



**DEFENSE HUMAN RESOURCES ACTIVITY
EMPLOYER SUPPORT OF THE GUARD AND RESERVE
4800 MARK CENTER DRIVE, SUITE 06J25-01
ALEXANDRIA, VA 22350-4000**

Change 1, September 5, 2024

OPERATING INSTRUCTION

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

- REFERENCES:**
- (a) Administrative Instruction 15, “OSD Records and Information Management Program”, May 3, 2013, as amended
 - (b) Administrative Instruction 29, “Incentive and honorary Program”, August 10, 2018
 - (c) DoD Instruction 1100.21, “Voluntary Services in the Department of Defense”, March 27, 2019
 - (d) DoD Instruction 1205.22, “Employer Support of the Guard and Reserve (ESGR)”, February 6, 2017
 - (e) Joint Ethics Regulation DoD 5500.7-R, August 30, 1993
 - (f) Member Management System User Guide, October 7, 2019
 - (g) United States Code, Title 10, Section 1588 “Authority to accept certain voluntary services”
 - (h) United States Code of Federal Regulations, Title 32
 - (i) DoD Manual 8910.01, Volume 2, “DoD Information Collections Manual: Procedures for DoD Public Information Collections”, June 30, 2014

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 staff, Volunteer Support Technicians (VST), and ESGR volunteers.
3. **INFORMATION COLLECTION**
 - 3.1. Volunteer service case files, referred to in file number 202-17 of the Office of the Secretary of Defense Disposition 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. These records are temporary. Records are destroyed four-years after a volunteer ends service.
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, 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 (ICMS), and Freedom Award nomination processing systems. A link to these three systems can be found at <https://www.esgr.mil/Volunteers/Resources-Library>.
- 4.4 National Leadership Meeting. This meeting provides an opportunity for state chairs and HQ ESGR staff to meet virtually or in-person, to 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
ICMS	Inquiry Case Management System
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 Per DoDI 1100.21, DoD components may utilize volunteers and accept services donated by volunteers pursuant to 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 in reference to work-related injuries, damages or loss, maintenance of records on individuals, conflicts of interest, and legal malpractice.

- 6.3 All ESGR volunteers will follow 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 Holding financial interests that conflict with the performance of duty.

- 6.3.1.2 Engaging in financial transactions using non-public government information or allowing improper use of such information to further any private interest.

- 6.3.1.3 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.

- 6.3.1.4 Using public office for private gain.

- 6.4 Neither Service members serving in an active-duty status nor military technicians may serve as ESGR volunteers.

- 6.5 Contract personnel can only perform the duties as outlined in the contract's statement of work. DoD cannot accept voluntarily work performed by a contractor even if it is in the best interest of the government. Contract personnel are to support, but not supplant the volunteer.

- 6.6 Per DoDI 1100.21, volunteers must complete a DD Form 2793, "Volunteer Agreement for Appropriated Fund Activities or Non-Appropriated Fund Instrumentalities" and be accepted by an "accepting official" before providing voluntary services.

7. VOLUNTEER RECRUITING

- 7.1 Recruiting is the responsibility of all ESGR volunteers and HQ ESGR staff.

- 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 periods of inactivity longer than 12 months without volunteer hours recorded in MMS.
 - 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.
 - 7.2.7 Have the ability to communicate regularly via electronic and telephonic devices.
 - 7.2.8 Have the capability (software and hardware) to log on to the ESGR portal/Learning Management System (LMS) to complete required on-line training and other tasks at <https://esgrevents.mil/courses>.
- 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 mentees to facilitate their full integration into the State Committee (SC).

8. POSITION DESCRIPTIONS

- 8.1 Position descriptions for the various volunteer functions are available in the ESGR Portal MMS documents 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 State chairs will send recommendations for new volunteer positions to the volunteer support subcommittee for consideration.
 - 8.2.2 State chairs cannot create new positions.

9. VOLUNTEER ONBOARDING AND PROCESSING

9.1 To become an ESGR volunteer and receive reimbursement for volunteer services, the following documents are required. These documents are available in the ESGR Portal MMS documents 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, fellow volunteer, or government employee) 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 State Committee Administrator (SCADM) uploads the signed DD Form 2793 in the respective volunteer’s MMS profile.

9.1.2 Volunteer Application Form: After a prospective volunteer’s DD Form 2793 is approved, the volunteer completes this form, and then a SCADM builds the volunteer profile.

9.1.3 System User Agreement (SUA): Volunteer complete cyber awareness training and signs the SUA.

9.1.4 Financial Management Services (FMS) 2231, Fast Start Direct Deposit Authorization Form: Upon submission, an authorized user builds the volunteer profile in the Defense Travel System (DTS).

9.1.5 Properly dispose of all documents containing Personally Identifiable Information (PII) once MMS and DTS profiles are created.

9.2 All volunteers must complete the following training within 90 days of onboarding and training directors must review the volunteer training records for completion and report to the SC. Training is available online at <https://www.esgrevents.mil/courses>.

9.2.1 New Member Intro (one time)

9.2.2 Privacy Act and Cyber Awareness (annually)

9.2.3 ESGR Ethics (annually)

9.2.4 USERRA 101 (every 4 years)

9.3 The state chair may request a “New Volunteer Kit”, once required training is completed and documented in MMS.

10. MMS

10.1 MMS is the official record for volunteer hours, experience, and training.

- 10.2 A SCADM creates a volunteer's profile in MMS.
- 10.3 The volunteer receives an email with a username and temporary password. The Volunteer logs into MMS to verify their information is correct.
- 10.4 Volunteer hours are recorded in MMS. Creditable hours include, but not limited to, the following:
 - 10.4.1 Travel to approved events (volunteer hours, begin and end from the home of record).
 - 10.4.2 Time spent planning, coordinating, and conducting ESGR events (virtual or in-person).
 - 10.4.3 Phone calls related to ESGR business.
 - 10.4.4 Impromptu meetings or community interactions where ESGR is the focus of conversation.
 - 10.4.5 Overnight hours (e.g. downtime/rest between multi-day events) should not be included.
- 10.5 Volunteer Status
 - 10.5.1 State chairs must continuously monitor volunteer activity and performance and may take steps to change a volunteer's status at any time.
 - 10.5.2 State chairs are encouraged to seek the commitment of volunteers not recording volunteer hours to ensure the needs of the committee are met. A sample reaffirmation letter is in the documents library.
 - 10.5.3 Volunteer status is defined in two categories:
 - 1053.1. "Active" has one or more recorded hours within a 12-month period.
 - 1053.2. "Inactive" volunteers have no recorded hours within a 12-month period, have resigned, or have been dismissed.
 - 10.5.4 When changing a volunteer's status to inactive, the following steps will be taken in the system of record per DoDI 1100.21.
 - 1054.1. A State Committee Administrator (SCADM) will complete Part IV of DD Form 2793 to document the volunteer's hours. Contractors cannot sign the DD 2793 as Accepting Official or Supervisor.

10542. The SCADM uploads the completed DD Form 2793 into the volunteer's profile.

10543. The SCADM changes the volunteer's profile to inactive.

10544. The volunteer receives a copy of the completed DD Form 2793 upon the termination of service.

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

10.5.6 HQ ESGR will automatically inactivate any volunteer who has not been active in the previous five years and process their DD Form 2793 in accordance with DoDI 1100.21.

10.5.7 HQ ESGR will destroy the volunteer's MMS records four years after a volunteer is placed into inactive status. SCs will destroy local paper records four years after a volunteer is placed into an inactive status.

10.6 A detailed MMS user guide is available from HQ ESGR volunteer support team upon request.

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 MMS user roles, new volunteer profiles default to "SCUSER (Default User)." The SCUSER role gives volunteers access to view and make changes to their MMS profile and add volunteer hours.

11.3 To change a volunteer's user role within the ESGR portal, an SUA and SAAR (ESGR FORM 2, JAN 23 REV3) must be completed, signed as appropriate, and submitted to the respective HQ ESGR volunteer support team for further processing.

11.4 SAAR and SUA templates are in the Portal MMS Documents Library.

11.5 Submit SAARs for the three following purposes: initial, modification, and deactivation.

11.5.1 Initial SAAR: to grant a volunteer greater permission 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 are in Appendix 1.

11.7 An inactive user, one that does not log into the system in a six-month period, will have their advanced permissions removed.

12. VOLUNTEER DOD ID CARDS

12.1 Advancements in installation physical access control systems and procedures, and the implementation of the REAL ID Act, have eliminated the requirement for the Employer Support of the Guard and Reserve (ESGR) Identification (ID) Card.

12.2 Issuance of new ESGR ID Cards was terminated effective September 7, 2022.

12.3 No longer active as of September 1, 2023.

13. VOLUNTEER DEVELOPMENT

13.1 State chairs should consider successful volunteers for SC leadership positions, HQ ESGR training opportunities, and positions on an ESGR subcommittee.

13.2 State chairs should consider term limits for SC director positions to encourage diversity, mentoring, and increase opportunities for volunteers.

13.3 To enhance leadership, volunteer engagement and subject matter competencies, consider appointment of a deputy director (coordinator) to support every state committee director position.

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 and HQ ESGR will use the fulfillment contract to order authorized awards. SCs will not use ESGR funds to purchase awards outside of the fulfillment contract.

14.3 State level volunteer awards.

14.3.1 State chairs may recognize outstanding volunteer achievement at local committee events via authorized ESGR volunteer awards.

14.3.2 A matrix with all authorized ESGR volunteer awards is at Appendix 2 of this operating instruction. SCs cannot create awards on behalf of ESGR.

14.4 National level volunteer awards.

14.4.1 SCs have an opportunity annually to nominate their volunteers for the following national level awards: ESGR Volunteer of the Year (VOTY) and the James M. Roche Award. In recognition of volunteer service, SCs are strongly encouraged to nominate eligible volunteers within their committee for appropriate national level awards. Whether or not the effort is successful, the nomination itself serves as a strong committee leadership recognition of their service.

14.4.2 HQ ESGR orders the national level volunteer awards through the fulfillment vendor.

14.4.3 Appendix 3 and Appendix 4 outline the nomination process and submission timelines.

14.5 The Office of the Secretary of Defense (OSD) Exceptional Public Service Award (EPSA).

14.5.1 Per Administrative Instruction 29, OSD EPSA is the highest OSD honorary award established to recognize assistance, or support to WHS-serviced Components.

14.5.2 Eligibility is limited to personnel that do not derive their principal livelihood from the U.S. Government. Eligible individuals include non-career civilian federal employees, private citizens (e.g. volunteers), and foreign nationals.

14.5.3 SCs must complete one full 3-year term to be eligible.

14.5.4 The HQ ESGR region team will inform the VST and/or the state committee awards director when the state committee requires an EPSA submission.

14.5.5 A state committee representative is responsible for producing a one-page narrative and 150-word citation on behalf of the outgoing eligible state chair.

14.5.6 Contributions for this award will not be recognized with any other award.

14.5.7 EPSAs are presented at the National Leadership Meeting.

15. NEW STATE CHAIR SELECTION PROCESS

15.1 Per DoDI 1205.22, the ESGR Executive Director (ED) appoints SCs for an initial three-year term, with an option to extend for another three-year term. SCs may not serve more than two, three-year terms. Any extension beyond

this term limit must be at the recommendation of the National Chair and approved by the Executive Director.

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 DISMISSAL

16.1 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 removed for cause at the discretion of the state chair or National Chair. The ESGR ED may also counsel or dismiss any volunteer.

16.1.2 To dismiss a volunteer, written notice is required. A dismissal letter template is in Appendix 6. State Chairs will send a copy of the dismissal letter to their region team.

17. EFFECTIVE DATE: Effective immediately. HQ ESGR will review this operating instruction on an annual basis. If no changes are required, a Memorandum signed by the ED, will be put on file noting the annual review was conducted.

Robert J. Lyon
Acting Executive Director

APPENDIX 1
SAAR Process and Submission Guidance

Initial SAAR and SUA:

- State Chair identifies a need for higher access within the ESGR Portal and/or permissions in www.esgr.mil
- Volunteer reads and signs (digital or wet signature) an SUA
- VST uploads the SUA into the user's profile in MMS
- 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 to respective HQ ESGR region team
- HQ ESGR Region Team reviews and signs "box 15" and files for action (only HQ Staff Administrators are authorized to change a volunteer's user role in the ESGR Portal)
- HQ Staff Administrators grants the user roles and updates the "Account Information" section of a volunteer's MMS profile and uploads the processed SAAR into the MMS documents tab

Modification SAAR:

- If user role(s) needs to be modified, after the initial SAAR is submitted, a modification SAAR is required
- VST completes modification SAAR on behalf of the volunteer (uncheck user roles to be removed and leave the desired user roles checked. VST signs "box 12" as an authorized approver
- VST names file "State_Volunteer Last Name_SAAR_M_Date"
- VST emails SAAR to respective region team
- HQ ESGR Region Team reviews and signs "box 15" and files for action
- HQ Staff Administrators grants the user roles and updates the "Account Information" section of a volunteer's MMS profile and uploads the processed SAAR into the MMS documents tab

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, unchecking all user roles
- VST names file "State Volunteer Last Name_SAAR_D_Date"
- VST emails SAAR to respective region team
- HQ ESGR Region Team reviews and signs "box 15" and files for action
- HQ Staff Administrators inactivates' respective volunteer and will remove the SAAR from MMS

APPENDIX 2
Volunteer Awards

	<p>Name: ESGR Coin</p> <p>Description: Pewter, 3-dimensional coin with ESGR logo on front and Seven Seals on the back.</p> <p>Intent: A recognition tool for volunteers at the discretion of the state chair. The state chair is limited to ten per year.</p>
	<p>Name: Seven Seals Award</p> <p>Description: Framed certificate with the digital signature of the ESGR national chair</p> <p>Intent: Broadest and most inclusive award given by ESGR and is presented at the discretion of the state chair.</p>
	<p>Name: Time Service Pins</p> <p>Description: Lapel pins denoting years of service (available for 5 through 45 years, in 5 year increments).</p> <p>Intent: Present annually to those volunteers based on time in service.</p>
	<p>Name: Outstanding Volunteer Award</p> <p>Description: Clear acrylic cube laser imprinted with the volunteer's name and year of award.</p> <p>Intent: Award to SCs functional area volunteers of the year (limit to six per year).</p>



Name: Spirit of Volunteerism

Description: Bronze eagle on a wooden base with an engraved brass plaque with name and year

Intent: One awardee per year, at the discretion of the state chair.



Name: Outgoing Subcommittee Member

Description: Clear acrylic pentagon-shape, etched with the ESGR logo, volunteer's name, and the subcommittee in which they served.

Intent: Awarded to volunteers who have served on a national ESGR subcommittee or Board of Directors.



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 minimum of 20 years of service in ESGR.



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 National Chair 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.
- The award can be presented only once to an individual and will not be used as a retirement award and cannot have received the Exceptional Public Service Award for the same period of service.
- Award may be presented posthumously.
- Currently serving state chairs and Board of Directors members 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 as recorded in MMS.
- Number of hours the volunteer performed for the period time as recorded in MMS.

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

Nomination Process/Timelines:

- October: Nomination season opens. HQ ESGR sends email soliciting nominations.

- October 1 – December 15: State Chairs submit nominations to HQ ESGR: HQ ESGR volunteer support region coordinator consolidates the nominations, verifies awards and training in MMS, and sends to region representative on the Board of Directors for scoring.
- No later than (NLT) January 30: The Board of Directors Region representatives 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.
- 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 Volunteer of the Year (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. Those functional areas are Military Outreach, Employer Outreach, Public Affairs, Training, Ombudsman, and Operational. The operational VOTY is awarded to the most outstanding volunteer serving in multiple ESGR functional areas (such as employer outreach and training, etc.). Below is a summary of the awards criteria and supporting ESGR subcommittee:

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

Criteria for the Functional Area VOTY Award:

- Sustained outstanding performance, in one or more functional areas, in the previous fiscal year.
- A volunteer cannot be selected as the national VOTY, in the same functional area, during a 5-year period.
- A volunteer can only be nominated for one functional area, each year.
- Currently serving state chairs are not eligible for VOTY awards.

Nomination Process/Timelines:

- October 1 – Nomination season opens. HQ ESGR sends email soliciting nominations.
- NLT November 15 - State chairs submit nominations, by functional area to their respective HQ ESGR volunteer support regional coordinator.
- Regional Coordinators will validate/update the information in the nomination using MMS, EventPLUS, and coordinate with Ombudsman Services for ICMS review as appropriate. Training will be scored prior to forwarding nomination forms to state chairs for scoring.
- NLT November 30 – Volunteer support Regional Chiefs forward the

nomination packages for each functional area to the respective region state chairs.

- NLT December 31 – State Chairs score the nominees in each functional area, with exception of their own state’s nominees, and return the nomination packages to their respective regional coordinator.

NLT January 20 – Volunteer support will:

- Tally and validate the results of state chairs scoring by region. Utilizing the scores, Regional Chiefs provide the Chief, VS recommendations for 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 to coordinate scoring by individual subcommittee members.

NLT January 31 - HQ ESGR subcommittee advisor:

- Reviews Regional VOTY packages.
- Forwards national nomination packages to the respective subcommittee members with any appropriate supporting information from MMS, ICMS, EventPLUS, etc. with applicable individual volunteer performance information.
- Subcommittee members individually evaluate and score the nomination packages and provide their recommendations to the subcommittee advisor.
- Subcommittee advisor tallies the recommendations and provides the subcommittee recommendations to the Branch Chief for review, then to volunteer support to process for final approval.
- The Deputy Executive Director will coordinate review with the NC. NC makes independent recommendations to the ED.
- HQ ESGR ED will make the final decision for all functional area VOTY awardees.
- Prepare the national congratulatory letters for HQ ESGR ED signature.
- 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.

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 ED.
- 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 another appropriate event.
- State chairs are encouraged to nominate VOTY nominees and recipients to serve on ESGR subcommittees.

APPENDIX 5

New State Chair Search Process

October 1 - HQ ESGR sends all state chairs ending their term an email with directions on the new chair selection process, and the timeline.

October 1-31 - Current state chair appoints a volunteer search committee chair to lead the New Chair search process. The search process will not include the current state chair.

October 1-31 – The lead volunteer can select three to six ESGR volunteers within their state committee to be part of the search committee.

November 1 - Using HQ ESGR provided template, the search committee formulates a message or press release to announce the upcoming state chair vacancy and disseminates to the widest audience possible. The message must be posted to ESGR.mil news and committee social media pages. Message must 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 point of contact.

January 1-31 - The search committee reviews all applications received, conducts interviews if necessary, and each search committee member independently scores or ranks the candidates.

February 1-31 – State Committees generate package according to the HQ ESGR templates provided. The package includes:

- Cover letter detailing the recommendation on the lead line, search process, Search Committee membership, timeline of search and final interview process, individual member voting results, and identification of lead nominee. HQ ESGR cover letter template is part of Appendix 5.
- All applications and any letters of recommendation received by the search committee.
- Statement from all applicants 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 confirm 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.

March 1 – The lead volunteer or VST emails completed package to the appropriate HQ ESGR point of contact.

March – May - Packages are reviewed by HQ ESGR and final selections are made.

May – June - The lead volunteer is notified of final selection and given direction to

notify those candidates that have not been selected. ESGR ED will sign the appointment letter and the national chair will contact new chair selectees.

(State) EMPLOYER SUPPORT OF THE GUARD AND RESERVE

Street
City, State Zip

[Date]

HQ Employer Support of the Guard and Reserve
(ESGR)
ATTN: Executive Director
4800 Mark Center Drive Suite 05E22
Alexandria, VA 22350-2900

Dear (ED rank and name):

I have reviewed applications for our new State Chair and I recommend selecting (name).

On (date), (state) State Chair (name) appointed (name) to lead the search for a new State Chair. On (date), (State Chair's name) solicited applications for the State Chair position via email to all members of the state committee and various other organizations and business leaders, with a (date) deadline for applications. A press release was posted on the committee esgr.mil state page and the state committee social media sites.

(Name) appointed (number) additional volunteers with various backgrounds and experience to assist with reviewing applications. The volunteers were: (name and committee position). There were (number) applications submitted for the State Chair position and those applications are attached.

Our diverse volunteers reviewed applicant letters of interest and their resumes independently, individually rated/ranked them as indicated in the attached spreadsheet and provided those ratings/rankings for review. In accordance with ESGR instruction 1250.02, I am forwarding each applicant's package and the ratings/rankings to you for final vetting and selection.

As you will discover, the (state) ESGR was fortunate to have (number) amazingly qualified candidates for the position, all with proven leadership, motivation, and commitment to employers and the military in state of (state), and we would be pleased to welcome any of these candidates as the new State Chair. While we await your review and selection, we would like to thank you and your team for your continued support of the ESGR volunteer network in the great state of (state).

Respectfully,

[Signature]

APPENDIX 6
Example Dismissal Letter

[Date]

[Volunteer's Home Address]

Dear Volunteer's Name:

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.

Sincerely,

[Signature]

Name

State Chair

CHANGE AND REVIEW LOG

Review the Instructions at least annually to ensure:

- (a) References are current
- (b) Changes in procedures are documented
- (c) Necessary revisions are published

Maintain this record throughout the life of the document.

Date	Author	Version	Reason
20220308	Frank Huff	V1	Updated References; renumbered entire instruction; para 2 added staff and VST and grammar change; 3.1 added records disposition; removed 6.3.2 because we now have on line training; 7.3 grammar change; 9.1.1 added State Committee Administrator; 9.1.4 enhanced wording; defined New Member Intro time line; 9.3 defined mandatory training; 9.4 discussed New Volunteer Kit; para 10 provided guidance for access to MMS; 11.2 clarified MMS User Roles; 12.3 clarified User ID Card; 14.4.1 clarified guidance to nominate volunteers for VOTY; 14.5.5 clarified where EPSA are presented; rewrote para 16 to make it clear and concise; Appendix 1 changed wording and defined SAAR submission; Appendix 4 reworded to make consistent; Appendix 5 added timelines; Page 6 added: "Per DoDI 1100.21 new member training shall include organization structure, assigned duties, reporting volunteer hours, reimbursement for travel and incidental expenses, and associated organization procedures." Updated ESGR Coin photo; Roche Award added: "...and cannot have received the Exceptional Public Service Award for the same period of service." New Chair process, revised Step 6.
20220308	Frank Huff	V1	Made various format changes making a final review
20220503	Frank Huff	V1	Made final Review – Format Change
20220909	Frank Huff	V1	Made changes as per Karen Nelson
20220913	Frank Huff	V1	Paragraph 12 removed 12.4 to 12.8.3 as the ID Card program is eliminated.
20230201	Frank Huff	V8	Format changes and Updated ED signature block
20230213	Vol Support	V9	Address FACA concerns Appendix 5 (Committee to process)
20230413	Vol Support	V10	Added form to paragraph 11.3 ESGR Form 2 System Authorization Access Request (SAAR) 202301 or ESGR

			Form 2, Jan 2023, Rev 3
20230414	Vol Support	V11	Updated and answered questions from Bob
20230504	VOL Support	V12	Added Training Dir to verify training. 11.7 added inactive users in MMS.
20230508	Frank	V13	Corrected format and reworded paragraph 10.5.2
20230612	Frank	V14	Reviewed format and answered questions
20230720	Frank	V15	1 - Changed 10.6 (MMS User Guide) from posted in the MMS Library to upon request from Volunteer Support. 2 – Need to post current Position Descriptions in the MMS Library.
20231031	Frank	V16	Paragraph added 13.4 to encourage appointment of a deputy director (coordinator) for each director. Paragraph 14.4.1 expanded to encourage state chairs to at least nominate volunteers for VOTY. Paragraph 16.1.1 added the National Chair Appendix 5 limits the initial chair search process to volunteers only. Paragraph 12.3 changed to No longer active as of September 1, 2023
20240313	DED	V17	Page 12, added/updated EPSA and Roche Award information. Revised “14.5.1 Per Administrative Instruction 29, OSD EPSA is the highest OSD honorary award established to recognize assistance, or support to WHS-serviced Components. 14.5.2 Eligibility is limited to personnel that do not derive their principal livelihood from the U.S. Government. Eligible individuals include non-career civilian Federal employees, private citizens (i.e. volunteers), and foreign nationals. Eligibility is limited to personnel that do not derive their principal livelihood from the U.S. Government. Eligible individuals include non-career civilian federal employees, Private citizens (e.g. volunteers), and foreign nationals. 14.5.5 “Contributions for this award will not be recognized with any other award.” Appendix 3, Roche Award: Added that Currently serving Board of Directors members are not eligible.
20240903	Frank Huff	Change 1	Removed paragraph 9.2.5 USERRA 102 volunteer training for non-Ombudsman Volunteers.

