DEFENSE PERSONNEL AND FAMILY SUPPORT CENTER
DEFENSE HUMAN RESOURCES ACTIVITY
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ALEXANDRIA, VA 22350-4000

June 8, 2020

OPERATING INSTRUCTION

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

References: (a) DoD Instruction 1100.21, "Voluntary Services in the Department of Defense," March 27, 2019
(b) DoD Instruction 8500.01 Cybersecurity, Incorporating Change 1, Effective October 7, 2019
(d) DoD Joint Ethics Regulation 5500.7-R, August 1993, as amended
(e) Employer Support of the Guard and Reserve Strategic Plan FY2019-FY2023, October 2, 2018
(f) ESGR Instruction 1250.02, "ESGR Structure and Operating Procedures," August 11, 2010, as amended
(h) ESGR Instruction 1250.32, "Ombudsman Services," October 23, 2014, as amended
(i) United States Code, Title 10, Section 1588(c)(8)

1. <u>PURPOSE</u>

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

2. <u>APPLICABILITY</u>

This issuance applies to ESGR state chairs, state training directors (TDs), training representatives (TRs), volunteers and HQ ESGR staff.

3. <u>DEFINITIONS</u>

3.1. ESGR: Per DoDI 1205.22, ESGR is organized with a national chair (NC), an executive director (ED), headquarters (HQ) staff, and state committee (SC) volunteers residing in each state, district, and territory. DoDI 1100.21 lists the membership requirements, status, and appropriate duties for DoD volunteers.

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

3.3. MMS: DoD's system of record for volunteer information, hours, awards, training, and contact information. The system also provides pre-built reports, has bulk email capability, and a document library.

3.4. SC: A state organization of local volunteers who perform ESGR's mission in 54 states and territories including the District of Columbia, Guam-Commonwealth of the Northern Mariana Islands, Puerto Rico, and the United States Virgin Islands.

4. ACRONYMS

DoD	Department of Defense
DoDI	Department of Defense Instruction
EO	Employer Outreach
ESGR	Employer Support of the Guard and Reserve
FAN	Freedom Award Nomination
HQ	Headquarters
ICMS	Inquiry and Case Management System
MMS	Member Management System
MO	Military Outreach
SC	State Committee
TD	Training Director
TR	Training Representative
USERRA	Uniformed Services Employment and Reemployment Rights Act
VS	Volunteer Support

5. POLICY

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

5.2.   New member training shall be completed within 60 days of the new member's appointment as a volunteer.

5.3.   Prior to participating in training, in accordance with ESGR Operating Instruction 1250.10, a volunteer's record in MMS must contain a signed volunteer agreement and recorded annual Volunteer Privacy Act and Cybersecurity Training.

5.4.   HQ ESGR will have a national training program consisting of classroom, online, teleconference, videoconference, or slideshow presentation training methods.

5.5.   The Uniformed Services Employment and Reemployment Rights Act (USERRA) training is required for every member of ESGR. The USERRA 101 and 102 online training provided by the Department of Labor is the tool for basic USERRA training.

5.6.   In accordance with DoDI 5400.11-R and OMB Circular A-130, Volunteer Privacy Act and cybersecurity training, or an equivalent, shall be completed annually.

6.   RESPONSIBILITIES

6.1.   HQ ESGR:

6.1.1.   Coordinates the development of training materials and resources.

6.1.2.   Reviews training materials and resources on an annual basis.

6.1.3.   Maintains training resources on the appropriate ESGR websites to support training requirements.

6.1.4.   Provides annual training schedule to SCs with fiscal guidance.

6.2.   State Chairs:

6.2.1.   Assume the oversight responsibility of SC training requirements.

6.2.2.   Ensure that volunteers receive functional training within 90 days of appointment.

6.2.3.   Appoint a TD to serve on the state's executive committee.

6.2.4.   Forecast SC training needs in the Annual Spend Plan.

6.2.5. Verify the training records in the MMS.

6.3. State TDs:

6.3.1. Review the volunteer training records in MMS semi-annually and report results to the state executive committee.

6.3.2. Ensure all training materials used in SC training programs are consistent with HQ ESGR materials.

6.3.3. Schedule and execute new volunteer training as soon as practicable after a new volunteer is processed.

6.3.4. Ensure that every new volunteer is educated on basic ESGR programs.

6.3.5. Assist with forecasting training requirements in the Annual Spend Plan.

6.3.6. Mentor TRs to assist with execution of volunteer training.

6.3.7. Provide training related input to their volunteer support (VS) subcommittee regional representative.

6.3.8. Introduce new volunteers to volunteer resources available on ESGR websites and systems.

6.3.9. Explain training opportunities including, but not limited to, those outlined in Appendix 1 of this instruction.

7. CLASSROOM TRAINING PROCEDURES

7.1. HQ ESGR creates the classroom training event in EventPLUS and emails SCs requesting nominations 90 days before the course.

7.2. SC verifies course prerequisites are met and submits nominations to VS at osd.mc-alex.ousd-p-r.mbx.esgr-userra@mail.mil or ombudsman services (OS) at osd.mc-alex.ousd-p-r.mbx.esgr-userra@mail.mil and copies their regional team.

7.3. VS regional team or OS verifies nominations meet course prerequisites and approves attendees no later than 60 days before course.

7.4.   If minimum class attendance is not met the class is canceled.

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

7.6.   HQ ESGR registers approved attendees in EventPLUS. The approved attendee will receive an email from EventPLUS verifying course registration.

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

7.8.   VS or OS completes after action report within thirty days of the event.

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

Brian S. Davis
        Brian S. Davis
        Director

Appendix 1: HQ ESGR Course Catalog

Overview: This catalog contains a listing of courses offered by HQ ESGR. It is imperative that MMS reflects completion of training to comply with DoDI 1100.21 and Section 1588 of Title 10, United States Code.

REQUIRED TRAINING:

New Member Orientation

Course Description:	Overview of ESGR that familiarizes volunteers with the organization, their assigned duties, standards of conduct, and organizational procedures (e.g., documenting voluntary service hours, obtaining reimbursement of incidental expenses).
Target Audience:	All new members
Prerequisites:	DD Form 2793
Course Type:	Online training / Slideshow presentation
Instructors:	SC, TD, or TR
Funding:	State funding

USERRA 101

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

USERRA 102

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

Volunteer Privacy Act and Cyber Security Training

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

| Funding: | None required |
| Frequency: | Annually |

Ethics

Course Description:	Describes ethical considerations, duties, and responsibilities of ESGR membership.
Target Audience:	All volunteers
Prerequisites:	DD Form 2793
Course Type:	Online training / Slideshow presentation
Instructors:	On-line / Self-guided
Funding:	Not required
Frequency:	Annually

HQ ESGR CLASSROOM TRAINING

Volunteer Leadership Training Program (VLTP)

Course Description:	Prepare emerging volunteer leaders to organize and lead state-level programs and events.
Target audience:	SC chairs, vice chairs, area chairs, employer outreach directors, military outreach directors, public affairs directors, ombudsmen directors, training directors, and other emerging volunteer leaders.
Prerequisites:	USERRA 101 & 102, New Member Training, one year as an ESGR volunteer, DD Form 2793 on file in MMS, and participation in four ESGR events
Course Type:	Classroom Training (2.5 days)
Course Content:	Leadership level review of programs, reports, etc.
Instructors:	ESGR HQ staff & select volunteers
Funding:	SC

New Chair Training

Course Description:	Prepares new SC chairs to assume the duties associated with leading their respective SC. The comprehensive agenda provides attendees with the opportunity to review HQ ESGR programs and policies, examine best practices, and ask questions of the HQ ESGR staff and their peers.
Target audience:	Incoming class of newly selected state chairs
Prerequisites:	Appointment letter to position, USERRA 101 & 102, New Member Training, and DD Form 2793 on file in MMS
Course Type:	Classroom Training (1 day)
Course Content:	HQ ESGR programs and policies, best practices
Instructors:	ESGR HQ staff & select volunteers
Funding:	HQ ESGR

Ombudsman Basic

| Course Description: | Course Description: This course prepares a new ombudsman to informally mediate USERRA cases and support the overall ESGR |

	mission. It provides new ombudsmen with the basic tools and knowledge needed to manage disputes between military Service members and their civilian employers in a neutral manner.
Target Audience:	Volunteers who the state chair and ombudsman director/assistant ombudsman director nominated and performed a minimum, 6 months experience as an ESGR volunteer.
Prerequisites:	Completed DD Form 2793; New Volunteer Training; USERRA 101 and 102 Privacy Act and Cybersecurity Training; be willing and able to perform as an impartial mediator or neutral party in mediation; willing and able to stay current in all aspects of USERRA; computer literate and familiar with computer programs with access to the internet, electronic mail, and telephone; and establish an ESGR email account.
Course Type:	Classroom training (2.5 days)
Course Content:	ESGR operational policies and procedures for the role of ombudsman, e.g. USERRA case law and mediation procedures, including the roles and responsibilities of ESGR ombudsmen. Procedures for processing ombudsman cases in ICMS. Participants will learn basic alternative dispute resolution methods, applications, sources of information, and how to use these methods effectively. Participants will observe and role-play in simulated mediations.
Instructors:	ESGR HQ staff & select volunteers
Funding:	SC

Ombudsman Refresher

Course Description:	This course is designed to enhance the knowledge and skills of current ESGR ombudsmen. The course provides current ombudsmen with the advanced tools and knowledge needed to evaluate and mediate USERRA disputes between uniformed Service members and their civilian employers in a neutral and informal manner.
Target audience:	Current ombudsmen who have not attended a HQ ESGR sponsored ombudsman training in the past 3 years.
Prerequisites:	Basic OMB Course; performed as an Ombudsman for at least 3 years; familiarity with ICMS; worked at least four cases in the past two years; signed System Authorization Access Request and system user agreement on file; complete Refresher OMB Prerequisite checklist
Course Type:	Classroom Training (2.5 days)
Course Content:	ESGR operational policies and procedures for the role the ombudsman is performing, e.g. USERRA case law and mediation procedures, including current ESGR programs and initiatives. Additionally, there is a continuous thread of participant interaction focused on sharing innovation, discussing best practices, and building relationships of trust with Service members and employers.
Instructors:	ESGR HQ staff & select volunteers
Funding:	SC

Military Outreach Program & Employer Outreach (EO/MO) Training

Course Description:	This training is a two-day program facilitated by outreach subcommittee representatives with the assistance of HQ ESGR staff. The training is both instructional and collaborative in nature; combining lecture, interactive activities, and sharing of best practices.
Target Audience:	EO & MO Directors
Prerequisites:	Assignment as EO, MO, or Public Affairs Director, USERRA 101 & 102, New Member Training, and DD Form 2793 on file in MMS.
Course Type:	Classroom Training
Instructors:	HQ ESGR staff and select volunteers
Funding:	SC

ONLINE TRAINING:

ESGR Awards Program

Course Description:	Learn about ESGR Employer and volunteer awards, the requirements to qualify for awards, and records retention requirements.
Target Audience:	ESGR volunteers
Prerequisites:	None
Course Type:	Online training / Slideshow presentation
Instructors:	On-line / Self-guided
Funding:	Not required
Frequency:	Self-directed

Employer Outreach Program

Course Description:	Establish and standardize the activities of ESGR volunteers, explain the employer events sponsored by ESGR, and explains the importance of Statements of support.
Target Audience:	ESGR volunteers
Prerequisites:	None
Course Type:	Online training / Slideshow presentation
Instructors:	On-line / Self-guided
Funding:	Not required
Frequency:	Self-directed

Managing, Mentoring, and Coaching Volunteers

Course Description:	Learn the volunteer development cycle, importance of mentorship, and different types of mentorship.
Target Audience:	Committee leadership and HQ ESGR staff
Prerequisites:	None
Course Type:	Online training / Slideshow presentation
Instructors:	On-line / Self-guided
Funding:	Not required

Frequency: Self-directed

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

Managing, Mentoring, and Coaching Volunteers
Course Description: Learn the volunteer development cycle, importance of mentorship,
                        and different types of mentorship.
Target Audience: Committee leadership and HQ Staff
Prerequisites: None
Course Type: Online training / Slideshow presentation
Instructors: On-line / Self-guided
Funding: Not required
Frequency: Self-directed

Public Affairs
Course Description: Monthly training via teleconference, videoconference, slideshow
                        presentation, classroom, or e-mail is conducted on communication
                        and marketing strategies, developments, and best practices, to
                        include digital media.
Target Audience: Public affairs directors, full-time staff, and other interested parties.
Prerequisites: None
Course Type: Online training / Slideshow presentation
Instructors: HQ ESGR PA
Funding: Not required
Frequency: Self-directed

Recruiting Volunteers
Course Description: Learn why volunteers are important, why people volunteer, how to
                        define the role for a new volunteer, and where to find volunteers.
Target Audience: Committee leadership and HQ ESGR Staff
Prerequisites: None
Course Type: Online training / Slideshow presentation
Instructors: On-line / Self-guided
Funding: Not required
Frequency: Self-directed

Training Director

Course Description:	Establishes and standardizes the volunteer training management program under the leadership of the SC chair and the SC TD.
Target Audience:	TD and TR
Prerequisites:	Appointment to position
Course Type:	Online Training / Slideshow presentation
Instructors:	On-line / Self-guided
Funding:	Not required
Frequency:	Self-directed