



DISTRICT E-RESPONDER PROGRAM

- 1. The National Website sends the e-responder inquiry to the DSO-PS.
- 2. Within 24 hours, the DSO-PS assigns a tracking number (0902-# - 09 year, 02 month and #), prints out a hard copy of the inquiry for the file and locates the Division nearest to the e-responder's area by checking in the "Flotilla Finder." If the e-responder lives within the close proximity of two flotillas, the DSO-PS makes a note on the inquiry. If there is no telephone # or a full name, the DSO-PS sends an email requesting the information. If no reply is received within 5 days, the inquiry is forwarded to the SO-PS noting that no response was received.
- 3. The email is sent to the Division SO-PS Officer closest to the e-responder's home.

DSO-PS Email to the SO-PS

(Name of SO-PS Officer)

Please call e-responder (Name of e-responder) and verify qualifications for membership. If not qualified (not a citizen or not of age), email me so that I may remove him from Division ___ list. If qualified, please forward to the flotilla of his choice.

Thanks

_____e-responder is located within the close proximity of two flotillas.

Give option of Choice


- 4. An e-mail is sent by the DSO-PS to the e-responder acknowledging the inquiry (see below) and informs him that the inquiry is being forwarded to the Division closest to his/her area for further contact. If the e-responder is not get contacted within a reasonable amount of time, the e-responder is instructed to contact the DSO-PS.

DSO-PS Email to the E-responder

Hi Name of e-responder,

Thank you for your interest in the USCG Auxiliary. I will be forwarding your inquiry to the area closest to your home. Please let me know if I can provide further assistance or you do not hear from someone shortly.

NAME OF DSO-PS
USCG Auxiliary
Dept. of Homeland Security



- 5. The information is entered by the DSO-PS in the National Data Base indicating that initial contact was and an email forwarded to the SO-PS for further contact. Updated status of the e-responder is entered upon receipt of the SO-PS Officer Monthly E-responder Report.



DUTIES OF THE SO-PS

1. Within 24 hours of the receipt of the inquiry, the SO-PS locates the flotilla closest to the e-responder's home via the "Flotilla Finder."
2. The SO-PS then calls the e-responder. The SO-PS explains the qualifications necessary to become a member of the United States Coast Guard Auxiliary - be a United States Citizen and 17 years of age. The SO-PS also explains that a security check is required. Also note that should the e-responder live within the close proximity of two flotillas, the SQ-PS must give the necessary information pertaining to both flotillas so the e-responder can decide which flotilla will be more convenience for him/her . If phone contact can not be made, an email should be sent. If no response is received after 3 attempts, the e-responder is removed from the Division list as "not responding."
3. Based on the information received from the telephone conversation with the e-responder, the SO- PS can determine whether the inquiry should go forward. If the e-responder qualifies for membership, the SO-PS forwards the inquiry to the FSO-PS flotilla of the e-responder's choice. If during the telephone conversation with the e-responder, the SO-PS determines that he/she will not qualify for membership, the SO-PS notifies the DSO-PS and he is removed from the Division List.

DUTIES OF THE FSO-PS

- 1, Upon receipt of the e-responder's inquiry and the information collected by the SO PS, the FSO-PS calls the e-responder usually within 24 hours.
2. The FSO-PS is the "salesman" of the Auxiliary. It is his/her job to present an inviting picture of exactly what the flotilla does. He/she should explain the various missions that the Auxiliary is involved in such as promoting boating safety through safety patrols and public education, sea, and air programs, give support to the United States Coast Guard when needed and answer any questions the e-responder may have.
3. The e-responder is given the option to:
 - a) Attend a membership meeting,
 - b) Proceed with the membership process or
 - c) Take more time to make his/her decision (Note that the FSO-PS calls the e-responder at a later date to follow up). A follow up call is be made within two weeks if the e-responder decides he/she will need more time to consider membership.
4. Should the FSO-PS have a problem in contacting the e-responder, he/she should try calling at a different time (preferably between 7 & 8 pm) or send an email.



E-RESPONDER REPORTS

1. On the 14th of each month, the DSO-PS sends the SO-PS the "e-responder Status Report" for updating.
2. Upon receipt of the report, the SO-PS 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.
3. The FSO-PS reports the status of each e-responder by indicating the number on the report that best describes his/her status and any comments are noted in the "comments" column.

1 - **New Member** – AP Status

2 - **Have Made Contact** -- Made verbal contact by telephone or in person

Scheduled to attend membership meeting,

Scheduled for membership processing,

Considering joining - will follow up

3 - **Could Not Make Contact** - Left Messages – No Response

Sent E-mail – No Response

4 - **Remove** - No Longer Interested - comments column (reason)

After 3 attempts at contact made with no response

* - No report received from the FSO-PS Officer

4. The FSO-PS should return the report as soon as possible to the SO-PS so he can compile all the FSO-PS reports and send his/her report to the DSO-PS by the 20th of the month.

When a request is made by the SO-PS for an e-responder to be removed from the list, the DSO-PS sends an email to the e-responder (see below). If a response is not received in 5 days, the e-responder is removed from the District List. If circumstances have changed and the e-responder indicates a desire to be re-contacted, his response along with his original inquiry is forwarded to the SO-PS for contact.



Good Evening _____,

My name is XXXXXX and I am the Personnel Services Officer for District XX 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 Personnel Services 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? Would you kindly take a minute and return this email to me after indicating your intention below. It would be most appreciated.

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 _____

NAME
District Staff Officer-Personnel Services
DSO-PS
District XXX USCGAUX

