

United States Coast Guard Auxiliary

NATIONAL BOARD and NATIONAL STAFF



STANDING OPERATING PROCEDURES

Effective: 1 Nov 2014
Last Revised: 1 November 2016

Updated 28 February 2018

**THE NATIONAL COMMODORE
OF THE UNITED STATES COAST GUARD AUXILIARY**



Richard Washburn

November 1, 2016



From: Commodore Richard Washburn

To: Distribution

Subj: NATIONAL BOARD AND NATIONAL STAFF STANDING OPERATING PROCEDURES

1. This guide provides information and guidance for members of the National Board and the National Staff. It covers procedural requirements, actions to be taken, and reports required.
2. All changes approved as of November 1, 2012, are included in this revision of the guide. All previous editions are superseded. This revision will assist members in the performance of their duties. All addressees will read and become familiar with the contents of this document. All Board and Staff members must be appropriately briefed on this document as they assume their new office. While circumstances may require deviation from some of these procedures, it is my intent to keep any such deviations to a bare minimum.
3. Contents, corrections, and suggestions for additional subjects are welcome and should be submitted to the Vice National Commodore.

Richard Washburn / s /
National Commodore

Dist: National Board Members
National Staff
CG-BSX

Revision History

Date	Nature of Revision
1 Nov 2014	Updated with Change of Leadership.
1 May 2015	Reformatted and updated staff appointment and communications processes.
1 Nov 2016	Updated with Change of Leadership
28 Feb 2018	Added Appendix D, SOP for CGAUXNET Accounts

Table of Contents

1. National Executive Committee (NEXCOM)	1
2. National Board	1
3. National Staff Operating Committee (OPCOM)	1
Section 2 – Committee Procedures	2
1. National Executive Committee (NEXCOM)	2
A. Meetings.....	2
B. Meeting Procedures	2
C. Protocol.....	3
2. National Board	3
A. Meetings.....	3
B. Reports.....	4
3. National Staff	6
A. Job Descriptions.....	6
B. Review of National Staff.....	7
C. National Staff Appointment Procedure	7
Section 3 – Manual and Publication Review Policy	17
1. General	17
2. Procedures	17
A. Commandant Instructions, Publications, and Qualification Guides.....	17
B. Specialty Course Publications	17
3. Review/Rationale	18
A. Major Comments	18
B. Suggested Improvements	19
C. Editorial Comments.....	19
Section 4 – Procedures for National Policy Changes	20
Section 5 – National Travel.....	22
1. Travel Process – CGAuxA, Inc. Funded	22
2. Travel Process - US Coast Guard Funded	27
Section 6 – Awards.....	28
1. General	28

2. Procedures	28
3. Files.....	29
4. NACO Certificate of Appreciation	29
5. National and DSO Support and Recognition	30
Section 7 – Coast Guard Auxiliary Association, INC.....	31
1. US Coast Guard Auxiliary Interface	31
Section 8 – Miscellaneous	33
1. Dress Code.....	33
2. Invitations to District Conferences.....	33
3. National Publications –(Navigator, Navigator Express, Waves, Interchange, etc.).....	33
4. Illnesses and Deaths.....	35
5. Agreements with other Organizations	36
Appendix A – Child Photo Policy	A-1
Appendix B - Surveys.....	B-1
Appendix C - Communications Plan Requirements	C-1
Appendix D - Standard Operating Procedure for CGAUXNET Accounts.....	D-1

Section 1 – National Organizational Entities

1. National Executive Committee (NEXCOM)

NEXCOM consists of eight (8) members:

- i. The National Commodore (NACO)
- ii. The Vice National Commodore (VNACO)
- iii. The four (4) Deputy National Commodores:
 - a. DNACO-Atlantic-East (AE)
 - b. DNACO-Atlantic-West (AW)
 - c. DNACO-Pacific (P)
 - d. DNACO-Information Technology and Planning (ITP)
- iv. The Immediate Past National Commodore (NIPCO)
- v. The Chief Director of Auxiliary (CHDIRAUX)

2. National Board

The National Board consists of twenty-five (25) members:

- i. The eight (8) NEXCOM members
- ii. The sixteen (16) District Commodores
- iii. The President of the National Association of Commodores (NAC)

3. National Staff Operating Committee (OPCOM)

OPCOM consists of twenty-nine (29) members:

- i. Eight (8) NEXCOM members listed above
- ii. National Executive Staff, which consists of the seven (7) Assistant National Commodores (ANACO-) [CC, DV, FC, IT, PP, RB, and RP]
- iii. Fourteen (14) Directorate Directors (DIR-) [A, B, C, D, E, H, I, M, P, Q, R, S, T, U, and V]
- iv. The National Executive Assistant (N-EA) and representatives from CG-BSX are technical advisors to the OPCOM
- v. The Executive Director of the Coast Guard Auxiliary Association, Inc., is normally invited to participate in OPCOM meetings

Section 2 – Committee Procedures

1. National Executive Committee (NEXCOM)

A. Meetings

- i. November NEXCOM Meeting - Each newly elected NACO's watch begins with a NEXCOM meeting in Washington, D.C., at Coast Guard Headquarters (or as directed by NACO)in conjunction with an official swearing in ceremony at Coast Guard Headquarters on or about 1 November. The National Executive Staff may be invited to attend.
- ii. National Training Meeting (N-TRAIN) - N-TRAIN, normally held annually during the last week of January, includes NEXCOM and OPCOM meetings. The Executive Director of the Coast Guard Auxiliary Association, Inc. is normally invited to attend the NEXCOM meeting.
- iii. Spring NEXCOM Meeting - A NEXCOM meeting is normally scheduled in the April-June time frame each year. The Executive Director of the Coast Guard Auxiliary Association, Inc. is normally invited to attend. The National Executive Staff may be invited to attend.
- iv. National Convention (NACON) - NACON, normally held annually during the last week of August or the first week of September, includes NEXCOM and OPCOM meetings.

B. Meeting Procedures

- i. Conduct of the NEXCOM meetings - NEXCOM meetings use a relaxed atmosphere conducive to free and open discussion of current events as well as policy matters. The discussion content should be considered CONFIDENTIAL and shall remain within the confines of the NEXCOM. Uniforms are normally not required. N-EA, N-C, N-D, BSX-1, BSX-11, BSX-12 and ANACO-CC are usually present for NEXCOM meetings. These are closed meetings for attendance only by members of the NEXCOM and those specifically invited by NACO.
- ii. Agenda Items - Participants submit topics to N-EA to include in the NEXCOM meeting agenda at least one week in advance of the meeting. Discussion topics are normally one-line items but may be more descriptive if desired. N-EA distributes the agenda with any reference material to the participants at the meeting. Last minute topics may be introduced at the meeting; however, other participants should be notified ahead of time to allow thoughtful discussion. If handouts are to be distributed, the originator is responsible for providing the necessary copies (15 for a NEXCOM meeting) before arrival and providing them to N-EA for distribution.
- iii. Meeting minutes - There is no verbatim keeping of minutes even

though recording of the discussions at these meetings may occur. A condensed summary (notes) of the deliberations is prepared by N-EA after each NEXCOM meeting. Each member receives a copy of the summary along with a list of "Action Items" within three weeks after the meeting. The "Action Items" serve as a reminder or a work list of tasks for the various members to accomplish and report accordingly. Decisions Reached and Unresolved Issues, which are excerpts from the "Action Items" are provided to the NEXCOM members. Such notes are not to be forwarded to non-NEXCOM members except N-EA and ANACO-CC.

C. Protocol

The normal head table seating precedence for the NEXCOM at all National functions is NACO, CHDIRAUX, VNACO, NIPCO and DNACOs. ANACOs, along with other Headquarters representatives, usually will not be seated at the head table. They will, however, be afforded special seating.

2. National Board

A. Meetings

- i. National Area Planning Meetings/Flag Meetings – Face to face NAPMs will occur when funding permits. If funds are available, the following will occur: In the April/May and/or October/November time frames, the DNACOs may host a meeting with their respective DCOs and DIRAUXs. The DNACOs are responsible for all arrangements to include development of the NAPM agenda and selecting and contracting (a CGAuxA contract) the hotel. NACO (or VNACO) and the CHDIRAUX (or representative) usually attend.
 - a. At NACO's discretion, the NAPMs may be combined into an Auxiliary Flag Meeting with the NEXCOM, DCOs, DCOSs, and DIRAUXs invited to attend. NACO may invite other persons to attend as well.
 - b. Planning for the Auxiliary Flag Meeting will also be the responsibility of the DNACOs with VNACO being the host. The NAPM and Auxiliary Flag Meeting provide an opportunity for face-to-face exchange of information among the District and National Auxiliary leadership.
 - c. Attendance at the NAPM by Coast Guard personnel is by invitation of the DNACOs with the purpose of observing and providing Coast Guard input when requested during the meeting
- ii. National Training Meeting (N-TRAIN) - N-TRAIN is a training event for selected District Officers normally held in the last week of January.
 - a. Officers to attend N-TRAIN are normally selected by NEXCOM at the previous Spring NEXCOM meeting and confirmed at NACON.

- b. In addition to the training sessions, there are normally a NEXCOM meeting, National Board meeting, and an OPCOM meeting.
 - c. N-TRAIN may also include DNACO Area meetings with their respective DCOs as well as DNACO meetings with the ANACOs and DIRs who report to them.
 - d. CHDIRAUX normally holds meetings and training for DIRAUXs and OTOs at N-TRAIN.
 - e. It is the responsibility and an expectation of the District leaders and invited Officers in attendance to share the information gained at N-TRAIN with their district membership. Attendance is expected at all required meetings in order to receive full reimbursement authorized by travel orders.
- iii. National Convention (NACON) - NACON, like N-TRAIN, is a series of separate and distinct meetings. The purpose of NACON is sharing of information, training, input, and a forum for biennial national elections.
- a. The meetings include:
 - (1) NEXCOM Meeting
 - (2) OPCOM Meeting
 - (3) DNACO Area Meetings with their DCOs
 - (4) DNACO staff meetings with their ANACOs and DIRs
 - (5) National Board Committee-of-the-Whole Meeting
 - (6) National Board Meeting
 - (7) Directorate meetings, committee meetings, and Directorate-sponsored training sessions may also be scheduled.
 - b. Social events are scheduled to promote fellowship among attendees.
 - c. It is the responsibility of the District leaders and DSOs in attendance to share the information gained at NACON with their district membership. Attendance is expected at all required meetings in order to receive full reimbursement authorized by travel orders.

B. Reports

- i. Quarterly Report to NACO. DNACOs should ensure that they receive quarterly reports from their respective DCOs and ANACOs in accordance with the following schedule. The DNACOs should

consolidate the reports under one cover letter with their comments and forward to NACO with copies to VNACO, CHDIRAUX and N-EA not later than the dates listed below. NACO will forward as appropriate. (DNACOs should consult with the DIRs, ANACOs and DCOs to determine their report due dates.)

- a. 1st Quarter - Not later than 15 April
 - b. 2nd Quarter - Not later than 15 July
 - c. 3rd Quarter - Not later than 15 October
 - d. 4th Quarter - Not later than 15 January
- ii. The Quarterly Report to NACO is directed specifically to NACO and should be a "report card" indicating accomplishments during the quarter, plans for next quarter, and factors for success (things that might jeopardize success). It provides a vehicle for the Districts and National staff to formalize how they are progressing towards attaining the National goals and objectives. The report should have a one or two page Executive Summary. District reports should not include detailed flotilla and division reports, but may include summaries of actions at those levels if relevant to accomplishment of District or National goals and objectives.
 - iii. The Quarterly Report to NACO provides NACO with a picture of what is currently going on throughout the country in each district/region and each staff directorate. It should identify areas of success and areas of specific concern that may require greater focus by NACO and the senior leaders of the Auxiliary. Likewise, it provides a measurement that allows NACO to determine whether to stay the course or to make appropriate course corrections.
 - iv. Report content - All written reports should include information regarding:
 - a. Current progress relative to Auxiliary Business Plans, District Strategic and Tactical Plans, and Contingency Plans
 - b. Accomplishments in Recruiting and Retention
 - c. Program performance (Narrative, not AUXDATA information)
 - d. Problems (known or potential) and suggested solutions
 - e. Action items
 - f. Assistance needed from the Coast Guard, NEXCOM, and National staff

- g. Future plans and milestones
- h. Assessment of impacts and value of DSO attendance at the previous NTRAIN in the 3rd Quarter Report.
- v. Special Reports - Each year Districts will be asked to update their Strategic/Tactical Plans and Contingency Plans and submit to their respective DNACOs by 1 April.

3. National Staff

A. Job Descriptions

- i. Each DIR is responsible for maintaining a current job description for all Directorate Staff Officers and organizational chart on the Directorate website. Additionally, a current organizational chart will be maintained in AuxOfficer.
- ii. Job descriptions include the following elements:
 - a. Position title with acronym
 - b. Directorate in which the position is assigned
 - c. Reports to (Position to which this position directly reports)
 - d. Overall responsibility (Overarching reasons the position exists on the staff)
 - e. Key areas of responsibility
 - (1) Specific items that are expected to be routinely accomplished as well as a sense of priorities and goals for the future
 - (2) Job descriptions, particularly for senior managers, should include latitude to exhibit initiative and develop long-term improvements in the organization and its processes
 - f. Interfaces with (positions with which the incumbent works on a regular basis)
 - g. Qualifications (necessary skills, traits, and experience required to be successful in the position)
- iii. Job descriptions can be used for multiple purposes:
 - a. Advertising the position
 - b. Setting expectations with the incumbent

- c. Communicating to others the function of the position
- iv. The chain of leadership must approve all newly proposed staff positions and organizational changes.
- v. The Director (DIR) will send the newly proposed job description(s) along with an updated organizational chart for approval to the ANACO, who will then send to the DNACO and on to VNACO.
- vi. If approved, VNACO will email approval to the DNACO copying the ANACO and DIR.
- vii. The Director may then fill the position(s).

B. Review of National Staff

- i. All National Staff serves at the pleasure of NACO as provided in the Auxiliary Manual.
- ii. No later than 1 September of each year, the DIR will review the staff positions and personnel assignments to determine if changes are needed.
- iii. The DIR will poll each directorate position to determine if the person is willing to serve another year in the current position.
- iv. The DIR will provide a list of all suggested staff position changes to the ANACO by 1 October with verification that the persons assigned to the other staff positions are performing satisfactorily and wish to remain in their assigned staff positions for an additional year.
- v. The ANACO will send this information up the chain of leadership.
- vi. Any staff assignment changes will require the appropriate forms according to the National Staff Appointment Procedure in item C below.
- vii. On election years, all National Staff terms expire on 31 October, and all staff positions will require the submission of the proper paperwork according to the National Staff Appointment Procedure in item C. (Completion of at least one-half the term of office is necessary in order to earn permanent wear of the Past Officer device).

C. National Staff Appointment Procedure

- i. All Staff appointments, promotions, transfers, and terminations shall be logged on the Staff Reconciliation Spreadsheet, on the Shared Google Drive, prior to seeking approval from the Chain of Leadership and Management for the personnel transaction requested.

Link to and instructions for the Staff Reconciliation Spreadsheet is at

<https://sites.google.com/a/cgauxnet.us/staffresources/home/staffing>

- ii. All current positions and incumbents are to be listed on the Directorate Staff Reconciliation Spreadsheet. The Data elements required are as follows:
 - a. Action requested – new position, change, termination etc.
 - b. AUXDATA Change – Y or N
 - c. MEMBERID - Member ID Number
 - d. Office – Acronym for Staff office (such as BA-HAA or BC-HTR, or DVC-HT)
 - e. Sub code – leave blank
 - f. Reports to – Acronym of Direct Supervisor office such as DIR-R
 - g. First Name
 - h. Middle Initial
 - i. Last Name
 - j. Description of Acronym –long title of office such as Division Chief, Recruiting
 - k. Subcode_Desc – Leave Blank
 - l. Begin Date - Beginning Date of Appointment (Note: Appointments will be entered into AUXDATA on or after this date)
 - m. Notarized Copyright Form (7063) sent to CG Auxiliary Association Y–N (Mail form prior to placing name on Spreadsheet)
 - n. DCO consulted – Y or N (Consult prior to placing name on Spreadsheet)
 - o. Position Description on File – Y or N (Is there a position description on file?)
 - p. Appointment letter sent – leave blank
 - q. Comments – brief note of clarification, if required
- iii. There will be two appointment procedures:

- a. BAs, BCs and DVCs
 - b. DIRd, DIR, and ANACOS
- iv. Appointment procedure for BAs, BCs and DVCs
- a. New to National Staff
 - (1) DIR will receive from the applicant the following:
 - (i) National Staff Application ANSC 7062 (may be electronic)
 - (ii) Resume (may be electronic)
 - (iii) Notarized and signed in ink, Coast Guard Auxiliary Association, Inc. Agreement for Copyright Ownership (form 7063 available on Forms Warehouse webpage).

Note: any document required to be notarized and signed by a member must be sent through the United States Postal Service or by expedited package delivery service. Do not send electronically
 - (2) DIR will maintain a file of the applicant's documents.
 - (3) DIR will contact the applicant's District Commodore informing the DCO of the National Staff pending application and request comments by the DCO (required). The results of that contact, including no response, are to be documented on form 7062.
 - (4) DIR will keep a copy and mail the original Copyright Ownership form 7063 to the Coast Guard Auxiliary Association, Inc.
 - (5) DIR will complete the appropriate Directorate Staff Reconciliation Form <https://sites.google.com/a/cgauxnet.us/staffresources/home/staffing> using the following guidelines for those New to National Staff (must be logged on to your cgauxnet.us account):
 - (i) Enter "New Appointment" in the Action Requested column
 - (ii) Enter a "Y" in AUXDATA Change Column
 - (iii) Enter all other required data elements as listed above.
 - (iv) Enter person being replaced, if any, in Comments Column
 - (v) Check that the member has a unique (not shared) e-mail address. This is a requirement for National Staff. Mark the Unique Email Address Column.

b. Change of Position

- (1) DIR will complete the appropriate Directorate Staff Reconciliation Form <https://sites.google.com/a/cgauxnet.us/staffresources/home/staffing> using the following guidelines for Change of Position(must be logged on to your cgauxnet.us account)::
 - (i) Enter "New Appointment" in the Action Requested column
 - (ii) Enter a "Y" in AUXDATA Change Column
 - (iii) Enter all other required data elements as listed above
 - (iv) Enter members prior position in Comments Column

c. Transfers

- (1) DIR will utilize the appropriate Directorate Staff Reconciliation Form <https://sites.google.com/a/cgauxnet.us/staffresources/home/staffing> using the following guidelines for those being transferred(must be logged on to your cgauxnet.us account)::
 - (i) Enter "New Appointment" in the Action Requested column
 - (ii) Enter a "Y" in AUXDATA Change Column
 - (iii) Enter all other required data elements as listed above
 - (iv) Enter "transfer from _____(prior position) in the Comments Column

d. Remove from Position

- (1) DIR will utilize the appropriate Directorate Staff Reconciliation Form <https://sites.google.com/a/cgauxnet.us/staffresources/home/staffing> using the following guidelines for those being terminated(must be logged on to your cgauxnet.us account):
 - (i) Enter "Member Removed" in the Action Requested column
 - (ii) Enter a "Y" in AUXDATA Change Column
 - (iii) Enter all other required data elements as listed above
 - (iv) Enter "Office" under First Name, leave Middle blank, and "Vacant" under Last Name

(v) Place former member name in the Comments Column

e. Resignations

(1) DIR will utilize the appropriate Directorate Staff Reconciliation Form

<https://sites.google.com/a/cgauxnet.us/staffresources/home/staffing> using the following guidelines for those resigning(must be logged on to your cgauxnet.us account)::

(i) Enter "Member Resigned from Position" in the Action Requested column

(ii) Enter a "Y" in AUXDATA Change Column

(iii) Enter all other required data elements as listed above

(iv) Enter "Office" under First Name, leave Middle blank, and "Vacant" under Last Name

(v) Place former member name in the Comments Column

f. Position Eliminated

(1) DIR will utilize the appropriate Directorate Staff Reconciliation Form

<https://sites.google.com/a/cgauxnet.us/staffresources/home/staffing> using the following guidelines for the eliminated position(must be logged on to your cgauxnet.us account)::

(i) Enter "Delete Position" in the Action Requested column

(ii) Enter a "Y" in AUXDATA Change Column

g. New Position Created

(1) DIR will utilize the appropriate Directorate Staff Reconciliation Form

<https://sites.google.com/a/cgauxnet.us/staffresources/home/staffing> using the following guidelines for a new position being created(must be logged on to your cgauxnet.us account)::

(i) Enter "New Position" in the Action Requested column

(ii) Enter a "Y" in AUXDATA Change Column

(iii) Enter all other required data elements as listed above

(iv) Enter "Vacant" under First Name, "Delete" under Middle and "Vacant" under Last Name

(v) Place New Position in the Comments Column

Note: When a member is being recommended for a New Position, follow the New Appointment procedure above

- v. Appointment procedure for Deputy DIRs and DIRs
 - a. ANACO processing DIRs and Deputy DIRs New to National Staff
 - (1) ANACO will receive from the applicant the following:
 - (i) National Staff Application ANSC 7062 (may be electronic)
 - (ii) Resume (may be electronic)
 - (iii) Notarized and signed in ink, Coast Guard Auxiliary Association, Inc. Agreement for Copyright Ownership (form 7063 available on Forms Warehouse webpage).

Note: any document required to be notarized and signed by a member must be sent through the United States Postal Service or by expedited package delivery service. Do not send electronically
 - (2) ANACO will maintain a file of the applicant's paperwork
 - (3) ANACO will contact the applicant's District Commodore informing the DCO of the National Staff pending application and request comments by the DCO (required). The results of that contact, including no response, are to be documented on form 7062.
 - (4) ANACO will keep a copy and mail the original Copyright Ownership form 7063 to the Coast Guard Auxiliary Association, Inc
 - (5) ANACO will complete form 7061 and electronically sign it.
 - (6) The ANACO will make a copy of the 7061 and place it in the applicant's file.
 - (7) The ANACO will electronically send the signed 7061 to the DNACO for review and electronic signature.
 - (8) The DNACO will review, and if approved, electronically sign and electronically send the 7061 to the VNACO for endorsement.
 - (9) The VNACO will review, and if approved, electronically sign and electronically send the 7061 to the NACO for endorsement.
 - (10) The NACO will review, and if approved, electronically sign and send a consolidated list to CHDIRAUX for endorsement.

(11) Once the 7061 has received all endorsements, the ANACO will complete the appropriate Directorate Staff Reconciliation Form <https://sites.google.com/a/cgauxnet.us/staffresources/home/staffing> using the following guidelines for those New to National Staff (must be logged on to your cgauxnet.us account)::

- (i) Enter "New Appointment" in the Action Requested column
- (ii) Enter a "Y" in AUXDATA Change Column
- (iii) Enter all other required data elements as listed above.
- (iv) Enter person being replaced, if any, in Comments Column
- (v) Check that the member has a unique (not shared) e-mail address. This is a requirement for National Staff. Mark the Unique Email Address Column.

b. ANACO processing DIRs and Deputy DIRs who have previously been on National Staff:

- (1) ANACO will receive from the applicant the following:
 - (i) National Staff Application ANSC 7062 (may be electronic)
 - (ii) Resume (may be electronic)
- (2) ANACO will maintain a file of the applicant's paperwork
- (3) ANACO will complete form 7061 and electronically sign it.
- (4) The ANACO will make a copy of the 7061 and place it in the applicants file.
- (5) The ANACO will electronically send the signed 7061 to the DNACO for review and electronic signature.
- (6) The DNACO will review, and if approved, electronically sign and electronically send the 7061 to the VNACO for endorsement.
- (7) The VNACO will review, and if approved, electronically sign and electronically send the 7061 to the NACO for endorsement.
- (8) The NACO will review, and if approved, electronically sign and electronically send the 7061 to the CHDIRAUX for endorsement.
- (9) ANACO will complete the appropriate Directorate Staff Reconciliation Form

<https://sites.google.com/a/cgauxnet.us/staffresources/home/staffing> using the most appropriate guidelines listed above (change of position, transfer or new position)

c. DNACO processing ANACOs New to National Staff

- (1) DNACO will receive from the applicant the following:
 - (i) National Staff Application ANSC 7062 (may be electronic)
 - (ii) Resume (may be electronic)
 - (iii) Notarized and signed in ink, Coast Guard Auxiliary Association, Inc. Agreement for Copyright Ownership (form 7063 available on Forms Warehouse webpage).

Note: any document required to be notarized and signed by a member must be sent through the United States Postal Service or by expedited package delivery service. Do not send electronically

- (2) DNACO will maintain a file of the applicant's paperwork
- (3) DNACO will contact the applicants District Commodore informing the DCO of the National Staff pending application and request comments by the DCO (required). The results of that contact, including no response, are to be documented on form 7062.
- (4) DNACO will keep a copy and mail the original Copyright Ownership form 7063 to the Coast Guard Auxiliary Association, Inc.
- (5) DNACO will complete form 7061 and electronically sign it.
- (6) The DNACO will make a copy of the 7061 and place it in the applicant's file.
- (7) The DNACO will electronically send the signed 7061 to the VNACO for review and electronic signature.
- (8) The VNACO will review, and if approved, electronically sign and electronically send the 7061 to the NACO for endorsement.
- (9) The NACO will review, and if approved, electronically sign and electronically send , electronically send a consolidated list to CHDIRAUX for endorsement.
- (10) Once the 7061 has received all endorsements, the DNACO will complete the appropriate Directorate Staff Reconciliation Form <https://sites.google.com/a/cgauxnet.us/staffresources/home/staffing>

[affing](#) using the following guidelines for those New to National Staff:

- (i) Enter "New Appointment" in the Action Requested column
 - (ii) Enter a "Y" in AUXDATA Change Column
 - (iii) Enter all other required data elements as listed above.
 - (iv) Enter person being replaced, if any, in Comments Column
 - (v) Check that the member has a unique (not shared) e-mail address. This is a requirement for National Staff. Mark the Unique Email Address Column.
- d. DNACO processing ANACOs who have previously been on National Staff:
- (1) DNACO will receive from the applicant the following:
 - (i) National Staff Application ANSC 7062 (may be electronic)
 - (ii) Resume (may be electronic)
 - (2) DNACO will maintain a file of the applicant's paperwork
 - (3) DNACO will complete form 7061 and electronically sign it.
 - (4) The DNACO will make a copy of the 7061 and place it in the applicant's file.
 - (5) The DNACO will electronically send the signed 7061 to the VNACO for review and electronic signature.
 - (6) The VNACO will review, and if approved, electronically sign and electronically send the 7061 to the NACO for endorsement.
 - (7) The NACO will review, and if approved, electronically sign and electronically send, electronically send a consolidated list to CHDIRAUX for endorsement.
 - (8) DNACO will complete the appropriate Directorate Staff Reconciliation Form
<https://sites.google.com/a/cgauxnet.us/staffresources/home/staffing> using the most appropriate guidelines listed above (change of position, transfer or new position)
- vi. National Staff Reconciliation Form Approval Process
- a. Enter your Name and Date in the appropriate box at the bottom of the spreadsheet

- b. Place cursor over your Name Box
- c. Go to Comments Box (in upper right of page next to BLUE Share Box)
- d. Click on Comments box to open Dialog Box
- e. Insert the "+" symbol followed by the cgauxnet.us email address of the next person in your COLM required to approve personnel changes. Add a message outlining desired action and then press SEND. An email will be sent to your recipient and a copy will be sent to you.
- f. Routinely check your spreadsheet for the requested approval. Once received, repeat the procedure for the next person in your COLM.
- g. Once all approvals have been entered, click on the box "Entered into AUXDATA" Repeat the above notification procedure by sending an email to Harry Schoepe at +harry.schoepe@cgauxnet.us .This indicates the spreadsheet is ready for entering into AUXDATA.
- h. The appointment information will be forwarded to the BA-UGQC who will process and mail the, to the member, the Appointment letter and Certificate of Appointment. The Organizational Chart will also be updated.
- i. Routinely check the spreadsheet. Once Harry Schoepe has entered his name and date, this indicates the personnel transaction has been entered into AUXDATA and the changes are official.
- j. Once position changes are approved, a new set of NAME and DATE columns will be created to the right of the previous one.

Section 3 – Manual and Publication Review Policy

1. General

The following procedure will be followed to ensure a complete and thorough review of all manuals and publications produced and/or revised. Changes in one manual or publication may impact several other existing documents. For example, a change in the Auxiliary Manual impacts the New Member Course and the Administrative Procedures Course. In order to keep all U.S. Coast Guard manuals for the Auxiliary and other publications correct and current, all changes or revisions need a thorough review and coordination prior to approval. The originator of the proposal is responsible for clearly stating and justifying why a change is needed.

2. Procedures

A. Commandant Instructions, Publications, and Qualification Guides

- i. Someone identifies that change needs to be made.
- ii. Directorate or Program area that is responsible for the Instruction, Publication, or Qualification Guide is identified. NEXCOM is made aware through routine reports that action is planned.
- iii. Directorate or Program area assigns a project officer to identify content that needs changing and to identify people to make changes. Work begins, ANACO-CC is consulted and changes are made. Then, they are shared with any stakeholders at National and/or District level. Milestone progress is reported in routine reports.
- iv. Once work is completed, it is sent to the Director and Deputy Director. DIR sends to ANACO.
- v. ANACO sends to NEXCOM with copy to ANACO-CC for comment. After NEXCOM concurrence, ANACO sends to CGHQ for concurrence and promulgation.
- vi. Any content that is incorrect is corrected and sent back through all stakeholders for review. Once content and revisions are made, headquarters provides a number if it is an Instruction, or Publication, and appropriate people sign the document. (CG Personnel)
- vii. Once document is signed it is published and shared.
- viii. Master copy should be given to CGHQ and ANSC.

B. Specialty Course Publications

- i. Changes are made by Directorates responsible for the course.
- ii. Everyone in the Division is responsible for rewrite or edits and makes/

- discusses changes. Milestone progress is reported in routine reports.
- iii. When changes are complete, the DVC sends them to the Director and Deputy Director.
 - iv. DIR sends to the ANACO and DNACO, who share with NEXCOM and ANACO-CC for concurrence.
 - v. Following NEXCOM concurrence, NACO (or VNACO) sends documents to CHDIRAUX Office for review.
 - vi. CHDIRAUX Office sends comments and suggestions for changes back to the NACO (or VNACO), who sends them to the Director for edits
 - vii. Beta testing should occur prior to CHDIRAUX approval/promulgation.
 - viii. If additional edits are made, electronic copies are created and distributed to ANACO, DNACO, NEXCOM, ANACO-CC and CHDIRAUX Office.
 - ix. Once document is approved by CHDIRAUX Office and NEXCOM, the Division develops the final document, turns it into PDF, and sends to ANSC. CHDIRAUX Office gets a final copy for their office.
 - x. CHDIRAUX Office should have a copy of all training materials and documents.
 - xi. Once the Specialty Course is completed the DIR-T notifies the DSO-MTs and asks them to beta test material and provide input and suggestions. Errors are corrected and test questions revised etc.
 - xii. After publication if an error is found and brought to the proponent Directorate's attention, an error report is sent forward to CHDIRAUX Office and an errata sheet is made noting the change.

3. Review/Rationale

The reviewer shall provide the reason and/or rationale for each comment submitted. Each reviewer is responsible for clearly stating and justifying why a change is needed. Comments should not be made in the form of questions (e.g., "why is this here?"). Clearly state the problem and offer a suggested revision if appropriate. This is especially important when identifying a comment as major. Comments submitted during the review will be provided in three categories as follows:

A. Major Comments

These are significant errors, omissions, or procedures that, if adopted, will adversely impact the Auxiliary and/or its members. Additionally, these may be changes that are not in accordance with existing U.S. Coast Guard and/or

Auxiliary policy or that contradict other existing manuals or publications.

B. Suggested Improvements

These are major clarifications and suggested improvements addressing items from a judgmental, experiential, and/or impact assessment on member morale, acceptance, and financial cost. These comments serve to ensure the policies and/or procedures enhance the purpose, quality, professionalism, member support, and participation in Auxiliary programs.

C. Editorial Comments

These are minor comments addressing items from an opinion basis or items of grammatical errors, clarity, etc. While these are minor, they are most important in ensuring the publication is professionally done and clearly communicates its contents to the Auxiliary and U.S. Coast Guard.

Section 4 – Procedures for National Policy Changes

Introduction

Recommendations which may be submitted by the National Board (as authorized by the Manual), for consideration by the Commandant in developing national policies for the Auxiliary, shall be proposed and processed as follows

1. Recommendations Submitted by District Board

Recommendations made by District Boards may be considered and voted upon at National Area Meetings, provided they are received by the Deputy National Commodore of the Area at least thirty (30) days prior to the first day of such meeting. The Deputy National Commodore who receives such recommendation(s) shall forward copies thereof to each voting member of the Area Meeting within ten (10) days prior to the first day of the Area Meeting.

2- Recommendations From Other Sources

Recommendations originating from the sources listed below may be considered and voted upon at Regular Meetings of the National Board or any Special Meeting called for that purpose, provided they are received by the National Commodore at least sixty (60) days prior to the first day of such meeting. The National Commodore shall forward copies of all such recommendations to each member of the National Board with the Agenda for such meeting. Such recommendations can be submitted to the National Commodore:

- (1) by a voting member of the National Board;
- (2) by the National Executive Committee;
- (3) if submitted through the National Commodore and approved by the National Executive Committee, by
 - (i) the National Staff,
 - (ii) a National Committee, or
 - (iii) the National Association of Commodores.

3-Format

All recommendations submitted from any source must be in the format required by the National Board and must contain all the required information.

4- Process

All recommendations submitted to the National Board shall first be considered by the voting members at the National Area Meetings or at the Area Meetings conducted prior to the Committee of the Whole Meeting, and then by the Committee of the Whole Meeting held in conjunction with and just prior to a Regular Meeting of the National Board or any Special Meeting called for that purpose. These meetings shall be informal without Robert's Rules of Order, with

no voting conducted, and any discussion and/or conclusions reached shall not be binding upon the National Board. Proposed amendments to recommendations that are to be voted on at the National Board Meeting that are developed during the preceding Area Meetings may be offered for general discussion by the Board. Notwithstanding any other provisions of the standing rules, items of concern to one or more members of the Board, other than recommendations and/or motions, shall be discussed as set forth above whether or not such items of concern are enumerated on the agenda.

Section 5 – National Travel

1. Travel Process – CGAuxA, Inc. Funded

- A. **Purpose** - To describe policies and procedures for requesting, authorizing, and issuing travel orders to Auxiliary/Association members for authorized travel funded by the Coast Guard Auxiliary Association, Inc. (CGAuxA).
- B. **Scope** - Provisions apply to all members of the U. S. Coast Guard Auxiliary/CGAuxA for official travel as authorized in the annual budget approved by the Board of Directors of CGAuxA.
- C. **Process**
 - i. **National Staff Directorate Travel**
 - a. All directorate staff travel requests will be submitted to the Director (DIR), who will determine if the travel is required and whether it is within the directorate's approved budget or whether it should be submitted to the U. S. Coast Guard for orders issuance (see item 2 below for USCG procedures).
 - b. If the Director (DIR) determines the requested travel is required and within the directorate approved budget amount, the Director will submit the Orders Request – Travel Plan spreadsheet, to the Coast Guard Auxiliary Center (AUXCEN) Travel Section for preparation of CGAuxA funded orders.
 - c. If the directorate's approved budget amount does not include the proposed travel, then the Director (DIR) will forward the request through his/her Assistant National Commodore (ANACO) for consideration by the VNACO, or NACO.
 - d. If approved, then the approving officer (VNACO or NACO) will forward the spreadsheet to the AUXCEN Travel Section for preparation of CGAuxA funded orders.
 - e. The AUXCEN Travel Section prepares the orders form and submits it to the Association's Executive Director for review and signature. The Executive Director signs as approving official for expenditures authorized in the approved budget.
 - f. Approved/signed orders will be distributed electronically by the AUXCEN Travel Section directly to the individual(s) listed on the orders.
 - ii. **National Staff Non-Directorate Travel**
 - a. NACO (or VNACO) will determine if the travel is required, if it is within their staff element's approved budget, or whether it should be submitted to the U. S. Coast Guard for orders issuance (see item 2 below for USCG procedures) for all non-directorate National Staff Senior Officers (N-C, N-D, N-EA, etc.) staff travel requests

- b. If they determine the requested travel is within the approved budget, they will submit the Orders Request – Travel Plan spreadsheet to the Coast Guard Auxiliary Center (AUXCEN) Travel Section for preparation of CGAuxA funded orders.
 - c. If the approved budget does not include the proposed travel, then the requester will submit the request to the VNACO, who will consult with the NACO on whether to approve the request.
 - d. If approved by VNACO or NACO, then the approving officer will determine to what budget account the expense is to be charged and forward the spreadsheet to the AUXCEN Travel Section for preparation of CGAuxA funded orders.
 - e. The AUXCEN Travel Section prepares the orders form and submits it to the Association’s Executive Director for review and signature. The Executive Director signs as approving official for expenditures authorized in the approved budget.
 - f. Approved/signed orders will be distributed electronically by the AUXCEN Travel Section directly to the individual(s) listed on the orders.
- iii. **NEXCOM and ANACO Travel**
- a. NACO, VNACO, NIPCO, each DNACO, and each ANACO will determine if the travel is required and is within their approved budget or whether it should be submitted to the U.S. Coast Guard for orders issuance (see item 2 below for USCG procedures).
 - b. If they determine the requested travel is within the approved budget, they will submit the Orders Request – Travel Plan spreadsheet, to the Coast Guard Auxiliary Center (AUXCEN) Travel Section for preparation of CGAuxA funded orders.
 - c. If the ANACOs or DNACO’s approved budget does not include the proposed travel, then they will submit their request to the VNACO, who will consult with the NACO on whether to approve the request.
 - d. If approved by VNACO or NACO, then the approving officer will determine to what budget account the expense is to be charged and forward the spreadsheet to the AUXCEN Travel Section for preparation of CGAuxA funded orders.
 - e. The AUXCEN Travel Section prepares the orders form and submits it to the Association’s Executive Director for review and signature. The Executive Director signs as approving official for expenditures authorized in the approved budget.
 - f. Approved/signed orders will be distributed electronically by the AUXCEN Travel Section directly to the individual(s) listed on the orders.
- iv. **National Board Travel**
- a. DNACOs will coordinate with their respective District Commodores

any National Board travel (N-TRAIN, NACON, NAPM, Flag Conference) requests that are within the approved budget, or they will coordinate with the VNACO and NACO if it is to be submitted to the U. S. Coast Guard for orders issuance (see item 2 below for USCG procedures).

- b. If the requested travel is within the approved budget, they will submit the Orders Request – Travel Plan spreadsheet to the Coast Guard Auxiliary Center (AUXCEN) Travel Section for preparation of CGAuxA funded orders.
 - c. The AUXCEN Travel Section prepares the orders form and submits it to the Association’s Executive Director for review and signature. The Executive Director signs as approving official for expenditures authorized in the approved budget.
 - d. Approved/signed orders will be distributed electronically by the AUXCEN Travel Section directly to the individual(s) listed on the orders.
- v. **District Staff N-TRAIN Participants**
- a. The AUXCEN Travel Section will provide each District Commodore (DCO) with an Orders Request – Travel Plan form that lists the designated Staff Officers to attend N-TRAIN.
 - b. Each DCO, as soon as they identify the specific Officers, will complete the Orders Request – Travel Plan form including the Officer’s full name, member ID number, the staff position, mailing address and e-mail address and submit the form to the AUXCEN Travel Section for preparation of CGAuxA funded orders.
 - c. The AUXCEN Travel Section prepares the orders form and submits it to the Association’s Executive Director for review and signature. The Executive Director signs as approving official for expenditures authorized in the approved budget.
 - d. Approved/signed orders will be distributed electronically by the AUXCEN Travel Section directly to the individual(s) listed on the orders.
 - e. CGAuxA orders normally cover the Officer’s Per Diem/lodging. DCOs must coordinate with their respective Director of Auxiliary (DIRAUX) the issuance of orders to cover all other travel related expenses. Occasionally, some program areas may sponsor special training in conjunction with N-TRAIN. Such special training sessions are funded by that program manager. The respective Directors (DIRs) will coordinate such training and order issuance with the sponsoring program manager.
- vi. **Actual Cost Orders**
- a. All requests for actual cost orders will be submitted to NACO for approval through the appropriate DIR, ANACO, and DNACO.

Sufficient justification to support the request must be submitted.

- b. Generally, actual cost orders are only issued to NACO.

D. Travel Claim Submission

i. Reimbursement Process

- a. Each individual traveler using CGAuxA funded orders must submit a travel claim, form CGAuxA-3, to the AUXCEN Travel Section within 7 days of completing the travel. Claims not received within a timely manner may be rejected.
- b. The traveler completes CGAuxA-3 through Expense Type line 10 as well as line 14. The traveler signs and dates the form, which may be electronic, in the Signature of Claimant section.
- c. The Traveler then submits the CGAuxA-3 in accordance with the instructions on page 2 of the form. The Traveler must attach a copy of the orders authorizing the travel along with all required receipts to the claim. The AUXCEN Travel Section completes lines 11, 12, 13, and 15 when processing the claim based on the authorizations on the orders.
- d. The AUXCEN Travel Section processes the claim ensuring all required documentation is included and verifies the travel was as authorized on the travel orders. The claim is then forwarded to the Association's Executive Director for approval and signature. The Executive Director signs as approving official for expenditures.
- e. Once the travel claim is approved, it is routed for check issuance. A copy of the completed claim will be included with the check that is mailed to the traveler.

ii. General Guidelines on CGAuxA Travel Reimbursement

- a. CGAuxA reimburses expenses, which usually includes: Per Diem, M&IE (meals and incidental expenses), and the authorized lodging rate. A copy of the final paid hotel receipt is required to support the claim.
- b. The following applies to reimbursement for meals and incidental expenses related to subsistence for a portion of a day:
 - (1) Reimbursement is three-quarters (3/4) of the day's subsistence (M&IE) portion of the Per Diem for the travel days (first day and last day) authorized on the orders.
 - (2) When a hosted meal is received or when the registration fee includes meals, an adjustment to the daily Per Diem meals rate occurs based on 20% for breakfast, 35% for lunch, and 45% for dinner meals.
- c. Reimbursement for use of private conveyance (when authorized) is limited to: gasoline, oil, ferry fares, highway and bridge tolls, and

parking fees provided the aggregate of such expense does not exceed the cost of transportation and per diem by the most efficient common carrier (generally coach class airfare). Mileage is NOT reimbursed on CGAuxA orders – actual gas/oil receipts are required regardless of whether the amount is less than \$75.00.

- d. Members receive reimbursement for airfares at a price not to exceed the cost of coach class unless the orders provide specific authorization for other fare rates. Members on CGAuxA orders will obtain the lowest possible fares including senior discounts, when eligible, and purchase their tickets at least thirty (30) days in advance. DO NOT USE the U.S. Coast Guard's designated travel agencies such as SATO for CGAuxA funded orders due to their higher costs. Attach a copy of the ticket or itinerary form documenting prior payment and showing the amount paid for the ticket to the travel claim form. Do not return any unused airfare tickets with claims. Unused tickets may entitle you to a claim with the airline, not CGAuxA. For reimbursement of train and bus fares, follow the same process as airfares including prior approval on the orders.
- e. When a member purchases an airline ticket in advance in order to obtain the most favorable fare and it commits significant personal funds for more than thirty days and if the member desires, he or she may request an INCREMENTAL reimbursement. Submit the incremental reimbursement claim by completing a Claim for Reimbursement Travel (CGAuxA-3), indicating "Incremental Claim" in the remarks section, along with a copy of the Temporary Duty (TD) Request and Travel Order (CGAuxA-1) and a copy of the ticket or itinerary showing the cost of the ticket to the AUXCEN Travel Section at auxatvl@sbcglobal.net. Be sure to attach a copy of the incremental claim to the CGAuxA-3 submitted for the final claim. In the event that the orders are changed or cancelled, the traveler receives reimbursement for any fees/charges associated with the ticket adjustment.
- f. Reimbursement may be claimed for commercial fares and expenses incident to transportation such as Limousine service between terminal, home, and/or hotel. Do not use taxis when less expensive travel services are available (shuttle buses, etc.). If total incidental transportation costs (not individual trips) exceed \$75.00, receipts are required.
- g. Orders must authorize excess baggage fees when traveling on commercial carriers and will include justification for that expense when requesting orders. Excess baggage is for equipment or other materials required for assigned duty. Baggage charges for one or two bags normally used for travel should be claimed as an "OTHER" reimbursable expense on the CGAuxA-3 form.
- h. When two or more Auxiliarists travel together by privately owned conveyance, that fact must be noted on the claim form together with the names of the other individuals. The member, who is the

owner/operator of the vehicle, receives reimbursement for the expenses incurred in using the vehicle for the travel.

- i. Remarks by claimant necessary to support any claim will be included in the remarks section of the claim form or by attaching a separate memorandum to the claim. If a required receipt is lost, the statement below will be prepared, signed, and attached to the claim form:

I _____, certify that the receipt for _____ has been lost and that all expenses claimed were incurred by me in connection with official travel for which I have not been reimbursed. If the receipt is subsequently found, I will forward it to the AUXCEN Travel Claim Section to attach to my original claim.

Signed _____ Date _____

2. Travel Process - US Coast Guard Funded

- A. When the U.S. Coast Guard provides funded orders for a National Staff member(s) to travel to an event, the Auxiliary will not normally fund other staff member(s) to the same event.
- B. When there is a need for an exception to this policy, the appropriate ANACO will prepare detailed justification and forward it along with form CGAuxA-1 to the DNACO for approval.
- C. For travel of NEXCOM members and ANACOs, each will provide the detailed justification for their own travel under these circumstances and send it along with form CGAuxA-1 to NACO for approval.
- D. In the justification in addition to stating why travel for additional members is required, state why the U.S. Coast Guard did not provide the funding for sending the additional members.
- E. In accordance with Coast Guard policy, members traveling on Coast Guard orders are to make their air travel reservations through SATO in order to receive fully refundable tickets in the event of rescheduling or cancellation.
- F. Foreign Travel is not covered by this Standing Operating Procedures Manual.

Section 6 – Awards

1. General

- A. As stated in the Auxiliary Manual, COMDTINST M16790.1(series), the recognition of an Auxiliarist's service through presentation of timely and appropriate awards and recognition is essential to the success of the Auxiliary programs.
- B. It is the responsibility of the DNACOs/ANACOs to see that such recognition is made for the National Staff members for their efforts and accomplishments as National Staff Officers.

2. Procedures

- A. Chapter 11 of the Auxiliary Manual, COMDTINST M16790.1 (series), discusses awards.
- B. Section 11-D of the AUXMAN, Making a Recommendation, outlines the procedures required in making an award recommendation.
- C. The U. S. Coast Guard Award Recommendation, CG-1650, is normally prepared by the elected or appointed leader for members of the National Staff. A one page Summary of Action or Service is required for the Auxiliary Meritorious Service Medal or higher. Paragraph 11.D.6b. of the AUXMAN outlines the material required in the summary. When no summary is required, a draft citation that supports the proposed award is to accompany the CG1650 form. Sections 11.A. and 11.B. of the AUXMAN describe the applicable awards along with key words to be used for each.
- D. For awards recognizing members for service performed while on National Staff, the following additional procedures apply:
 - i. Directors are to be the originator of the recommendations for members of the National Staff serving in their directorate.
 - ii. DNACOs and ANACOs are to be the originator of awards for the National Staff Directors under their supervision.
- E. The recommendation form CG-1650 and summary are to be forwarded at least 90 days in advance of presentation. Information about award formats and packages can be found at <http://www.uscg.mil/auxiliary/awards/>. Awards packages should be processed so that NACO can provide them to CHDIRAUX not later than 01JUN for awards to be presented at National Convention and by 01 DEC for awards to be presented at N-TRAIN. Forward the CG-1650 and summary via email in the following chain:
 - i. DIR →ANACO
 - ii. ANACO -> DNACO

- iii. DNACO -> VNACO
 - iv. VNACO -> NACO
 - v. NACO → CHDIRAUX
- F. Awards received after the 90 day cutoff will be at the discretion of NACO.
- G. Each official reviewing the recommendation is to give careful consideration to the following items before signing the CG-1650 form:
- i. Appropriateness - Is a U. S. Coast Guard Auxiliary award appropriate for the action or service?
 - ii. Level of Award - The level of the award is to be reviewed looking at other awards presented for corresponding action or service. Is the level appropriate or would a lesser award be more appropriate?
 - iii. Reduced Level of Award – If an award is reviewed and is determined to not be the appropriate level, the originator will be contacted and informed of the decision. The award may be re-written and resubmitted by the originator.
- H. Individual awards for NEXCOM members and ANACOs will be initiated by NACO.
- I. The CHDIRAUX will initiate any award for NACO.
- J. When any award recommended by NACO is to be downgraded or disapproved, CHDIRAUX will consult with NACO whenever an award recommendation is considered for downgrade or disapproval. NACO will inform the originator of downgrade or disapproval action.

3. Files

- A. The CHDIRAUX Office will provide the N-EA and appropriate DIRAUX a copy of all Coast Guard Awards to be presented at National Convention and N-TRAIN.
- B. CHDIRAUX will make appropriate AUXDATA entries for these awards.
- C. N-EA will maintain a file of all award recommendations along with final action on each.

4. NACO Certificate of Appreciation

- A. The NACO Certificate of Appreciation is available for recognition of service that does not warrant a U. S. Coast Guard or Auxiliary award.
- B. Members of the National Board and National Staff Operating Committee may recommend members of the U. S. Coast Guard, Auxiliary, or

non-members for such recognition. This is a way to give special recognition for service that does not meet the criteria for one of the awards described in paragraph 11.B. of the Auxiliary Manual, COMDTINST 16790.1(series).

- C. A draft letter is to be prepared by the individual making the recommendation. The draft letter is to contain the same information as required in a Summary of Action or Service as described in 11.D.6.b. of the Auxiliary Manual, COMDTINST 16790.1(series). This letter will be provided to NACO at least 90 days prior to the intended presentation date.
- D. Once approved by NACO, the N-EA will prepare the certificate and the accompanying NACO letter.

5. National and DSO Support and Recognition

- A. Job performance by staff members and DSOs is critical for accomplishing all of the tasks expected of the Auxiliary. It is necessary that the correct information is passed down the chain to members and up the chain through directorates. It is necessary that staff members and DSOs be energetic, enthusiastic, and proficient in their area of responsibility. Directors and District Directorate Chiefs continually evaluate the job performance of staff members and DSOs in order to provide mentoring for improvement. The following criteria is to be used:
 - i. Job Knowledge – Do they demonstrate the required knowledge of their program area? If they are new, are they learning?
 - ii. Program Management – Do they employ management techniques, records, reports, and controls to guide their program? Is continuing guidance and encouragement provided to those with whom they work?
 - iii. Communications – Do they maintain effective and continuous communications both upward and downward?
 - iv. Responsiveness – Are they responsive to requests made by the National Staff? Are they responsive to other DSO's and SO's?
 - v. Program Support – Do they support the program positively and enthusiastically including decisions made by the National Board, NEXCOM, and National Senior Staff?
- B. These questions serve to identify National Staff and DSO "Top Performers." Use them to request a NACO Letter of Appreciation.

Section 7 – Coast Guard Auxiliary Association, INC.

1. US Coast Guard Auxiliary Interface

- A. Purpose - This section provides information regarding U.S. Coast Guard Auxiliary (USCGAUX) activities involving the Coast Guard Auxiliary Association, Inc. (CGAuxA).
- B. Scope - Provisions apply to all members of the USCGAUX with regards to the activities of the CGAuxA.
- C. General Information:
 - i. Policy:
 - a. A proper division between activities of the USCGAUX and those of the CGAuxA is required to comply with various legal and accounting requirements. Activities conducted in the name of CGAuxA including correspondence and position titles will be in accordance with the by-laws and directives of the CGAuxA. Use of government postage for such activities is prohibited.
 - b. The following activities are conducted as CGAuxA activities not USCGAUX activities unless otherwise specifically authorized:
 - (1) Serving as the fiscal agent for the USCGAUX National Board including all monies or funds paid to and deposited into accounts of CGAuxA such as but not limited to national dues, conferences, registration fees, donations, reimbursements, grants, and monies received by the Coast Guard Auxiliary Center (AUXCEN). The Fiscal Committee is a function of the CGAuxA as defined in its by-laws.
 - (2) Depositing all monies and funds into the account of CGAuxA in accordance with the by-laws as well as paying all bills, expenses, reimbursements, and other payables paid from such accounts. No monies or funds at the national level will be held or deposited to the account of the United States Coast Guard Auxiliary.
 - (3) All activities of the AUXCEN including without limitation leasing of space, acquisition of inventory, hiring of employees, sales, and receipt of funds.
 - (4) All national level contracts, leases, and agreements will be in the name of CGAuxA unless specifically authorized by Chairman of the Board for CGAuxA.
 - (5) All persons responsible for running the Auxiliary national level meetings will ensure that all registrations and other fees are payable to CGAuxA and such funds are deposited in the

proper accounts maintained by CGAuxA.

- (6) CGAuxA will oversee all national level printing activities for pamphlets, books, and other materials except those that may be specifically licensed to others by CGAuxA.
- (7) All national level real estate, personal property, copyrights, trademarks, service marks, and patents will be held in the name of CGAuxA. All surplus property accepted and received on behalf of the Auxiliary national organization will be held in the name of CGAuxA.
- (8) All contracts, leases, or agreements in the name of CGAuxA including MOUs and MOAs are reviewed by the CGAuxA General Counsel prior to signature by a designated CGAuxA officer in accordance with CGAuxA's by-laws and policy.

Section 8 – Miscellaneous

1. Dress Code

- A. The civilian dress code for all National Functions is:
 - i. Civilian Formal
 - a. Males – Black tie, tuxedo, or business suit
 - b. Females – Long or short dresses or evening pants suits
 - ii. Civilian Business
 - a. Males – Suit or sports coat and tie
 - b. Females – Dresses or pants suits
 - iii. Civilian Casual
 - a. Males – slacks and collared shirt
 - b. Females – slacks and blouses or collared shirt or dresses
 - iv. Informal Casual - Bermuda shorts or slacks and polo (collared) shirt
- B. You may dress up but not dress down.
- C. The military dress code for all National functions will be prescribed for various events by NACO.

2. Invitations to District Conferences

- A. The DNACOs will obtain the dates for District Meetings and send to N-EA to be placed on the National Calendar. At the fall NEXCOM meeting NACO will assign a VNACO, DNACO, NIPCO, PNACO, or NACO to attend the meeting.
- B. A National representative will be assigned for each election meeting for a new DCO with or without a specific invitation.

3. National Publications –(Navigator, Navigator Express, Waves, Interchange, etc.)

- A. Please observe the deadlines established by the editor.
- B. Each issue of any National Publication will be reviewed using the following process:
 - i. Purpose of Review: To ensure information published by any Auxiliary

National Staff Directorate is consistent with the AUXMAN, other policies and procedures established for each program area, the Coast Guard Public Affairs Manual, and the Coast Guard Stylebook.

- ii. Included Items:
 - a. This policy applies to all written articles, notices, videos, photographs, and other information intended to be disseminated in a recurring publication by any means by a Directorate to Auxiliary members or other recipients other than national staff.
 - b. Links to stories, articles, photographs, or other information must go through this same publication review process and will not be allowed if the site linked to has any product advertisement unless a disclaimer appears prominently in the publication indicating that neither the CG nor the CG Auxiliary endorses any commercial product or service, or contains other information that is not consistent with the policies, procedures, and values of the Coast Guard.
 - c. This policy does not apply to internal Directorate, Directorate to Directorate, or Directorate to National Leaders information and correspondence sent by email or other means.
 - d. Press Releases are excluded from this policy. By Coast Guard policy they are made immediately and thus could not go through a rigorous review policy. To protect against error in Press Releases from national, they will only emanate from the "A" Directorate and will be reviewed within the "A" Directorate and by the ANACO-FC.
- iii. Procedure:
 - a. All draft publications will be first reviewed within the originating Directorate by the Editor, DVC, DIR-d, and DIR. DIRs will then forward to their ANACO.
 - b. Final review will be coordinated by the ANACO having oversight over publishing the publishing Directorate. The coordinating ANACO will ensure that the publication will be furnished to all ANACOs and NEXCOM at least five (5) days prior to desired publication date.
 - c. Concurrence of ANACO-RP, ANACO-RB, and ANACO-FC is always required prior to publication. NEXCOM, ANACO-CC, ANACO-DV, ANACO-PP, and ANACO-IT are always provided the opportunity to provide input within the five-day window prior to publication.
 - d. ANACOs are expected to thoroughly review draft publications for content related to the Directorates under their purview and to involve DIRs and their content staff specialists to the degree that it is necessary to ensure publication content accurately reflects the

policies and procedures of their program area. If the “A” Directorate is not the publishing Directorate, the coordinating ANACO will ask the “A” Directorate for assistance if necessary to ensure conformity with the Coast Guard Public Affairs Manual and Coast Guard Stylebook.

- e. The CHDIRAUX Office will be included in the review of The Navigator Annual and any draft publication referencing state boating law issues. CHDIRAUX Office concurrence is required prior to publication of the same.
- iv. Electronic publications:
 - a. Electronic publications will be made over live webs sites. Content such as articles, stories, and photographs can be reviewed on such sites after publication by national staff and leaders at any time and questionable, inaccurate, or objectionable content can be pulled offline by the editorial or technical staff and corrections can be made in real time.
 - b. No publications created by national staff will be published in an HTML format. This manner of publication has no means for expunging an article or correcting it except by a follow-up retraction in a separate publication.

4. Illnesses and Deaths

A. Expressions of Sympathy – Hospitalization

- i. The Executive Director will arrange for cards when any of the following are hospitalized:
 - a. Current member of the National Board and Executive Staff
 - b. Current National Staff Director
 - c. PNACO
 - d. Spouse of a current member of NEXCOM
- ii. Advise NACO, VNACO, N-EA, and Executive Director of any known hospitalizations.

B. Expressions of Sympathy – Deaths

- i. Flowers will be sent from the Auxiliary when any of the following cross the bar:
 - a. A current member of the National Board and ANACOs
 - b. A current member of National Staff

- c. A PNACO
- d. The spouse of a current member of the NEXCOM
- ii. A donation of \$50.00 will be made in the member's memory to O. W. "Sonny" Martin, Jr., U.S. Coast Guard Auxiliary Records Endowment Fund. The Executive Director arranges for and sends the flowers and/or cards, and donations.
- iii. Advise NACO, VNACO, Executive Director, and N-EA regarding deaths. A card will be sent if the current spouse of one of the above passes away.
- iv. N-EA will send a card on behalf of the National Board and NACO for the passing of PDCOs

C. Death Notices

- i. A death notice will be sent by N-EA via email upon the death of any of the following:
 - a. A current member of the National Board or Executive Staff
 - b. A past member of the National Board or Executive Staff
 - c. A current National Staff Director
- ii. Notify NACO, the Executive Director, and N-EA of any of the above deaths.
- iii. N-EA sends notification to National Board, PNACOs, ANACOs, Directors, N-C, and DVC-AM and includes the deceased's obituary when available.

D. Obituaries in the National Publication

- i. Obituaries for current NEXCOM members, Executive Staff, and PNACOs will be published in the National Publication.
- ii. DVC-AM will maintain biographical information and photographs of PNACOs and current NEXCOM members

5. Agreements with other Organizations

- A. The Coast Guard Auxiliary participates in partnership agreements with outside agencies. Normally, a Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU) is used to ensure all parties involved in a cooperative effort or partnership are aware of the associated objectives, plans, and expectations. Each MOA and MOU will be composed and formatted in accordance with COMDTINST 5216.18 (series).

- B. No member of the Auxiliary may, on behalf of the Auxiliary, enter into a MOA, MOU or other legally binding agreement with an outside agency without adhering to the following procedure.
- i. District - The member (originator) suggesting consideration of such an agreement will utilize the chain of leadership and management to send all information about the proposed agreement to the DCO and Director, who will both ensure that the proposed agreement does not conflict with preexisting agreements, is in compliance with all Coast Guard policies and procedures, and is beneficial to the Auxiliary. The DCO will have the proposed agreement reviewed and approved by the DSO-LP and appropriate DSOs while the Director will do the same with appropriate district program offices and the district legal office, which may perform a prohibited source determination. The DCO shall ensure review and approval by the NACO. The DCO, DCAPT, DCDR, or FC as appropriate, may serve as signature authority for such MOUs/MOAs. This authority may be delegated to the DCOS, VCDR, or VFC if the corresponding elected leader is unable to sign. If after such review, the DCO and DIRAUX agree that the proposed agreement should be approved, they will have the DSO-LP prepare the agreement in a MOA or MOU format as applicable. If the proposed agreement has service-wide implications for the Auxiliary, it will be sent by the DCO to the Auxiliary Chief Counsel for review and approval. If the proposed agreement has service-wide implications for the Coast Guard, it will be sent by the Director to the Chief Director, who will ensure a similar review at the Coast Guard Headquarters level. After all applicable reviews of the proposed agreement have been completed, the DCO will notify the originator of the final decision, and if the agreement is approved, it will be signed by the appropriate Auxiliary leader in accordance with the provisions of the Auxiliary Manual, COMDTINST M16790.1 (series). The applicable DSO-LP will maintain a copy of all such agreements and will forward a copy to the Area Assistant Chief Counsel.
 - ii. National - The national staff officer (originator) suggesting consideration of such an agreement will utilize the national chain of leadership and management to send a copy of the proposed agreement and all pertinent supporting information to the VNACO, who will determine that the proposed agreement does not conflict with preexisting agreements and is beneficial to the Auxiliary. If that determination is made, the VNACO will refer the proposed agreement to the ANACO-CC for a legal review to determine whether the proposed agreement is in compliance with all Coast Guard policies and procedures. If the proposed agreement has service-wide implications for the Coast Guard, NACO will send it to the Chief Director, who will ensure a similar review at the coast Guard Headquarters level. After receiving a legal review, ANACO-CC will send the proposed agreement and the results of the legal review to the NACO for approval or disapproval. The NACO will inform NEXCOM of all approved agreements. The VNACO will inform the originator of the final determination regarding the agreement. The NACO may serve as signature authority for such MOUs/MOAs. This authority may be delegated to the VNACO or an elected DNACO if the

NACO is unable to sign.

Appendix A – Child Photo Policy

1. When the mission of the Auxiliary requires taking or using images of minors (persons under the age of 18 years), parental consent for taking and using the image of the minor must be obtained as follows:
 - A. If the minor is located on private property at the time the image is taken, or
 - B. if the minor is located on public property and participating in a Coast Guard or Auxiliary sponsored or supported event, or
 - C. if local or state law requires parental consent.
2. No minor's image will be taken or used in a manner contrary to law.
3. If a minor's image was captured in a group photograph or video recording and parental consent could not be obtained, the photograph or video may be used if the minor's image is unrecognizable.
4. If written consent is required, the form provided for the same by the Auxiliary Chief Counsel will be used. The form is located in the Forms Warehouse on the National web site.

PHOTOGRAPHY/VIDEO/AUDIO CONSENT FORM / RELEASE I, (print name) _____, hereby grant permission to the United States Coast Guard Auxiliary to take and publish images and/or sound recordings of me in news releases and/or educational and promotional materials in any medium of expression without limitation and without compensation to me of any kind. I further agree that my name and identity may be revealed in descriptive text or commentary in connection with the image(s) and/or recordings. _____ (**initial here only if permission to identify the subject is granted**) . I agree that all such images and sound recordings shall remain the property of the United States Coast Guard Auxiliary with exclusive right to their publication and that the United States Coast Guard Auxiliary may assign the rights granted herein to the United States Coast Guard Auxiliary Association, Inc.

(Date)

(Signature of adult subject)

(Address)

(City, State, Zip) **PARENTAL RELEASE FOR MINOR CHILDREN** (Under 18) I, (print name) _____, represent that I am the parent of (child's name) _____ with the legal right to grant permission to the United States Coast Guard Auxiliary to take and publish images and/or sound recordings of my child in news releases and/or educational and promotional materials in any medium of expression without limitation without compensation to me or to my child. I further specifically agree that my child's name and identity may be revealed in descriptive text or commentary in connection with the image(s) and/or recordings. _____ (**Parent initials here only if permission to identify the child is granted.**) I agree that all such images and sound recordings shall remain the property of the United States Coast Guard Auxiliary with exclusive right to their publication and that the United States Coast Guard Auxiliary may assign the rights granted herein to the United States Coast Guard Auxiliary Association, Inc.

(Date)

(Signature of Parent)

(Address)

(City, State, Zip)

Appendix B - Surveys

1. Developing a Survey

The following steps are involved in the development of a survey:

- A. Define the purpose of the survey.
- B. Determine the information required.
 - i. Decide what you need to know in order to meet the survey's objectives.
 - ii. Determine if there have been previous surveys on the same or similar problems. If so, determine how the present survey relates to what is already known.
 - iii. A few informal interviews with target respondents can help to shed light on what information is required.
- C. Identify the survey participants.
 - i. Decide whether you will survey the entire population or a sample from the population.
 - ii. If using a sample, select them carefully. A truly random sample often has many advantages.
- D. Choose the method(s) for reaching the respondents.
 - i. Personal or telephone interviews.
 - a. Generally gets the highest percentage of response
 - b. Generally gets more involvement by the responders.
 - c. Can allow respondents to qualify answers, seek clarification.
 - d. Interviewers can ask for clarification of unclear responses.
 - e. Interviewers can often elicit longer or more complete answers than people initially offer.
 - f. Longer surveys will often be tolerated more than long questionnaires.
 - g. Potentially higher cost.
 - h. Takes more staff time.
 - i. Sample may be biased (e.g., interviewing only those who are

- available)
- j. Data have to be coded before entering into a database.
- k. Limited time frame for making contact (usually evenings 6-9 pm).
- l. May be seen as intrusive by some.
- m. Potential interviewer bias.
- ii. Mail survey
 - a. Low cost.
 - b. Provides access to difficult to locate or busy people.
 - c. Eliminates interviewer bias.
 - d. Can include visual material.
 - e. Participants can answer at their leisure; can consult with others before responding
 - (1) Takes time to get returns (often several weeks).
 - (2) Can't probe respondents for further information.
 - (3) Can become expensive.
 - (i) Paper, envelopes, two-way postage.
 - (ii) Possible pre-survey postcard.
 - (iii) Possible follow-up survey if no response to first
 - (4) Response rate often low, which can result in biased sample (usually, best response rate is from well-educated people and/or people with a particular interest in the subject). However, can increase response rate with incentives.
 - (5) Data have to be coded before entering into a database.
 - (6) Sampling bias significant (those who reply are not necessarily representative of the population). Cannot readily generalize to larger population.
- iii. Online (web) survey.
 - a. Economical.
 - b. Fast.

- c. Virtually eliminates cost of data entry and editing.
 - d. May get more accurate answers to sensitive questions.
 - e. Eliminates interviewer bias.
 - f. Response rates usually fairly good.
 - g. Questions can be complex (e.g., branching in different directions depending on responses).
 - h. Can include graphics, sound, slide shows, etc
 - (1) Sampling bias significant: Requires access to a computer, Internet access, and use of the Internet. Cannot readily generalize to larger population. [For more information see: http://lap.umd.edu/survey_design/index.html]
- iv. E-mail survey.
- a. Economical.
 - b. Fast. Responses often received within a day or two.
 - c. Higher response rate than online or mailed surveys.
 - d. Can attach files (graphics, sound, etc.).
 - e. Doesn't require computer access (smartphones, etc. will work)
 - (1) People may respond several times or pass questionnaires along to friends to answer.
 - (2) Many people dislike unsolicited email. E-mail may be filtered to "trash."
 - (3) Cannot generalize to larger population who lack e-mail capability.
 - (4) Some email programs are limited to plain ASCII text questionnaires and cannot show pictures.
 - (5) May require some data entry and editing.
- E. Decide on question content.
- i. For each question ask, "Is this question really needed?" to achieve the purpose of the survey. Remove any question that does not provide information that is relevant to the purpose of the survey.
- F. Develop the question wording.

- i. Structured questions (e.g., “multiple choice”, “True/False”). Respondent chooses from a pre-determined set of responses.
- ii. Questions take relatively little time to answer.
- iii. Responder has to rely less on memory.
- iv. Data collection and analysis is relatively simple.
- v. Useful when you have a thorough understanding of the range of possible responses and are not attempting to capture new ideas or thoughts from the participants.
 - a. Respondents are forced to select from among the given alternatives.
 - b. Questions may suggest responses that the person wouldn't have made otherwise.
- vi. Open-ended questions (e.g., “short answer,” “essay”).
- vii. Useful where there are likely to be a very large number of possible responses, where you want the person's own words, and/or when you are unsure about the possible answer options.
- viii. Allow people to answer in their own words.
- ix. May reveal issues that are important to the responders but which were not anticipated when the survey was initiated.
- x. People can qualify their answers or emphasize the strength of their opinions
 - a. Rely heavily on people's memory.
 - b. Some participants may find it difficult to articulate their responses.
 - c. Respondents may forget to mention important points.
 - d. Data have to be coded and reduced to manageable categories. This can be very time consuming. It also provides opportunities for errors in recording and interpreting the answers.
- xi. Open response-option questions (question includes specific response-options but also allows respondent to add other responses).
- xii. Useful where most potential response-options are known but where the survey needs to allow for unanticipated responses.
- xiii. Capitalizes on the strengths of the previous methods while minimizing the drawbacks.

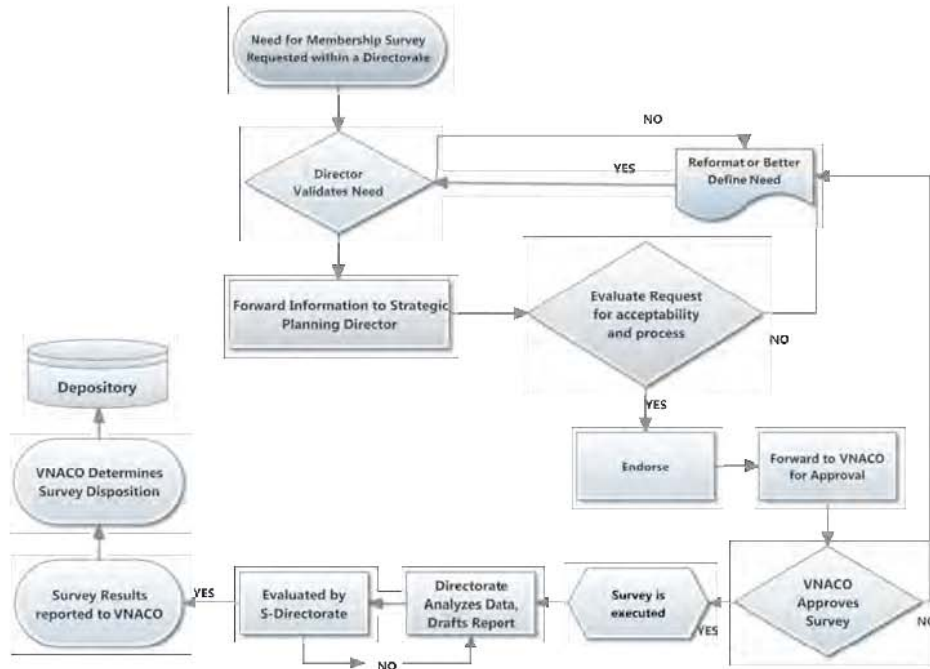
- a. Unanticipated responses have to be coded and reduced to manageable categories. This can be very time consuming. It also provides opportunities for errors in recording and interpreting the answers.
- G. Put questions into a meaningful order and format.
- i. Opening questions should be easy to understand, easy to answer and not threatening.
 - ii. Questions should flow so that one leads easily and naturally to the next. Questions on one subject, or one particular aspect of a subject, should be grouped together.
 - iii. Participants can become bored when asked many similar questions. Vary the respondent's task from time to time. An open-ended question here and there (even if it is not analyzed) may provide much-needed relief from a long series of questions in which respondents have been forced to limit their replies to pre-determined options. Questions that include cards/pictures can help vary the pace and increase interest.
 - iv. Questions that are of special importance should be located toward the beginning of the survey. Potentially sensitive questions should be left to the end and responses should be optional to minimize the number of people who fail to complete the survey.
- H. Check the length of the survey.
- i. In general, keep the survey as short as possible. A long survey increases the possibility of boredom and, thus, poorly considered, hurried answers. Long surveys are also subject to interruptions and potentially greater costs.
- I. Pre-test the survey on a small sample.
- i. Will the questions work as they are worded? Will they achieve the desired results?
 - ii. Have the questions been placed in the best order?
 - iii. Are the questions understood by all participants?
 - iv. Should there be additional questions? Should some questions be eliminated?
 - v. If using live interviews, are interviewer instructions adequate?
- J. Develop the final survey.
- i. Modify the survey as suggested by the pre-test.

- ii. Submit the semi-final draft survey to the Strategic Planning Directorate.
 - a. Attach information about the purpose of the survey (Step 1.A above).
 - b. Attach information about the relationship between the proposed survey and any previous surveys (Step 1.B.ii).
 - c. Describe how the target respondents were determined (Step 1.C).
 - d. Describe the method for conducting the survey (Step 1.D).
- iii. After review by the Strategic Planning Directorate, make changes indicated in the feedback.
- iv. Conduct the survey.

2. Survey/Polling Procedure Processes

- A. – The following page contains a flowchart outlining the survey process.

U.S. Coast Guard Auxiliary Survey/Polling Procedure Processes



1. All surveys/polls are overseen by DIR-S.
2. All requests for a survey are sent to DIR-S, who reviews the concept for acceptability and process. Some of the criteria used in decision to conduct the survey include:
 - a. What are the goals sought by conducting the survey/poll?
 - b. Does it meet NACO's strategic objectives?
 - c. What other methods are available to reach the directorates' goals?
 - d. Who is the survey/poll target audience?
 - e. What is the survey timeline?
3. Requesting directorates drafts the survey/poll. DIR-S reviews to determine whether the survey/poll is designed and worded properly to elicit the information sought. DIR-S endorses the survey/poll to VNACO or returns it to the department with recommendations for changes.
4. In consultation with NACO, VNACO either approves or disapproves of survey/poll
5. If approved, director's conducts survey/poll, collects data, and does initial analysis of data.
6. Data and analysis are reviewed by Strategic Planning Directorate, who reviews the report to ensure that the conclusions are supported by the data. Final report from department is reviewed by Strategic Planning Directorate and then sent to VNACO.
7. VNACO reviews the survey/poll results.
8. VNACO determines how the survey data will be used and released.
9. Finished survey/poll and all collected data as well as the directorate's report, are sent to Strategic Planning Directorate for inclusion in a single depository for potential future use.

Understanding the past, knowing the present, planning the future

Created on November 26, 2012

Appendix C - Communications Plan Requirements

The Communications Plan will identify and detail:

1. Circumstances that require a Communications Plan

- A. **A Communications Plan is required when a change in a program, policy, regulation, law, or SOP** requires a change in a member's actions as an Auxiliarist.
- B. A Communications Plan is required when information is to be disseminated to ALL Auxiliarists, or mass groupings of Auxiliarists across Directorate lines of communications, other than for regularly scheduled publications.

2. Communications Plan functions

- A. A communications plan describes the intended methods to accurately convey any required change to each affected member. Typically, most issues will be communicated utilizing email or message along the Chain of Leadership (COL) and Parallel Staffing.
- B. Issues that reflect changes in Manuals or policy require initial approvals of NEXCOM and BSX and might use other means of promulgation, such as an ALAUX, which would be vetted through NACO. However, additional messages may be required or desirable to introduce the changes or details to the membership.

3. Identify affected parties (stakeholders)

- A. The Communications Plan will identify the members or organizational elements that will be affected by the required changes.
- B. Messages sent to DSOs must also be sent to the DCOS. Multiple messages may be appropriate, with or without differing content, to different organizational elements.

4. Scope of the message(s)

- A. The Communications Plan will include a statement of Desired Outcome that describes the issue at hand, how it will affect the stakeholders and the desired outcome of the communication.
- B. Additional or separate messages may be required for different responsibilities or level in the COL. (e.g.: A message to the DCO, informing of the change and staff responsibilities for implementation; a message to the DSO, informing of the change and the implementation procedure, a message to the FC for information.)

5. Plan Originator Responsibility

- A. The Communications Plan originator is responsible for preparation and

validation of the message(s), detailing the timing and delivery information and obtaining necessary Director and ANACO approvals

- B. The originator is responsible for Plan development, including timing and delivery requirements, and review of the Plan with the N-AC. Communications plans and requirements for mass mailings will be directed to the NEXCOM via the N-AC by the cognizant ANACO or DNACO. The N-AC will inform NACO of any messages being transmitted using a Communications Plan.

6. FORM is found in CGAUX.ORG Forms Warehouse.

Appendix D - Standard Operating Procedure for CGAUXNET Accounts

Introduction

This *Standard Operating Procedure (SOP)* for *CGAUXNET Accounts* establishes policies and procedures concerning the use, program management, and procedures for the administration of CGAUXNET e-mail accounts, hereinafter referred to as cgauxnet.us accounts, for the Coast Guard Auxiliary. It provides this guidance for the use of account administrative personnel and end users.

Authority

Responsibility for management and oversight of this SOP has been delegated to the Assistant National Commodore, Information Technology (ANACO-IT) by the National Commodore. All cgauxnet.us account users and administrators are expected to adhere to the provisions of the SOP for the duration of their use and administration of accounts.

Ownership and License

Google's *G Suite* of cloud-based software collaboration products is licensed to the Coast Guard Auxiliary Association under the terms of the *G Suite for Education Terms of Service*. The Auxiliary has internally rebranded the *G Suite* system as *CGAUXNET*, the name by which it will generally be referred throughout this document in reference to associated accounts.

CGAUXNET Account Function

Members possessing an active cgauxnet.us account are encouraged to use their account for Coast Guard Auxiliary business. Although use of the account is not mandatory, from a practical aspect its use may be necessary in order to access the various CGAUXNET *G Suite* drives and services used by the National Staff when conducting staff business.

Roles and Responsibilities

Assistant National Commodore, Information Technology (ANACO-IT)

As directed by NACO, the Assistant National Commodore, Information Technology (ANACO-IT) has oversight of the policy and procedural guidance concerning the use, management, and procedures for the administration of cgauxnet.us accounts for the Coast Guard Auxiliary.

The responsibilities within the IT Group are as follows:

Computer Software and Systems Directorate (C-Directorate)

The C-Directorate is responsible for technical administration of cgauxnet.us accounts. Specifically:

- Maintains the @cgauxnet.us domain and related DNS entries;
- Assigns system roles and privileges for account management;
- Performs other technical duties necessary to ensure the system's efficient and secure operation.

User Support and Services Directorate (U-Directorate)

The U-Directorate is responsible for account management and provides Help Desk support for account users. Specifically:

- Creates cgauxnet.us accounts for eligible members upon request
- Provides temporary passwords for new accounts;
- Provides Help Desk support to include resetting passwords;
- Recommends deactivation of inactive accounts to ANACO-IT;
- Performs other system administrative duties necessary to ensure the system's efficient operation.

Account Administrative Guidelines

Account Eligibility

Personnel in the positions listed in the table below are eligible to receive cgauxnet.us accounts. Additional personnel may be granted an account with the approval of ANACO-IT. All new cgauxnet.us accounts may only be created by the IT Group administrators.

Staff Level	Position	Note
National	NACO, VNACO, DNACO, ANACO, DIR, DIR-d, DVC, BC, BA, NACO Staff	Granted upon request.
	National Staff Project Team Member	Requires DIR-level endorsement.
District	DCO / DCOS	Granted upon request.
Other	CG-BSX Staff	Requires CG-BSX-11 endorsement.
	Association Staff	Requires CGAuxA Executive Director endorsement.

Account Naming Convention

A cgauxnet.us account is granted to an individual user in the form of a named account. Each named account utilizes one of the 3000 licenses available in the system. Users that have been suspended do not consume a license. All user accounts (unless authorized by ANACO-IT or grandfathered in due to having been created prior to 1 February 2018 will conform to the following naming standards:

- First.MI.Last@cgauxnet.us where First = First Name, MI = Middle Initial, and Last = Last Name.
- When duplicates exist, a sequential number will be added to the end of the username until a unique value is achieved, i.e. First.MI.Last2@cgauxnet.us, followed by First.MI.Last3@cgauxnet.us.
- Due to AUXDATA constraints, the account name must be 31 characters or less. If the naming standard results in a user's account name being longer than 31 characters, the last name will be truncated.

Administrator Roles

Privileges for system administration are segmented into Admin Roles in order to ensure that no user has more admin privileges than necessary in order to perform their job function. Personnel with cgauxnet.us administrative management responsibilities are assigned one or more of the system admin roles listed in the table below. **Note that no one in any Administrator role has the ability to read the content of e-mails unless the e-mail is addressed to them.**

Role	Explanation
Super Admin	Super Administrators can create, update and delete users, read user lists, and manage security settings for individual users. ANACO-IT, DIR-U, DIR-Ud, DIR-C, DIR-Cd, and DVC-UM are normally assigned as super administrators for cgauxnet.us accounts. Additional super administrators must be approved by ANACO-IT with the understanding that only the IT group may create, suspend, or delete users.
User Mgmt. Admin	User Management Administrators can create, update and delete users (except for super administrators), and can read user lists. Normally UM Division personnel will be assigned as user management administrators for cgauxnet.us accounts.
Help Desk Admin	Help Desk Administrators can read user lists and reset passwords. Normally UM Division personnel will be assigned as Help Desk Administrators for cgauxnet.us accounts.

A complete description is available at <https://support.google.com/a/answer/1219251?hl=en>.

Standard Operating Procedure

Individual User Account Policy

User accounts are assigned to specific individuals vice positions. Normally a member will be assigned only one cgauxnet.us account, even if the member holds more than one eligible position.

A cgauxnet.us email account is provided only while a user is in an eligible position. Once a user is no longer in an eligible position, the user will be notified by an administrator that they have 30 days to retrieve information from their account. After that time, they will only have continued access to their account with the approval of ANACO-IT. Once an account is deactivated, the content of the account is no longer available; the content is not retained or archived by the Auxiliary.

Users may only use accounts for which the user has authorization. Users may not use another individual's account, or attempt to capture or guess other users' passwords.

Using the cgauxnet.us account for personal communication is no different than using other CG Auxiliary property, assets, or equipment for personal use: Use of the account for personal business is not permitted. An email communication from a "cgauxnet.us" address can easily be misinterpreted as an official government message without the Auxiliarist intending to convey that impression. All members with cgauxnet.us accounts should maintain a separate account for personal communication, just as those with uscg.mil accounts may not use that account for personal communication.

Group Account Policy

Under certain circumstances, with the approval of ANACO-IT, a group account may be established to support a special activity, for example "HurrHarveySupport@cgauxnet.us". These accounts will be assigned to a specific individual who will manage account access by other personnel.

Account Actions

The possible actions for cgauxnet.us accounts are as follows:

- Create account (for newly eligible members who request an account be established).
- Assign temporary passwords and reset passwords.
- Change user name. Note that the account name itself cannot be changed, only the name of the user in the user list.
- Retain account (for reappointments, or at the discretion of the ANACO-IT if requested by the member).
- Temporarily suspend or block account.
- Deactivate account.

Establishing an Account

For members appointed to the National Staff or elected/appointed as DCO/DCOS: Once a member's name has been entered in AUXDATA to an eligible position, that member may submit a ticket to the National Help Desk requesting an account and temporary password.

For National Staff Project Team Members, CG-BSX-1 staff, and CGAuxA staff: An eligible member may submit a ticket to the National Help Desk requesting an account and temporary password. The ticket must include a statement that the need for an account has been endorsed by the National Staff Director, CG-BSX-11, or CGAuxA Executive Director respectively.

Due to the technical aspects of how accounts are created, accounts must be requested by the member; accounts cannot be requested on behalf of a member. Requests to change an account name or to deactivate an account are also made through the National Help Desk.

An electronic copy of this SOP will be provided to each user. Use of the account implies that the user has read and understood the policies and procedures in this SOP.

Although not required to do so, a cgauxnet.us account holder may establish the account as their primary Auxiliary e-mail address. Doing so is with the understanding that the account may be deactivated and the user removed from the user list when the account eligibility criteria are no longer met.

Passwords

All cgauxnet.us passwords should meet the following minimum standards:

- Be at least eight characters in length;
- Contain at least one lowercase character;
- Contain at least one number;
- Cannot contain first name, last name, or username.

It is recommended that passwords be changed at least every six months.

Account Activity Review

A User Management Administrator will periodically run a report of account logins, and will notify users who have not logged into their cgauxnet.us account within the previous 60 days that their accounts will be suspended due to inactivity. Users may request their suspended account be re-activated by sending a Help Desk ticket. The account will be reactivated if the member still meets cgauxnet.us account eligibility criteria. After 30 days, if a user has not requested that their suspended account be re-activated, the account will be recommended for deactivation and the user will be removed from the user list.

Account Deactivation

A cgauxnet.us email account is provided only while a member is in an eligible position or has been authorized by ANACO-IT to retain the account. Once an

account is deactivated, the content of the account is no longer available within the cgauxnet.us e-mail system.

Notification Regarding Account Action

Users will be notified by ANACO-IT when the account manager intends to take any administrative action regarding the user's account. Should action be required, the ANACO-IT may:

- Temporarily suspend use of the account;
- Extend a temporary suspension or permanently block use of the account;
- Commence a disciplinary proceeding by submitting a Request for Investigation, on the basis of a reported single e-mail or pattern of e-mail behavior, to the appropriate leader identified in the Auxiliary Manual, COMDTINST M16790.1(series), Chapter 3 subsection F.2.a.

Any of the above actions may also be directed by the Chief Director of Auxiliary, or a member of NEXCOM. Actions taken are logged for future reference. Any member who disagrees with a decision by the account manager may contact the DNACO-ITP.

End User Acceptable Use Policy

This Acceptable Use Policy is intended as guidance and is designed to be consistent with the Auxiliary Manual including core values and code of conduct.

Rights and Responsibilities

Authorized users have a reasonable expectation of unobstructed use of a cgauxnet.us account, including a degree of privacy and protection from abuse and intrusion by others. Users can expect the right to access information and to express opinion to be protected as it is for paper and other forms of non-electronic communication, within the guidelines of the Coast Guard and Auxiliary Core Values.

In turn, users are responsible for knowing the regulations and policies of the Auxiliary that apply to appropriate use of a cgauxnet.us account. Users are responsible for exercising good judgment in the use of the account, especially when representing the Auxiliary National Staff or communicating external to the Auxiliary.

Email and Attachment Content

Users should be professional and respectful when using the account to communicate with others; use of the account to defame or harass any other person is not allowed and could lead to disciplinary action as well as legal action by those who are the recipient of these actions. Users shall not send e-mail or attachments that are obscene, hateful, harmful, malicious, hostile, threatening, abusive, vulgar, defamatory, profane, or racially, sexually, or ethnically objectionable. Under no circumstances will the Auxiliary e-mail system be used to foster commercial interests or individual profit.

Users should use discretion when providing personal information. Do not provide personal information about another member including information defined as “personally identifiable information” by Chapter 5, Section E (page 5-23) of the Auxiliary Manual. Members seeking this information may use the AuxDirectory.

Users should protect operational security (OPSEC). Do not share time, location, or other details of upcoming operational missions. Do not share information on the movement of Coast Guard assets or personnel, particularly Flag officers.

If a user believes that another user has violated Coast Guard Commandant or Auxiliary Policy, Core Values, or has seen content that may otherwise require attention, send a private message to the account manager with a link to the content or a copy of the offending communication and a brief description of what is believed to be wrong. Notification is voluntary, but in no case should a user respond to a situation personally, thereby aggravating the situation further. Responding to a violation in an inflammatory manner is a violation in itself and will result in appropriate action.

Signature Block Content

The e-mail signature block shall not contain any non-Auxiliary or commercial information including personal titles, links, logos, product or service advertisements, or political or religious statements. When linking to outside websites, users must ensure that the content of the link is appropriate and in line with these guidelines. This includes mentioning or referencing a site, even if the mention is not hyperlinked. Links to the Coast Guard Auxiliary Association sites are permitted.

Personal images associated with the user’s signature should be in an approved, current, and complete Auxiliary uniform and must be in good taste. Do not use non-Auxiliary photos such as photos of pets, other hobbies, etc. Likewise, images of non-Auxiliary organizations to which the user belongs should not be used.

Quotations at the end of the signature block are allowed, as long as the quotation conforms to the same guidelines as above regarding content.

Do not change the user name or identifying information except to include a nickname, add to a legal name, or reflect a legal name change. Attempts to obscure one’s identity or assume the identity of another member will result in suspension and potentially a request for investigation.

Passwords

To help prevent identity theft, personal or fiscally useful information such as Social Security or credit card numbers must never be used as a password. The same password should not be used for access needs external to the Auxiliary (e.g., online banking, benefits, etc.).

All passwords are to be treated as sensitive information and should therefore never be written down or stored on-line unless adequately secured. Users should make a reasonable effort to protect passwords and to secure resources

against unauthorized use or access. Passwords should not be inserted into email messages or other forms of electronic communication without the consent of the Account Manager.

Individual passwords should not be shared with anyone. Necessary exceptions may be allowed with the written consent of the account manager and must have a primary responsible contact person. Shared passwords used to protect shared folders or files require a designated individual to be responsible for the maintenance of those passwords, and that person will ensure that only appropriately authorized members have access to the passwords.

If a password is suspected to have been compromised, it should be changed immediately and the incident reported to the account manager.

Inappropriate Activities

Users are individually responsible for appropriate use of the account and are accountable to the Auxiliary for use of the account. As authorized Auxiliary account holders, users may not enable unauthorized users to use the account.

Use the account for those activities that are consistent with the mission of the Auxiliary. The account shall not be used for the purposes of sharing jokes, political satire, advertisements, or any other material that has no relevant relationship to official Auxiliary business. Other prohibited activities include:

- Activities that would jeopardize the Auxiliary's tax-exempt status;
- Use of the account for political purposes or personal economic gain.