



**DEFENSE PERSONNEL AND FAMILY SUPPORT CENTER  
DEFENSE HUMAN RESOURCES ACTIVITY  
4800 MARK CENTER DRIVE, SUITE 05E22  
ALEXANDRIA, VA 22350-4000**

May 18, 2020

**OPERATING INSTRUCTION**

**Subject:** Employer Support of the Guard and Reserve Instruction 1250.10, “Volunteer Management”

- References:** (a) DoD Instruction 1100.21, “Voluntary Services in the Department of Defense,” March 27, 2019  
(b) DoD Instruction 1205.22, “Employer Support of the Guard and Reserve (ESGR),” February 6, 2017  
(c) United States Code, Title 10, Section 1588 “Authority to accept certain voluntary services”  
(d) United States Code of Federal Regulations, Title 32  
(e) Joint Ethics Regulation DoD 5500.7-R  
(f) Administrative Instruction 29, “Incentive and Honorary Awards Program,” August 10, 2018.  
(g) Employer Support of the Guard and Reserve (ESGR) Instruction 1250.12, “Training,” May 12, 2015  
(h) Member Management System User Guide, October 7, 2019

1. PURPOSE

This operating instruction provides standardized guidance for recruiting, onboarding, recognizing, and retaining qualified volunteers for the Employer Support of the Guard and Reserve (ESGR).

2. APPLICABILITY

This ESGR operating instruction applies to headquarters (HQ) ESGR and ESGR volunteers.

3. INFORMATION COLLECTION

- 3.1. Volunteer Service Case Files, referred to in file number 202.17 of Office of the Secretary of Defense Deposition Schedule Series 200 titled Management and Operations, has been assigned report control symbol GRS 2.2, item 110 (DAA-GRS- 2017-0006-0016) in accordance with the procedures in Volume 1 of DoD Manual 8910.01.
- 3.2. Records documenting service performed without compensation by people not under a Federal appointment, excluding records documenting service for volunteers (students) who receive Federal appointments or for whom service is creditable for leave or any other employee benefits. Records are cut off when volunteer departs service and destroyed four years after cutoff.

4. DEFINITIONS

- 4.1 Member Management System (MMS): DoD’s system of record for volunteer information, hours, awards, training, and contact information. The system also provides pre-built reports, has bulk email capability, and a document library.
- 4.2 State Committee Administrator (SCADM): User role in MMS for contract staff and volunteers to add/update information for all volunteers within their state.
- 4.3 ESGR Portal: A public and private web application that includes MMS, Inquiry and Case Management System, and Freedom Award nomination processing systems. These three systems can be found at [esgr.mil/resource-library](http://esgr.mil/resource-library).
- 4.4 National Leadership Meeting: This meeting provides an opportunity for state chairs and HQ ESGR staff to meet face-to-face, provide updates, make decisions, receive guidance, share best practices, and update execution plans.

5 ACRONYMS

DTS	Defense Travel System
ED	Executive Director
EPSA	Exceptional Public Service Award
ESGR	Employer Support of the Guard and Reserve
HQ ESGR	Headquarters Employer Support of Guard and Reserve
IT	Information Technology
MMS	Member Management System
OSD	Office of the Secretary of Defense
SAAR	System Authorization Access Request
SC	State Committees
SCADM	State Committee Administrator
SCUSER	State Committee User
SUA	System User Agreement
TASS	Trusted Associate Sponsorship System
TA	Trusted Agent
VOTY	Volunteer of the Year
VST	Volunteer Support Technician

## 6 POLICY

- 6.1 In accordance with DoDI 1100.21, DoD Components may utilize volunteers and accept services donated by volunteers in accordance with Section 1588 of Title 10, U.S.C.
- 6.2 A volunteer is considered a Federal employee only when acting within the scope of the services accepted by the DoD Component, and only for the purposes of certain provisions of law. See DoDI 1100.21, section 4.5 for relevant provisions of law.
- 6.3 All ESGR volunteers will comply with the Federal laws and regulations governing ethics, including the Office of Government Ethics regulations and the Joint Ethics Regulation DoD 5500.7-R.
  - 6.3.1 These laws prohibit:
    - 6.3.1.1.1 Holding financial interests that conflict with the conscientious performance of duty.
    - 6.3.1.1.2 Engaging in financial transactions using non-public government information or allowing improper use of such information to further any private interest.
    - 6.3.1.1.3 Soliciting or accepting any gift or other item of monetary value from any person or entity seeking official action from, doing business with, or conducting activities regulated by DoD, or whose interests may be substantially affected by the performance or non- performance of the employee's duties.
    - 6.3.1.1.4 Using public office for private gain.
  - 6.3.2 ESGR will provide volunteer leadership and ombudsmen with initial and annual refresher training on ethics.
- 6.4 In accordance with DoDI 1100.21, volunteers must complete a DD Form 2793, “Volunteer Agreement for Appropriated Fund Activities or Non Appropriated Fund Instrumentalities” before providing voluntary services.
- 6.5 Neither Service members serving in an active status nor military technicians may serve as ESGR volunteers.
- 6.6 Contract personnel can only perform the duties as outlined in the contract’s statement of work. DoD cannot accept voluntarily performed work by a contractor even if it is in the best interest of the government. Contract personnel are to support, but not supplant the volunteer.

## 7 VOLUNTEER RECRUITING

7.1 Recruiting is the responsibility of all ESGR volunteers.

7.2 Volunteers will:

- 7.2.1 Recruit a team that is diverse in experience, skills, race, gender, ethnic origin, and age.
  - 7.2.2 Recruit volunteers from diverse occupational backgrounds to include community leaders, business owners/managers, and those with military experience and other qualified personnel with a desire to serve.
  - 7.2.3 Assign volunteers to positions and tasks that draw on their skill set, schedule, and availability.
  - 7.2.4 Ensure volunteers understand that ESGR is an active volunteer program and does not support long periods of inactivity.
  - 7.2.5 Be energetic, reliable, forward thinking, and possess the ability to adapt to changes relating to the ESGR mission and strategic plan.
  - 7.2.6 Clearly articulate expectations, requirements, and commitments when recruiting new volunteers.
- 7.3 The state chair or a designated representative assigns a mentor to new volunteers. Mentors are active volunteers and expected to provide one-on-one guidance and shadow opportunities to their mentee in order to facilitate their full integration into the SC.

## 8 POSITION DESCRIPTIONS

8.1 Position descriptions for the various volunteer functions are available on [www.esgr.mil](http://www.esgr.mil) in the “Resources Library.”

8.2 State chairs can customize the authorized volunteer position descriptions to best leverage the skills and talents of the volunteer to meet mission requirements.

- 8.2.1 SCs will send recommendations for new volunteer positions to the volunteer support subcommittee for consideration.
- 8.2.2 The volunteer support subcommittee will forward the recommended request to HQ ESGR for approval.

## 9 VOLUNTEER ONBOARDING AND PROCESSING

- 9.1 To become an ESGR volunteer and receive reimbursement for volunteer services, the following documents must be completed and processed as appropriate. These documents are also located at [www.esgr.mil](http://www.esgr.mil) in the “Resources Library.”
  - 9.1.1 DD Form 2793, “Volunteer Agreement for Appropriated Fund Activities or Non Appropriated Fund Instrumentalities.” A volunteer, and an accepting official (state chair or fellow volunteer) must sign DD Form 2793 indicating acceptance of volunteer services. Volunteers will check the box that indicates “ESGR is an Appropriated Fund Activity”. An MMS SCADM uploads the signed DD Form 2793 in the respective volunteer’s MMS profile.
  - 9.1.2 “Volunteer Application Form.” Once a prospective volunteer submits their application, an MMS SCADM builds the volunteer a MMS profile.
  - 9.1.3 Financial Management Services (FMS) 2231, “Direct Deposit Authorization Form.” Upon submission, an authorized user builds the volunteer a profile in the Defense Travel System (DTS).
- 9.2 Properly dispose of all documents containing personally identifiable information, once MMS and DTS reflect the volunteer’s profile.
- 9.3 See ESGR Instruction 1250.12, “Training” for all required volunteer training. Volunteers are required to complete personally identifiable information and cyber awareness training annually.
- 9.4 The state chair may request a “New Volunteer Kit”, once MMS and DTS reflect the volunteer’s profile.

## 10 MMS

- 10.1 Once the volunteer’s profile is created in MMS, the volunteer receives an email with a user name and temporary password. The Volunteer logs into MMS to verify their information is correct.
- 10.2 MMS is the official record for volunteer hours, experience, and training.
- 10.3 Credible hours spent performing ESGR duties must be recorded in MMS, including, but not limited to, the following:
  - 10.3.1 Travel to approved events with volunteer hours, beginning and ending at home of record.
  - 10.3.2 Time spent planning, coordinating, and conducting ESGR events.
  - 10.3.3 Phone calls related to ESGR business.

- 10.3.4 Impromptu meetings or community interactions where ESGR is the focus of conversation.
- 10.3.5 Overnight hours (e.g. down time/rest between multi-day events) should not be included.

#### 10.4 Volunteer Status in MMS

10.4.1 State chairs may change a volunteer's status in MMS at any time.

10.4.2 Volunteer status is defined in two categories:

- 10421. "Active" participates in ESGR activities and has one or more recorded hours in MMS within a 12-month period.
- 10422. "Inactive" volunteers no longer participating in ESGR activities, either by volunteer's choice or direction of the state chair.

10.4.3 When changing a volunteer's status to inactive, in accordance with DoDI 1100.21, an MMS SCADM will complete Part IV of DD Form 2793, to document the volunteer hours provided.

10.4.4 MMS SCADM uploads the completed DD Form 2793 into the respective volunteer's MMS profile and enters an end date to the volunteer's ESGR experience, making the profile inactive.

10.4.5 The volunteer receives a copy of the completed DD Form 2793 upon termination of service.

10.4.6 To reactivate an inactive volunteer profile, contact HQ ESGR.

10.5 A detailed MMS User Guide is available in "MMS Manuals" once logged into the system.

### 11 SYSTEM AUTHORIZATION ACCESS REQUEST (SAAR) and SYSTEM USER AGREEMENT (SUA)

11.1 The MMS User Guide contains a detailed list of user roles and associated permissions.

11.2 Permissions for new volunteer profiles created in MMS default to the user role "SCUSER (Default User)." The SCUSER role gives volunteers access to view and make changes to their MMS profile only.

11.3 To change a volunteer's user role within the ESGR Portal, a SUA and SAAR must be completed, signed as appropriate, and submitted to the respective HQ ESGR volunteer support region team for further processing.

- 11.4 SAARs and SUAs are located on [www.esgr.mil](http://www.esgr.mil) in the “Resources Library.”
- 11.5 Submit SAARs for the following purposes: initial, modification, and deactivation.
  - 11.5.1 Initial SAAR: to grant a volunteer greater permissions than “SCUSER”.
  - 11.5.2 Modification: grant additional permissions after the submission of an initial SAAR.
  - 11.5.3 Deactivation: removes all system user roles prior to making the volunteer inactive.
- 11.6 SAAR process and submission guidance is in Appendix 1 of this operating instruction.

## 12 VOLUNTEER DOD ID CARDS

- 12.1 The intent of a DoD Identification (ID) Card is to demonstrate DoD affiliation and aide access to military facilities.
- 12.2 State chairs can recommend volunteers with a bona fide need to gain access to military facilities for the issuance of a DoD ID card.
- 12.3 Volunteers who already possess a DoD ID Card, such as a retiree, dependent or DoD civilian, are ineligible for issuance of an additional card.
- 12.4 State chairs must weigh the need with the responsibility and privilege the card carries.
- 12.5 Minimum requirements for a volunteer to be considered for a DoD ID Card are United States citizenship, a social security number, and a working email address.
- 12.6 Obtaining a DoD ID Card:
  - 12.6.1 State chairs complete and sign the ESGR ID application form available on [www.esgr.mil](http://www.esgr.mil) in the “Resources Library.” If a state chair requires a DoD ID card, the regional coordinator will sign the application form.
  - 12.6.2 VST will securely transmit, via encrypted email, the application to the regional coordinator, who is a qualified DoD Trusted Agent (TA).
  - 12.6.3 The TA enters the volunteer information into the Trusted Associate Sponsorship System (TASS).
  - 12.6.4 The volunteer receives a user name and temporary password. TA emails the login information and link to the applicant.

- 12.6.5 The volunteer has 7 days to log on to the TASS site to start the application. If the volunteer does not meet this timeline, the application is suspended and the TA must initiate a new application.
- 12.6.6 Applicant will login and create a new 14-character password to complete the application. Once the application is completed, TA receives a notification via email to approve the application.
- 12.6.7 TA Approves the application and TASS sends an email to the volunteer indicating the application process is complete. The volunteer has 90 days from final approval to obtain their DoD ID card.
- 12.6.8 The volunteer must travel to a Real-Time Automated Personnel Identification System site, with two valid forms of ID, to obtain their DoD ID card.
- 12.7 TA revalidates DoD ID Cards every 6 months.
- 12.8 Accountability and revocation of DoD ID cards.
  - 12.8.1 TA records issuance of Volunteer DoD ID Card in MMS.
  - 12.8.2 Volunteers possessing a Volunteer DoD ID Card, will turn in their Volunteer DoD ID Card to State Committee representative or a Real-Time Automated Personnel Identification System site.
  - 12.8.3 SC representative notifies TA to revoke the DoD ID card through TASS and updates in MMS.
  - 12.8.4 State chair may also recommend revocation of the Volunteer DoD ID Card.

### 13 VOLUNTEER RETENTION

- 13.1 State chairs are encouraged to frequently seek and reaffirm the commitment of volunteers to ensure the needs of the committee and volunteer positions within the SC are filled.
- 13.2 State chairs should consider successful volunteers for SC leadership positions, HQ ESGR training opportunities, and positions on an ESGR subcommittee.
- 13.3 State chairs should consider term limits for SC director positions to encourage diversity, mentoring, and increase opportunities for volunteers.

### 14 VOLUNTEER AWARDS PROGRAM



- 14.1 ESGR's robust volunteer awards program provides the opportunity to recognize various levels of volunteer achievement.
- 14.2 SCs will not use ESGR funds to purchase additional awards not listed in this operating instruction.
- 14.3 State Committees and HQ ESGR will use the fulfillment contract to order the authorized awards.
- 14.4 State level volunteer awards.
  - 14.4.1 State chairs have the discretion to recognize outstanding volunteer achievement at local committee events via authorized ESGR volunteer awards.
  - 14.4.2 A matrix with all authorized ESGR volunteer awards is at Appendix 2 of this operating instruction.
- 14.5 National level volunteer awards.
  - 14.5.1 State chairs may submit nominations annually for the national level volunteer awards: ESGR Volunteer of the Year (VOTY) and the James M. Roche Award.
  - 14.5.2 HQ ESGR orders the national level volunteer awards through the fulfillment vendor.
  - 14.5.3 Appendix 3 and Appendix 4 outline the nomination process and submission timelines.
- 14.6 The Office of the Secretary of Defense (OSD) Exceptional Public Service Award.
  - 14.6.1 Established in Administrative Instruction 29, the OSD Exceptional Public Service Award (EPSA) is the highest OSD honorary award established to recognize the contributions and support of non-career civilian Federal employees (i.e. volunteers).
  - 14.6.2 State chairs must complete one full 3-year term to be eligible.
  - 14.6.3 SC leadership may nominate the state chair for the EPSA at the completion of their volunteer service.
  - 14.6.4 The HQ ESGR regional team will inform the VST and/or the state committee awards director when the state committee requires an EPSA submission.

- 14.6.5 A state committee representative is responsible for producing a one-page narrative and 150 word citation on behalf of the outgoing state chair.
- 14.6.6 HQ ESGR forwards the package to the Under Secretary of Defense for Personnel and Readiness for processing. Allow 90 days for processing.
- 14.6.7 HQ ESGR will include an EPSA presentation at the annual National Leadership Meeting.

## 15 NEW STATE CHAIR PROCESS

- 15.1 In accordance with DoDI 1205.22, the ESGR executive director (ED) appoints state chairs for an initial 3- year term, with an option to extend for another 3-year term. State chairs may not serve more than 2 terms.
- 15.2 The process of recommending and selecting a new state chair begins 1 year prior to the term end date of the sitting state chair.
- 15.3 In the event a state chair resigns prior to their term end date, the new state chair process is still required to take place. HQ ESGR will work specific timelines on a case by case basis.
- 15.4 Appendix 5 outlines the new state chair selection process.

## 16 VOLUNTEER DISCIPLINE AND DISMISSAL

- 16.1 In accordance with DoDI 1205.22: ESGR SC members' actions must reflect favorably on DoD and ESGR, and any adverse or inappropriate behavior will be cause for removal from a SC.
  - 16.1.1 A volunteer may be disciplined for cause at the discretion of the state chair. Depending on the severity and nature of the violation, the state chair may elect to either counsel or recommend dismissing the volunteer from the SC to the ESGR ED.
  - 16.1.2 The ESGR ED may also counsel or dismiss any volunteer for any adverse or inappropriate behavior.
- 16.2 Procedures.
  - 16.2.1 The state chair, national chair, or ESGR ED, as appropriate, will notify the volunteer in writing prior to dismissal of the basis of the proposed separation, including the general circumstances upon which the action is based and a reference to the applicable law, policy, or principle. See Appendix 6 for example of dismissal letter.

- 16.2.2 At the sole discretion of the notifying official, said volunteer may be given an opportunity to address or rebut, in writing, the matters presented to the volunteer in the written notice.
- 16.2.3 In the event said volunteer offers no rebuttal statement or material in response to the written notice within the time allowed, the notifying authority may proceed to dismissal recommendation to ESGR ED.
- 16.2.4 Upon receipt of any rebuttal material from the volunteer for consideration, the notifying authority, in mutual collaboration between the state chair, national chair and ESGR ED, shall review the merits of the proposed dismissal and any rebuttal materials submitted by said volunteer.
  - 16.2.4.1 Following such collaboration, the final decision regarding dismissal or other discipline rests within the sole discretion of the ESGR ED.
  - 16.2.4.1 ESGR ED shall inform in writing the volunteer, along with the non-decision making state chair and national chair of the final determination.

17 EFFECTIVE DATE: Effective immediately. HQ ESGR will review this operating instruction on an annual basis.

*Brian S. Davis*  
Brian S. Davis  
Director

**APPENDIX 1**  
**SAAR Process and Submission Guidance**

**Initial SAAR and SUA:**

- State chair identifies need for higher access within the ESGR Portal and/or permissions in www.esgr.mil
- Volunteer reads and signs (digital or wet signature) an ESGR Information Technology (IT) SUA
- VST completes initial SAAR on behalf of volunteer, checking all role(s) assigned, and signs “box 12” as an Authorized Approver.
- VST names file “State\_Volunteer\_LastName\_SAAR\_I\_Date”
- VST emails SAAR and SUA to respective HQ ESGR volunteer support region team
- Region team signs “box 15” and files for IT action (only ESGR IT is authorized to change a volunteer’s user role in the ESGR Portal)
- Once access is granted, ESGR portal user roles are reflected in the “Account Information” section of a volunteer’s MMS profile

**Modification SAAR:**

- If additional user role(s) needs to be added, after the initial SAAR, a modification SAAR is required
- VST completes modification SAAR on behalf of the volunteer, only checking all assigned roles and signs “box 12” as an authorized approver
- VST names file “State\_Volunteer Last Name\_SAAR\_M\_Date”
- VST emails SAAR to respective region team
- Region team signs “box 15” and files for IT action
- Once additional access is granted, ESGR portal user roles are reflected in the “Account Information” section of a volunteer’s MMS profile

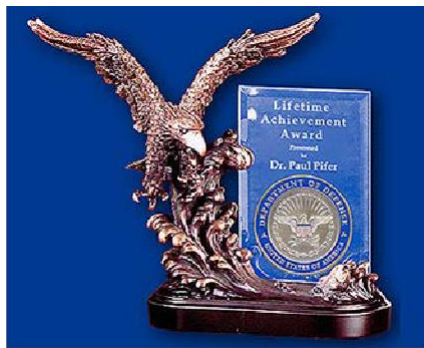
**Deactivation SAAR:**

- A deactivation SAAR is required to remove all system user roles prior to making the volunteer inactive
- VST completes deactivation SAAR on behalf of the volunteer, removing all roles.
- VST names file “State Volunteer LastName\_SAAR\_D\_Date”
- VST emails SAAR to respective region team
- Region team signs “box 15” and files for IT action

**APPENDIX 2**  
**Volunteer Awards**

	<p><b>Name:</b> ESGR Coin</p> <p><b>Description:</b> Pewter, 3-dimensional coin with ESGR logo on front and Seven Seals on the back.</p> <p><b>Intent:</b> A general purpose coin, used as a recognition tool for volunteers at the discretion of the state chair. The state chair is limited to ten per year.</p>
	<p><b>Name:</b> Seven Seals Award</p> <p><b>Description:</b> Framed certificate with the digital signature of the ESGR national chair</p> <p><b>Intent:</b> Broadest and most inclusive award given by ESGR and is presented at the discretion of the state chair.</p>
	<p><b>Name:</b> State Award Certificates</p> <p><b>Description:</b> Award certificates pre-printed with each state's seal, a space for the state chair's signature, and the digital signature of the ESGR national chair. There is ample blank space for personalization to be done.</p> <p><b>Intent:</b> To recognize outstanding volunteer performance, at the discretion of the state chair.</p>

	<p><b>Name:</b> Time Service Pins</p> <p><b>Description:</b> Lapel pins denoting years of service (available for 5 through 45 years, in 5 year increments).</p> <p><b>Intent:</b> Hand out annually to those volunteers based on time in service.</p>
	<p><b>Name:</b> Outstanding Volunteer Award</p> <p><b>Description:</b> Clear acrylic cube laser imprinted with the volunteer's name and year of award.</p> <p><b>Intent:</b> Award to SCs functional area volunteers of the year (limit to six per year).</p>
	<p><b>Name:</b> Spirit of Volunteerism</p> <p><b>Description:</b> Bronze eagle on a wooden base with an engraved brass plaque with name and year</p> <p><b>Intent:</b> One awardee per year, at the discretion of the state chair.</p>
	<p><b>Name:</b> Outgoing Subcommittee Member</p> <p><b>Description:</b> Clear acrylic pentagon-shape, etched with the ESGR logo, volunteer's name, and the subcommittee in which they served.</p> <p><b>Intent:</b> Awarded to volunteers who have served on a national ESGR subcommittee or board of directors.</p>



**Name:** Lifetime Achievement Award

**Description:** Open winged eagle with an etched acrylic panel and DoD medallion, complete with volunteer's name.

**Intent:** For volunteers with no less than 20 years of service.



**Name:** Twice the Citizen Award

**Description:** Acrylic plaque, with the DoD seal, American flag, and ESGR logo, etched with volunteer's name and state committee.

**Intent:** Reserved for the family of deceased volunteers who have passed away while actively serving ESGR.

**APPENDIX 3**  
**National Level Volunteer Awards**

**THE JAMES M. ROCHE SPIRIT OF VOLUNTEERISM AWARD**

**Description:** The James M. Roche Spirit of Volunteerism Award is a national level award and the highest award given to a volunteer for superior and sustained service to ESGR over a period of at least 5 years. The award is named after ESGR's first ED, James M. Roche. Recipients receive a medal, acrylic certificate, and a letter of appreciation signed by the national chair.

**Criteria:**

- Nominees must demonstrate sustained service to ESGR over a period of at least 5 years.
- Award can be presented only once to an individual and will not be used as a retirement award
- Award may be presented posthumously
- Currently serving state chairs are not eligible
- Two awardees are selected in each region, annually

**Nomination Submissions:** Nominations will include a one-page narrative from the state chair, outlining the volunteer's sustained service and a maximum of two additional supporting documents.

Narrative will include:

- Details of sustained volunteer service and/or acts of exceptional contribution.
- Length of service on the state committee and service on any national subcommittees.
- Previous ESGR awards.
- Number of hours the volunteer performed for the period time.

Supporting documents may include endorsements from fellow volunteers, Reserve Component members, or employers.

**Nomination Process/Timelines:**

- October: HQ ESGR sends email soliciting nominations.
- October 1 – December 15: state chairs submit nominations to HQ ESGR.



- January 15: HQ ESGR volunteer support regional coordinator consolidates the nominations and sends to regional representative on the board of directors for scoring.
- No later than (NLT) January 30: Regional representatives on the board of directors score nominations and forward results to volunteer support.
- NLT February 15: Volunteer support consolidates results and forwards to ESGR ED for review and recommendations.
- NLT March 1: ESGR ED sends recommendations to the national chair for review and signature.
- NLT March 15: ESGR ED makes final awardee selections and notifies the respective state chair of their James M. Roche award recipient.
- NLT April 1: HQ ESGR coordinates the shipping of the award to the SC.

**Award Presentation:** The recipient (or family representative) may be presented the award, certificate, and letter at a state awards ceremony or equivalent event.

**APPENDIX 4**  
**National Level Volunteer Awards**  
**The Functional Area VOTY**

**Description:** The functional area VOTY Award is a national level ESGR award established to recognize those volunteers who have made significant contributions in ESGR’s primary functional areas during the previous fiscal year. The operational VOTY is awarded to the most outstanding volunteer serving in multiple ESGR functional areas (such as employer outreach and training, ombudsman, public affairs, etc.). Below is a summary of the awards and supporting ESGR subcommittee and sections:

VOTY AWARD	SUPPORTING SUBCOMMITTEE / SECTION
Military Outreach	Outreach / Volunteer Support
Employer Outreach	Outreach / Volunteer Support
Public Affairs	Outreach / Public Affairs
Training	Training / Volunteer Support
Ombudsman	Ombudsman / Ombudsman Services
Operational	Volunteer Support / Volunteer Support

**Criteria for the Functional Area VOTY Award:**

- The criteria used in the selection process will include weighted factors that are associated with the mission of ESGR and the functional area programs involve.
- A volunteer cannot be selected as the national VOTY in the same functional area during a 5year period.
- A volunteer may receive back to back, or multi-year VOTY selections, if the subsequent awards are in different functional areas.
- Currently serving state chairs are not eligible for VOTY awards.

**Nomination Process/Timelines:**

- October 1 – Nomination season opens.
- NLT November 15 - State chairs submit nominations of eligible volunteers, including directors, by functional area to their respective HQ ESGR volunteer support regional coordinator.
- NLT November 30 –Volunteer support regional chiefs forward the nomination packages for each functional area to the respective regional awards board, comprised of the regions’ state chairs.

- NLT December 31 – Members of the Regional Awards Board score the nominees in each functional area, with exception of their own state’s nominees, and return the nominations packages to their respective RC.

**NLT January 20 – Volunteer support will:**

- Tally and validate the results of regional voting. The nominees with the highest total in their competitive category are designated the Regional VOTYs.
- Prepare the regional congratulatory letters for HQ ESGR ED signature.
- Consolidate and forward the regional recipients’ nomination packages for national consideration to the appropriate directorate for subcommittee voting.

**NLT January 31 - HQ ESGR subcommittee facilitator:**

- Forwards national nomination packages to the respective subcommittees.
- Subcommittee members evaluate and score the nomination packages, and provide their recommendation to the subcommittee chair.
- Subcommittee chair submits subcommittee recommendation to the appropriate subcommittee facilitator.
- Subcommittee facilitator provides the subcommittee recommendation to volunteer support for processing for final approval.
- HQ ESGR ED will make the final decision for all functional area VOTY awardees.
- HQ fulfillment contract officer representative will coordinate printing of recipient award certificates based on information provided in nomination form.
- Announce regional recipients, forward signed congratulatory regional recipient letters to the recipient state chairs.
- Prepare the national congratulatory letters for ESGR HQ leadership signature.

**NLT March 15- HQ ESGR**

- Announces national recipients and forward the congratulatory national recipient letters to the respective state chairs.

**Recognition:**

- Regional and national VOTY award recipients receive congratulatory letters from ESGR national leadership.

- Regional and national recipients are highlighted in ESGR press releases and other internal and external communications.
- HQ ESGR recognizes national recipients at the annual National Leadership Meeting or similar event, dependent upon available scheduling and funding.
- SCs should recognize the regional recipients at their state's Annual Planning and Awards Meeting or other appropriate event.
- State chairs are encouraged to nominate VOTY nominees and recipients to serve on ESGR subcommittees.

**APPENDIX 5**  
**New State Chair Selection Process**

**Step 1)** HQ ESGR sends all state chairs ending their term an email with directions on the new chair selection process, and the time line.

**Step 2)** Current state chair appoints a search committee chair to lead the process. The current state chair may not be the search committee chair.

**Step 3)** Search committee chair selects three to six members to be part of the search committee. The committee can be made of volunteers and/or senior members of the Reserve Components.

**Step 4)** Search committee formulates a message or press release to announce the upcoming state chair vacancy and disseminates to the widest audience possible. Message should include a description of the position, time frame to apply, and application criteria. The public announcement should have a closing date of December 31 and include a search committee point of contact.

**Step 5)** January 1-31 - the search committee reviews applications, conducts interviews if necessary, and identifies their recommendation for submission to HQ ESGR.

**Step 6)** February - search committee generates a new chair recommendation package. HQ ESGR will provide the template and format for the packet and will include:

- A letter from the search chair that details the search process to include the Search Committee membership, timeline, interview process, and individual member voting results (1-2 pages).
- Letter from nominees stating their willingness to accept the nomination, reason(s) for interest in serving, and thoughts and plans for leading their SC. The statement should indicate they qualify for the position, and they are not serving in the Active Component or on an Active Guard Reserve tour. ESGR contractors if selected will resign prior to the effective date of appointment. (1 page).
- Nominees bio or resume (1-2 pages).
- Optional: letters of recommendation (1 page each).

**Step 7)** March 1 - search committee chair emails completed package to appropriate HQ ESGR point of contact.

**Step 8)** March – May - packages are reviewed by HQ ESGR and final selections are made.

**Step 9)** May – June -search committee chair is notified of final selection, and given direction to notify those candidates that have not been selected. ESGR ED will sign the appoint letter and the national chair will contact new chair selectees.

**APPENDIX 6**  
**Example dismissal letter**

Dear Volunteer,

In accordance with ESGRI 1250.10, I am considering dismissing you from the <state> ESGR Committee. On or about <date>, you <state the factual circumstances warranting the dismissal>. This conduct is a violation of <state the law, policy, or principle that the conduct violated>.

ESGR has valued your past work and accomplishments in support of Service members and employers; I do not take this proposed action lightly. In this regard, I offer you the opportunity to respond to this <letter/email> and provide any matters you deem appropriate to respond/rebut the above circumstances. You have until <date> to respond. I will carefully consider your response in light of the circumstances detailed above in deciding whether to dismiss you as a volunteer.

As always, thank you for supporting Service members and employers.