

E-PME *Enlisted* PROFESSIONAL MILITARY EDUCATION

Command Support Structure 3.E.03

Learning Objective(s): LIST your command support resources.

Why You Need to Know This

To help Coast Guard members and their families, the Coast Guard offers a number of special assistance programs and positions. These are designed to benefit individual Coast Guard members as well as their families and cover a wide array of services. The **command support structure** includes positions that provide support in both personal, as well as professional matters. As a member of the Coast Guard it is important for you to know the resources available to you and/or your family, and how to access them.

This lesson provides the information you will need to know regarding the Command Support Structure.

Topics Covered

This section will cover the following topics:

- Command Support Structure Overview
- Command Master Chief (Gold Badge)
- Command Chief (Silver Badge)
- Command Drug and Alcohol Duty Representative (CDAR)
- Equal Employment Opportunity/Civil Rights
- Career Development Advisor (CDA)
- Educational Service Officer (ESO)
- Public Affairs Officer (PAO)
- Voting Assistance Officer (VAO)
- Unit Sponsor Program Coordinator
- Health Safety Work Life Staff
- Morale, Well-Being and Recreation (MWR)

At the end of this lesson, you will be required to participate in a learning activity. You are encouraged to first review the learning activity and the sign off requirements located in the “**You and Your Supervisor**” section of this lesson. Reviewing this information before you begin the lesson will allow you to take proper notes and focus on key learning points.

**Command Support
Structure Position
Overview**

While some command positions are delegated by the commanding officer formally and in direct support of the mission, other support positions may be assigned to an individual member of a unit as an extra or collateral duty. Other support duties/services are or may be handled by larger more capable offices. The following pages contain a list of the positions and a brief description of the services offered by each one.

**Command Master
Chief
(Gold Badge)**

Major commands, such as Areas, Districts, Training Centers, Coast Guard Academy, CG Recruiting Command and CG Personnel Service Center, have a Command Master Chief (CMC) assigned. CMCs have a vital role in the mission readiness of the enlisted force. As the senior enlisted advisor to Flag and other senior officers, CMCs focus on such issues as:

- Promoting balance between workforce needs and organizational goals, and quality of life.
- Providing leadership, training and guidance to a network of unit level command chiefs.

CMCs assist in program management and policy development and provide effective communications throughout the organization. In addition, CMCs monitor compliance with Coast Guard standards, serve on advisory councils, and work closely with the local community. They also keep the chain of command informed of sensitive personnel issues.

CMCs wear a distinguishing gold badge insignia to indicate their position.

**Command Chief
(Silver Badge)**

Senior enlisted personnel are eligible to be selected by their commanding officer as their unit collateral duty Command Chief (Silver Badge). The Command Chief functions as the principal advisor to the command regarding enlisted issues.

The Command Chief works with the commanding officer, command cadre, chief's mess, and unit members to:

- Promote balance between workforce needs and command goals.
 - Keep the chain of command informed on issues related to the health, morale, and welfare of the enlisted force.
 - Encourage effective communications throughout the command.
 - Network with the Commandant-designated Command Master Chief (Gold Badge) in the unit's chain of command.
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Command Drug and Alcohol Representative (CDAR)

Command Drug and Alcohol Representatives (CDARs) serve as an advisor to the command in the administration of the unit's substance abuse program. Every unit shall have a designated CDAR their duties are a collateral responsibility and administrative in nature. They are expected to manage substance abuse cases in a timely manner to minimize the impact to their units' mission. A Unit CDAR shall:

- Provide administrative information and assistance to the command regarding substance abuse prevention and treatment as per the Personnel Manual Ch. 20 and the CG Health Promotion Manual Ch 2.
- Establish and document unit training plans to include substance abuse and its effects on the members and their families, signs and symptoms of substance abuse, Coast Guard policy and the responsibilities of the command to address suspected abuse at the unit, and treatment programs that are available.
- Work with regional Health, Safety and Work-Life field Health Promotion Managers (HPM), the Employee Assistance Program Coordinators (EAPCs) and or Substance Abuse Prevention Staffs (SAPs) to implement and promote substance abuse prevention programs.
- Prepare unit prevention plans.
- Establish liaison with the regional SAPs, local federal screening/treatment facilities and civilian screening facilities, as appropriate.
- Coordinate necessary referrals, initial screening and treatment
- Ensure that all paperwork and related information are completed before sending a member to treatment or training.
- Keep the commanding officer informed of the status of personnel undergoing treatment.
- Assist and provide support for personnel undergoing treatment or returning to duty from treatment.
- Coordinate, implement, and monitor the mandatory pre-treatment and after care programs with the commanding officer.
- Work with the health records custodian to ensure that health and service record entries and information are entered and up to date.
- Submit a CDAR Referral and Follow-up report as needed.
- Submit to the receiving unit's Commanding Officer a copy of the aftercare/support plan for members who are transferring.
- Complete annual HIPAA training related to substance abuse patient records.

**Equal Employment
Opportunity /Equal
Opportunity
(EEO/EO)/Civil
Rights Program**

The Coast Guard's civil rights mission is to ensure that all Coast Guard personnel are treated fairly with dignity and compassion. The EEO/EO and Civil Rights Program serves to ensure the equal and just treatment of all personnel; to identify, correct and eliminate illegal discrimination.

As of September 2009, May, 2010, the unit positions of Collateral Duty Civil Rights Officer, and Collateral Duty Equal Employment Opportunity Officer were stood down, those duties were placed in direct control of the commanding officer who works closely with the Civil Rights Service Providers (CRSPs) and the unit executive officer to ensure that EO/EEO and civil rights of each active duty, reserve, and civilian employee are addressed and regional CRSP professionals are notified in a timely manner and all training and education is made available.

The commanding officer must be visibly and actively committed to civil rights and equal opportunity for all military members and civilian employees of their command, leading through action and by example. The CO shall work closely with their regional CRSP who will advise and assist the CO/OIC with unit climate assessments and implementation of EEO/EO Programs.

There are six elements necessary to achieve a model EEO Program, they are:

- Demonstrated commitment from agency leadership
- Integration of EEO obligations into the agency's strategic mission
- Management and program accountability
- Proactive prevention
- Efficiency
- Responsiveness and legal compliance

Each CO/OIC shall ensure that these six elements are built into their unit EEO/EO programs and are demonstrated at all levels of leadership.

**Career
Development
Advisor (CDA)**

The Career Development Advisor program helps to ensure that enlisted personnel are made aware of the advantages of a Coast Guard career. The CDA Program promotes policies, programs, and initiatives designed to retain a highly capable, flexible, and diverse workforce.

The focus of this position is to assist personnel in maximizing their career potential by developing, coordinating, and implementing a career development program.

CDAs are responsible for:

- Preparing and delivering career development presentations
- Reviewing and evaluating educational and/or career informational materials
- Assisting commands with their efforts to help members set personal and career goals
- Reviewing and interpreting career and professional development practices and procedures in an effort to improve the CDA program
- Preparing and submitting a monthly report of units visited, number of personnel trained, and other measures

**Educational
Services Officer
(ESO)**

The role of the Educational Services Officer (ESO) is primarily to promote and enhance personal and professional development opportunities for Coast Guard members and their families. Depending on the size and location of a unit, ESOs may either be a full time or collateral duty position. ESOs provide the following services and assistance:

- Council members on educational programs
 - Administer, guide, and test personnel in obtaining and completing educational programs and courses
 - Administer non-resident courses such as advancement courses
 - Proctor End Of Course Tests (EOTC) and Armed Forces Classification Tests (AFCT)
 - Coordinate boards for officer accession programs
 - Manage the Unit Learning Centers
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Public Affairs Officer (PAO)

The Public Affairs Officer (PAO) is the person who most often represents the unit, the commanding officer, and the Coast Guard to the media and public. The PAO at the unit level is responsible for:

- Media relations
- Community relations
- Internal information

The selection of a PAO should be based on their knowledge of the Coast Guard, missions of the command, and ability to speak well in public. All Public Affairs related calls or inquiries should be forwarded to the PAO. Every command should have policy in place to provide crewmembers with guidance on dealing with questions and inquiries from the media, and general public.

Voting Assistance Officer (VAO)

Unit commanding officers must designate in writing a Voting Assistance Officer (VAO) who shall be responsible for: implementing all aspects of the unit's voting assistance program. The duties of the VAO include, but are not limited to, the following:

- Ensure unit personnel are provided with voting and registration information
- Ensure departing members are advised to notify election officials of their new address
- Provide absentee registration and voting assistance to personnel for federal, state, and run-off primary elections
- Assist members in overseas areas and on cutters with registration and voting assistance
- Participate in and assist, as requested, with post-election surveys of military members and overseas civilian employees

The services provided by the unit VAOs shall be extended to:

- Members of the U.S. Armed Forces or uniformed services
 - Spouses or dependents of the members above
 - U.S. citizens temporarily residing outside the United States
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Unit Sponsor Program

The purpose of the Unit Sponsor Program is to assist Coast Guard members and their families before, during and after the process of transferring from one unit or to another. The Unit Sponsor Program is designed to provide the following assistance and support:

- Contact, preferably by telephone, the incoming member and/or his or her family to determine their needs
- Provide information about the local community which could include:
 - Housing availability, e.g., Government-owned or leased, private rental areas, general costs, etc
 - Temporary lodging accommodations
 - Medical facilities (type and location)
 - Public transportation, car pools, parking, etc.
 - Location or lack of commissary and exchange facilities
 - Local schools and educational services
 - General information on recreational facilities
 - Special clothing requirements
 - Local employment information for job-seeking spouses

Work-Life Offices



The primary function of the Work-Life staff is to provide information and services to Coast Guard employees, including direct and indirect referral and training. The GOAL is to get the RIGHT information to the RIGHT people at the RIGHT time. Work-Life staff members provide information and resources while ensuring that their customers receive the services that best meet their needs. These services include but are not limited to:

- **Employee Assistance Program**
The Coast Guard's Employee Assistance Program (EAP) is designed to provide a confidential professional assessment and short term counseling and referral services to help employees with their personal, job or family problems. The program also provides financial, legal and supervisory consultations.

The service available through the EAP include:

- Critical Incident Intervention
- Financial Consultation
- Legal Consultation
- Resources and Referral Service
- Short-Term Problem-Solving
- Supervisor Consultation

**Work-Life Offices
(Continued)****Employee Assistance Program Toll Free Number
1-800-222-0364**

All contacts with the Employee Assistance Program are held in the strictest confidence. **In no way does using the Employee Assistance Program affect an employee's chances of promotion or advancement.** Service members, civilians and family members deal directly with this national network of providers. The Employee Assistance Program does not reveal the user's identity to the Coast Guard. In addition, any discussion with an Employee Assistance Program counselor is confidential and protected by law. The only exceptions to the confidentiality are in cases of child abuse and specific state-enforced laws addressing family violence (where reporting is mandatory), suicide and imminent harm to another.

- **Family Resource Program**
Provide advocacy, information, referral, education, and case management services to Coast Guard families. This includes managing the Special Needs program.
 - **Family Advocacy Program**
Provide support for all types of domestic violence and abuse, conduct domestic violence prevention education and training, and serve as a liaison between military and civilian community
 - **Transition and Relocation Program**
Provide Coast Guard members with assistance when relocating, assist with transition from military to civilian careers including conducting TAP seminars, serve as the Ombudsman Program Manager.
 - **Health Promotion Program**
Conduct lifestyle/fitness assessments for units or individuals, manage and train unit Health Promotion Coordinators, provide health-related presentations and educational materials (including tobacco cessation information), conduct health screenings, and provide dietary guidance.
 - **Family Child Care**
Administer the Family Child Care program which certifies day care operations in Coast Guard-owned or -leased housing, assist parents with finding local child care resources, administer the GSA and Coast Guard subsidy programs
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**Work-Life Offices
(Continued)**

The toll free number for the nearest Work-Life Field Office (FO) is **1-800-872-4957**, followed by the designated extension:

Boston	301	St. Louis	302
Portsmouth	305	Miami	307
New Orleans	308	Cleveland	309
San Pedro	311	Seattle	313
Honolulu	314	Ketchikan	317
Alameda	252	Kodiak	563
HQ Support Command	932	Cape May	629
CG Yard, Baltimore	225		

**Morale Well-Being
and Recreation**

The mission of the Morale, Well-Being and Recreation (MWR) program is to uplift the spirits of the Coast Guard family and be an essential element of Coast Guard mission readiness and retention through customer-owned and driven MWR programs and services.

Money used to facilitate MWR events comes from both appropriated and non-appropriated funding sources. Local commands have the ability to generate their own non-appropriated MWR funds and may also receive appropriated funds from sources such as profits from the Coast Guard Exchange System (CGES). Units with an established morale fund are required to have a **morale committee**. The morale committee shall consist of personnel detailed by the commanding officer, and serve as conduit between the MWR user and the command. Authorized patrons for MWR services and events include:

- All active duty personnel and their dependents
- Members of the ready reserve, reserve in training, National Guard, and their dependants
- Commissioned Corps of the Public Health Service and their dependents
- Armed Forces retirees from active duty/reserves and their dependents
- Honorably discharged veterans with 100 percent service connected disability and their dependents
- Medal of Honor recipients and their dependents
- Un-remarried surviving spouses and their dependents (with military ID cards) of military personnel who died while on active duty or while in retired status
- Un-remarried former spouses who were married to a military member for at least 20 years while the military member was on active duty of the armed forces, and their dependants.

Learning Activity



To successfully complete this requirement you must list all of the command resources presented in this lesson and submit a completed copy the attached (below) resource sheet to your supervisor.

Name: _____

Date: _____

To: _____

Subject: _____

Command Structure Function	Rank, Name, Location	Phone number or contact information
Command Master Chief (Gold/Silver Badge)		(____)____-____
Command Drug and Alcohol Representative (CDAR)		(____)____-____
Civil Rights Service Provider (Region/Zone)		(____)____-____
Career Development Advisor (CDA)		(____)____-____
Educational Services Officer (ESO)		(____)____-____
Public Affairs Officer (PAO)		(____)____-____
Voting Assistance Officer		(____)____-____
Unit Sponsor Program Coordinator		(____)____-____
Work Life Office --Employee Assistance Program		(____)____-____
Morale, Well-Being and Recreation Representative		(____)____-____

For You and Your Supervisor

In order to meet the sign-off requirement for this lesson **YOU** must perform the following:

1. Prior to meeting with your supervisor review the contents of this lesson and organize your thoughts.
2. Using the attached worksheet, locate all of the command resources at your unit.
3. Present the completed worksheet to your supervisor.

Before signing off on this requirement your **SUPERVISOR** must:

1. Review the worksheet to ensure that the member has correctly listed all the required command support resources.
2. Provide the member with corrective feedback and answer any questions they may have related to this topic.
3. Sign-off the check-off sheet on the Record of Enlisted Professional Military Education (E-PME) Performance Requirements.

References

The following references were used in this lesson, they can be found at [CG Directives at CG-612](#):

- Command Senior Enlisted Leader Program, COMDTINST 1306.1(series)
- Coast Guard Health Promotion Manual, COMDTINST M6200.1(series)
- Coast Guard Family Advocacy Program, COMDTINST 1750.7(series)
- Career Development Advisor Program, COMDTINST 1040.4(series)
- Civil Rights Manual, COMDTINST M5350.4(series)
- Training and Education Manual, COMDTINST M1500.10(series)
- Public Affairs Manual, COMDTINST M5728.2(series)
- Coast Guard Voting Assistance Program, COMDTINST 1742.3(series)
- Coast Guard Personnel Manual, COMDTINST M100(series)
- Coast Guard Employee Assistance Program, COMDTINST 1740.7(series)
- Operating Procedures for Work-Life Staffs, COMDTINST 5400.20(series)
- Coast Guard Work-Life website: <http://www.uscg.mil/worklife/>
- Child Development Services, COMDTINST M1754.15(series)
- Coast Guard Morale Well-Being and Recreation Manual, COMDTINST M1710.13(series)