPDATES MUST BE MADE EACH MONTH FOR ENTRY IN THE AAMS WEBSITE. SPREADSHEETS WILL BE RETURNED IF NOT UPDATED.** Upon receipt of the spreadsheet, the SO-HR sends a list to each flotilla of the E-responders **in his/her division for updates.**

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.

E-RESPONDER REPORT																
<div>SO/FSO-HR Contact Dates/Response</div> <div>(E) - e-mail</div> <div>(P) - Telephone</div> <div>(LM) - Left Message</div> <div>(Y) - Contacted</div> <div>(N) - Not Contacted</div>																
Division :																
Date																
			SO-HR CONTACT			FSO-HR CONTACT			APPLICATION			REMOVED				
Flotilla #	E-Resp #	Date to SO-HR	Date Yes/No E/P	Date Yes/No E/P	Date Yes/No E/P	Date Yes/No E/P	Date Yes/No E/P	Date Yes/No E/P	Date Attend Meeting	Date App Submitted	Pending	Email Address	Tele #	Comments	Date	Reason
52	2101-001	1/15	1/16 P/N LM	1/17 P/Y		1/7 P/Y			1/20	1/30				Will not be removed in this column		
59	2106-055	4/3	4/3 P/N LM	4/7 P/N	4/11 P/N	4/13 P/N	4/20 E/LM	4/25 P/N LM							5/1	6 Atts/N/R



## **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.*

<b>Flotilla</b>	<b>ID Number</b>	<b>Name</b>	<b>Email</b>	<b>Phone</b>	<b>Action Required</b>
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*



## NEW MEMBER LIST

Each week the DSO-HR receives an email list from DIRAUX when new members are processed and have received their ID #. If there are any discrepancies, please contact the DSO-HR Officer.

	Unit Number	Member ID	Last Name	First Name	Middle Name	Email	Person Resonsible for Recruiting to AUX	Mobile	Home Phone	Initial Enrollm ent Date	Membe r Status
							If blank, fill in				



Good Afternoon SO-HR,

Attached is the Division # New Member List for **DATE** .

Please forward this email to the FC and FSO-HR Officer of the Flotilla indicated and let me know if there are any discrepancies. If the member responsible's name is omitted, please fill it in. Thanks