July 12, 2023

OPERATING INSTRUCTION

SUBJECT: Employer Support of the Guard and Reserve (ESGR) Instruction 1250.12, "Volunteer Training"

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) DoD Instruction 5400.11 DoD Privacy and Civil Liberties Programs Change 1, Effective December 8, 2020
(d) DoD Instruction 8500.01 Cybersecurity, Incorporating Change 1, Effective October 7, 2019
(e) DoD 5500.7-R Joint Ethics Regulation Change 7, November 17, 2011
(f) Employer Support of the Guard and Reserve Strategic Plan Fiscal Year 2023 through Fiscal Year 2028, December 15, 2022
(g) ESGR Instruction 1250.02, "ESGR Structure and Operating Procedures," March 22, 2023
(h) ESGR Instruction 1250.32, "Ombudsman Services," July 22, 2022
(i) United States Code, Title 10, Section 1588(c)(8)

1. PURPOSE
    This instruction provides general, standardized guidance for training of Employer Support of the Guard and Reserve (ESGR) Volunteers.

2. APPLICABILITY
    This instruction applies to ESGR state chairs, state training directors, training representatives, volunteers, and Headquarters (HQ) ESGR staff.

3. DEFINITIONS

    3.1. ESGR: Per DoDI 1205.22, ESGR consists of a National Chair, an Executive Director), HQ staff, and state committees with volunteers residing in each state, district, and territory. DoDI 1100.21 lists the membership requirements, status, and appropriate duties for Department of Defense (DoD) volunteers.

    3.2. ESGR Portal: A public and private application, which includes the Member Management System (MMS), Inquiry and Case Management System (ICMS), and Freedom Award Nomination (FAN) processing systems. These three systems can be found at https://esgr.csd.disa.mil.

    3.3. EventPLUS: An application that provides full cycle event management, training, business process automation, and reporting. EventPLUS collects accurate attendance

data from ESGR events for all State Committees and Service Components as appropriate. EventPLUS is the primary suite of tools used by ESGR staff, contractors, and volunteers to manage ESGR events and activities.

3.4. 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.

3.5. HQ ESGR Directorates: HQ ESGR is comprised of Operations (Public Affairs, IT, and Budget), Ombudsman Services, and Volunteer Support. These three Directorates specialize in various ESGR functional areas and provide training, guidance, and support to all volunteers.

4. ACRONYMs

DoD	Department of Defense
DoDI	Department of Defense Instruction
ESGR	Employer Support of the Guard and Reserve
HQ	Headquarters
ICMS	Inquiry and Case Management System
MMS	Member Management System
USERRA	Uniformed Services Employment and Reemployment Rights Act
VOST	Virtual Ombudsman Sustainment Training
VVST	Virtual Volunteer Sustainment Training

5. POLICY

5.1. Per DoDI 1100.21, orientation and initial training familiarize volunteers with the organization, their assigned duties, standards of conduct, and organizational procedures (e.g., documenting voluntary service hours and obtaining reimbursement of incidental expenses) is required.

5.2. HQ ESGR Staff and Volunteers will complete the following required training, within 90 days of joining ESGR and retake training as prescribed in Enclosure 1

5.2.1. New Volunteer Training (once)
5.2.2. Ethics (annually)
5.2.3. Privacy Act and Cyber Awareness (annually)
5.2.4. USERRA 101 (every 4 years)

5.2.5. USERRA 102 (every 4 years)

5.3. All completed volunteer training will be recorded in the MMS by the individual volunteer or other designated representative.

5.4. Required training can be completed in a group setting, virtually or in-person, via a host using approved HQ ESGR online (www.esgrevents.mil/courses) training material. The host will record attendee names, provide a copy of attendee roster to HQ ESGR Region Teams, and ensure attendee's completed training is recorded in MMS.

5.5. ESGR Operating Instruction 1250.10 states Volunteer's record in MMS must contain a signed volunteer agreement and recorded annual Volunteer Privacy Act and Cybersecurity Training prior to participating in training

6. RESPONSIBILITIES

6.1. HQ ESGR:

6.1.1. Provides State Committees with an HQ Training POC, who is responsible for the following:

6.1.2. Coordinates the development of training materials and resources and maintains training resources on the appropriate ESGR websites.

6.1.3. Serves as a Point of Contact for Training Directors providing training resources, schedules, and updates.

6.1.4. Facilitates virtual training hosted on behalf of ESGR HQ, Volunteer Support.

6.1.5. HQ ESGR Volunteer Support will host quarterly meetings for Training Directors to provide training related updates, solicit feedback, and brainstorm future HQ training topics and opportunities.

6.2. State Chairs:

6.2.1. Provide oversight of State Committee training requirements.

6.2.2. Appoint a Training Director to monitor mandatory volunteer training compliance and coordinate training opportunities for respective state committee volunteers.

6.2.3. Forecast State Committee training needs in the Annual Spend Plan.

6.2.4. Ensure volunteer training records are updated in the MMS.

6.3. Training Directors:

    6.3.1. Coordinate New Volunteer Training within 90 days of a new volunteer joining ESGR.

    6.3.2. Download a Training Report from the MMS every 6 months and report mandatory training compliance to State Chair. Mandatory volunteer training courses are listed in ESGRI 1250.12, "Training."

    6.3.3. Facilitate training reminders to non-compliant volunteers.

    6.3.4. Coordinate state committee specific training, based on trends and volunteer need.

    6.3.5. Monitor and report on volunteer training, recorded in MMS.

    6.3.6. Assist in conducting virtual or in-person training, as needed.

    6.3.7. Forecast training requirements and expenditures in the Annual Spend Plan.

    6.3.8. Engage with Subcommittee Region Representatives on training related topics, best practices, and suggestions for HQ ESGR.

7. <u>HQ ESGR Virtual Training</u>

7.1. Each HQ ESGR Directorate (Volunteer Support, Public Affairs and Ombudsman Services) is required to host virtual training to sustain volunteer education and engagement.

7.2. Each HQ ESGR Directorate is responsible for communicating course materials and relevant information to approved attendees

7.3. The volunteer, VST, or designated representative is responsible for updating MMS Training Record upon completion.

7.4. Enclosure 1 details HQ ESGR Virtual Training opportunities.

8. <u>HQ ESGR In-Person Training</u>

8.1. HQ ESGR creates the in-person training event in EventPLUS and emails State Committees requesting nominations 60 days before the course.

8.2. State Committees verify volunteer nominee meets course prerequisites and submit nominations to HQ ESGR at osd.mc-alex.ousd-p-r.mbx.esgr-volunteer-support@mail.mil or Ombudsman Services at osd.mc-alex.ousd-p-r.mbx.esgr-

userra@mail.mil and copies their regional team.

8.3.   HQ ESGR verifies nominations meet course prerequisites and approves attendees no later than 60 days before course.

8.4.   HQ ESGR will cancel the class if minimum attendance is not met.

8.5.   VS or OS sends an email and the letter of instruction to the volunteer approving them for the course and provides a copy to the volunteer support technician, state chair, and training director or ombudsman director.

8.6.   HQ ESGR updates MMS training records upon course completion.

8.7.   Enclosure 1 details HQ ESGR in-person training opportunities.

9. <u>EFFECTIVE DATE:</u> Effective immediately. HQ ESGR will review this instruction on an annual basis.

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Executive Director

Enclosures:
Enclosure 1: HQ ESGR Training Catalog

Enclosure 1: HQ ESGR Training Catalog

Overview: This catalog lists HQ ESGR training opportunities. MMS must notate the completed training date.

REQUIRED TRAINING:

All online required training can be found at www.esgrevents.mil/courses

New Member Orientation

Course Description:	Overview of ESGR that familiarizes volunteers with the organization, their assigned duties, standards of conduct, and organizational procedures (e.g., documenting voluntary service hours, obtaining reimbursement of incidental expenses).
Target Audience:	All new members must complete within 90 days of appointment
Course Type:	Online training / Slideshow presentation
Instructors:	State Chair, Training Director, or Training Representative
Funding:	State funding

USERRA 101

Course Description:	Teaches basics of USERRA law
Target Audience:	All ESGR members. New members must complete within 90 days of appointment.
Prerequisites:	None
Course Type:	Online training
Instructors:	On-line / Self-guided
Funding:	U.S. Department of Labor Veterans' Employment and Training Service Department of Labor
Frequency:	Every 4 years

USERRA 102

Course Description:	Expands on USERRA 101 course
Target Audience:	All ESGR members. New members must complete within 90 days of appointment.
Prerequisites:	USERRA 101
Course Type:	Online training
Instructors:	On-line / Self-guided
Funding:	U.S. Department of Labor Veterans' Employment and Training Service Department of Labor
Frequency:	Every 4 years

Volunteer Privacy Act and Cyber Security Training

Course Description: Overview of cybersecurity threats and best practices to keep
                        information and information systems secure.
Target Audience: All volunteers (full-time staff must complete full DoD version)
Prerequisites: None
Course Type: Online training
Instructors: On-line / Self-guided
Funding: None required
Frequency: Annually

Ethics

Course Description: Describes ethical considerations, duties, and responsibilities of
                        ESGR membership.
Target Audience: All volunteers
Prerequisites: None
Course Type: Online training / Slideshow presentation
Instructors: On-line / Self-guided
Funding: Not required
Frequency: Annually

HQ ESGR IN-PERSON TRAINING

New Chair Training

Course Description:	Prepares new State Chairs to assume the duties associated with leading their respective State Committee. The comprehensive agenda provides attendees with the opportunity to review HQ ESGR programs and policies, examine best practices, and ask questions of the HQ ESGR staff and their peers.
Target audience:	Incoming class of newly selected State Chairs
Prerequisites:	Appointment letter to position, USERRA 101 & 102, New Member Training, Ethics, Privacy Act and Cyber Awareness
Course Type:	Online or in-person Classroom Training (1.5 days)
Course Content:	HQ ESGR programs and policies, best
Instructors:	ESGR HQ staff & select volunteers
Funding:	HQ ESGR

Ombudsman Basic Course

Course Description:	This course prepares a new ombudsman to informally mediate USERRA cases and support the overall ESGR mission. It provides new ombudsmen with the basic tools and knowledge needed to manage disputes between military Service members and their civilian employers in a neutral manner.
Target Audience:	Volunteers who the state chair and ombudsman director/assistant ombudsman director nominated and performed a minimum, 6 months' experience as an ESGR volunteer.
Prerequisites:	New Volunteer Training; USERRA 101 and 102; Privacy Act, Cyber Awareness, and Ethics; be willing and able to perform as an impartial mediator or neutral party in mediation; willing and able to stay current in all aspects of USERRA; computer literate and familiar with computer programs with access to the internet, electronic mail, and telephone; and establish an ESGR email account.
Course Type:	Online or in-person Classroom training (2.5 days)
Course Content:	Ombudsman Basic Course (OBC) is a comprehensive, instructor led course designed to prepare ESGR volunteers to become Ombudsman. Course objectives are to 1.) gain USERRA knowledge and practical role-play experience needed to perform duties of an Ombudsman, 2.) obtain and practice informal mediation techniques, 3.) gain access and hands-on practice in ICMS.
Instructors:	ESGR HQ staff & Training Cadre members
Funding:	State Committee

HQ ESGR VIRTUAL TRAINING

Public Affairs

Course Description:	Monthly training via virtual meeting platform, slideshow presentation, classroom, or e-mail is conducted on communication and marketing strategies, developments, and best practices, to include digital media.
Target Audience:	Public Affairs directors, full-time staff, and other volunteers
Prerequisites:	None
Course Type:	Virtual
Instructors:	HQ ESGR PA
Funding:	N/A
Frequency:	Monthly

Virtual Ombudsman Sustainment Training (VOST)

Course Description:	VOST is a virtual training program designed to equip ESGR volunteers with refresher and advanced USERRA knowledge and ESGR best practices. The training provides valuable resources and tools specifically tailored to enhance the effectiveness of ESGR volunteers and Ombudsman in their roles.
Target audience:	All ESGR Volunteers.
Prerequisites:	None
Course Type:	Virtual
Course Content:	Virtual Ombudsman Sustainment Training (VOST) is delivered in a Informal, virtual environment with offerings designed to provide participants the opportunity to gain a deeper understanding of USERRA and its practical applications. The training covers a wide range of topics, including Scenario Based Training, Difficult ESGR cases and USERRA/Basics. These topics are designed to facilitate how volunteers effectively support employers and Service members rights under USERRA.
Instructors:	ESGR HQ staff & ESGR Training Cadre
Funding:	N/A
Frequency:	Monthly or as needed

Virtual Volunteer Sustainment Training (VVST)

Course Description:	Provide relevant information and frequent training opportunities targeting outreach and volunteer sustainment of the ESGR mission.
Target audience:	All ESGR Volunteers.
Prerequisites:	Signed Volunteer Agreement. None
Course Type:	Virtual
Course Content:	EO, MO, and Volunteer Training Related
Instructors:	ESGR HQ staff & select volunteers
Funding:	N/A
Frequency:	Quarterly or as needed

HQ ESGR ONLINE TRAINING-Learning Management System:

All training can be found at www.esgrevents.mil/courses

Employer Outreach

Course Description:	Examine ways ESGR can use employer outreach to successfully fulfill the mission. Includes understanding the mission of the program, identifying key roles of volunteers, locating resources, and identifying best practices.
Target Audience:	ESGR volunteers
Prerequisites:	None
Funding:	Not required
Frequency:	Self-directed
Length:	Approximately 30 minutes

ESGR Ethics Training

Course Description:	The Ethics Training course will introduce you to the basics of federal ethics responsibilities and associated resources. Through examples, you will learn about gift-giving and receiving, as well as varied aspects of impartiality.
Target Audience:	All volunteers
Course Type:	Online training
Funding:	Not required
Frequency:	Self-directed
Length:	Approximately 60 minutes

Managing Volunteers

Course Description:	Volunteer management best practices, with a focus on volunteer onboarding, processing, and monitoring.
Target Audience:	Committee leadership and HQ ESGR staff
Prerequisites:	None
Course Type:	Online training
Funding:	Not required
Frequency:	Self-directed
Length:	Approximately 30 minutes

Military Outreach

Course Description:	Establish and standardize the roles and responsibilities of ESGR to our Reserve Components including how to inform Service members about USERRA and assist commands in developing and conducting their own employer relationships.
Target Audience:	All ESGR volunteers
Prerequisites:	None
Course Type:	Online training / Slideshow presentation
Funding:	Not required
Frequency:	Self-directed
Length:	Approximately 30 minutes

New Member Intro

Course Description: Introduction to being an ESGR volunteer, this course covers the fundamentals of ESGR volunteerism as well as volunteer opportunities, ESGR governance, and relevant policies. The course will also provide a glimpse of some of the tools available to ESGR volunteers.
Target Audience: All volunteers
Prerequisites: None
Course Type: On-line / Self-guided
Funding: Not required
Frequency: Self-directed
Length: Approximately 45 minutes

Volunteer Mentorship

Course Description: A look at ways a volunteer organization like ESGR can use mentorship to successfully sustain active volunteers. The course takes you through a systematic approach to developing volunteer potential through mentoring.
Target Audience: Open to all volunteers
Prerequisites: None
Course Type: On-line / Self-guided
Funding: Not required
Frequency: Self-directed
Length: Approximately 30 minutes

Privacy Act and Cyber Awareness

Course Description: Overview of ESGR privacy considerations, cybersecurity, and Freedom of Information Act.
Target Audience: All ESGR members
Prerequisites: None
Course Type: Online
Frequency: Annual
Length: Approximately 30 Minutes

Volunteer Management

Course Description: This course covers ESGR volunteer management with a focus on volunteer onboarding, processing, and monitoring. You will learn what volunteer management is, along with best practices for managing risk and the awards available to recognize the efforts of volunteers.
Target Audience: Committee leadership and HQ ESGR
Prerequisites: None
Course Type: Online training
Frequency: Self-directed
Length: Approximately 30 Minutes

Volunteer Recruitment

Course Description:	Learn why volunteers are important, why people volunteer, how to define the role for a new volunteer, and where to find volunteers.
Target Audience:	Committee leadership and HQ ESGR
Prerequisites:	None
Course Type:	Online training
Frequency:	Self-directed
Length:	Approximately 30 Minutes

CHANGE AND REVIEW LOG

Review the Instructions at least annually to ensure:

- References are current
- Changes in procedures are documented
- Publish necessary revisions

Maintain this record throughout the life of the document.

Date	Author	Version	Reason
Feb 2	Frank Huff	1	Format, header, and ED signature block updated and ready for VS and OMB input
May 9	Vol Support	2	Volunteer Support updated the instruction removing courses no longer conducted in person and updated the language to support current trends
Jun 9	Frank Huff	3	Updated VS changes with current format and procedures outlined in previous instructions.
Jun 26	Ombudsman	4	Instruction was reviewed by OMB
Jun 28	Frank Huff	5	Accepted format changes and prepared for review by DED
Jun 29	Frank Huff	6	Accepted format changes and adjusted as recommended by DED.
Jul 10	Frank Huff	7	Review by ED
Jul 11	Andy Rivera	Final	Final Review and Proofread by DSSC Policy