

U. S. Coast Guard – Hawaiian Islands
ISC Honolulu Internal Processes Handbook



ISC Command and Specific Information

Organization The table below gives the contact information for the command.

Branch Name	Staff Symbol	Phone Number	Responsibility	Hours of Operation
Commanding Officer	c	808-541-1564	Command	0700-1530
Executive Officer	cx	808-541-1564	Command Administration	0700-1530
Command Secretary	cs	808-541-1564	Administrative Assistant	0700-1530
Command Master Chief	cmc	808-541-2478	Enlisted Personnel Representative	0700-1530

Note: Reduced staffing occurs between 1130-1230, Monday through Friday.
Not all services are available during these hours.

ISC Command and Specific Section Information

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Command Processes

Unit Material Inspection Program
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Professional Development - Mentoring (PD-M) Program

Unit Material Inspection Program

Who this is for This information applies to:

- all Integrated Support Command (ISC) Honolulu personnel.

Purpose This provides information on periodic material inspections to ensure all ISC Honolulu areas and facilities are clean, safe and maintained in good condition. ISC tenant command facilities will be inspected for safety and maintenance integrity.

Time Material Inspections will be conducted for Engineering, Comptroller and Personnel Divisions from 1300-1530 on the 1st Friday of the month, and from 1400-1500 on the 1st Thursday of the month for Health Services as indicated in the table below. Inspections for the Tenant Commands and MSO/Pier 4 will be coordinated with the units.

Schedule The table below shows the material inspection schedule and division responsibilities.

Division	Areas	Months
Engineering	<ul style="list-style-type: none"> • Shops • Grounds • Piers • North 40 • Security • Gatehouse 	<ul style="list-style-type: none"> • January • April • July • October
	<ul style="list-style-type: none"> • Unaccompanied Personnel Housing 	<ul style="list-style-type: none"> • March • June • September • December
	<ul style="list-style-type: none"> • Housing Areas • Diamond Head • Wailupe 	<ul style="list-style-type: none"> • Scheduled quarterly with housing inspection team

Continued on next page

Unit Material Inspection Program, Continued

Schedule, (continued)

Division	Areas	Months
Comptroller	<ul style="list-style-type: none"> • Warehouse • Galley • Morale, Wellbeing & Recreation • Gymnasium • Pool • Ballfields 	<ul style="list-style-type: none"> • January • April • July • October
Personnel	<ul style="list-style-type: none"> • Administration Building • Worklife Center • Command Conference Room 	<ul style="list-style-type: none"> • March • June • September • December
Health Services	<ul style="list-style-type: none"> • Clinic • Safety and Environmental Health Office 	<ul style="list-style-type: none"> • March • June • September • December
Tenant Commands	<ul style="list-style-type: none"> • Naval Engineering Support Unit • Electronics System Support Unit • Station Honolulu • ANT Honolulu • Armory 	<ul style="list-style-type: none"> • February or March
Other	<ul style="list-style-type: none"> • MSO/Pier 4 	<ul style="list-style-type: none"> • February or March

Inspection Procedure

Division Chiefs follow the steps below to complete the inspection.

Step	Action
1	Arrive at CO's office and escort her on an inspection of areas of responsibility.
2	Record discrepancies, prepare inspection reports and provide to CO's secretary.
3	Provide written status report on each discrepancy to the CO via the XO no later than the next inspection.

Continued on next page

Unit Material Inspection Program, Continued

Results and follow-up None required

Point of contact If you have questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu (cx)
Position	Command Secretary
Phone	808-541-1564
Fax	808-541-1567

Monthly All Hands Schedule

Who this is for This information applies to:

- Integrated Support Command (ISC) Honolulu personnel, and
 - transient personnel assigned to the ISC.
-

Purpose This provides the schedule and information concerning ISC Honolulu’s monthly All Hands. The following events usually make up All Hands events:

- personnel inspections (quarterly)
 - awards ceremony, and
 - training.
-

Schedule of events Monthly All Hands are held on the 4th Thursday of the month, January through October. All hands for November and December will be scheduled separately each year. The following is the schedule of events:

Event	When	Time	Where
Personnel Inspections <u>Note:</u> military only	Quarterly in January, April, July, and October	0730	ISC Honolulu Flag Pole
Award Ceremony <u>Note:</u> military and civilians	Monthly	0800	Club 14
Training <u>Note:</u> As determined by the executive officer	Monthly	Upon completion of awards ceremony. <u>Note:</u> Training should always end NLT 1000.	Club 14

Planning Planning is critical for a successful and enjoyable All Hands event. The following indicates what needs to be done, and by whom prior to the event.

Continued on next page

Monthly All Hands Schedule, Continued

Planning, (continued)

Who	Action required	When
Command secretary	assembles all approved awards	NLT the Friday prior to scheduled All Hands.
Command secretary	provides XO with copy of all award citations that will be presented	NLT the Monday prior to the scheduled All Hands.
Training officer	briefs the XO on what is planned for training	NLT the 2 nd Wednesday of the month.

Master of ceremonies

The executive officer serves as master of ceremonies/coordinator with the commanding officer as the host.

Results and follow-up

All personnel should be recognized for their accomplishments. If an individual failed to receive recognition for an award that was processed through the command suite, contact the office below.

Point of contact

If you have questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu (ca)
Position	Admin Branch Chief
Phone	808-541-2479
Fax	808-541-1567

Person of the Quarter Awards

Who this is for This information applies to:

- Integrated Support Command (ISC) Honolulu personnel.
-

Purpose This describes how to manage the Enlisted and Civilian Person of the Quarter nomination, selection and award process for ISC Honolulu.

Pay grades eligible The following describes pay grades which are eligible for award.

Enlisted Person of the Quarter (EPOQ)

- Active Duty E-6 and below
- Reserve E-6 and below

Civilian of the Quarter (COQ)

- GS11 or WL10 and below
-

Performance criteria Nominees are evaluated for the award using the following criteria:

- leadership
 - military bearing (military)
 - job performance
 - advancement motivation (military)
 - personal development
 - representing the Coast Guard, and
 - displaying Coast Guard's Core Values.
-

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Person of the Quarter Awards, Continued

Award selection process

The following shows the process for nominating and approving awards:

Stage	Who	Description	When
1	Selection Committee Chairman	Polls supervisors by email requesting nominations	NLT 2 nd Monday of <ul style="list-style-type: none"> • March • June • September • December
2	Selection Committee	Receives nominees names	NLT 4 th Monday of <ul style="list-style-type: none"> • March • June • September • December
3	Committee	Selects award winners and notify supervisors to write the recommendation for Commandant Letter of Commendation (CLOC) and submit to committee head for review.	NLT 1 st Monday of <ul style="list-style-type: none"> • April • July • October • January
4	Committee Chairman	Emails CLOC recommendation to Command Secretary. <u>Note:</u> Hard copy should be hand delivered	NLT 2 nd Wednesday of <ul style="list-style-type: none"> • April • July • October • January
5	Commanding Officer	Signs CLOC for presentation at all hands ceremony.	NLT 3 rd Wednesday of <ul style="list-style-type: none"> • April • July • October • January

Continued on next page

Person of the Quarter Awards, Continued

Award selection process, (continued)

Stage	Who	Description	When
6	Supervisors of Civilians	Initiates and submits SF-52 for cash award to Command Staff Advisor.	
7	Command Enlisted Advisor (CEA)	Initiates procurement of savings bond and forwards letter to the Navy League for the plaque.	
8	Commanding Officer	Presents the awards to the enlisted and civilian persons of the quarter.	3 rd Wednesday of month at all hands awards ceremony <ul style="list-style-type: none"> • April • July • October • January
9	Facilities Manager	Initiates engraving of plates for awards to be placed in Admin. Building.	Within 7 days of presentation
10	Command Secretary	Ensure picture of awardees are taken and posted in Admin Building.	Within 7 days of presentation

Selection committee

The table below lists the selection committee:

Award	Chairman	Committee Members
EPOQ	MCPO	Plus the Chiefs Mess
COQ	SR CIVILIAN (as designated by the Executive Officer (XO))	Plus 2 Managers

Continued on next page

Person of the Quarter Awards, Continued

Awards

The following are presented to the award winners:

AWARD	EPOQ	COQ
Recognition Write-up	Commandant Letter of Commendation	Letter of Appreciation
Cash	\$100 Bond	\$200 Cash
Liberty	48 hours	4 hours
Navy League Plaque	Yes	No
GEICO Pen (CG Logo)	Yes	No
Parking	Yes	No

Enclosure

The sample letters enclosed are provided to assist you.

- [\(1\) Commandant Letter of Commendation \(sample\)](#)
 - [\(2\) EPOQ letter \(sample\)](#)
 - [\(3\) COQ letter \(sample\)](#)
-

Results and follow-up

If you need additional resource or assistance, contact the Selection Committee chairperson.

Point of contact

If you have questions or need additional assistance beyond the information provided here, contact for:

Enlisted Person of the Quarter

Branch	ISC Honolulu (cea)
Position	Command Enlisted Advisor
Phone	808-541-2478
Fax	808-541-1567

Civilian of the Quarter

Branch	ISC Honolulu (em)
Position	Maintenance Branch Chief
Phone	808-541-3206
Fax	808-541-3262

Sample Commandant's Letter of Commendation

From: Commandant

To:

Subj: LETTER OF COMMENDATION

1. I note with pride and am pleased to commend you for your performance of duty from 1 October to 31 December 1998 while assigned to the Housing and Transportation Branch, Personnel Division, Integrated Support Command Honolulu, Hawaii. You were selected as the Enlisted Person of the Quarter during this period. During this period, you represented ISC Honolulu at the Military Traffic Management Command Western Area meeting, which is typically attended by senior transportation executives and officers from various civilian and DOD agencies. Your proactive involvement in gaining the knowledge and presenting the Coast Guard's concerns enabled the Coast Guard to be the first military service in Hawaii to comply with the new privately owned vehicle shipping contract. As the personal property damage claims investigator, you reduced the damage claim workload by twenty percent and provided current information and training to other Coast Guard command's Investigating Officers. You assisted with the update of the Housing Handbook and took charge of the printing and distribution of over 400 copies. As a member of the annual PCS focus team, you played a important role in rewriting and updating over seventy percent of the Relocation Handbook. You were also an active member of the Human Relations Council and assisted in the preparations of several ethnic celebrations. In your spare time, you initiated two study groups, one to help other personnel study for the Service Wide Examinations, and another group to assist others achieves personal goals.
2. You are commended for your outstanding performance of duty. By your meritorious service you have upheld the highest traditions of the United States Coast Guard.
3. You are hereby authorized to wear the Commandant's Letter of Commendation Ribbon Bar (gold star in lieu of a second).

For the Commandant,

C. M. KELLY
Captain, U. S. Coast Guard
Commanding Officer, Integrated Support Command Honolulu

Enclosure (1)

From: Commandant

To: YN3 Yvonne Makalena, USCG

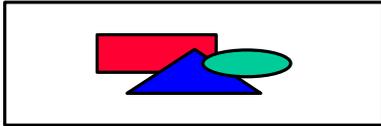
Subj: LETTER OF COMMENDATION

1. I note with pride and am pleased to commend you for your performance of duty from 1 January 2001 to 31 March 2001 while assigned to the Customer Service Branch, Integrated Support Command Honolulu, Hawaii. During this period you demonstrated exceptional leadership. You mentored a new Seaman Apprentice and inspired him to set an unprecedented example for his peers. Under your tutelage, he became fully qualified for advancement to Seaman and passed his E-5 military requirements course within four months of graduation from boot camp. Your willingness to take on additional duties was another example of your leadership. On 1 March, the Customer Service Branch began issuing Department of Defense vehicle decals to Oahu Coast Guard personnel. You obtained the required DOD regulations and provided key input to the issuing process. During the initial 10 days, over 50 decals were issued with no loss in productivity in our other customer services. Furthermore, you obtained an Air Force database called "COP BASE" which provides an excellent vehicle tracking system for our security force. During this period, you learned the new LUFNS-NT system in order to process procurement requests within the Personnel Division. Due to your high degree of integrity and work ethic, you were also approved by the command as an alternate agent cashier. This collateral duty is normally assigned to an E-6 or senior E-5 due to the responsibility involved. You also assumed the alternate Mass Transit Coordinator collateral. Each month you issued 50 bus passes valued at over \$1,200. During this period, you not only excelled in your job performance but in your personal development as well. As a reservist on extended active duty, you scored number 7 out of 134 on the E-5 active duty exam. Your final placement was the second highest in the entire district. You also took two CLEPS and attended college classes to further your education. Additionally, you were active in the Sea Partners program, participated in an elementary school reading program, and participated in the Special Olympics.

2. You are commended for your outstanding performance of duty. By your meritorious service you have upheld the highest traditions of the United States Coast Guard.

3. You are hereby authorized to wear the Commandant's Letter of Commendation Ribbon Bar (Gold star in lieu of a second).

C. M. KELLY
Captain, U. S. Coast Guard
Commanding Officer, Integrated Support Command
Honolulu, Hawaii



Commanding Officer
Coast Guard Integrated Support Command
Honolulu

Sand island Access Road
Honolulu, HI 96819-4398
Staff Symbol: (ca)
Phone: (808) 541-2478
Fax: (808) 541-1567

12451
15 Jan 1999

From: Commanding Officer, CG Integrated Support Command Honolulu

To: _____

Subj: CIVILIAN OF THE QUARTER

1. I am pleased to recognize you as ISC Honolulu's Civilian of the Quarter for the second quarter of the fiscal year 1998. During this period, you displayed professionalism, pride, and outstanding customer support as the Industrial Crane Operator.

2. During this quarter, you were directly responsible for carrying out ISC Honolulu's mission of enabling Coast Guard mission execution anytime, anywhere by assisting six homeported and four visiting Coast Guard cutters by providing crane service upon request. As a front-line customer service representative for the ISC, you consistently displayed exceptional commitment to the customer and their needs. In addition to the routine requests for support, you made significant contributions on many high profile projects. These include assistance with the first complete dockside availability held at ISC for POINT EVANS, KISKA engine replacement, and both 378' cutters pre-deployment preparations. You also assisted in ceremony set-up for high visibility Cutter KUKUI commissioning where Senator Inouye and Representative Mink were in attendance. In addition to you primary duties as crane operator, you ensured that the buoy overhauls remained on schedule. You prepared buoys for shipment to assist relief efforts from Super Typhoon PAKA. You were also responsible for the cleanup of the north-40 area of the facility. This area tends to attract excess property and equipment due to its location. Besides removal of excess equipment, you had 23 scrap buoys totaling 100 tons removed and recycled. This major cleanup effort allowed the back access road to be used for traffic during the new boathouse construction project when the primary road was closed. Your friendly personality and strong work ethic leaves a positive impression on all those with whom you come in contact.

3. As the Civilian of the Quarter, you will receive a \$200 on-the-spot Cash Award, your name will be added to the perpetual Civilian of the Quarter plaque in ISC's Administration Building, and you will receive four hours administrative leave. Congratulations on a job well done.

C. M. KELLY

Enclosure (2)

Command Correspondence

Who this is for

This information applies to:

- Integrated Support Command (ISC) Honolulu personnel.
-

Purpose

This describes procedures to be followed to obtain review and signature on command correspondence.

Reference information you will need

You will need the following reference information to ensure you have properly completed correspondence.

- (a) Correspondence Manual COMDTINST M5216.4B
-

Processing Documents

The table below shows how to process letters and memos:

Stage	Description
1	<p>Originator emails letter to command secretary.</p> <p><u>Note:</u> Document name shall be in capital letters and in the specified format:</p> <p style="text-align: center;">DIVISION-LTR-SHORTSUBJECT-DDMMYR.DOC</p>
2	<p>Originator sends hard copy through guard mail or walks it over to command secretary.</p> <ul style="list-style-type: none">• Place hard copy of letter (including enclosures) in a two-pocket portfolio. Place the letter on the right. Place reference materials on the left.• Staple routing slip on front of folder. Fill in complete routing chain and remarks block with background information and action needed.• Specify on the routing slip if you will be mailing the document yourself.

Continued on next page

Command Correspondence, Continued

Processing Documents, (continued)

Stage	Description
3	Executive officer reviews content and approves the letter.
4	Command secretary reviews letter for spelling, grammar, format and punctuation.
5	Commanding officer approves and signs the letter.
6	Command secretary date stamps and processes letter for distribution: <ul style="list-style-type: none">• original to the “to” line or “via” line• copies to file and sent to copy addees, and• copy to originator (will be stamped “copy”).

Guidance procedures

To ensure timely processing of correspondence follow these guidelines:

- division chiefs shall prepare responses to incoming correspondence within 10 working days of receipt.
 - divisions shall submit the reader file copy weekly to commanding officer NLT noon Friday.
 - division officers shall sign general administrative correspondence at the division level to help speed processing of correspondence.
-

Results and follow-up

Division chiefs should contact the office below if a file copy is not received within four (4) days of submission.

Point of contact

If you have questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu(cs)
Position	Command Secretary
Phone	808-541-1564
Fax	808-541-1567

Compressed Work Schedule

Who this is for This information applies to:

- Integrated Support Command (ISC) Honolulu personnel.
-

Purpose This provides procedures on how to request approval for a Compressed Work Schedule (CWS). The CWS program is voluntary, but it is not an automatic entitlement.

References The following references describes the policy, eligibility and guidelines:

- CG Integrated Support Command Honolulu Compressed Work Schedules, ISCHONOINST 5330.1 dated 29 Oct 96
 - Compressed Work Schedules (CWS) for Coast Guard Members, COMDTINST M5330.9
-

Program eligibility CWS is authorized for the following ISC employees:

- military personnel, and
- civil service employees (full-time only)

Note: Part-time civil service employees are not authorized CWS.

Process and responsibilities Follow the steps below to request a start, change or cancellation of a members/employees participation on the CWS program:

Stage	Description
1	Eligible employee completes CWS request. Forward to immediate supervisor.
2	Immediate supervisor recommends approval or disapproval Forward to approving official.
3	Approving official approves or disapproves CWS request. Forward back to immediate supervisor.
4	Eligible employee receives CWS request from immediate supervisor with approval or disapproval.

Continued on next page

Compressed Work Schedule, Continued

Enclosures

The following enclosures are provided to assist you:

- (1) [CWS request form \(may be locally reproduced\)](#)
 - (2) [T & A procedures for employees on CWS](#)
-

Results and follow-up

An employee should contact their immediate supervisor if the CWS request has not been approved or disapproved within two (2) weeks of submission. Each employee may resubmit a CWS request form at any time to request a modification to their current work schedule.

Point of contact

If you have questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu (cx)
Position	Executive Officer
Phone	808-541-1566
Fax	808-541-1567

**DEPARTMENT OF TRANSPORTATION
INTEGRATED SUPPORT COMMAND
HONOLULU**

COMPRESSED WORK SCHEDULE REQUEST

Instructions: Place your initial in one of the blocks, I or II, and sign your name and date below

I. _____ I voluntarily request to participate in the ISC Honolulu CWS program. My preferred bi-weekly work schedule is as follows:

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Week 1							
Week 2							

Start Time: _____

End Time: _____

II. _____ I voluntarily request to continue the traditional work schedule of 40 hours a week comprised of five 8-hour work days.

Statement of Understanding

By completing and signing this request, I am indicating my preference to participate in the ISC Honolulu Compressed Work Schedule (CWS) Program as described in ISCHONOINST 5330. I understand that, if approved, my participation in the CWS Program will continue until:

- ◆ I submit another request to change or cancel my participation in CWS and my request is approved by a CWS Approving Official; or,
- ◆ My supervisor adjusts my work schedule because of administrative needs.

I also understand that I can request exclusion/change/cancellation from CWS at any time and that my request becomes effective at the beginning of the next pay period following approval.

Employee's Signature

Date

Employee's Name (printed)

Date

Immediate Supervisor Signature

Date

Concur/Nonconcur

Approving Official Signature

Date

Approved/Disapproved

Reason for Disapproval:

Enclosure (1)

**DEPARTMENT OF TRANSPORTATION
INTEGRATED SUPPORT COMMAND
HONOLULU**

**T&A PROCEDURES
FOR EMPLOYEES ON
COMPRESSED WORK SCHEDULES (CWS)**

1. **Special Tour Indicator Codes to establish, Change or Cancel CWS:**

To establish, change or cancel CWS, use the cost center field on the second line of the T&A Form (FOT Form 2740.2). Enter the appropriate CWS Special tour indicator (as shown below) in the first position of the cost center field in the pay period in which the work schedule change. It is not necessary to repeat the code in subsequent pay periods unless the work schedule changes.

Special Tour Indicators

"1" - Compressed Work Schedule (CWS). Enter "1" to establish an employee on a CWS.

"4" - Reestablish traditional work schedule. Enter "4" for an employee who changes from a CWS to traditional, non-CWS. Also use this code for an employee who is temporarily assigned to a non-CWS for training, detail, travel, etc. Reenter "1" in the pay period in which CWS resumes.

2. **Compressed Schedules.** The assigned work schedule for CWS may not exceed 80 hours for that pay period. The Pay System will reject any compressed work schedule that exceeds 80 hours. Therefore, it is essential that assigned work schedule for employees on 5/4 - 9 CWS reflect the single 8-hour day required during each pay period.

3. **"In Lieu of" Holidays.** When federal holiday falls on an employee's scheduled day off (SDO), the "in lieu of" day off will be determined as follows:

"When a federal holiday falls on an employee's SDO, the employee's SDO shall be the first scheduled work day preceding the holiday. Example: If a holiday falls on a Monday, and it is the employee's SDO, the employee will have the preceding Friday as their SDO."

Enclosure (2)

Processing Personal or Team Awards

Who this is for This information applies to:

- All Integrated Support Command (ISC) Honolulu personnel.
-

Purpose How to get command review and approval on personal and team awards.

Reference information you will need You will need the following reference information to submit an award nomination.

- (a) COMDTINST M1650.25B, Medals and Awards Manual
-

Award processing The table below shows the award submission and preparation process.

Stage	Description
1	Originator prepares the CG-1650 form, and citation/letter as per reference (a) and routes the same to Branch/Division Chiefs for review/changes.
2	Upon return of CG-1650 form and citation/letter from Branch/Division Chiefs, originator makes changes, if necessary.
3	Originator hand carries original and electronic copy (on 3.5" disk) of CG-1650 form and citation/letter to the Admin Office. <ul style="list-style-type: none">• place hard copy of letter/citation (including enclosures) in a two pocket portfolio. The CG-1650, citation/letter, and 3.5" disk will be placed on the right. To the left will be any supporting documentation.• staple routing slip on front of folder. Fill in "complete" routing chain and remarks block with background information and action needed• citation shall not exceed 16 lines.
4	Admin Office reviews citation/letter for format, spelling, grammar, and punctuation and forwards to the Admin Officer.
5	Admin Officer reviews contents, make recommendations and forwards to the Executive Officer.
6	Executive Officer reviews contents, recommendations, and either return for re-work or recommends approval to CO.

Continued on next page

Processing Personal or Team Awards, Continued

Award processing (continued)

Stage	Description
7	Command Secretary reviews citation/letter and makes final changes for Commanding Officer's signature.
8	Commanding Officer approves and signs citation/letter.
9	Command secretary date stamps and processes the award as follows: <ul style="list-style-type: none"> • original letter/citation held for All Hands presentation • copy to originator (stamped "file copy") • copy to awards file (w/ original CG-1650), and • copy of citation to PERSRU

Required submission dates	To ensure timely presentation of awards, originator shall forward a completed package to the Admin Office according to the following table. For end of tour awards, the goal should always be to present the award at the member's last All Hands.
----------------------------------	--

IF the award is	THEN submit the award to the command secretary
Achievement medal and below	NLT 21 days before the departure date listed on the CG-1650 or the All Hands ceremony at which the member is to receive the award.
Commendation medal and above	NLT 75 days before the departure date listed on the CG-1650 or the All Hands ceremony at which the member is to receive the award.

Enclosures

The enclosures are at the end of this topic and provided to assist you:

- (1) [Commandant's Letter of Commendation](#)
- (2) [Achievement medal](#)
- (3) [Commendation medal](#)

Continued on next page

Processing Personal or Team Awards, Continued

Results and follow-up	Once the Approving Official has approved the award, the originator will be contacted by the Admin Office to schedule the presentation. Contact the number below for information concerning the status of the award at any time during the approval process.
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Point of contact If you have questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu (cs)
Position	Command Secretary
Phone	808-541-1564
Fax	808-541-1567

30 November 1990

From: Commandant
To: ATCS John F. Williams, USCG

Subj: LETTER OF COMMENDATION

1. I note with pride and am pleased to commend you for your performance of duty while assigned to the Secure Communications Training Team, Aviation Technical Training Center, Elizabeth City, North Carolina, from February 1987 to December 1988. During this period, you prepared a lesson plan for use in an on-site Secure Communications indoctrination program to be presented to pilots and aircrewmembers at each air station concurrent with the installation of the unit's aircraft Communications Security equipment. Upon approval of the curriculum, you were assigned as a member of the team that provided on-site instruction to 14 Coast Guard air stations and more than 1,500 aviation and general service personnel. Your comprehensive knowledge of secure communications procedures and equipment was instrumental in bringing secure communications capability to the aviation community in response to expanding mission requirements.

2. You are commended for your outstanding performance of duty. By your meritorious service you have upheld the highest traditions of the United States Coast Guard.

3. You are hereby authorized to wear the Commandant's Letter of Commendation Ribbon Bar.

For the Commandant,

C. M. Kelly
Captain, United States Coast Guard
Commanding Officer, U. S. Coast Guard Integrated Support Command
Honolulu, Hawaii

Enclosure (1)

CITATION TO ACCOMPANY THE AWARD OF
THE COAST GUARD ACHIEVEMENT MEDAL

TO

JENNIFER J. SELTZER

YEOMAN SECOND CLASS

UNITED STATES COAST GUARD

Petty Officer SELTZER is cited for superior performance of duty while serving in the Administration Branch and the Personnel Reporting Unit (PERSRU), Integrated Support Command (ISC), Honolulu, Hawaii, from July 1998 to April 2001. During this period, she demonstrated exceptional professional versatility by successfully performing myriad duties within the command. She quickly excelled as the command's non-rate manager and command suite yeoman where she astutely directed daily non-rate task assignments and expertly managed command suite information flow. The Branch's 1999 MLC Compliance Inspection "excellent" rating is directly attributable to her attention to detail. Petty Officer SELTZER next served as the record yeoman for the most difficult PERSRU assignment, Group Honolulu and its subordinate units. Although those units have twice the number of records and no military clerical support, Petty Officer SELTZER quickly attained a six-month lead on personnel record transactions. Her exceptional organizational skills and performance directly contributed to the PERSRU record accuracy rate of 98%. She exhibited leadership beyond her paygrade by volunteering for numerous collateral duties. Under her two-year leadership, the Morale Committee planned and executed numerous morale-raising, highly successful events like the Holiday parties, Halloween parties, summer picnic, and ISC T-shirt and coffee mug sales. Petty Officer SELTZER successfully represented the Coast Guard in several high visibility events as the ISC Color Guard Coordinator and the Coast Guard member of the Joint Intelligence Center Pacific Color Guard. She served key roles in many command-sponsored initiatives: Volunteer Income Tax Assistance counselor, CFC Coordinator, Human Relations Committee member, and Partnership in Education reading/tutoring. The Honolulu Navy League recognized her as the Outstanding Sea Service Person of the Year in September 2000. Petty Officer SELTZER'S diligence, perseverance, and devotion to duty are most heartily commended and are in keeping with the highest traditions of the United States Coast Guard.

**CITATION TO ACCOMPANY THE AWARD OF
THE COAST GUARD COMMENDATION MEDAL
(GOLD STAR IN LIEU OF A FOURTH)**

TO

**COMMANDER EDWARD N. ENG
UNITED STATES COAST GUARD**

Commander ENG is cited for outstanding achievement while serving as Chief, Comptroller Division, Integrated Support Command, Honolulu, Hawaii from June 1998 to June 2001. Exhibiting superb leadership and foresight, Commander ENG aggressively eliminated deficiencies cited in a 1998 Procurement Management Review that threatened the command's procurement authority. His efforts produced dramatic changes from "Needs Improvement" in 1998 to "Satisfactory" in 2001, despite a change of supervisors mid-period. He formulated Integrated Support Command Honolulu's first multi-year Morale, Well-Being, and Recreation Business Plan to provide superior customer service across the Fourteenth Coast Guard District. His Division provided unparalleled customer service including; Pacific-wide financial systems support, CGC Point Evans' transfer to the Republic of the Philippines, development of web-based shipping-receiving, procurement request tracking, and uninterrupted aviation fuel services for Coast Guard aircraft after U. S. Naval Air Station, Barbers Point, Hawaii closed. Demonstrating his broad professional expertise, he served a vital public affairs role after the tragic loss of the F/V Ehime Maru. He superbly orchestrated three sensitive family debriefings, managed an international press corps encamped on Integrated Support Command Honolulu property, and filled an informal Japanese interpreting role for Department Of Defense officials. Commander ENG's dedication, judgment, and devotion to duty are most heartily commended and are in keeping with the highest traditions of the United States Coast Guard.

Reserving Conference/Training Rooms

Who this is for This information applies to Coast Guard:

- personnel and units on Oahu, and
 - guests of Commanding Officer Integrated Support Command (ISC) Honolulu.
-

Purpose This describes how to reserve conference rooms and training rooms at ISC Honolulu

Table The table below shows room information.

Room	Location	Capacity	Reservations
Multipurpose	Club 14	100-150	MWR assistant 541-2413
Training/meeting	Work Life	15-30	Work Life Yeoman 541-1580
Conference	2nd Floor Administration Bldg	25-40	Command Secretary 541-1564
Training/meeting	1 st Floor Administration Bldg	10-15	PERSRU Customer service desk 541-2481
Training	Kukui Hall	30-40	Barracks Manager 832-3287

Conditions All rooms are provided “as is.” Individuals reserving rooms are responsible to set up rooms for their needs and return the rooms to their original configuration when finished.

Refreshments Rooms are not provided with refreshments. Individuals may arrange refreshments in Club 14 through MWR; however, these services must be specifically requested and paid for by the benefiting party.

Results and follow-up Reservations will be confirmed on the phone with the requester.

Continued on next page

Reserving Conference/Training Rooms, Continued

Point of contact If you have questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu (cs)
Position	Command Secretary
Phone	808-541-1564
Fax	808-541-1567

Customer Service Quality Standards

Who this is for This information applies to ISC Honolulu:

- Active Duty
 - Reserve members, and
 - Civilian employees.
-

Purpose To establish customer service quality standards for ISC Honolulu personnel.

Policy Customer satisfaction results from consistent high quality personal contact with customers. These standards help all ISC personnel provide consistent quality contacts.

Customer Service Quality Standards The following table establishes customer service quality standards for all ISC Honolulu personnel.

Service Quality	Service Standard
Answer the phone promptly	<ul style="list-style-type: none"> • Answer the phone within three (3) rings.
Return customer calls in a timely manner	<ul style="list-style-type: none"> • Check your voice mail at least every two (2) hours. • Return all customer calls the same day if possible, but always within 24 hours.
Be attentive to the customer	<ul style="list-style-type: none"> • Smile at the customer. • Always make eye contact with the customer. • Do not interrupt the customer to answer the phone, but do check voice mail immediately after the customer leaves and return that call.
Be empathetic with an upset customer	<ul style="list-style-type: none"> • Always empathize if the customer is upset.

Continued on next page

Customer Service Quality Standards, Continued

Customer Service Quality Standards, (continued)

Service Quality	Service Standard
Take personal responsibility for helping a customer	<ul style="list-style-type: none"> • Always give the customer your name and telephone number. • Always get back to the customer when you promised, even if you don't have a complete answer yet. • Always try to get the answer, don't just refer the customer to someone else.
Keep the customer informed	<ul style="list-style-type: none"> • Always change your voice mail when you are on leave or TAD. • Always use "out of office manager" in e-mail when you are on leave or TAD. • Always give the customer at least 24 hours notice when the office will be closed for training, morale events, etc.

New personnel Branch Chiefs shall train all new personnel on these standards.

Point of contact If you have questions or need additional assistance beyond the information provided here contact:

Branch	ISCHonolulu(cx)
Position	Executive Officer
Phone	808 541-1564
Fax	808 541-1567

Responding to Customer Feedback

Who this is for

This information applies to :

- Integrated Support Command Honolulu personnel.
-

Purpose

This describes how to respond to customer feedback and complaints.

Customer complaint response duties

Follow the table below to respond to customer feedback which may include letters, phone calls and comments written on the customer comment cards. Normally, the branch chief will act on phone complaints and negative comment comments by calling the customer on the telephone. Division Chiefs respond by telephone and then by letter in reply to complaint letters received from customers.

Who	Duties
Front line employee	<ul style="list-style-type: none">• normally handles complaints with the customer
Branch chief or activity manager	<ul style="list-style-type: none">• takes action on comment cards• ensures comment card boxes are maintained
Division chief	<ul style="list-style-type: none">• replies to letter complaints

Customer comment card administration

Follow the table below for stocking, routing, and tracking comment cards.

Who	Duties
Branch or activity representative	<ul style="list-style-type: none">• harvests box• delivers cards to branch chief
Division secretary	<ul style="list-style-type: none">• stocks cards• keeps comment boxes supplied
Command secretary	<ul style="list-style-type: none">• keeps ISC card supply• routes cards to the XO and CO for review

Continued on next page

Responding to Customer Feedback, Continued

Comment card system oversight

Command duties for complaint resolution and comment card system oversight.

Who	Duties
Command secretary	<ul style="list-style-type: none">• tracks card demographics• prepares monthly report by service area
Executive officer	<ul style="list-style-type: none">• provides system review and quality assurance• reviews comment cards for trends
Commanding officer	<ul style="list-style-type: none">• reviews all comment cards• reviews for trends

Complaint letters to commanding officer

Division chiefs are responsible to make phone contact with individuals writing letters to the Commanding Officer. Division chiefs will prepare correspondence replies within 48 hours of receipt using the draft letter, enclosure (1), as a guide.

Responding to complaints

These are basic principles on responding to complaints.

- Don't be defensive. Focus on making it right from the customer's perspective rather than proving we were right.
 - If possible, talk to the person making the complaint, then focus on listening.
 - Resolve the complaint quickly.
 - You will learn more on how to improve service from one complaint, than from 100 satisfied customers.
-

Positive comments

Commanding officer will provide recognition to individuals or groups that receive positive comments.

Continued on next page

Responding to Customer Feedback, Continued

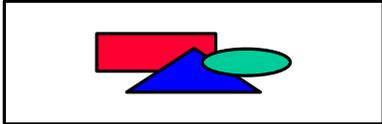
Enclosure The enclosures at the end of this topic are provided to assist you:

- (1) [Draft letter from the CO](#)
 - (2) [List of locations for comment card boxes](#)
 - (3) [Comment Card](#)
-

Results and follow-up The customer should receive a response within 2 days of submitting the complaint.

Point of contact If you have questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu (ca)
Position	Admin Officer
Phone	808-541-1564
Fax	808-541-1567



Commanding Officer
Coast Guard Integrated Support
Command Honolulu

Sand Island Access Road
Honolulu, HI 96819-4398
Staff Symbol: (ca)
Phone: (808) 541-3264
Fax: (808) 541-1567

5220
DD MMMMM YYYY

Mr. XXXXXXXXXXXXX
XXXXXXXXXXXXXXXXX Dr.
Honolulu, HI. XXXXX

Dear Mr. XXXXXXXXXXXXXXX:

I have received your letter of (date) concerning (describe incident).

(describe specifics)

Sincerely,

C. M. KELLY
Captain, U. S. Coast Guard
Integrated Support Command Honolulu

Enclosure (1)

LIST OF LOCATIONS FOR CUSTOMER FEEDBACK BOXES AND CARDS

Engineering:

Reception Area
Housing Maintenance Office

INTEGRATED SUPPORT COMMAND CUSTOMER COMMENT CARD

What service did you receive from us? _____ Date _____

Name and phone number (optional) _____

Unit name: _____

Circle all that apply: Service: USCG, DOD, Other. Status: Active, Reserve, Civilian, Auxiliary, Dependent, Retired

Please rate our service by circling the appropriate number for each category:

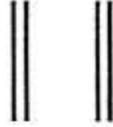
(1) Very Poor (2) Needs Improvement (3) Acceptable (4) Better than Expected (5) Outstanding

TIMELINESS (product or service delivered on time, as advertised, expected, or agreed).....	☹								☺
QUALITY (product or service delivered as expected or advertised, accurate information, well made)....	(1)	(2)	(3)	(4)	(5)				
RESPONSIVENESS (courteous, polite, quick response to inquiries, flexible, honest, professional)	(1)	(2)	(3)	(4)	(5)				
RELIABILITY (understood your needs, knowledgeable, communicated quality and delivery)	(1)	(2)	(3)	(4)	(5)				
VALUE (easy to do business with, reasonable cost, cost was appropriate compared to quality).....	(1)	(2)	(3)	(4)	(5)				

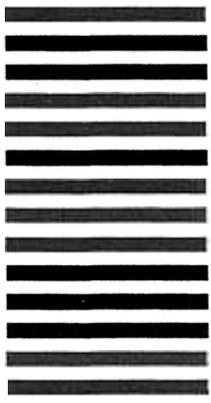
COMMENTS: *What could we do to serve you better? What we did well? Please be specific.*

Internal Use: Log in ___ Branch ___ Division ___ XO ___ CO ___ File ___
Action Taken: (Branch complete)

(rev 2.17.2000)



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



OFFICIAL BUSINESS
Penalty For Private Use \$300

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 13057 WASHINGTON DC
POSTAGE WILL BE PAID BY ADDRESSEE

COMMANDING OFFICER
US COAST GUARD
ISC HONOLULU
400 SAND ISLAND PARKWAY
HONOLULU HI 96819-9862



Environmental Office
Motor Pool
Kukui Hall

Comptroller:

MWR Ticket Office
Pool
Club 14
Warehouse Entrance
Galley

Medical:

Clinic Reception Desk

Personnel Services

Transportation Office
Customer Service Counter

Command Staff:

Front Office
Work-Life
Force Optimization and Training

Enclosure (2)

Creating Changes to the Customer Handbook

Who this is for This information applies to Integrated Support Command (ISC) Honolulu:

- Division Officers,
 - Branch Chiefs, and
 - Handbook writers
-

Purpose This describes how and when to make future changes to the ISC Honolulu Customer Handbook.

Principles for writing topics Writers should follow these principles when writing guides:

- Write from the customer's perspective.
 - Ensure that frequently asked questions are answered.
 - Close the gap between what we need and what the customer gives us to do the job.
 - Get the customer to "Touch" the organization only one time.
-

Submission process The following shows the process for submitting page changes or new process guide to **(ca)** branch:

Stage	Who	Description	When
1	Admin	Prompts by memo all Division Officers, Branch Chiefs and Handbook writers for changes and new process guides	1 st work day of APR and OCT
2	Branch Chiefs and Handbook Writers	Submit changes and new process guide to Division Chiefs using the Handbook Routing Sheet	NLT 30 th of MAY and NOV
3	Division Chiefs	Submit changes and new process guides to (ca) Branch	1 st Monday of JUN and DEC
4	Admin (ca)	Process and complete final draft	NLT the 15 th of JUN and DEC
5	Admin (ca)	Print and distribute copies of completed changes	NLT the 30 th of JUN and DEC

Continued on next page

Creating Changes to the Customer Handbook, Continued

Enclosures

The following enclosure should be used when routing changes or new process guide for command approval and inclusion into the next change.

- (1) [Handbook Routing Sheet](#)
-

Result and follow-up

If you discover missing pages or errors after distribution of changes, contact the office below.

Point of Contact

If you have any questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu (ca)
Position	Administration Branch Chief
Phone	(808) 541-2479
Fax	(808) 541-1567

Handbook Routing Sheet for _____

Originated by Name of Originator: _____

This is the routing slip Attach this router slip to the front of the folder:

Who	Action	Initial	Date
Writer	Draft guide/changes <u>Note: All changes should be highlighted in bold text</u>		
Customer	Review for understanding		
Writer	Make changes		
Branch Chief	Review content		
Division Chief	Review content		
Admin (ca)	Track and view format		
XO	Final review		
CO	Approval		
Admin (ca)	Track		
Writer	Make final changes, forward final draft guides to Admin (ca) via e-mail		
Admin (ca)	Assemble final document		

Direction Follow these directions to complete reviews consistently:

- Attach this sheet to the front of a 2 pocket folder
- Place outdated copies on the left side of the folder
- Place current revised copies on the right side of the folder
- All reviewers shall normally complete reviews within 24 but not more than 48 hours

Enclosure (1)

Travelers Check Program Audits

Who is this for This information applies to ISC Honolulu

- Travelers Check Auditors
 - Travelers Check Agent
-

Purpose This describes how the Quarterly Audit of Travelers Checks is conducted.

Reference Information you will need You will need the following reference information to guide you through the audit process.

- (a) Certifying and Disbursing Manual, COMDTINST M7210.1B
 - (b) Physical Security Manual, COMDTINST M5530.1A (series)
-

Command Responsibility The Command Responsibility for Quarterly Audit of Travelers Checks as follows:

- Appoint two persons (must be E-7 and above), independent of the PERSRU, to conduct quarterly audits.
 - Audit of travelers checks should be done quarterly. The written audit report will be maintained for the unit files by the command secretary.
-

Audit Procedure Follow the procedures below for conducting the audit.

Step	Action
1	Conduct the audit in the presence of the primary or alternate travelers check agent.
2	Have the agent contact Citibank for a copy of the Travelers Check Inventory Report (call 1-800-541-8882).
3	Verify agent designation. The designation will either be contained in a letter from Commandant (G-CFM-3) if it is the initial program designation or a memo to file from the command for all subsequent designations.

Continued on next page

Travelers Check Program Audits, Continued

Audit Procedure, (continued)

Step	Action
4	Verify that the Travelers check agent or alternate does not function as travel advance approving official.
5	Verify that the Travelers check agent has a list of unit personnel authorized to approve travel advances.
6	Review the safekeeping container to ensure compliance with required safekeeping requirements, as per reference (b).
7	Reconcile travelers checks on hand with the check register. Compare the Check count to the Citibank inventory report. Discrepancies must be noted and resolved.
8	Ensure that all check sales and issuances were authorized by proper copy of orders.
9	Verify that the agent balances out checks on hand to the ledger at the close of every sales day.
10	Ensure that, if an alternate Travelers check agent(s) also has a group of checks, that each Travelers check agent access ONLY to his/her checks only.
11	Review the Travelers check agent's record and report to ensure that daily sales/issuances are provided to Citibank on a daily basis and to FINCEN weekly.
12	Verify that the check inventory does not exceed more than an average month's worth of business.
13	Verify all physical losses/deficiencies have been reported to Citibank, the command and to Commandant (G-CFM-3), IAW with chapter 3 of reference (a).

Results and follow-up

Auditors and agents will prepare and submit an audit report to the Commanding Officer within two days of completing the audit.

Point of Contact

If you have questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu (ps)
Position	PERSRU Branch Chief
Phone	808-541-1535
Facsimile	808-541-1590

Professional Development - Mentoring (PD-M) Program

Who this is for This information applies to:

- Integrated Support Command (ISC) Honolulu personnel.
-

Purpose This describes the ISC Professional Development - Mentoring (PD-M) program. This program provides for mentors to develop the potential of the new enlisted member to the Coast Guard. This program helps enhance cultural diversity, professionalism, teamwork, and good leadership in keeping with the Core Values of the Coast Guard.

Goal of the PD-M program The PD-M program provides one-on-one guidance necessary for young personnel to learn, advance in rank, and have a successful Coast Guard career.

Definitions The following definitions apply to the PD-M program:

- **Mentor**: Someone who has a beneficial, lifestyle altering effect on another person; someone who offers knowledge, insight, perspective or wisdom that is helpful in a relationship which goes beyond duty or obligation. For the purpose of this program, a mentor must be in the rank of E-5 through E-7 or at least one rank higher than the mentee.
 - **Mentee**: Someone, usually a junior member, at his own initiative, who wishes to enhance his or her professional and personal development using the advice and counsel of a mentor.
 - **Mentoring**: A developmental, caring, sharing, and helping relationship where one person invests time, know-how, and effort in enhancing another person's growth, knowledge, and skills. It also includes responding to critical needs in the life of another, in ways that prepare them for greater productivity or achievement in the future.
-

Eligibility The following ISC personnel are eligible to be assigned a mentor under this program:

- pay grade E1 through E4, and
 - Active Duty and Reserve.
-

Continued on next page

Professional Development - Mentoring (PD-M) Program, Continued

Participation process

Division officers will solicit for mentors from their respective division and submit the mentor's name to the Command Master Chief (CMC). The CMC will assign mentors to mentees to create a partnership. The table below describes how the process works:

Stage	Description
1	As part of the check-in process, new member reports to the CMC for orientation to and participates in the program. <u>Note:</u> All personnel attached to the ISC prior to the effective date of this program will be given a chance to participate.
2	CMC assigns a mentor to a mentee, and arranges and facilitates their first meeting to establish responsibilities.
3	The mentee sets goals with the aid of the mentor: <ul style="list-style-type: none">• short term - desired goal approximately 6 to 12 months to finish• long term - desired goal approximately 12 to 18 months to finish, and• personal goal - (e.g., completion of college degree).
4	The mentor monitors and prepares a Progress Report, (see enclosure (1) on their mentee at the end of each month or when significant progress is made. The mentor submits Progress Reports to the CMC via the member's chain of command.
5	CMC creates and maintains a Personal Profile Record (PPR) where progress reports for each mentee are filed.

Countering setbacks

Setbacks happen when a mentee feels unsuccessful in obtaining his or her goal. To counter setbacks, the mentor must make themselves available at all times to provide advice, guidance, reassurance, and self-confidence in their mentee. The need for continuing forward, patience, and the desire for accomplishment remains a joint effort. However, the mentee is responsible for setting his or her own career path.

Continued on next page

Administration, Continued

Opting out of the program

Participation to the PD-M program is on a voluntary basis. Mentee's currently enrolled in the program may opt to be removed if they feel they are not being helped by the program. However, they must exhaust every avenue available to make it work, including asking for a replacement mentor when necessary. We must emphasize that the training and lessons learned from this program create a solid foundation for building self-esteem.

Enclosures

Enclosures are provided at the end of this topic to assist you.

- (1) [PD-M Progress Report form](#)
-

Results and follow-up

You will be assigned a mentor within your first week aboard. If this does not happen, call the CMC at the number below.

Point of contact

If you have any questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu (ca)
Position	Command Master Chief
Phone	808-541-2478
Fax	808-541-1567

PROGRESS REPORT

Professional Development - Mentoring

MENTEE	Name (Last, First, MI)	Rank/Rate:	Division/Branch:
MENTOR	Name (Last, First, MI)	Rank/Rate:	Division/Branch:

Program Description

1. Short Term Goal:	Start Date:	Projected Completion Date:
2. Long Term Goal:	Start Date:	Projected Completion Date:
3. Personal Goal:	Start Date:	Projected Completion Date:

MENTOR or MENTEE'S COMMENTS, SUGGESTIONS, and/or CONCERNS:

Will mentee remain in the program? YES NO - Enter reason(s) here:

ROUTING

1. Mentor's Signature:	2. Signature of Mentee's Supervisor:	3. CMC's Signature:
------------------------	--------------------------------------	---------------------

Enclosure (1)

Comments:

Enclosure (1)

Administration

Checking In/Out of Integrated Support Command Honolulu
Arranging Temporary Assigned Duty (TAD) to ISC Honolulu
Enlisted Employee Review Process
Enlisted Advancements
Requesting Leave, Liberty, and Special Liberty
Requesting Leave for Civilian Employees

Checking In/Out of Integrated Support Command Honolulu

Who this is for This information applies to ISC Honolulu:

- Active Duty personnel
 - Reserve personnel, and
 - civilian employees
-

Purpose This describes the process for checking in and out of ISC Honolulu.

Where to get check in/out sheets The PERSRU provides check in/out sheets to arriving and departing personnel.

Indoctrination checklist The indoctrination checklist is provided by PERSRU to assist managers in familiarizing new personnel with ISC Honolulu.

When to complete The table below describes when to complete the check in/out sheets.

IF you are...	THEN complete the sheet...
checking in	within five (5) working days.
checking out	prior to departing ISC Honolulu.

Enclosures The enclosures are at the end of this topic and are provided to assist you:

- (1) [ISC Honolulu check in/out sheet](#)
 - (2) [New employee indoctrination checklist](#)
-

Point of contact If you have questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu (ca)
Position	Chief, Administration Branch
Phone	808 541-2479
Fax	808 541-1567

ISC HONOLULU CHECK-IN/OUT SHEETS

Name (Last, First, MI):		Rank/Rate:		
FOR INCOMING PERSONNEL. Sponsor must escort new member in accomplishing the following face-to-face check-in within 5-working days.				
Unit Reporting From:		Date Reported:		
Sponsor's Name:		Home Phone:	Work Phone:	
FOR OUTGOING PERSONNEL. Member must complete the following face-to-face checkouts before departing ISC.				
Unit Departing To:		Departure Date:		
OFFICE		Check out Date	Check- in Date	Initial
* ISC PERSRU	Customer Service Desk			
* Medical Clinic (Bring Medical Record)	X2405			
* Watch Coordinator	E2/E3 - YN3 Collins E5 - YN2 Deal E6/E7 - YNC Ulsh E4 - EM3 Pettis			
Safety and Environmental Health	MST2 P. Zauner, X1547			
Shop Safety Indoctrination	Shop Safety Supervisor	Incomin g		
Initial HAZCOM Training	EM3 Pettis, X2417	Incomin g		
Port Services/Security (ISC Parking & Access)	BM1 M. Schwartz, X2491			
Supply	Morale Officer - X1561			
	COCO - X2463,		Outgoing	
	Property Officer - X2624			
Local System Operator	Incoming - CWO Bustamante, X3276 Outgoing - ESU Hotline, X2416			
Division Officer	(p) See your Branch Chief (f) X2459 (e) X2437 (k) X2405			
Force Optimization and Training Branch	YN2 P. Hayworth, X1509			
Administration Officer	CWO M. Munnerlyn, X2479			
Command Master Chief (Financial Counsel 8.L.2)	YNCM E. Verano, X2478			
Executive Officer	Call Grace Kobayashi for APPT, X1564			
Commanding Officer	Call Grace Kobayashi for APPT, X1564			

Assistant Classified Material Control Officer (*Bring PERSRU PDR)	YN3 Collins, X3264 <u>(SEE LAST)</u>			
ISC PERSRU	Delivery of PCS Orders		Outgoing	
* Applies to Military Personnel Only				

Enclosure (1)

NEW EMPLOYEE INDOCTRINATION CHECKLIST

EMPLOYEE'S NAME: _____

- _____ Take employee to have ID card made.
- _____ Point out where personal effects (hats, coats, lunch, etc.) are stored and give directions to washroom facilities.
- _____ Inform employee of parking areas, arrangements, procedures, etc.
- _____ Explain transit benefits to employee.
- _____ Introduce the new employee to other members of your group.
- _____ Familiarize the employee with the shop or office area.
- _____ Show employee where supplies and/or tools are located and explain how to obtain them.
- _____ Explain employee's responsibility for tools and equipment.
- _____ Explain and if necessary demonstrate use of equipment.
- _____ Instruct employee on safety rules, where to go for First Aid treatment, how to report accidents and on-the-job injuries.
- _____ Show employee the location of the bulletin boards, with explanation as to nature of what material will be posted there.
- _____ Advise employee of special rules concerning leaving work area, use of the telephone, smoking, restricted areas, etc.
- _____ Be sure the employee knows the starting and quitting time, lunch periods and the procedure for checking in and out.
- _____ Advise how to request leave, name of T&A clerk, and who to call for emergency annual leave, or in reporting sick leave. Explain policies on vacations and granting leave.
- _____ Be sure the employee knows who their supervisor is. If the employee is a supervisor, be sure he/she knows the employees who will report to him/her.
- _____ Explain what the unit does, relating this to work of the section, division, and the entire organization. Assure employee is given a copy of the latest Local Bulletin, if any, and provide local/Coast Guard video.
- _____ Discuss preparation of correspondence, if applicable.
- _____ Instruct employee about security measures. (Safeguarding classified information pertaining to his/her job.)

Enclosure (2)

- _____ See that the employee understands what he/she should wear, especially from a safety viewpoint
- _____ Designate a sponsor from your group to help in getting the new worker started right.
- _____ Discuss with the employee the Standards of Conduct.
- _____ Discuss the Coast Guard Drug Program Policy with the employee.
- _____ Discuss the Commandant's Sexual Harassment Statement with the employee.
- _____ Set up a performance plan for the employee, within 30 days of appointment. Discuss the plan, rating cycle, and how they will be evaluated. Have employee sign and date the form and provide them a copy. Explain what will be expected in terms of quality, quantity, and timeliness of employee's work.
- _____ Introduce employee to normal contacts outside of immediate work unit.
- _____ Ensure employee checks in with local service providers (e.g., American Express Travel, mailroom, credit union, TQM Coordinator, Work Life Officer, Civil Rights Officer, Command Security Officer, etc.)
- _____ Have employee complete a Confidential Financial Disclosure Report, OGE Form 450, if applicable. (Contact G-LGL for additional information).

Employee's Signature

Typed Name of Employee

Date

Arranging Temporary Assigned Duty (TAD) to ISC Honolulu

Who this is for This information applies to:

- Integrated Support Command (ISC) Honolulu
 - tenant commands, and
 - visiting cutters.
-

Purpose This describes how commands arrange for temporary assigned duty (TAD), and administrative permanent change of station transfer of personnel to ISC Honolulu.

Conditions for TAD ISC Honolulu will normally accept temporary assigned duty personnel under the following circumstances:

- medical reasons such as not fit for duty (NFFD)
 - awaiting discharge out-processing
 - awaiting unit return or transportation to deployed unit, and
 - permanent change of station transfers.
-

Permanent command responsibility Permanent duty commands retain ultimate responsibility for their TAD personnel during the entire period of assignment to ISC Honolulu.

Performance & disciplinary TAD The ISC will not automatically accept the following personnel TAD:

- active or pending performance based action, and
- active or pending disciplinary action

Note: Unit executive officer shall contact the ISC executive officer before assigning these personnel TAD.

Continued on next page

Arranging Temporary Assigned Duty (TAD) to ISC Honolulu, Continued

Assignment process

The table below shows the temporary assignment process.

Stage	Description
1	Tenant command XO or D14 administration calls ISC Honolulu XO to coordinate TAD assignment.
2	ISC Honolulu XO makes approving determination in part based upon availability of ISC berthing and ISC supervision assets.
3	ISC Honolulu XO gives approval to XO of tenant command or D14 administration to transfer personnel for a specific reporting date and length of temporary assignment.
4	Unit administration office prepares orders with accounting data <u>before</u> member reports to ISC Honolulu.
5	Unit administration office transmits detailed follow-up to ISC.
6	Unit administration office directs TAD personnel to ISC Honolulu Customer Service Desk (1 st deck ISC PERSRU) on reporting date. <u>Note:</u> If reporting occurs after normal hours, report to ISC Honolulu officer of the day (OOD).
7	TAD personnel report to ISC Honolulu Customer Service Desk and complete a temporary assigned duty check-in sheet. <u>Note:</u> All personnel given TAD orders for disciplinary action must report to executive officer ISC Honolulu on their 1 st working day of reporting.
8	ISC Honolulu Customer Service Desk endorses TAD orders and submits to PERSRU for processing.

Continued on next page

Arranging Temporary Assigned Duty (TAD) to ISC Honolulu, Continued

Duty assignments

Personnel will normally be assigned to the ISC division best able to use their skills. After temporary assigned duty to ISC Honolulu has been authorized, personnel will report for work assignment as follows.

IF TAD member is	THEN the workplace is assigned by
Non-rated	ISC Honolulu Admin officer (ca)
Rated, and Officers	ISC Honolulu Customer Service Desk.

Duty assignments for shipboard personnel

Afloat commands seeking to assign personnel to an ashore command must follow guidelines listed in the table below.

IF the members permanent duty station is	THEN temporary assigned duty coordination is handled by
CGC RUSH CGC JARVIS	ISC Honolulu.
CGC SASSAFRAS (until hp change) CGC WALNUT CGC KUKUI	CCGD14 administration (ap).
CGC PT EVANS CGC KISKA CGC WASHINGTON CGC ASSATEGUE	Group Honolulu.

Continued on next page

Arranging Temporary Assigned Duty (TAD) to ISC Honolulu, Continued

**Results &
follow-up**

Normally the XO, ISC Honolulu will indicate on the phone to unit XO or D14 administration if ISC Honolulu is able to take TAD personnel and for how long.

Point of contact

If you have questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu (cx)
Position	Executive Officer
Phone	808-541-1564
Fax	808-541-1567

Enlisted Employee Review Process

Who this is for

This information applies to:

- Integrated Support Command Honolulu personnel, and
- TAD personnel assigned to ISC Honolulu for 92 days or more

Purpose

This provides supplemental guidance to the below references on the ISC Honolulu Enlisted Employee Review process.

Reference Information you will need

You should consult the following references to ensure you complete the Enlisted Employee Review properly:

- (a) CG Personnel Manual, COMDTINST M1000.6, Chap 10-B (available online at: <http://www.uscg.mil/hq/hrsic/>)
- (b) CGHRMS Employee Review Quick Reference Guide, Encl (1)
- (c) CGHRMS Employee Review Guide – 11 page detailed guide (available in the following folder: Q:\ISC\ADMIN\ and online at <http://cghrms.osc.uscg.mil/WebHelp/index.htm>)
- (d) ISC Honolulu Enlisted Employee Review Rating Chain, Encl (2)

Enlisted Employee Review Process

The table below shows the stages to successfully process Enlisted Employee Reviews:

Stage	Description
1	ISC Admin (pa) sends e-mail reminder to Division Officers 30 days prior to period ending date for <ul style="list-style-type: none"> • Semi-Annual and Annual Employee Reviews • Transfer Employee Reviews (when required) • Advancement Employee Reviews (when required)
2	Division Officers ensure appropriate Supervisors initiate Employee Reviews using guidance in above references.
3	Supervisors prepare Employee Review and route to Marking Official for approval. <ul style="list-style-type: none"> • Do <u>not</u> check the <i>Final</i> box in the <i>Exceptions</i> tab. • Enclosure (2) shows ISC Honolulu rating chain. • Comments are required for marks of 1, 2, 7, Unsatisfactory Conduct, and Not Recommended for Advancement. • Comments are also required to address Leadership Potential for all E-6 and above personnel. • Administrative Remarks (CG-3307) entries are not required; however, comments in the electronic Employee Review must sufficiently support the given mark. Required comments in the Employee Review are part of the member’s official record. • Comments <i>may</i> be used to support any mark even if not required (i. e. 3’s and 6’s). Comments that are not required by CG policy are deleted when the Employee Review is successfully processed.

Enlisted Employee Review Process (Continued)

Enlisted Employee Review Process (continued)

Stage	Description
4	Marking Official makes any changes or adds required comments and electronically routes Employee Review to Chief, ISC (pa) Branch NLT 5 days after Employee Review period ending date. <ul style="list-style-type: none"> Do <u>not</u> check the <i>Final</i> box in the <i>Exceptions</i> tab.
5	Chief, ISC (pa) Branch does QA review within 3 days of receipt:
IF the...	
Employee Review needs corrections or additional information	ISC (pa) returns Employee Review to Marking Official with comments/guidance.
Employee Review is ready for approval	ISC (pa) routes Employee Review to ISC (cx)
6	ISC (cx) reviews, works out any discrepancies with ISC (pa), and routes to ISC (c) who is approving official in the rating chain for all members. <ul style="list-style-type: none"> Do <u>not</u> check the <i>Final</i> box in the <i>Exceptions</i> tab.
7	ISC (c) reviews and routes to ISC (pa). <ul style="list-style-type: none"> Do <u>not</u> check the <i>Final</i> box in the <i>Exceptions</i> tab.
8	ISC (pa) generates Member Counseling Report and e-mails it to Supervisor with a copy to the Marking Official.
9	Supervisor counsels member within 5 days after receipt of Member Counseling Report . Supervisor gives original Member Counseling Report to member, advises member to retain it in personal files, and forwards copy of Member Counseling Report to ISC (pa) Note: 5 day requirement is for active duty members who are not TAD or on scheduled leave. Reservists and active duty members who are not available within 5 days should be counseled at first available opportunity.
10	Upon receipt of Member Counseling Report, Chief, ISC (pa) checks <i>Final</i> box in <i>Exceptions</i> tab and releases Employee Review to HRSIC. This must be accomplished within 30 days from the period ending date. A copy of the signed counseling report is retained in (pa) files.

Enlisted Employee Review Process (Continued)

Schedule

The following is the current schedule for semi-annual and annual Enlisted Employee Reviews. Note that the active and reserve schedules are the same.

Pay Grade (active & reserve)	Period Ends Last Day Of
E-9	June
E-8	November
E-7	September
E-6	May and November
E-5	April and October
E-4	March and September
E-3	January and July
E-2/E-1	February and August

Responsibilities

Division Chiefs are responsible for ensuring personnel assigned within their divisions receive Employee Reviews as required by reference (a) and meet the ISC Honolulu timelines established in this guide. ISC (pa) is responsible for tracking Employee Reviews and quality assurance of the program.

Appeals

The member has 15 calendar days (30 calendar days for reservists) from the date the Member Counseling Report is signed to submit a written appeal. Consult reference (a) for guidance. Remember, the first step in the appeal process is to set up an audience with the rating chain.

Enclosures

The following enclosures are provided to assist you:
(1) [CGHRMS Employee Review Quick Reference Guide](#)
(2) [ISC Honolulu Rating Chain](#)

Point of Contact

If you have questions or need additional information after reading the references and enclosures, please contact:

Branch	ISC Honolulu (pa)
Position	Administration Officer
Phone	808-541-2479
Fax	808541-1567



CGHRMS CUSTOMER SUPPORT

Help Desk: (785) 339-3540 Ext. 1

Email: hrrsic-cghrms@hrrsic.uscg.mil

On-line Help: <http://cghrms.osc.uscg.mil/> or <http://www.uscg.mil/hq/hrrsic/cghrms/>

Self-Service Tutorials: <http://www.uscg.mil/hq/hrrsic/training/>

EMPLOYEE REVIEW

- Before you begin, if possible, have member's Employee ID number. If you do not have member's Employee ID number, you may perform a search and select from the list that is displayed as a result of your search criteria. For information on searching, reference the CGHRMS On-Line Help at <http://cghrms.osc.uscg.mil>. (Select *Using CGHRMS*, then select *Search Tips*).
- Your view of any menu or page is dependent on your access to CGHRMS and the security settings associated with that access. Your Operator ID may not have access to all the pages we include in this guide, or we may show a field as editable, but your access is "View Only".
- Command User (CGSSCMD) or Employee Review Only (CGEMPREV) access is required to complete an Employee Review. To request this access, complete form CG HRSIC-7421/2 CGHRMS Assignment User Authorization/Revocation. Fax completed form to (785) 339-3772. Be sure to indicate all access (roles) you currently have and are requesting.
- If you change the Effective or To date, **all** data entered in the Employee Review will be lost.
- The path to access Employee Review is: Develop Workforce > Plan Careers > Use > Employee Review.

Employee Review Develop Workforce > Plan Careers > Use > Employee Review

Find an Existing

EmpID: Enter Employee ID number in the EmpID field.

EmpID Nbr:

Name:

Last Name:

SetID: OR

Department:

National ID: Enter SSN in the National ID field.

Job Family:

Job Code:

Company:

Click "Search" after entering Employee ID number or SSN.

- It is not necessary to enter data in all fields. Preferred method is to enter Employee ID number (EmpID field) **or** SSN (National ID field).
- If you do not know the Employee ID or SSN, provide some search criteria, such as member's last name or member's name in the appropriate fields and perform a search.
- Since an employee may have multiple records, reflecting various stages in their career (military, civilian, reservist) or the result may list several members with the same last name and/or first name, **it is important to select the correct record from the result list.**

EMPLOYEE REVIEW (continuation)

- Page defaults to **Employee Review** tab. Additional tabs include Reviewers, Comments, and Exceptions. This guide includes instruction on all tabs.
- **Employee Review Tab - Fields which must be completed:**
 - Effective Date (Enter the period end date)
 - To Date (Enter the period end date)
 - Review Type
 - Rating Scale

Note: If the Effective or To date is changed after data is entered in other fields, all data entered in the Employee Review will be lost.
- **Employee Review Tab - Fields which may be left blank:**
 - From Date
 - Next Review Date

Page Defaults to the Employee Review Tab

Home > Develop Workforce > Plan Careers > Use > Employee Review

Employee Name: Employee ID: EmpID:

Review Details

Effective Date: Enter the **period end date** in the **Effective** date field and the **To** date field.

From To Date:

Business Unit:

Department:

Job Code:

Rating Scale: Click the **Review Type** drop-down arrow and select the appropriate type.

Rating Model:

Enter the appropriate rate (E1, E2, E3, etc..) or click on the magnifying glass to the right of the Rating Scale field and follow the steps below to select a Rating.

Lookup Rating Scale

Rating Scale:

Description:

Click on **Lookup** or enter criteria in the Description field then click **Lookup**. Refer to CGHRMS On-Line Help or Basics 101 User Guide for entering criteria.

Search Results

View All

Rating Scale	Description
E1	Seaman Recruit
E2	Seaman Apprentice
E3	Seaman
E4	Third Class Petty Officer
E5	Second Class Petty Officer
E6	First Class Petty Officer
E7	Chief Petty Officer

Select **Rating** (E-1 thru E-9) or **Description**. Do not use CPO, DUI1, etc.. Once you click on the rating or description it will return to the Employee Review page and automatically fill-in the field and display the description to the right of the field.

EMPLOYEE REVIEW (continuation)

After entering the necessary information on the **Employee Review** page, click the **Reviewers** tab at the top of the page.

- **Evaluation Type.** Click on the Evaluation Type drop-down arrow and select the appropriate type.
- **Reviewer ID.** Enter or lookup the Employee ID number of the reviewer.
- The competencies (e.g. Directing Others, etc..) listed are based on the rating scale entered on the first page.
- Use the numeric values to rate all competencies except **Conduct** and **Recommendation for Advancement**.
- Use **Satisfactory** or **Unsatisfactory** to rate the **Conduct** competency. (A message will display indicating the alpha characters will not compute for the rating average, click **OK**.)
- Use **Recommended for Adv** or **Not Recommended for Adv** to rate the **Recommendation for Advancement** competency. E-6's and above require comments justifying the members future potential for leadership. (A message will display indicating the alpha characters will not compute for the rating average, click **OK**.)
- Click on the  (Note) button to view the full description of the competency and enter Comments in the Comment section. **These comments replace the Administrative Remarks (CG-3307).**

Click on the Reviewers Tab

Click on the Evaluation Type drop-down arrow and select the Evaluation Type.

Enter the Employee ID of the reviewer or use the magnifying glass to lookup Reviewers ID

For each competency, enter the rating numeric or alpha value, or click or magnifying glass to lookup available Rating choices.

Click on the Note button to view full description of competency and enter comments. These comments replace the Administrative Remarks CG-3307.

You will receive this warning when entering an alpha code for the Conduct and Recommended/Not Recommended for Adv competency. Click **OK**. You can safely ignore this warning.



EMPLOYEE REVIEW (continuation)

Lookup Rating

Review Rating:

Description:

Short Description:

Lookup

Lookup Rating

Click on **Lookup** or enter criteria in the Description field then click **Lookup**. Refer to CGHRMS On-Line Help or Basics 101 User Guide for entering criteria.

Search Results

Review Rating	Description	Short Description
1	Unsatisfactory	UNSAT
2	Poor	Poor
3	Below Standard	Below Stand
4	Average	Average
5	Above Average	Above Avg
6	Excellent	Excellent
7	Superior	Superior
N	Not Recommended for Adv	Not Adv
R	Recommended for Adv	Rec Adv
S	Satisfactory	SAT
U	Unsatisfactory	UNSAT

Select the appropriate **Review Rating, Description** or **Short Description** from the list. Once you click on the rating or description it will return to the Reviewers page and automatically fill-in the field and display a short description to the right of the field. See the notes above to determine whether you should use the numeric or alpha codes.

Competency and Comment Screen (Displayed after selecting the NOTE button.)

Description: Leadership Faculty WORKING WITH OTHERS
The degree to which the member provides leadership in accomplishing work goals.

1 Exceeded little between group members. Allowed conflicts to go on player.

2 Demonstrated team members to contribute ideas.

A full description of the competency is displayed.

Comment: These comments take the place of the Administrative Remarks (CG-3307).

Comments are required for Ratings of 1, 2, 7, N-Not Recommended for Advancement, U-Unsatisfactory Conduct and E-6's and above require comments justifying leadership potential. These comments replace the Administrative Remarks (CG-3307). **Note:** You can cut and paste from another application such as Word, Notepad, etc..

OK

Once comments have been entered, click **OK**. The system will automatically return to the Reviewers page.

After entering the necessary information on the **Reviewers** page, click the **Comments** tab at the top of the page.

- Comments entered here are for **internal routing use only** and will not be saved in the final Employee Review.
- Do not enter comments here for Ratings of 1, 2, 7, N, U or leadership potential for E-6's and above. Enter those comments under the Reviewers tab. (See previous instruction on entering comments for ratings of 1, 2, 7, N, U or leadership potential for E-6's and above.)

Click on the Comments Tab

Employee Review | Reviewers | **Comments** | Exceptions

Employee Name: Employee ID: 1234567 Empl Rank: 0

Review Details: Effective Date: 09/11/2002 Next Review Date: Business Unit: AUS06 AUS00 Salary: Job Code: 436013 YN1

Parsons: Evaluation Type: Supervisor/Manager Reviewer ID: 1234567 Name: Suzen

Comment: These comments are for internal routing use only. Comments entered here will not be saved in the final Employee Review. Do not enter comments here for Ratings of 1, 2, 7, N or U. Enter those comments under the Reviewers tab page. See previous instruction on entering Administrative Remarks (CG-3307) comments.

OK

Employee Review | Systemlog | Comments | Exceptions

Enter comments you may want to forward to your Supervisor, Approving Official, etc..

EMPLOYEE REVIEW (continuation)

After entering the necessary information on the **Comments** page, click the **Exceptions** tab at the top of the page.

- Enter the Employee ID number of the next person to review this Employee Review.
- Click the **Validate Employee Review** button. Review the exceptions to see if any changes to the Employee Review are required. After changes have been made, click on **Validate Employee Review** again. Repeat until exceptions are corrected. Note: You can safely ignore this warning "**All marks with Rating Model of EVAL must have the Evaluation Type set to A (Approved Official). Evaluation Type=R,**" unless you are the Approving Official.
- Press **Save**.
 - If you are not the final Approving Official:
 - ❖ Press **Submit**. OR
 - ❖ Print the **Member Counseling Report**, then press **Submit**.

The **Member Counseling Report** is a printout of the Employee Review with the Reviewer Comments (PG-7's), requiring signature by the counselor and the evaluatee. Refer to the instructions in this guide to print the Member Counseling Report.

- If you are the final Approving Official, ensure a **Member Counseling Report is printed prior to selecting the Final box**. Click the **Final** checkbox and then the **Submit** button.

Once the Final box is checked, you will not be able to view or change the Employee Review, nor will you be able to print the Member Counseling Report. If you need to recall the Employee Review contact HRSIC (ADV) via email at hsrc-adv@hsrc.uscg.mil or call (785) 339-3400.

- After clicking **Submit**, the Employee Review is routed to either the Endorser's Worklist, or if final is checked, to HRSIC (ADV) pending review and forwarding to the members Employee Review Summary (formerly CG-3306). (For information on accessing your Worklist, refer to CGHRMS On-Line Help at <http://cghrms.osc.uscg.mil>). If an Employee Review is submitted multiple times to an endorser, it will display multiple times in the endorser's Worklist; however, only the latest version will display when the endorser accesses any of the multiple links.
- To repeat this function for another Employee, select **Return to Search**.

Click on the Exceptions Tab

Enter your endorser's Employee ID or use the lookup to locate their Employee ID number.

Click **Validate Employee Review**. A list of exceptions (discrepancies) will appear. Review the exceptions and make any necessary changes. After changes have been made, click on **Validate Employee Review** again. Repeat until exceptions are corrected.

After exceptions are corrected, click **Save**.

Refer to the next section of this guide for instructions on the **Member Counseling Report** before clicking **Submit** or checking the **Final** box.

EMPLOYEE REVIEW – MEMBER COUNSELING REPORT (continuation)

After an Employee Review is verified by an Approving Official, a **Member Counseling Report** should be printed. This is a printout of the Employee Review with the Reviewer Comments (PG-7's), requiring signature by the counselor and the evaluatee.

After entering and saving all necessary information, click on the **Member Counseling Report** link located on the **Exception** page.

Click on the Exceptions Tab

Click on Member Counseling Report link.

- After clicking on the **Member Counseling Report** link the **Member Counseling Receipt** page is displayed.
- **Language** defaults to English.
- Enter the Employee ID number of the evaluatee in the **Report Requests Parameters** box. If you do not know the Employee ID number you may:

- Close the window by clicking the **X** in the top right corner and locate the Employee ID number from the **Exceptions** page **ID** field, then re-select the **Member Counseling Report** link. OR
- Click on the magnifying glass to the right of the Employee ID field and perform a search. For information on performing a search, reference the CGHRMS On-Line Help at <http://cghrms.osc.uscg.mil>.

NOTE: You may generate more than one report by pressing the **+** button to add a new row and enter another Employee ID number. Repeat this step to enter additional Employee ID numbers.

- Click the **Run** button (upper right hand corner of the page) to begin processing.

After entering the Employee ID number(s), click **Run**.

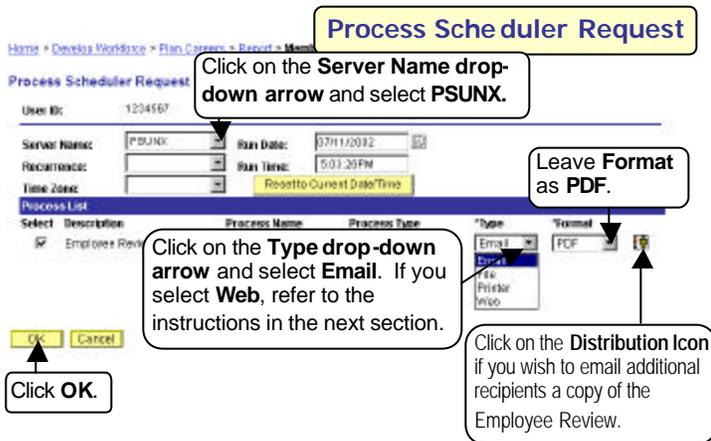
Enter the **Employee ID** number. If you do not know the Employee ID number, click on the magnifying glass to perform a search or refer to the instructions above to locate the Employee ID number.

Click the **+** if you wish to add additional Employee ID numbers.

EMPLOYEE REVIEW – MEMBER COUNSELING REPORT (continuation)

After clicking **RUN** from the Member Counseling Receipt page, the **Process Scheduler Request** page will appear.

- Click on the **Server Name drop-down arrow** and select **PSUNX**.
- Click on the **Type drop-down arrow** and select **Email**. By selecting **Email** the Member Counseling Report will be sent to you as an attachment to an email message (recommended). The attachment will be in **PDF** (Adobe Acrobat) format. You may leave the type as **Web** if you want to access the Member Counseling Report using the Report Manager (**Web** instructions are in the next section).
- **Format** defaults to **PDF**. Leave as PDF, do not change the format.
- **If you selected Email as the type:**
 - Click on **OK** (bottom left corner of page) and this will generate the email to you. **OR**
 - Click on the **Distribution icon**  to add additional email addresses. This is helpful if you would like to email the Employee Review to additional recipients. Refer to instructions below for using the Distribution icon.



Process Scheduler Request

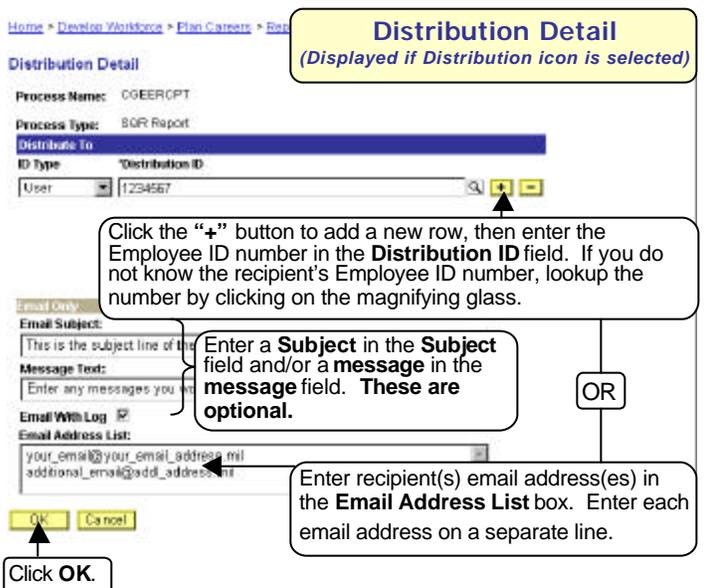
Click on the **Server Name drop-down arrow** and select **PSUNX**.

Leave **Format** as **PDF**.

Click on the **Type drop-down arrow** and select **Email**. If you select **Web**, refer to the instructions in the next section.

Click on the **Distribution icon** if you wish to email additional recipients a copy of the Employee Review.

Click **OK**.



Distribution Detail
(Displayed if Distribution icon is selected)

Click the "+" button to add a new row, then enter the Employee ID number in the **Distribution ID** field. If you do not know the recipient's Employee ID number, lookup the number by clicking on the magnifying glass.

Enter a **Subject** in the **Subject** field and/or a **message** in the **message** field. These are optional.

OR

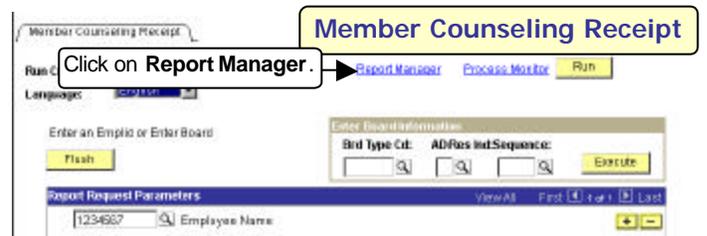
Enter recipient(s) email address(es) in the **Email Address List** box. Enter each email address on a separate line.

Click **OK**.

EMPLOYEE REVIEW – MEMBER COUNSELING REPORT (continuation)

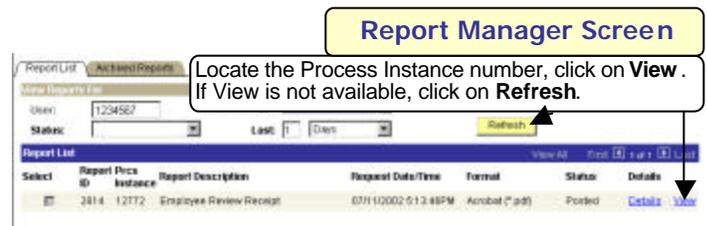
If you chose **Web** from the Process Scheduler Request screen, you will need to click on **Report Manager** from the **Member Counseling Receipt** page.

- Find the **Process Instance**. You may need to reference the date and time to determine which one is the correct instance.
- Click the **View** link to the right of the instance you want to view. This will cause a new **Internet Explorer** window to open. The **Report/Log Viewer** page will display.
 - If the **View** link is not shown, click the **Refresh** button to update the display. There could be some delay before the Employee Review is ready for viewing.
- When the **Report/Log Viewer** page appears, locate the **link** that has a **PDF** extension. (Link name should read similar to **cgeercpt_XXXXX.pdf**. The **XXXXX** in the link will be replaced with the Process Instance number.) **Click on the link to open the Employee Review form.**
- Click on the **Printer icon**  (upper left corner) of the Acrobat window to print the form.



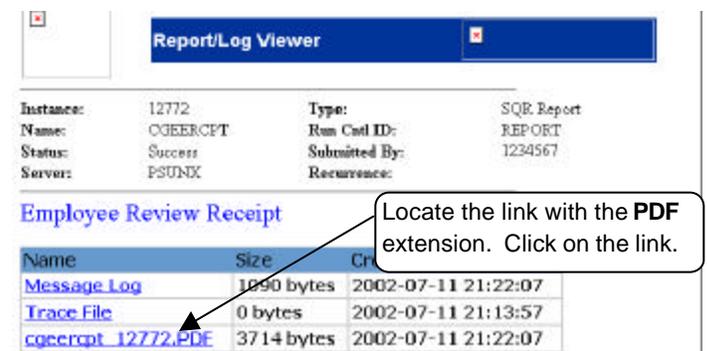
Member Counseling Receipt

Click on **Report Manager**.



Report Manager Screen

Locate the Process Instance number, click on **View**. If **View** is not available, click on **Refresh**.



Report/Log Viewer

Instance: 12772 Type: SQE Report
 Name: CGEERCPT Run Cntl ID: REPORT
 Status: Success Submitted By: 1234567
 Server: PSUNX Recurrence:

Employee Review Receipt

Name	Size	Created
Message Log	1090 bytes	2002-07-11 21:22:07
Trace File	0 bytes	2002-07-11 21:13:57
cgeercpt_12772.PDF	3714 bytes	2002-07-11 21:22:07

Locate the link with the **PDF** extension. Click on the link.



Acrobat Window

Click the **Printer icon** to print the Employee Review. Click the **Disk icon** to save it.

CG ISC HONOLULU ENLISTED RATING CHAIN

<u>ORGANIZATIONAL ELEMENT</u>	<u>SUPERVISOR¹</u>	<u>MARKING OFFICIAL</u>
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Comptroller Division (f)

Budget & Account Br Personnel	Budget & Accounting Br Chief	Chief, Comptroller Div
Food Services Br. Chief	Chief, Comptroller Div	Chief, Comptroller Div
Food Services Br Personnel	Food Services Branch Chief	Chief, Comptroller Div
Procurement/Supply Br Personnel	Procurement/Supply Br Chief	Chief, Comptroller Div
Shipping/Receiving Branch Chief	Chief, Comptroller Div	Chief, Comptroller Div
Shipping/Receiving Br Personnel	Shipping/Receiving Br Chief	Chief, Comptroller Div
MWR Personnel	MWR Director	Chief, Comptroller Div

Engineering Division (e)

Industrial Branch Personnel	Industrial Branch Chief	Chief, Engineering Div
Security/MAA Branch Chief	Chief, Engineering Div	Chief, Engineering Div
Security/MAA Branch Personnel	Security/MAA Branch Chief	Chief, Engineering Div
Facilities Maintenance Br Pers	Fac Maintenance Br Chief	Chief, Engineering Div
Environmental Br Personnel	Environmental Br Chief	Chief, Engineering Div
Housing Maintenance Branch Pers	Housing Branch Chief	Chief, Engineering Div

Health and Safety Division (k)

Health Services Branch Chief	Chief, Health & Safety Div	Chief, Health & Safety Div
Health Services Br. Personnel	Health Services Br Chief	Chief, Health & Safety Div
Safety & Environmental Health Pers	MLCPAC(kse) Safety Officer ²	Chief, Health & Safety Div

Personnel Division (p)

Personnel Services Branch Pers	Personnel Services Br Chief	Chief, Personnel Division
Force Opt & Training Branch Pers	Force Opt & Trng Branch Chief	Chief, Personnel Division
Administration Branch Pers	Administration Branch Chief	Chief, Personnel Division

Command Work-Life Branch (cw)

Work-Life Enlisted Personnel ³	Work-Life Branch Chief ³	Chief, Work-Life Branch ³
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Notes: 1. Branch Chiefs listed as Employee Review Supervisors may delegate this authority as needed; The Enlisted Employee Review system allows for more than 1 supervisor in the rating chain. An E-6 can act as supervisor and initiate an Employee Review, but it must be routed through an E-7 or above. An E-7 or above is required to sign the Member Counseling Report.

2. Supervisor is detached duty MLCPAC (kse) Safety & Environmental Health Officer.

3. Work-Life Branch Chief will act as Supervisor and Marking Official for any enlisted personnel assigned permanently or TAD for over 92 days. Work-Life Branch Chief may also be designated by MLCPAC (k) to act as Supervisor for detached duty Outreach & Prevention Specialist.

Enlisted Advancements

Who this is for This information applies to:

- Integrated Support Command (ISC) Honolulu personnel.
-

Purpose This describes how enlisted advancements are processed.

Advancement process This describes the advancement process:

Stage	Description						
1	Admin (ca) highlights names listed on the Enlisted Personnel Advancement Announcement (EPAA), creates list of personnel being advanced, and emails to division chiefs, XO and CO.						
2	This shows who prepares certificates. <table border="1"><thead><tr><th>IF...</th><th>THEN...</th></tr></thead><tbody><tr><td>E6 and below</td><td>Admin (ca) prepares certificates for commanding officer's signature, and forwards signed certificates to division officers.</td></tr><tr><td>E7 and above</td><td>HRSIC (ADV) prepares and forward certificate to ISC Honolulu for presentation.</td></tr></tbody></table>	IF...	THEN...	E6 and below	Admin (ca) prepares certificates for commanding officer's signature, and forwards signed certificates to division officers.	E7 and above	HRSIC (ADV) prepares and forward certificate to ISC Honolulu for presentation.
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E6 and below	Admin (ca) prepares certificates for commanding officer's signature, and forwards signed certificates to division officers.						
E7 and above	HRSIC (ADV) prepares and forward certificate to ISC Honolulu for presentation.						

Continued on next page

Enlisted Advancements, Continued

Advancement process, (continued)

Stage	Description						
3	<p>All advancement ceremonies will be conducted at the member's workspace. This shows the presentation process.</p> <table border="1"> <thead> <tr> <th>IF...</th> <th>THEN...</th> </tr> </thead> <tbody> <tr> <td>E6 and below</td> <td> <p>Command Master Chief (CMC) contacts the Division Chief and command secretary and arranges ceremony for the commanding officer to present the advancement certificate. CMC will also contact the command photographer to take pictures of the event.</p> <p><u>Note:</u> The intent is to recognize the member on the effective date of advancement or the Friday before the advancement if advanced on a weekend of holiday.</p> </td> </tr> <tr> <td>E7-E9</td> <td> <p>Command Master Chief schedules appointments for CO to present certificates via CPO Mess.</p> </td> </tr> </tbody> </table>	IF...	THEN...	E6 and below	<p>Command Master Chief (CMC) contacts the Division Chief and command secretary and arranges ceremony for the commanding officer to present the advancement certificate. CMC will also contact the command photographer to take pictures of the event.</p> <p><u>Note:</u> The intent is to recognize the member on the effective date of advancement or the Friday before the advancement if advanced on a weekend of holiday.</p>	E7-E9	<p>Command Master Chief schedules appointments for CO to present certificates via CPO Mess.</p>
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E7-E9	<p>Command Master Chief schedules appointments for CO to present certificates via CPO Mess.</p>						
4	<p>Admin (ca) post a congratulatory note to all hands announcing promotions in the Plan of the Week.</p>						

Results and follow-up

You can expect to receive your advancement certificate on the date of advancement. If you do not, call the point of contact at the number below.

Point of contact

If you have questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu (ca)
Position	Admin Branch Chief
Phone	808-541-2478
Fax	808-541-1567

Requesting Leave, Liberty, and Special Liberty

Who this is for This information applies to:

- Integrated Support Command (ISC) Honolulu **military** personnel, and
- transient **military** personnel assigned to ISC Honolulu.

Purpose This defines the policies and procedures relating to leave, liberty, and special liberty for ISC Honolulu's military personnel.

Reference information you will need If you have questions concerning the rules and regulations involving a request for liberty, special liberty, or leave, consult:

- (a) CG Personnel Manual, COMDTINST M1000.6A, Chapter 7
- (b) Personnel and Pay Procedures Manual, HRSICINST M1000.2A

Leave Leave is a period of 1 day or more during which the military member is excused from duty by competent authority. Leave is the authorized absence of an individual from a place of duty, chargeable against such individuals in accordance with applicable law.

Approving authority Approving authority for the granting of leave is delegated to Branch Chiefs or higher level subject to restriction of applicable references.

Processing a leave request Process leave request following the table below

Stage	Description
1	Members requesting leave fills out appropriate form as applicable and forwards to his/her immediate supervisor. Military members submit a CG-2519 for routine leave request.
2	Immediate supervisors verify eligibility and leave balance and forwards to approving authority with recommendation.
3	Approving authority approves or disapproves the request
4	Approving authority notifies member within two working days of receipt of leave request of approval/disapproval.

Continued on next page

Requesting Leave, Liberty, and Special Liberty, Continued

Processing a leave request, (continued)

Stage	Description
5	Approving authority holds the leave paper or request chit until member returns from leave
6	Approving authority makes any changes to the leave papers using the "change endorsement" section of the CG-2519 prior to forwarding to PERSRU. <u>Note:</u> Recording any changes and submitting leave papers after the member returns from leave minimizes erroneous charging of leave against a members leave account.
7	Approving authority forwards leave papers to the PERSRU for charging against members leave account.

Sick Leave

Sick leave is not chargeable as leave, but periods that exceed two days will be reported as per reference (b) on CG Form 2519 (Leave Authorization).

Stage	Description
1	Active service members shall contact their supervisors to request sick leave each day they are sick. If the immediate supervisor is unavailable, members will go to the next senior supervisor in the chain of command.
2	Authority to grant sick leave is delegated to Division Chiefs and Branch Chiefs. They may approve up to two days only. On the second sick leave day, the member must schedule an appointment with the ISC Clinic for treatment the next day.
3	The Senior Medical Officer will approve sick leave in excess of two consecutive days.

Regular Liberty

Regular liberty is periods of up to three consecutive days when the member is not scheduled for daily work or duty as part of a duty/watch section and is therefore authorized to depart base at will. This normally commences at the end of the workday on Friday and ends on Monday morning at the start of the workday.

Note: In rare circumstances, liberty can be extended to four days when a National Holiday is part of the period.

Continued on next page

Requesting Leave, Liberty, and Special Liberty, Continued

Special Liberty Special liberty is authorized absence during normal duty or watch hours. It may be granted in recognition of special achievements, or to provide time off during working hours to attend personal business, which can not be taken care of after normal working hours.

Special liberty during normal working hours may be requested by any person on his or her own behalf or by any senior in the chain of command. In either case, the special request should state the reason for the request and be processed up the chain of command. Special liberty is special. It will not be granted routinely to accommodate those who would rather conduct personal business on government time.

Note: Special (or early liberty) involving a section or branch can only be granted by the Division Officer or higher. Special liberty involving a division can only be granted by the XO or CO.

Individual liberty may be granted by	Not to exceed
Commanding Officer	4 days
Executive Officer	3 days
Division Officer	2 days
Branch Chief	1 day

Duty Exchanges

Normally, special liberty of this type will only be granted in cases where the requester has obtained a standby, fully qualified to cover the assignment. Exchange of duty between qualified personnel (duty section swaps) are actually two special liberties dependent on each other, and may be submitted on a single special request. A special request chit should be used to document the exchange of duties between qualified personnel for their mutual convenience. At no time will the mutual exchange of duty between personnel involve monetary considerations.

Note: Authority to grant duty section swaps is delegated to the Watch Section Coordinator.

Combining leave and liberty

Special liberty and leave shall not be combined to permit continuous absence from ISC Honolulu. A military member may not be on leave, immediately return to liberty status (regular or special), then immediately resume leave status. Instead, the whole period of absence is charged as leave.

Continued on next page

Requesting Leave, Liberty, and Special Liberty, Continued

Results and follow-up

You can expect to receive confirmation of your request for leave or liberty within 2 working days after receipt of your request by the approving official. Contact the next level of authority in your chain of command if action is not taken on your request.

Point of contact

If you have questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu (ca)
Position	Admin Branch Chief
Phone	808-541-2479
Fax	808-541-1567

Requesting Leave for Civilian Employees

Who this is for This information applies to:

- Integrated Support Command (ISC) Honolulu appropriated civilian employees, and
- Supervisors.

Purpose This defines the policies and procedures relating to leave for ISC Honolulu's civilian employees.

Reference information you will need If you have any questions concerning the rules and regulations to request leave, consult:

- Coast Guard Supervisor's Handbook for Civilian Personnel Management
- Coast Guard Leave Reference, 12630.1, dated 1 Sep 95.
- <http://www.opm.gov/oca/leave/index.htm>
- <http://www.uscg.mil/hq/cgpc/cpm/benfts/lvtops.htm>

Leave Leave is a period of 15 minutes or more during which the civilian employee is excused from duty. Leave is an authorized absence of an individual from a place of duty, chargeable against such individuals in accordance with applicable law.

Approving authority Approving authority for the granting of leave is delegated to supervisors or higher level subject to restriction of applicable references.

Processing a leave request Process leave requests following the table below.

Stage	Description
1	Civilian employee requesting leave fills out form SF 71, Application for Leave (enclosure 1) as applicable and forwards to his/her immediate supervisor.
2	Immediate supervisor verifies eligibility and leave balance and approves or disapproves the leave request.
3	Approving authority notifies employee within two working days of receipt of leave request of approval/disapproval.

Continued on next page

Requesting Leave for Civilian Employees, Continued

Processing a leave request, (continued)

Stage	Description
4	Approving authority forwards the SF71 to the employee's designated timekeeper.

Leave Requirements

The following are the various types of leave that civilian employees may need to take.

TYPE OF LEAVE	NOTIFICATION	CERTIFICATION
Annual	Request approval from supervisor in advance, when possible by submitting a SF-71, Application for Leave	Typically, no certification beyond employee's request is required.
Emergency annual leave	Request approval from supervisor as soon as possible, but generally no later than two hours after the start of regular work day.	Same as above
Sick Personal needs Family care Adoption	Request approval from supervisor in advance when possible by submitting a SF-71.	Sick leave may only be granted when supported by administratively acceptable evidence. For an absence of more than 3 workdays (or for an employee under a Letter of Requirement—where an employee has received a letter of warning for abusing his/her sick leave) the employee is required to provide a medical certificate or other administratively acceptable evidence.

Continued on next page

Requesting Leave for Civilian Employees, Continued

Leave requirements, (continued)

TYPE OF LEAVE	NOTIFICATION	CERTIFICATION
Emergency sick leave	Request approval from supervisor as soon as possible, but generally no later than two hours after the start of the regular work day.	Same as sick leave certification above.
Voluntary leave transfer program	An employee or his/her representative may make written application to become a leave recipient, subject to local activity approval.	Each application must include the employee's name, the reason(s) leave is needed, the expected duration of the medical emergency, and medical certification of the emergency.
Family and medical leave act (FMLA)	Must provide supervisor with 30-day advance notification of need, if practicable by submitting a SF 71. When 30-day notification is not feasible, as much advance notice as possible should be provided.	Form WH-380, Certification of Health Care Provider (enclosure 2) may be required.
Sick leave for adoption	Request approval from supervisor in advance, when possible by submitting a SF-71.	Administratively acceptable evidence of adoption may be required.
Bone marrow or organ donation	Request approval from supervisor in advance, when possible by submitting a SF-71.	Administratively acceptable evidence of the bone marrow/organ donation may be required.
Leave without pay (LWOP)	Request approval from supervisor in advance, when possible by submitting a SF-71.	Administratively acceptable evidence of the need for LWOP may be required depending on the reason for the leave.

Continued on next page

Requesting Leave for Civilian Employees, Continued

Leave requirements, (continued)

TYPE OF LEAVE	NOTIFICATION	CERTIFICATION
Military leave	Request approval from supervisor in advance of annual active duty training by submitting a SF-71.	Copy of military orders must be provided. Upon return from military leave, employee must provide official evidence they performed military duty.
Court leave	Request approval from supervisor as soon as possible by submitting a SF 71.	Court order or subpoena that requires the employee's attendance in court is required. Upon return to duty, a certificate of attendance signed by the clerk of the court or other appropriate official must be produced, verifying the witness or jury service.
Blood donation	Request approval from supervisor by submitting a SF 71.	Typically, no certification beyond employee's request is required.

Leave limitations

The following lists the amount of leave that can be taken.

TYPE OF LEAVE	LIMITATIONS
Annual leave	Limited to the amount of annual leave accumulated by or advanced to the employee and approved by the supervisor.

Continued on next page

Requesting Leave for Civilian Employees, Continued

Leave limitations, (continued)

TYPE OF LEAVE	LIMITATIONS
Advanced leave	<p>Advanced annual leave is limited to the amount of annual leave the employee would accrue in a leave year. A temporary employee whose appointment is scheduled to terminate prior to the end of the leave year can be advanced annual leave up to the amount the employee would accrue during the remainder of his/her appointment.</p> <p>Advanced sick leave is limited to no more than 240 hours. A temporary employee whose appointment is scheduled to terminate prior to the end of the leave year should not be advanced any more leave than he/she would be able to repay during the course of his/her appointment. Sick leave for family care cannot be advanced beyond 40 hours.</p>
Bone marrow/organ donation	<p>Entitled to 7 days of paid leave each calendar year to serve as a bone marrow donor. An employee may use up to 30 days of paid leave each calendar year to serve as an organ donor.</p> <p><u>Note:</u> This paid leave is in addition to sick and annual leave the employee earns.</p>
Blood donation	<p>Allowed up to 4 hours, without charge to annual or sick leave, for travel, clinical time and recovery time.</p> <p><u>Note:</u> Employees who sells blood is not authorized excused absence, and time off from work will be charged to annual leave or Leave Without Pay (LWOP).</p>
Family and medical leave act (FMLA)	<p>Limited to a total of 12 workweeks of unpaid leave (may substitute paid leave for the absence) during any 12 month period for certain family and medical needs.</p>
Leave without pay (LWOP)	<p>Limited by internal policies/circumstances. Reference should be made to provisions of collective bargaining agreements/local instructions, as appropriate.</p>
Military leave	<p>Limited to a total of 15 calendar days a year.</p>
Voluntary leave transfer program	<p>Limited to the amount of leave donated to the individual approved as a leave recipient.</p>

Continued on next page

Requesting Leave for Civilian Employees, Continued

Leave limitations, (continued)

TYPE OF LEAVE	LIMITATIONS
Sick leave	Limited to the extent that the employee is incapacitated due to the physical or mental illness. Injury, pregnancy or childbirth, routine examination or treatment, or exposure to a communicable disease.
Sick leave for adoption	Limited to the amount required for purposes related to the adoption such as appointments with adoption agencies, social workers, attorneys, court proceedings, required travel, and any other activities deemed necessary to allow the adoption to proceed.
Sick leave to care for a family member and for the funeral of a family member under Family Friendly Leave Act (FFLA)	<p>Most federal employees may use a total of up to 104 hours (13 workdays) of sick leave each leave year to:</p> <ul style="list-style-type: none"> • provide care for a family member who is incapacitated as a result of physical or mental illness, injury, pregnancy, or childbirth; • provide care for a family member as a result of medical, dental, or optical examination or treatment; or • make arrangements necessitated by the death of a family member or attend the funeral of a family member. <p>A covered full-time employee may use 40 hours (5 workdays) of sick leave each leave year for these purposes. An additional 64 hours (8 workdays) of sick leave may be used each year if the employee maintains a balance of at least 80 hours of sick leave in his/her account.</p> <p>Part-time employees and employees with uncommon tours of duty are also covered, and the amount of sick leave permitted for family care and bereavement purposes is prorated in proportion to the average number of hours of work in the employee's scheduled tour of duty each week. Agencies may advance only the first 40 hours of sick leave (or a proportional amount for an employee on a part-time schedule or uncommon tour of duty).</p>

Continued on next page

Requesting Leave for Civilian Employees, Continued

Leave limitations, (continued)

TYPE OF LEAVE	LIMITATIONS
	<p>“Family member” is defined as:</p> <ul style="list-style-type: none"> • spouse, and parents thereof; • children, including adopted children, and spouses thereof; • parents; • brothers and sisters, and spouses thereof, and any individual related by blood or affinity whose close association with the employee is the equivalent of a family relationship
<p>Sick leave to care for a family member with a serious health condition</p>	<p>Most Federal employees may use up to 12 administrative workweeks of sick leave each leave year to care for a family member with a serious health condition. If an employee previously has used any portion of the 13 days of sick leave for general family care or bereavement purposes in a leave year, that amount must be subtracted from the 12-week entitlement. If an employee has already used 12 weeks of sick leave to care for a family member with a serious health condition, he or she cannot use an additional 13 days in the same leave year for general family care purposes. An employee is entitled to a total of 12 weeks of sick leave each year for all family care purposes.</p> <p>Employees must maintain a sick leave balance of at least 80 hours at all times, and those who exhaust their annual and sick leave balances for family care purposes would be allowed to request donated annual leave under voluntary leave transfer or leave bank programs.</p> <p>Serious health condition is defined as:</p> <ul style="list-style-type: none"> • cancer • heart attacks • strokes • severe injuries • Alzheimer’s disease • pregnancy, and • childbirth

Continued on next page

Requesting Leave for Civilian Employees, Continued

Leave limitations, (continued)

TYPE OF LEAVE	LIMITATIONS
	<p>The following are <u>not</u> considered serious health conditions:</p> <ul style="list-style-type: none"> • the common cold • flu • earache • upset stomach • headaches (other than migraines), and • routine dental or orthodontia problems, etc. <p>The term “serious health condition” is not intended to cover short-term conditions for which treatment and recovery are very brief.</p>

Enclosures

The enclosures at the end of this topic is provided to assist you:

- (1) [Application for Leave or Approved Absence SF-71 \(Rev. 12/97\)](#)
- (2) [Employer Response to Employee Request for Family or Medical Leave](#)
- (3) [Certification of Health Care Provider \(WH-380\)](#)

Note: Employee may continue to use the SF-71 (Rev. 3/79) until supplies are depleted.

Results and follow-up

You can expect to receive confirmation of your request for leave within 2 working days after submitting your request for leave. Contact the next level of authority in your chain of command if action is not taken on your request.

Point of Contact

If you have questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu (ca)
Position	Command Secretary
Phone	808-541-1564
Fax	808-541-1567



(When completed, this form goes to the employee, **not to the Department of Labor.**)

OMB No.: 1215-0181
Expires: 06/30/02

1. Employee's Name

2. Patient's Name (If different from employee)

3. Page 4 describes what is meant by a "**serious health condition**" under the Family and Medical Leave Act. Does the patient's condition¹ qualify under any of the categories described? If so, please check the applicable category.

(1) _____ (2) _____ (3) _____ (4) _____ (5) _____ (6) _____ , or None of the above _____

4. Describe the **medical facts** which support your certification, including a brief statement as to how the medical facts meet the criteria of one of these categories:

5. a. State the approximate **date** the condition commenced, and the probable duration of the condition (and also the probable duration of the patient's present **incapacity**² if different):

b. Will it be necessary for the employee to take work only **intermittently or to work on a less than full schedule** as a result of the condition (including for treatment described in Item 6 below)?

If yes, give the probable duration:

c. If the condition is a **chronic condition** (condition #4) or **pregnancy**, state whether the patient is presently incapacitated² and the likely duration and frequency of **episodes of incapacity**²:

¹ Here and elsewhere on this form, the information sought relates **only** to the condition for which the employee is taking FMLA leave.

² "Incapacity," for purposes of FMLA, is defined to mean inability to work, attend school or perform other regular daily activities due to the serious health condition, treatment therefor, or recovery therefrom.

6. a. If additional **treatments** will be required for the condition, provide an estimate of the probable number of such treatments.

If the patient will be absent from work or other daily activities because of **treatment** on an **intermittent** or **part-time** basis, also provide an estimate of the probable number of and interval between such treatments, actual or estimated dates of treatment if known, and period required for recovery if any:

b. If any of these treatments will be provided by **another provider of health services** (e.g., physical therapist), please state the nature of the treatments:

c. **If a regimen of continuing treatment** by the patient is required under your supervision, provide a general description of such regimen (e.g., prescription drugs, physical therapy requiring special equipment):

7. a. If medical leave is required for the employee's **absence from work** because of the **employee's own condition** (including absences due to pregnancy or a chronic condition), is the employee **unable to perform work** of any kind?

b. If able to perform some work, is the employee **unable to perform any one or more of the essential functions of the employee's job** (the employee or the employer should supply you with information about the essential job functions)?
If yes, please list the essential functions the employee is unable to perform:

c. If neither a. nor b. applies, is it necessary for the employee to be **absent from work for treatment**?

8. a. If leave is required to **care for a family member** of the employee with a serious health condition, **does the patient require assistance** for basic medical or personal needs or safety, or for transportation?

b. If no, would the employee's presence to provide **psychological comfort** be beneficial to the patient or assist in the patient's recovery?

c. If the patient will need care only **intermittently** or on a part-time basis, please indicate the probable **duration** of this need:

Signature of Health Care Provider

Type of Practice

Address

Telephone Number

Date

To be completed by the employee needing family leave to care for a family member:

State the care you will provide and an estimate of the period during which care will be provided, including a schedule if leave is to be taken intermittently or if it will be necessary for you to work less than a full schedule:

Employee Signature

Date

A “**Serious Health Condition**” means an illness, injury impairment, or physical or mental condition that involves one of the following:

1. Hospital Care

Inpatient care (*i.e.*, an overnight stay) in a hospital, hospice, or residential medical care facility, including any period of incapacity² or subsequent treatment in connection with or consequent to such inpatient care.

2. Absence Plus Treatment

(a) A period of incapacity² of **more than three consecutive calendar days** (including any subsequent treatment or period of incapacity² relating to the same condition), that also involves:

- (1) **Treatment**³ **two or more times** by a health care provider, by a nurse or physician’s assistant under direct supervision of a health care provider, or by a provider of health care services (*e.g.*, physical therapist) under orders of, or on referral by, a health care provider; or
- (2) **Treatment** by a health care provider on **at least one occasion** which results in a **regimen of continuing treatment**⁴ under the supervision of the health care provider.

3. Pregnancy

Any period of incapacity due to **pregnancy**, or for **prenatal care**.

4. Chronic Conditions Requiring Treatments

A **chronic condition** which:

- (1) Requires **periodic visits** for treatment by a health care provider, or by a nurse or physician’s assistant under direct supervision of a health care provider;
- (2) Continues over an **extended period of time** (including recurring episodes of a single underlying condition); and
- (3) May cause **episodic** rather than a continuing period of incapacity² (*e.g.*, asthma, diabetes, epilepsy, etc.).

5. Permanent/Long-term Conditions Requiring Supervision

A period of **Incapacity**² which is **permanent or long-term** due to a condition for which treatment may not be effective. The employee or family member must be **under the continuing supervision of, but need not be receiving active treatment by, a health care provider**. Examples include Alzheimer’s, a severe stroke, or the terminal stages of a disease.

6. Multiple Treatments (Non-Chronic Conditions)

Any period of absence to receive **multiple treatments** (including any period of recovery therefrom) by a health care provider or by a provider of health care services under orders of, or on referral by, a health care provider, either for **restorative surgery** after an accident or other injury, **or** for a condition that **would likely result in a period of Incapacity² of more than three consecutive calendar days in the absence of medical intervention or treatment**, such as cancer (chemotherapy, radiation, etc.), severe arthritis (physical therapy), and kidney disease (dialysis).

This optional form may be used by employees to satisfy a mandatory requirement to furnish a medical certification (when requested) from a health care provider, including second or third opinions and recertification (29 CFR 825.306).

Note: Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number.

³ Treatment includes examinations to determine if a serious health condition exists and evaluations of the condition. Treatment does not include routine physical examinations, eye examinations, or dental examinations.

⁴ A regimen of continuing treatment includes, for example, a course of prescription medication (*e.g.*, an antibiotic) or therapy requiring special equipment to resolve or alleviate the health condition. A regimen of treatment does not include the taking of over-the-counter medications such as aspirin, antihistamines, or salves; or bed-rest, drinking fluids, exercise, and other similar activities that can be initiated without a visit to a health care provider.

Public Burden Statement

We estimate that it will take an average of 10 minutes to complete this collection of information, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. If you have any comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, send them to the Administrator, Wage and Hour Division, Department of Labor, Room S-3502, 200 Constitution Avenue, N.W., Washington, D.C. 20210.

DO NOT SEND THE COMPLETED FORM TO THIS OFFICE; IT GOES TO THE EMPLOYEE.

Financial Management

Financial Management Organization
AFC-30 Budget Development Process Overview
Building the ISC "Field Training" Budget
Using AF Form 538 - Personal Clothing and Equipment Record

Financial Management Organization

Who this is for

This information applies to:

- Integrated Support Command (ISC) Honolulu personnel.
-

Purpose

This describes the financial management organization within ISC Honolulu.

Why sound financial management

Sound financial management promotes good stewardship of funds and ensures compliance with applicable laws, rules, regulations, and policies.

Resource Management Board

The Resource Management Board (RMB) provides recommendations to the commanding officer regarding improvements in the budget process and allocation of funds. This board is comprised of the following personnel:

- Executive Officer (Chairman)
 - Chief, Budgeting and Accounting Branch (Secretary)
 - Division Chiefs, and
 - Command Master Chief.
-

Personnel with financial responsibility

The following personnel have been identified as those having financial responsibility:

- Commanding Officer
 - Executive Officer
 - Comptroller
 - Chief, Budgeting and Accounting Branch
 - Division Chiefs
 - Funds Manager
 - Authorized Requisitioner
 - Accounting Certification Officer, and
 - Reconciler.
-

Continued on next page

Financial Management Organization, Continued

Commanding Officer responsibilities

Commanding Officer's responsibilities are to ensure that funds are:

- expended efficiently and economically
 - used only for the purposes for which provided, and
 - used in accordance with laws, rules, and regulations.
-

Executive Officer responsibilities

Executive Officer's responsibilities are to:

- supervise and coordinate the budgetary program of the unit
 - ensure efficient management and use of unit funds
 - recommend needed program adjustments to the Commanding Officer, and
 - serve as Chairman of the Resource Management Board.
-

Comptroller responsibilities

Comptroller responsibilities are to:

- serve as the unit financial manager
 - serve as the Chief Financial Officer
 - coordinate all aspects of the unit's budget process
 - issue unit funding, and
 - provide guidance for good fund stewardship.
-

Chief, Budgeting and Accounting Branch responsibilities

Chief, Budget and Accounting Branch responsibilities are to:

- handle all administrative aspects of budget development and execution
 - serve as Secretary to the Resource Management Board, and
 - maintain a prioritized list of backlog items.
-

Division Chief responsibilities

Division Chiefs may delegate the duties below to the equivalent of the branch chief level. These responsibilities are to:

- develop and execute budget
 - designate a funds manager for assigned accounts, and
 - designate an authorized requisitioner for assigned accounts.
-

Continued on next page

Financial Management Organization, Continued

Funds Manager responsibilities

The Funds Manager is also called the Approving Official and is designated by the Division Chief. The Funds Manager is also the Authorized Requisitioner for assigned accounts. Responsibilities include:

- develop budget
 - ensure assigned accounts are managed properly, and
 - designate an Accounting Certification Officer for assigned accounts.
-

Authorized Requisitioner responsibilities

An Authorized Requisitioner is designated by letter or memo. The original letter or memo contains sample signatures and is on file with ISC Honolulu (fa). Responsibilities include:

- be familiar with the review and clearance procedures required for procurements which are subject to statutory limitations, limited authorization, or special fund control.
 - sign procurement requests after ensuring they are complete and accurate.
-

Authorized Requisitioner designations

The following persons are designated authorized requisitioners:

- The Executive Officer is an authorized requisitioner for all accounts.
 - The Funds Manager is an authorized requisitioner for assigned accounts.
 - The Funds Manager may delegate duties of authorized requisitioner to other staff member(s).
 - Authorized requisitioners shall not be lower than the branch chief level for Health and Safety, Comptroller, and Personnel Division.
 - Authorized requisitioners shall not be lower than the section chief level for the Facility Engineering Division.
-

Continued on next page

Financial Management Organization, Continued

Proper purpose test Authorized Requisitioners shall be guided by the Proper Purpose Test. For a procurement request to be proper under this rule, three tests must be met:

- (1) The request must not be prohibited by law.
- (2) The item(s) requested must not be otherwise provided for; that is, it must not be for an item falling within the scope of a specific appropriation.
- (3) The purchase of the item must make a direct contribution to carrying out an authorized Coast Guard function.

Accounting Certification Officer responsibilities The Accounting Certification Officer is also called the Funds Available Official. This person is designated by letter or memo. The original letter or memo contains sample signatures and is on file with ISC Honolulu (fa). The ISC Honolulu Budgeting and Accounting Branch (fa) shall train Accounting Certification Officers. Responsibilities include:

- maintain a document number log including copies of documents issued
- ensure that all documents chargeable to the assigned account(s) are entered into the Large Unit Financial System (LUFS) program
- sign and approve procurement requests certifying that funds are available and the accounting data is correct
- retrieve various reports from the LUFS program for budget purposes.
- provide account information to Funds Manager
- follow-up on questionable documents, and
- work closely with Reconciler to manage account.

Note: In some cases, Accounting Certification Officer and Reconciler responsibilities may be given to the same person.

Continued on next page

Financial Management Organization, Continued

Reconciler responsibilities

The reconciler is generally designated by the Division Chief and shall not perform the duties of Funds Manager. The ISC Honolulu Budgeting and Accounting Branch (fa) shall train Reconcilers. Responsibilities include:

- reconcile Program Element Status (PES) report to the financial program
- maintain a PES report folder which includes copies of PES reports and reconciliation reports generated by the LUFS program
- furnish a copy of each reconciliation report to the Accounting Certification Officer
- certify that reconciliation reports are accurate and complete, and
- work closely with the Accounting Certification Officer to manage account.

Note: In some cases, Reconciler and Accounting Certification Officer responsibilities may be given to the same person.

Enclosure

A designation memo is attached to the end of this topic and may be reproduced.

- (1) [Blank designation memo](#)
-

Point of contact

If you have questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu (f)
Position	Comptroller
Phone	808-541-2459
Fax	808-541-2428

Memorandum

Subject: AUTHORIZED REQUISITIONER AND
ACCOUNTING CERTIFICATION OFFICER
DESIGNATION

Date:

From: FUNDS MANAGER (___)

To: Comptroller

Ref: (a) Financial Management Organization topic in the ISC Customer Handbook

1. In accordance with reference (a), this form is being completed with sample signatures for the following account:

2/___/___/___/___/0/___ Account name: _____

2. The individuals listed below are assigned duties as follows:

Authorized Requisitioner:

Name Typed

Signature

Authorized Requisitioner Alternate:

Name Typed

Signature

Accounting Certification Officer:

Name Typed

Signature

Accounting Certification Officer Alternate:

Name Typed

Signature

Approved by: _____

Funds Manager signature

Enclosure (1)

AFC-30 Budget Development Process Overview

Who this is for This information applies to Integrated Support Command (ISC) Honolulu:

- Division Officers, and
 - Branch Chiefs.
-

Purpose This describes the basic AFC-30 budget development process for ISC Honolulu divisions. The Coast Guard budget process for field units begins each February of the preceding year. The budget must be validated yearly to align with the CG budget model standards and to account for new requirements.

Information you will need You will need the following information to complete the budget process:

- ISC Honolulu Strategic/Action Plan
- prior year division/branch AFC-30 spend plan, and
- prior year division/branch AFC-30 expenditures.

Note: The last two documents will be provided by ISC Honolulu (fa) upon request.

Continued on next page

AFC-30 Budget Development Process Overview, Continued

Budget development process

The table below describes in general the budget development process.

Stage	Description
1	Budget and Accounting Branch (fa) conducts variance analysis of prior year budget in January of proceeding year.
2	Comptroller provides variance analysis results and proposed draft spend plan with target to each division officer by February.
3	Division Officers validates/revises draft spend plans with branch chief input and returns proposed spend plans to Comptroller by mid March. <u>Note:</u> Spend plans should be prioritized and developed in support of the ISC Honolulu Strategic Plan.
4	Comptroller analyzes and adjusts spend plans as necessary prior to final review/approval by the Commanding Officer.
5	Commanding Officer approves final ISC Honolulu spend plan for submission to MLCPAC (f) and (mdl) by April.
6	Comptroller receives final approved spend plan and beginning year targets from MLCPAC in Nov/Dec.

Results and follow-up

You can generally expect to receive your final approved budget target and spend plans in late November or early December. However, due to the nature of the congressional budget process, it is not uncommon to have delays into the second quarter. Because the budget is normally delayed, interim spending target will usually be provided in early October.

Point of contact

If you have questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu (fa)
Position	Chief Budgeting and Accounting
Phone	808-541-2459
Fax	808-541-2428

Building the ISC "Field Training" Budget

Who this is for This information applies to:

- Division Chiefs
- Branch Chiefs, and
- other ISC personnel who contribute to the division’s training budget submission.

Purpose This establishes the process for building the Field Training budget.

Reference information you will need Before preparing budget requests, become familiar with the following instruction available on line at www.uscg.mil/reserve:

- List of “A” and “C” Schools, COMDTNOTE 1540

Budget Building process The table below describes the budget building process.

Stage	Description
1	Unit Training Officer (UTO) determines training needs based on: <ul style="list-style-type: none"> • required training • personnel on board with training • inbound and outbound personnel with required training, and • availability of training as per reference (a).
2	Division Officers confirm UTO's recommendations and submit training request list no later than 15 June.
3	UTO consolidates training requests and provides Quality Check to ensure all requests: <ul style="list-style-type: none"> • fully justify need for training • cite references for required training (e.g.: Public Law xxx) • list required number of persons with requested training • list persons currently on board or ordered in with necessary training, and • state <u>expected</u> quarter during which training would be desired.

Continued on next page

Building the ISC "Field Training" Budget, Continued

Budget Building process, (continued)

Stage	Description								
4	<p>UTO forwards consolidated list of training requests to Executive Officer (XO) and Commanding Officer (CO) for approval, with categorization of requests:</p> <table border="1"> <tbody> <tr> <td>Category I</td> <td>Required for ship's survivability or by law.</td> </tr> <tr> <td>Category II</td> <td>Required by COMDTINST or policy.</td> </tr> <tr> <td>Category III</td> <td>Not required, but needed to perform duties.</td> </tr> <tr> <td>Category IV</td> <td>Not required. Other desired training.</td> </tr> </tbody> </table>	Category I	Required for ship's survivability or by law.	Category II	Required by COMDTINST or policy.	Category III	Not required, but needed to perform duties.	Category IV	Not required. Other desired training.
Category I	Required for ship's survivability or by law.								
Category II	Required by COMDTINST or policy.								
Category III	Not required, but needed to perform duties.								
Category IV	Not required. Other desired training.								
5	ISC Honolulu holds Training Board to review submissions for validation and prioritization.								
6	UTO forwards budget submission to MLCPAC (pf).								
7	MLCPAC consolidates list and forwards to COMDT (G-WT).								

Budget request procedure

The UTO prepares division budget requests as part of the budget build using the following procedure:

Step	Action
1	Assess needs for division training for the upcoming Fiscal Year.
2	<p>Draft budget request sheets, including:</p> <ul style="list-style-type: none"> • desired training, • who and when the training will be needed, • Congressional mandate or Commandant Policy requiring training, and • desired source of training.
3	Prioritize training needs.
4	Assign Category of Training (Cat I, Cat II, etc.) from list above.
5	Send training needs to the UTO on Excel spreadsheet.

Results and follow-up

The UTO advises Division Chiefs of approved budget targets upon receipt usually in the first quarter of the fiscal year.

Continued on next page

Building the ISC "Field Training" Budget, Continued

Point of contact If you have questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu (ca)
Position	Unit Training Officer
Phone	808-541-2478
Fax	808-541-1567

Financial Management

Using AF Form 538 - Personal Clothing and Equipment Record

- Who is this for** This information applies to:
- Integrated Support Command Honolulu
- Examples of items to issue on AF-538** The following items are examples of the types of items to be issued on the AF Form 538:
- Safety Shoes
 - Goggles/safety glasses
 - Leathermen tools
 - Hard hats
 - Coveralls
 - Gloves
 - Hearing protection
 - Raingear
 - Flight jackets/flight suits
 - Palm Pilot Electronic Organizers
- Purpose** This describes the process to document the issuance and return of organizational and personal protective clothing and equipment to employees and military members.
- Reference** (a) Supply Policy and Procedures Manual, COMDTINST M4400.19A
- Policy** Issuance of organizational or personal protective clothing and equipment to ISC personnel is documented on the AF Form 538, and signed by the employee /member to acknowledge receipt. Upon PCS, retirement, or termination all items on the form shall be returned to the ISC.

Requirements

Continued on next page

Who	Responsibility
Division Chief	Appoint POC(S) to maintain AF-538's for your division; maintain up-to-date POC list with Procurement Branch Chief (fp)

Division AF-538 POC	Record all issued/returned clothing/equipment on AF-538; ensure all signatures are obtained upon issuance/return; maintain file of all AF-538's for a period of 1 year after member departs ISC; Forward AF-538 to next unit if member departed prior to returning items issued.
Member Issued Personal Clothing/Equipment	Sign AF-538 for all issued/returned clothing/equipment; maintain copy of AF-538 for your personal records.

Enclosures The enclosure at the end of this topic is provided to assist you. This form is also available in JetForms..

- (1) [AF-538, Personal Clothing and Equipment Record](#)

Point of contact If you have questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu (fp)
Position	Procurement Branch Chief
Phone	808-541-2463
Fax	808-541-1558

Health and Safety

Reporting a Mishap

PERSONAL CLOTHING AND EQUIPMENT RECORD

Use ink for all "signature" entries.
 Use of "Balance on Hand" column is MAJCOM option.
 Use ink/typewriter for remaining entries.

S/N AND ARTICLE <i>(Noun)</i>	AUTHORIZED ALLOWANCE		SIZE	ISSUE DATE					TURN-IN DATE					BALANCE ON HAND
				1	2	3	4	5	1	2	3	4	5	
				ASC	QNTY									
1														
2														
3														
4														
5														
6														
7														
8														
9														
10														
11														
12														
13														
14														
15														
16														
17														
18														
19														
20														

21. OPTIONAL			
22. RATED FSC AFSC			
23. ORGANIZATION			
24. GRADE	25. SSAN	26. DUTY TEL	
27. NAME <i>(Last, First, Middle Initial)</i>			
SIG OF INDIVIDUAL			SIG OF SUP REP
PAGE			OF

Reporting a Mishap

Who this is for This information applies to:

- personnel at Integrated Support Command (ISC) Honolulu.
-

Purpose This describes how to report a mishap. A mishap is defined as any unplanned, unexpected, or undesirable event causing injury, occupational illness, death, material loss, or damage.

Reference Information you will need You will need the following references to report mishaps:

- (a) Safety and Environmental Health Manual, COMDINST 5100.47

Requirement Reference (a) requires all mishaps to be reported. ISC personnel will report mishaps using the Mishap Report Form found in reference (a) enclosure 6.

Continued on next page

Reporting a Mishap, Continued

Who to notify

Follow the table below to make initial notification of an illness or injury. Always seek immediate medical attention, then notify your supervisor and the individuals listed below of the mishap at the earliest possible time.

IF it is an...	THEN notify...
on duty mishap	ISC Honolulu Security Officer/OOD: 541-2490 ISC Honolulu Safety and Environmental Health Branch (ks) Safety Technician: 541-1547
off duty mishap	ISC Honolulu Safety and Environmental Health Branch (ks) Safety Technician: 541-1547
other emergencies (non-medical)	ISC Honolulu Security Officer/OOD: 541-2490 ISC Honolulu Safety and Environmental Health Branch (ks) Safety Technician: 541-1547

Custody of evidence

The ISC Honolulu Security Officer 808-541-2490 will serve as the point of contact for confiscating and securing all evidence necessary or useful in investigating the mishap.

Continued on next page

Reporting a Mishap, Continued

Reporting process

Refer to the table below for the mishap reporting process.

Process	Description
1	Member reports mishap to supervisor.
2	Supervisor advises Safety Technician of mishap.
3	Safety Technician investigates mishap.
4	Supervisor prepares mishap report and sends it to Safety Technician.
5	Safety Technician reviews mishap report and forwards report to XO.
6	XO reviews and approves mishap report.
7	Safety Technician forwards mishap report to MLCP(ks) .

Results and follow-up

The mishap report is reviewed at the next ISC Honolulu safety committee meeting.

Point of contact

If you have questions or need additional assistance beyond the information provided here, contact:

Branch	ISC Honolulu (ks)
Position	ISC Safety Coordinator
Phone	808-541-1547
Fax	808-832-3281

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