The Coast Guard Reservist

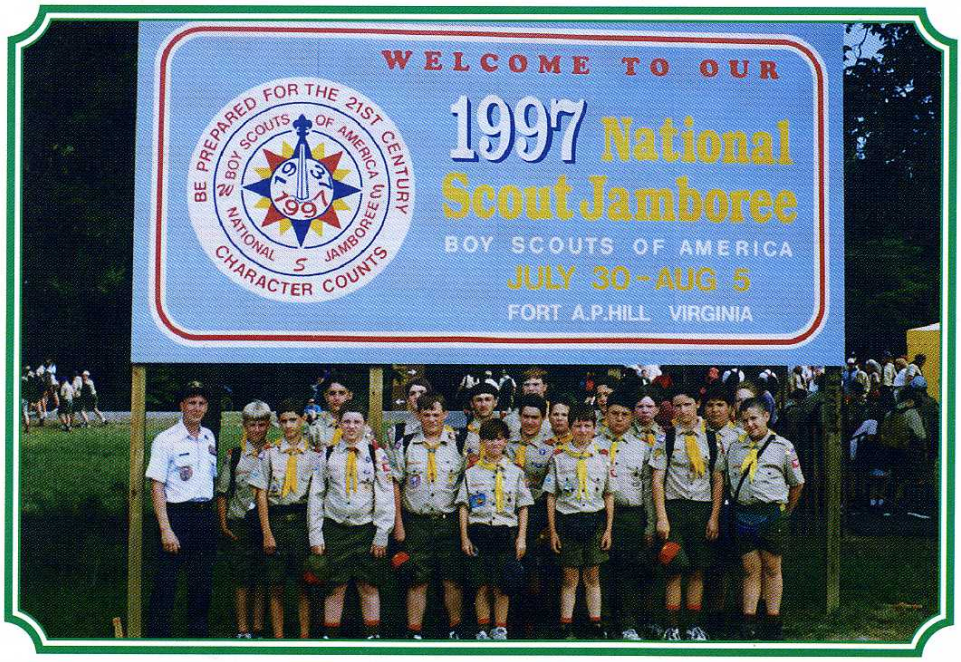
September 1997

Fourth Annual Citizen-Sailor Issue!

Volunteer Community Involvement Across the USA

In New York City...

...in Mountain View, Calif...



...and at Fort A.P. Hill, Va.

1997 Customer & Member Appraisal Results

The Coast Guard Reservist

September 1997

Vol. XLIV, No. 9

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COMMANDANT (G-WTR-2)
U.S. COAST GUARD
2100 SECOND STREET SW
WASHINGTON, DC 20593-0001
ATTN: EDITOR, THE RESERVIST

Phone: 202-267-1997 (DSN) FAX: 202-267-4325/4243

E-mail: *cdruska@comdt.uscg.mil*

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RADM Robert E. Kramek, USCG
Commandant, U.S. Coast Guard (G-C)

RADM Thomas J. Barrett, USCG
Director of Reserve & Training (G-WT)

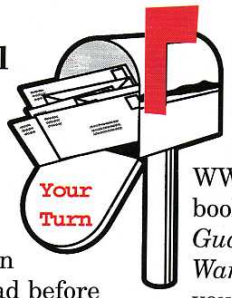
- LCDR Charles E. Polk III, USCGR
  Chief, External Affairs Division (G-WTR-2)
  E-mail: *cpolk@comdt.uscg.mil*
- LCDR William R. Edgar, USCGR
  Assistant Chief, External Affairs Division (G-WTR-2)
  E-mail: *bedgar@comdt.uscg.mil*
- PAC Edward J. Kruska, USCGR
  Editor, The Coast Guard Reservist (G-WTR-2)
  E-mail: *cdruska@comdt.uscg.mil*
- YN2 Blanche M. Evans-Stewart, USCG
  Staff Assistant, (G-WTR-2)
  E-mail: *bstewart@comdt.uscg.mil*

On the Covers

FRONT: Top left: PSC Gary Foote and Special Olympians bring in the Olympic torch in New York City. Photo by Suzanne Goldberg. Top right: PSCM J. Stafford and wife Brigitte with "Pluggie" the robot fire hydrant at a public education program in Mountain View, Calif. Photo courtesy of PSCM J. Stafford, USCGR. Bottom: YN1 Norm Montoy of CGHQ with scouts from Troop 780, Hannibal, N.Y. at the National Scout Jamboree, Fort A.P. Hill, Va. Photo by PAC Edward J. Kruska, USCGR. See story on Page 5.

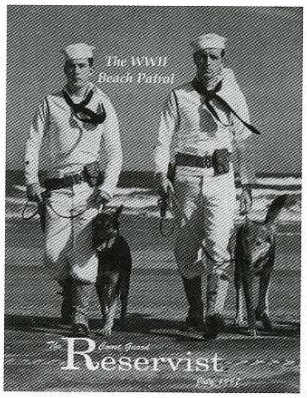
INSIDE COVER, THIS PAGE: In the true spirit of volunteerism, CG Auxiliarist John Lloyd raises the U.S. and Coast Guard colors on a makeshift flagpole on the back of a pickup truck at the National Boy Scout Jamboree at Fort A.P. Hill, Va. Photo by CWO4 Robin Ouellette, USCG. See story on Page 12.

USCG Beach Patrol



I enjoyed the article on the Coast Guard Beach Patrol in the July issue. I have a couple of issues of *Hoof Prints* as my father was involved in the patrols at Hilton Head before he was assigned to the *USS Allentown* (a Navy hull manned by Coasties). He referred to Hilton Head back then as 2,000 men and 2,000 snakes.

— CDR Art Davis, USCGR
Wilmington, N.C.



I thoroughly enjoyed the July issue of *The Reservist*. The item about the closing of the Salt Lake City unit touched me, as I considered it an excellent group of reservists when I was Chief of Reserve Administration in the then-12th Coast Guard District in San Francisco.

But the featured story of the Beach Patrol especially intrigued me. There was a beach patrol at CG Air Station Port Angeles, Wash., when I was stationed there in 1945-46. However, I think my long-time Boston friend, Sister Doris Cunningham of the Cenacle Retreat House in Ronkonkoma, Long Island, N.Y., would really love this story. When her mother did not want her to enlist in the military after both of her brothers did, she loaned her dog to the Coast Guard. She often mentioned that she was very proud of his "enlistment" and discharge papers. Whether she still has them, I do not know.

— CAPT Eleanor C. L'Ecuyer USCGR(Ret.)
Sun City Center, Fla.

Editor's note: In case you're wondering...yes, the dogs had enlistment papers, but space did not permit us to publish a copy of them and a photo of the dog being "sworn in." The dogs "signed" their enlistment papers with a paw print. See Eleanor Bishop's book, "Prints in the Sand" to see the dog's enlistment papers.

Congratulations on the fine article on the USCG Beach Patrol in the July issue. I served as a Specialist Third Class with the beach patrol as a WWII reservist. I recently published a booklet, *A History of the U.S. Coast Guard Mounted Beach Patrols, World War II*. The insignia on the rating badge you asked about with the "D" in the diamond stands for "Domestic Animals." I was told about this designation when I was promoted to Platoon Leader.

— Spencer L. Windle
Elverson, Pa.

This letter is in regards to the World War II Beach Patrol article in the July issue. I'm a third generation Coastie and my grandfather was in the USCG Beach Patrol so I take a big interest in this subject. As far as the "D" inside the diamond you asked about, I have one of his old uniforms with the "D" on it as well as my grandfather's Honorable Discharge papers. They specifically say, "This is to certify that Iver Hanson Petersen a Specialist First Class (Dog) (Reserve) is honorably discharged...." So, I guess the "D" stood for Dog.

— MK2 Craig Petersen
MSO Cleveland, Ohio

Editor's note: We realize that Mr. Windle says the "D" stood for "Domestic Animals" and MK2 Petersen said it stood for "Dog." Both stand firm on the designation's meaning. Furthermore, CWO3 George Monty and LCDR Bob Miller also called in to tell us that much later (1950s and 1960s), the "D" stood for Dangerous Cargo Handler. They said all the Reserve ratings in diamonds were emergency ratings.

Enjoyed Sparks' profile

I read, with interest, your fine article on "Awards," page 5 in the June 1997 *Reservist*. Your "profile on RADM Sparks" was a good short summation but one item of which I am most proud is my promotions from Seaman Apprentice (E-1) through Chief Aviation Electronicsman, prior to my direct commission to ensign. I might be the only Coast Guard member who served in every enlisted rating and every officer rank through O-8. I am very proud of that.

— RADM Bennett S. Sparks, USCGR(Ret.)
Windsor, Calif.

Remember auxiliarists

I read with sorrow about the accidents that claimed the lives of shipmates from the small boat and helicopter tragedies (March and July 1997). While many of us are paid to go in harm's way, we always hope we can beat the odds. While trying to support *Team Coast Guard*, however, I heard from three separate flotillas that two Auxiliary members in Florida died in a small plane crash. It would seem that they should get as much attention as their full-time shipmates who were lost. Not only did they lose their lives, but they volunteered to go there. If this is true, please give these members of *Team Coast Guard* the recognition they deserve in our national publications.

— *LCDR Jim Montgomery*
New Orleans, La.

Editor's note: Auxiliarists Frank, 67, and Frederica Lizak, 63, of Sebring, Fla., were returning from a Coast Guard Auxiliary Conference in Fort Lauderdale, Fla. when their 1977 Grumman Tiger crashed short of the Avon Park Airport Runway on June 2, 1997. No one else was on board. Our condolences go out to the family.

Beef up the CGR program!

I was going through the internet and took a good look at *The Reservist* for July 1997. I read some of the letters from people that are sorry the way the streamlining was handled. I agree with most of it. There were many people like me who continued in the program for no pay, just for the love we have for the Coast Guard. One day when I reported to my reserve unit, I was told, "Sorry, but we do not need you now." The sad part is that not one of us ever got any recognition for continuing our support of the program.

Now, with all things said and all of that behind us, it is time for us to get together and beef up this program. Let's talk to our friends, relatives and so on, and get some more good people in the Coast Guard.

— *PSCS Johannes Verhaeg, USCGR*
Norfolk, Va.

USCG recreation facilities

In the July issue of *The Reservist*, LCDR Aines noted the difficulty reservists have in getting to stay at Coast Guard recreational facilities. Most of the policies I've seen allow active duty members to make reservations 60 or 90 days in advance and reservists and retirees to make reservations later, something like 30 to 60 days in advance. Policies like these would seem to favor active duty people.

I just wanted to commiserate and to add that the policies aren't that great for active duty people either. Like reservists, active duty people lead extremely busy lives and are often unable to plan 90 days in advance. Many times, we submit leave chits several months in advance only to be told that we won't be granted leave until later, after duty schedules are published, for instance. Maybe if I were retired, I would be able to guarantee 90 days in advance that I would be free to take vacation, but it usually doesn't work that way in the busy, streamlined Coast Guard.

It would be interesting to do a study and see who actually gets to use Coast Guard recreational facilities and whether Coast Guard people, both active duty and Reserve, derive most of the benefit from our own facilities.

— *LT Peter Seaman, USCG*
Activities New York

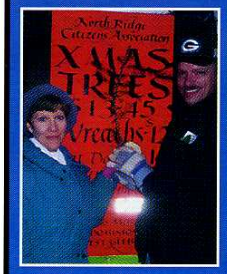
Transition to Windows NT

I recently attended Standard Workstation III training and asked the instructor if he knew whose idea it was to convert the Coast Guard to Windows NT. Was there an individual responsible for the initial idea of transition? Anyone who utilizes the Reserve home page has seen LCDR Bill Edgar (***bedgar@comdt.uscg.mil)*** everywhere! But, my question really is, who can we thank for this transition?

— *YN1 Anne Priestman, USCGR*
Boston, Mass.

Editor's note: Mr. John Hargett, Chief, Office of Computer Systems (G-SCC) says that planning for SWIII began back in 1991. This was done in anticipation of the SWII contract ending in July 1995. Rather than a single individual, team members were involved from the Office of Acquisition (G-A) and the former Office of Command, Control and Communications (G-T), reorganized as the Assistant Commandant for Systems (G-S), representatives from the Telecommunications and Information Systems Command (TISCOM), as well as representatives from various Coast Guard programs. At that time, the Coast Guard specified its future computer requirements and released this information in a Request For Proposal (RFP). Contractors submitted proposals in response to this RFP. A team comprised of Coast Guard and Government Services Administration (GSA) personnel evaluated the proposals and selected UNISYS' proposal as the best value for the Coast Guard. The proposal specified Windows NT as the operating system.

Editor & Chief's Turn



This issue of *The Reservist* is the fourth annual Citizen-Sailor issue. This year's theme is Volunteer Community Involvement Across the USA. Thanks to all 25 reservists who submitted articles. You'll notice that our reservists are involved in a wide variety of volunteer pursuits, from charitable and civic organizations to tutoring at schools. One of the organizations that I've been involved with for the past several years is the civic association in the neighborhood where I live in Alexandria, Va. We do all kinds of things that I feel have a positive impact on the city from a fall festival and Christmas tree sale, to awarding student scholarships for outstanding citizenship. For the last two years, I've headed up the civic association's Christmas tree sale. It's a bit of work but also a lot of fun — people are always in a good mood when they come to pick out their tree. In fact, I always ask my neighbors and even a few fellow Coast Guardsmen to help sell trees, including my boss, LCDR Chuck Polk, USCGR, and his wife, Becky, shown in the photo. If you want to be more involved, you may want to check out the section on "Make A Difference Day" which is set for Oct. 25 (see Upcoming Events on the Bulletin Board, Page 14). You just never know how taking one small step may open up a whole new world for you!

— *PAC Ed Kruska, USCGR, Editor*
E-mail: *ekruska@comdt.uscg.mil*

A View From the Bridge

"Starboard Wing"

By RADM Richard W. Schneider, USCGR

Senior Reserve Officer, Atlantic Area

I cannot believe that by the time you receive a copy of this *Reservist,* the summer will be over. It has been a very busy search and rescue season, and the operations and personnel tempo (OPTEMPO/PERSTEMPO) have been incredible for the entire Coast Guard. I want to commend each of you who have gone the extra distance performing above and beyond your normal duties and responsibilities because of the very heavy transfer season for many of our active duty counterparts.

This issue of *The Reservist* has a lot in it about volunteerism and community involvement. I think you will really enjoy learning how our reservists are citizens two times over. We have our own civilian lives which includes a wide variety of volunteerism and community service, and, of course, we also serve the nation as reservists. American volunteerism is truly a hallmark in building our republic.

I know that I learned a lot about duty, honor and country as a Boy Scout and there is a good bit on scouting in this issue as well. Scouts have the kind of characteristics we need to be looking for as we recruit new reservists. You can never start too early in getting American young people thinking about serving their country in the Coast Guard Reserve.

For the Coast Guard Reserve, increasing our manpower strength is our highest priority. There has been much message traffic over the last several months about recruiting. Of particular importance is the fact that Commandant has approved the establishment of an initial enlistment bonus for both active duty and reservists. He has also authorized a re-enlistment bonus for reservists who are assigned to billets (body-to-billet match) at port security units in any rating, as well as to all vacant RPAL billets in critical ratings. Basically, both the active duty and reserve workforces are under strength. There will be a number of major retention and recruiting initiatives that will continue to roll forward into the new fiscal year. Commandant has also authorized us to recruit near every unit, even though we might not have vacant RPAL billets at that unit. So, if you know of good people you think would make a contribution to the Coast Guard Reserve, recruit them!

I have just returned from two days in the Pentagon at the Reserve Forces Policy Board meeting. This group is made up of active and reserve general and flag officers who are responsible for their major Reserve components. We spent much time discussing the Department of Defense's approach to the Quadrennial Defense Review (QDR). The QDR analyzes what has happened on the world scene over the past four years as it relates to the U.S. military. It then tries to project what the future force might be doing, and how the force needs to be structured to be successful. Our feeling is that the future environment is likely to continue to include a wide range of threats — everything from small-scale contingency operations to large-scale wars to terrorism. We certainly must be prepared for the possibility of use of weapons of mass destruction, such as chemical, biological, or even nuclear.

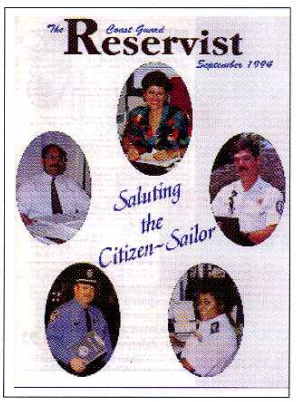
In addition to the U.S. military's primary function of being ready to defend our nation and win, all the services are being used much more in peacetime operations in Military Operations Other Than War (MOOTW). In fact, the other services are now starting to look more like the Coast Guard. The other services are very intrigued and interested in our *Team Coast Guard* concept as well as the skill sets that our officers and enlisted personnel must maintain to be prepared for war, and also to deal with civilian and peacetime responsibilities. The Coast Guard has become an international expert in this area. It is true that the other services will see additional manpower cuts in the future, as we see no real major superpower threat possible for the next 10 to 12 years. Though that may be true, the PERSTEMPO and OPTEMPO of our other services is dramatically increasing as it continues to meet peacetime responsibilities. You should feel proud to know that your service is used as an example of how it should be done, and that you play a most critical part in that solution.

PAC Edward J. Kruska, USCGR

YN1 Mark McCracken of the Coast Guard Recruiting Center talks with Boy Scouts at the Coast Guard's Art Show and Recruiting tent during the Scout National Jamboree at Fort A.P. Hill, Va. Coast Guard recruiters gave out 6,000 BSA/USCG recruiting patches (shown above) while scouts filled out 8,000 recruiting "lead cards." Other Coast Guardsmen also volunteered...see

Citizen-Sailors

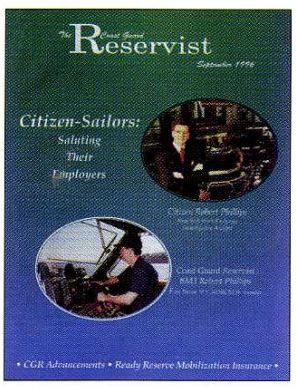
Volunteer Community Involvement Across the USA



1994

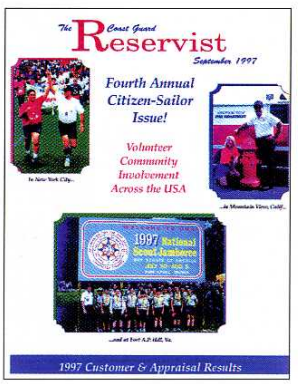
September marks "The Reservist's" fourth annual Citizen-Sailor issue! In 1994, we featured reservists' civilian careers. In 1995, we saluted your families' contributions to your Coast Guard Reserve careers. Last year, we honored your employers' support of your Reserve endeavors. This year, on the heels of the National Summit on Volunteerism last April, we wanted to see how our Coast Guard Reservists were involved in their communities on a volunteer basis...and are they ever! With over 20 submissions, this was the best citizen-sailor submission showing since our premier issue in 1994. After you read the following pages, you'll see that Coast Guard Reservists are volunteering in their communities from coast to coast...and making a difference!

1995

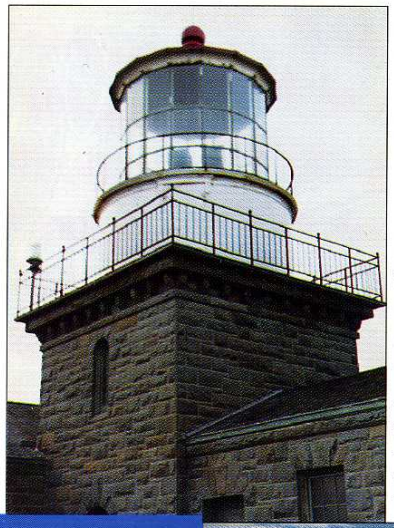


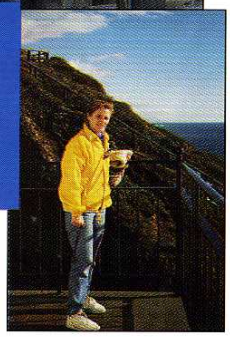
1996

"I shall endeavor to be a model citizen in the community in which I live."
—Coast Guardsman's Creed



1997





Above: The Big Sur Lightstation. Inset: YN1 Lynette.

YN1 Pamela Lynette
Big Sur, California

Watching over the Big Sur, the remotely operated Point Sur Lightstation embraces all the wonders of the California coastline. Here, amidst the artifacts (cast into the sea from the disastrous fall of the U.S. Navy Dirigible *Macon* on Feb. 12, 1935), ***YN1 Pamela Lynette*** is a volunteer who travels to the rocky outpost each month and integrates yet another part of her life with the historical Coast Guard lightstation.

"I love this Rock," says Lynette. "It's almost a spiritual journey, because once a month I am in the most beautiful spot in the world."

The lightstation, a California State Historical Landmark, sits 361 feet above the surf on the seaward brow of a large block of volcanic rock. Listed on the National Register of Historic Places, Point Sur contains all the buildings of a self-contained 19th century lighthouse facility. As a volunteer, Lynette is an integral part of preserving a part of the Coast Guard's history. Lynette says there are lighthouse weekend tours open to the public and moonlight tours are scheduled once a month during the summer months. For information, call 408-625-4419 or write: Central Coast Lighthouse Keepers, P.O. Box 223014, Carmel, CA 93922. ■

BMC Carl Buick
Wenatchee, Washington

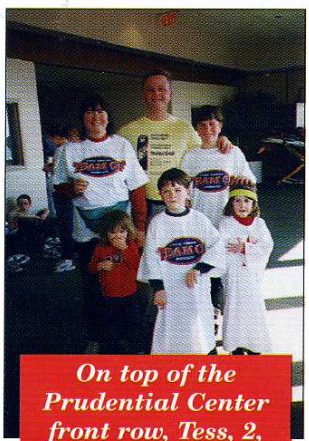
As a lettercarrier for the U.S. Postal Service and as a Reserve Supervisor at Station Seattle, ***BMC Carl M. Buick*** is a busy man. Still, since 1980, he has done volunteer work as a firefighter. Both he and wife Penny are also deputies in the marine patrol of his county's sheriff department. He helps patrol the Columbia River, ensuring safety of boaters and educating the public on safe boating.

"My Coast Guard knowledge and experience has been a great help with this," says Buick.

The husband-wife team is also active in the American Red Cross and 4-H. Buick also chaired a steering committee which formed a new Civil Air Patrol squadron in his town. ■

CDR Dana St. James
Mansfield, Massachusetts

For years, ***Dana J. St. James*** and his family have worked to raise funds for the Cystic Fibrosis (CF) Foundation. CF is a fatal genetic disease affecting the heart and lungs. The St. James' principal activity is obtaining climbers and sponsors for the annual Prudential Center Stair Climb. It is like a walk-a-thon, but up all 50 flights of this Boston skyscraper.



On top of the Prudential Center front row, Tess, 2, Kyle, 7, Julianna, 4. Back row: Eileen, CDR St. James and Andrew, 11.

"I have climbed nine years in a row," says St. James. "This year, I climbed with my wife, two sons and my daughter (even at age four she made it halfway up). Over the years, we've raised thousands of dollars for this worthy cause."

St. James works at First District (dre). ■

PSCM J.R. Stafford
Mountain View, California

PSCM J.R. Stafford and his wife Brigitte are both very active in their community of Mountain View, Calif. The Master Chief is Secretary of the Board of Directors of the Palo Alto Area Chapter of the American Red Cross and is a former President of the Mountain View City Employees Association. He is chairing this year's Employees United Way Campaign and is Treasurer of Mountain View Lodge Number 194 of Free & Accepted Masons. ***Brigitte Stafford*** is a 1996 recipient of Mountain View Fire Department's Good Citizen Commendation Award, recognizing her hundreds of volunteer hours as a Neighborhood Disaster Preparedness Trainer. She is also former Chamber of Commerce President of Folsom, Calif. and Honorary Wing Commander of the 453rd FTS at Mather Air Force Base. ■

Brigitte and PSCM J.R. Stafford

PS2 Leslie Wright
Raleigh, North Carolina

PS2 Leslie Wright of MSO Wilmington has taken physical endurance to new heights. As an accomplished runner, Wright has accumulated over 600 awards for his running abilities and still holds the Salisbury (Md.) Bennett High School three-mile record (15:24) he set in 1980 during the cross country season. His dedication to the sport has kept him extremely busy juggling intense physical training, a full-time job as a Horticulture Technician at True Green Chem Lawn, Inc. in Raleigh, N.C., his Coast Guard Reserve commitment as a Pollution Investigator for MSO Wilmington, N.C. and family time. Yet, despite it all, Wright, 34, has given a great deal back to the community through volunteer work. Currently, he acts as training coach for the Raleigh Junior Striders, an organization for children who have shown an interest in running. He sets up training programs for the children, works out with them, and prepares them for races. While living in Maryland, he volunteered to coach the West Side Striders (similar to the Raleigh Junior Striders), and solicited funds from the Parks and Recreation Department and the American Legion to support his efforts to help children realize their running potential. Wright emphatically believes that intense training, consistency and motivation are the keys to his success. He would like to get back into coaching high school track and field and impart those same training values to more young people.

PS2 Leslie Wright

Editor's note: MSO Wilmington's LT Tony Veramo submitted this article to The Reservist in early 1997. Since then, LT Veramo reports that PS2 Wright has continued winning various races almost weekly up and down the East Coast, from New Jersey to South Carolina. ■

SA Steven Kassing
Rockville, Virginia

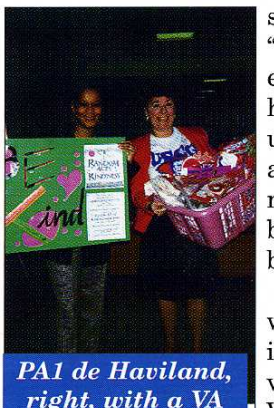
Seaman Apprentice Steven Kassing is new to the Coast Guard Reserve family, having joined via the RK program this past summer. However, volunteering is not new to him at all. For the last two years, he has been a volunteer Fire Fighter and EMT with the Goochland County, Va. Fire and Rescue Station Number 3. Before he went off to basic training at TRACEN Cape May, Kassing was volunteering up to 40 hours a week at the station by running on calls, staffing the station for duty, raising money, participating with the Fire and EMS Prevention Committee, and teaching CPR classes to other firemen and the community. A student at Virginia Commonwealth University, Kassing is a member of Alpha Phi Omega, a national co-ed service fraternity whose main purpose is to provide volunteers and volunteer services to the campus and community. Each school year, fraternity members are required to participate in at least 80 hours of volunteer work. ■

SR Steven Kassing

PA1 Spring de Haviland
Santa Monica, California

For the past three years, CG Reservist ***PA1 Spring de Haviland*** has served as director-coordinator of the Los Angeles Area National Random Acts of Kindness Week. Held each year in February, it is designed to reaffirm, deepen, and fine tune a person's commitment to family, friends and strangers and as a way to enrich people's lives.

"Random Acts of Kindness are those sweet, lovely deeds done either spontaneously or planned," says de Haviland. "They are an expression from the heart to show unconditional love and dispense happiness. It's a day brightener that buoys the spirit."


PA1 de Haviland, right, with a VA Hospital rep.

Part of 1997's week-long activities included dispensing valentines at the West Los Angeles VA Medical Center and giving out good wishes at a "kindness table" at Santa Monica's Third Street Promenade.

The 1998 dates for Random Acts of Kindness Week are Feb. 9-15. For more information, call 1-800-685-9595. ■

PSC Gary Foote
Syosset, New York

Each year, over 22,000 volunteers lend their time and effort to the New York State Special Olympics. Among those volunteers is CG Reservist ***PSC Gary Foote.*** For four years in a row, Foote has run the ceremonial Flame of Hope into various arenas or college campuses to symbolically ignite the flame for the Special Olympics. Ten volunteers, including Foote, run two and one-half miles through the streets of Harlem to Riverbank State Park in Manhattan as part of the Metro Tournament Games. At the games, over a thousand people with mental retardation participate and compete in numerous athletic events. After this local competition, the Flame of Hope is run upstate (in 1997, to Rochester, N.Y.) where contestants from all New York counties compete for the Gold. Over 40,000 athletes are involved in year-round training for area, sectional, state and international competitions.

PSC Foote and Special Olympian Rupert Coombs, left, light the torch to commence the New York State Special Olympics May 31 at Riverbank State Park in Manhattan. NYC Mayor Rudy Giuliani applauds in the background, at right.

"I am always impressed and even awed with the enthusiasm and courage displayed by the participants," says Foote, a Deputy Inspector with the New York City Police Department and a 19-year Coast Guard Reservist. ■

LCDR Glen Cekus
MSO Chicago, Illinois

LCDR Glen Cekus of MSO Chicago is a committeeman for the Chicago Ridge Boy Scout Troop Number 665. In addition to planning and managing troop activities, he also serves as one of the adult leaders on various field trips and overnight camping activities. Networking with his Coast Guard contacts has helped get scouts to participate in the annual International Coastal Clean-Up Day. ■

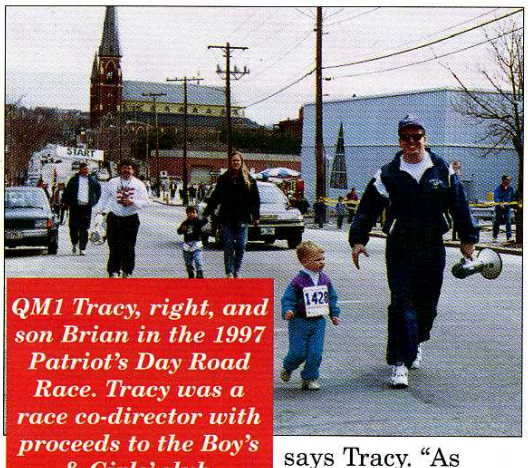
PS2 Mark Razny
MSO Chicago, Illinois

PS2 Mark Razny is a volunteer firefighter/EMT for the Manhattan Fire and Ambulance District. He is a training instructor and also on the regional fire investigation team and the Combined Agency Response Team (CART). The CART unit is comprised of specially trained members from different districts throughout the area who respond to specialized rescues such as building collapses, high angle incidents, trench rescues and confined space incidents. ■

QM1 John M. Tracy
South Portland, Maine

Coast Guard Reservist ***QM1 John F. Tracy*** and his family support their local community's youth by being active volunteers for the Boys and Girls Clubs of Greater Portland, Maine. Their clubs serve over 2,000 youths each year, ages 7-17.

"I worked weekly bingos and officiated basketball games for over 10 years," says Tracy. "As members of the Boys & Girls Club Alumni Association, my wife and I assist in fund-raiser events as well annual auctions, duck races, and three-on-three basketball tournaments. The money raised at these events has led to the donation of a weight room, 15-passenger van, outdoor basketball court, and parking lot to the clubs through the Boys and Girls Club Alumni Association, which we are members."



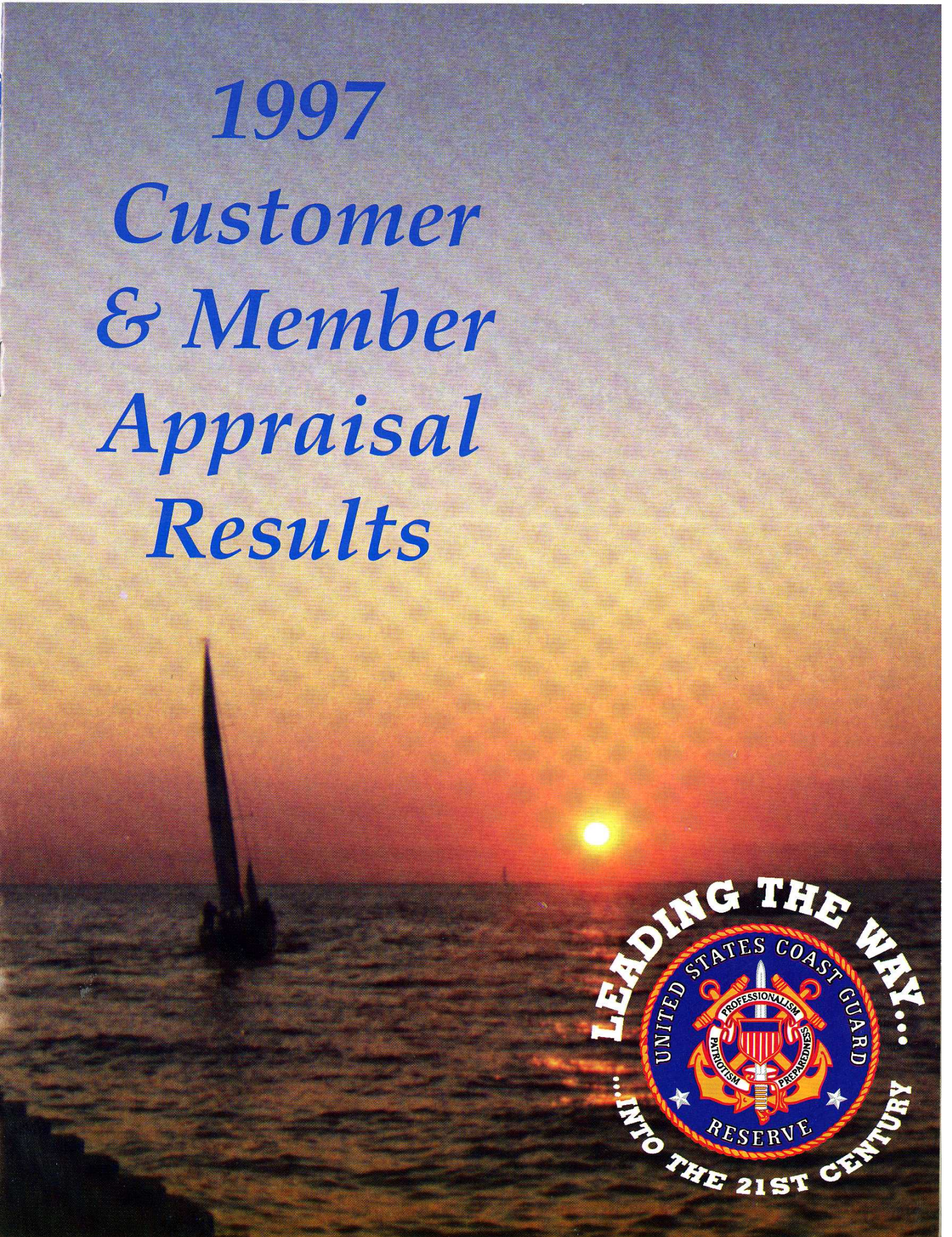
QM1 Tracy, right, and son Brian in the 1997 Patriot's Day Road Race. Tracy was a race co-director with proceeds to the Boy's & Girls' club.

Tracy says he is honored to be president of the Alumni Association and that his family has experienced many rewarding times with their community's youth through volunteering for the Boys and Girls Clubs. ■

Make A Difference Day...

...is Oct. 25, 1997, sponsored by *USA Weekend* magazine and *Points of Light Foundation.* Volunteer in your community and make a difference! For more information, contact: *Make A Difference Day 1000 Wilson Blvd. Arlington, VA 22229-0012* and/or visit the web site at: *www.usaweekend.com* (click on "DIFFDAY").

1997 Customer & Member Appraisal Results



Why an Appraisal?

In the spring of 1997, the Reserve Policy and Programs Division (G-WTR-1) of the Office of Reserve Affairs began the task of measuring the satisfaction levels of the Reserve Component (RC). To do this, we utilized the Malcolm Baldrige National Quality Award Criteria as a method to measure RC success. Commandant (G-WTR-1) defined our appraisal audience as either:

- **Customers** — *Commands that have a Reserve Personnel Allowance List (RPAL)*
- **Members** — *Individuals assigned to the Selected Reserve (SELRES)*

Our goals were to provide Program Managers and process owners with:

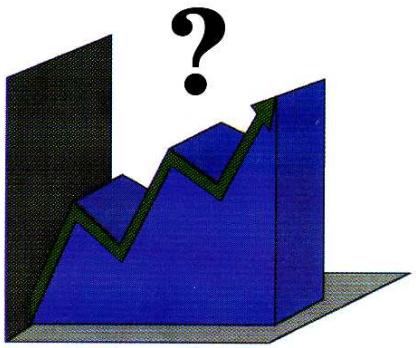
1. A ***measure*** of the satisfaction levels of *Customers* and the *Members.*

2. Statistically valid ***data*** from which the RC direction and Business Plan can be developed.

3. A ***baseline*** with a high confidence level from which future appraisals and thus progress may be compared.

In the spring of 1997, the appraisals were distributed to all identified *Customers* and *Members*..

The following report is an analysis of the results. *Customers* results are on Page 4 while *Member* results begin on Page 6. Analysis was conducted for all questions in the appraisals, including any comments that were submitted. After reviewing the results, Program Managers and process owners, as well as yourselves, will have a shared understanding of where we are today. The information you've provided will enable us to recognize patterns and help us learn to reinforce or change program direction as appropriate. Finally, we are confident that the data reflected in the following pages will promote dialogue at all levels.



Questions, concerns and comments regarding the appraisal results or the appraisal process itself may be directed to Mr. Paul Redmond, Reserve Policy and Programs Division, Measurement Team Leader at 202-267-0571 or e-mail at *predmond@comdt.uscg.mil.*

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Attention reservists!

For Selected Reserve Members: If you did not receive an appraisal, please verify your address with your PERSRU. Your input is very valuable to us and our intent, as members of *Team Coast Guard*, is for everyone to be provided an opportunity to provide input for future appraisals. To the 3,900-plus *Customers* and *Members* who responded — ***THANK YOU!***

How it was Done

Both the *Customer* and *Member* Appraisals were developed and analyzed by the Office of Reserve Affairs Measurement Team. Soza, Inc., a government contracting and consulting firm, handled the distribution of appraisals, data collection, and data entry.

■ ***Member Appraisal*** — The *Member* Appraisal was mailed in early March 1997 to 7,352 Selected Reservists and those on Active Duty for Special Work (ADSW: formerly SADT and TEMAC). A total of 3,616 members responded to the appraisal for an overall response rate of 49 percent. Members were given the option to complete the appraisal via the Internet (World Wide Web) or through the mail. Twelve percent of respondents did so via the Internet. Several technical difficulties with the Web version were identified. They will be addressed during next year's appraisal.

Member response data was statistically compared with member information obtained from the Personnel Database. The member information data (i.e., rate, rank, type of unit, servicing ISC) was matched to access numbers, but not to names, providing a method of obtaining data while maintaining member anonymity (see sidebar below).

■ ***Customer Appraisal*** — The Customer Appraisal was mailed on May 6 to 481 commands. A total of 291 commands responded, for an overall response rate of 61 percent. Only those commands with a Reserve Personnel Allowance List (RPAL) were surveyed. Commands that had reservists assigned to them, but do not have an RPAL, were not surveyed. Similar to the *Member* Appraisal, active commands had the option of completing the appraisal via the Internet. Six percent of commands responded via the Internet.

Anonymity...Clarified!

Access numbers were used to ensure the "one person — one vote" rule, and to provide Internet appraisal access only to Coast Guard members. Individuals who responded by both paper survey and through the Internet were thus counted only once. Furthermore, the access numbers enabled us to merge previously collected data such as rating, rank and time in service with data from returned surveys. We try to avoid asking for information that is already a matter of record. All analysis was conducted using the access numbers without relating them to specific individuals. Individual response information, or segregation of the data that might indicate an individual will not be provided. — *Mr. Paul Redmond, Commandant (G-WTR-1)*

Understanding Results

Most of the questions on both appraisals were presented in the seven-point "Likert" scale format. For clarity and to conserve limited space, data on each end of the scales are combined in the charts that follow: For example:

Agree = Strongly Agree + Agree + Somewhat Agree
Neutral
Disagree = Strongly Disagree + Disagree + Somewhat Disagree

The same rules apply to ***Satisfied/Dissatisfied, High/Low***, and other descriptions. Also, percentages in graphs are rounded to the nearest whole number.

The chart percentages for the Member Appraisal are all within a three percent margin of error. Due to the smaller sample size, the Customer Appraisal chart percentages were within a four percent margin of error (Question 18 was within five percent).

The mean, or average, response is shown in parentheses for each seven-point scaled question (i.e., 5.2). Means are rounded to the nearest tenth.

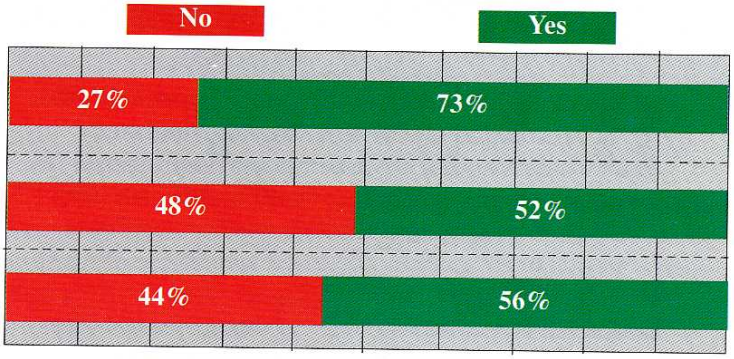
On the covers

The full-wrap (front and back) cover of this insert shows a sailboat setting off into a late summer sunset over Lake Michigan. Continuing to the back is the silhouetted South Haven, Mich. lighthouse and catwalk. As the sun sets on the 20th century, the Coast Guard Reserve is positioning itself for the dawn of a new century of growth, development and service.

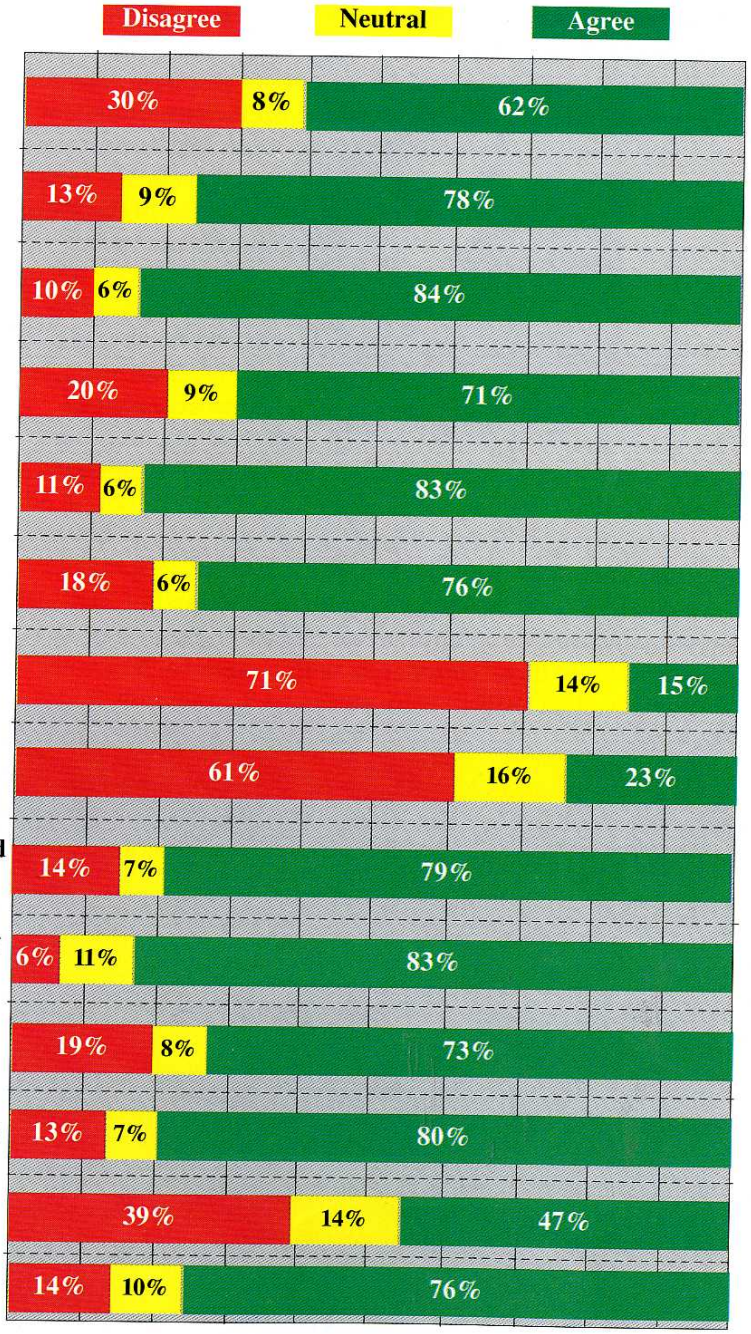
— *Photo by Lisa M. Kruska*

Customer Appraisal Results*

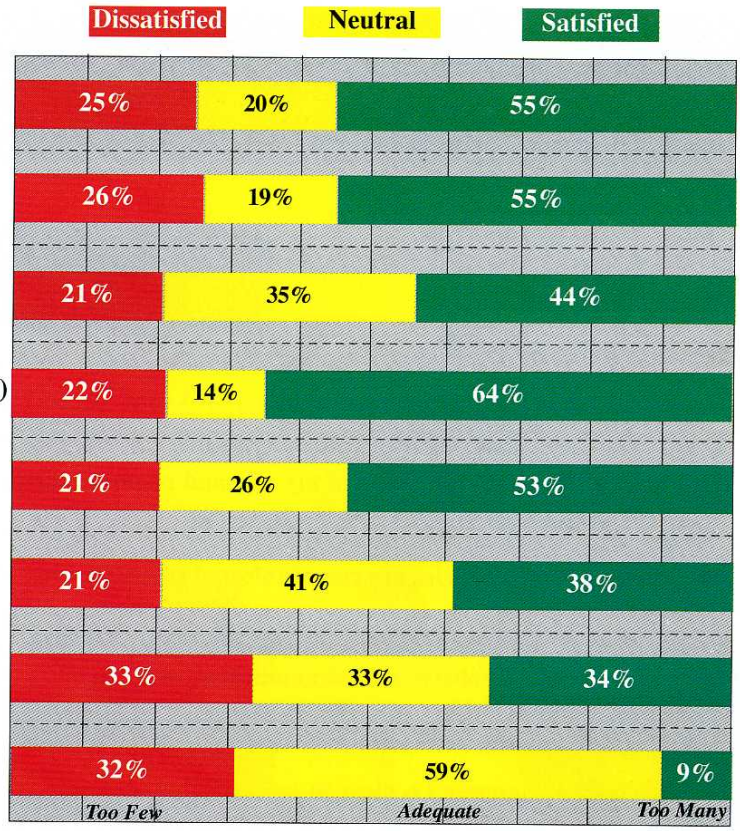
** Sent to all active duty commands with an RPAL*



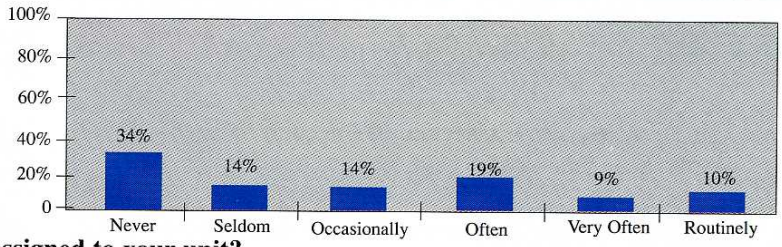
1. During the last 12 months, have you used your reservists to fill ***scheduled*** personnel shortfalls (i.e., planned leave, training, TAD, special events, etc)?
2. During the last 12 months, have you used your reservists to fill ***unscheduled*** personnel shortfalls (i.e., emergency leave, illness, disaster response, special events, etc.)?
3. During the last 12 months, would you have had difficulty meeting mission requirements (a "gap") if you didn't have reserve resources?



4. It is easy for me to use reserve resources as operations dictate. (4.5)
5. Reservists contribute to the successful completion of my unit's missions and responsibilities. (5.4)
6. My reservists demonstrate the skills necessary to carry out their assigned duties. (5.4)
7. My reservists are able to maintain their qualifications. (4.9)
8. I am satisfied with the work performed by my reservists. (5.5)
9. I have the resources necessary to train my reservists. (5.1)
10. Equipment shortages hinder my reservists' ability to perform their duties. (2.8)
11. My reservists have equal opportunities to attend formal training (i.e., "C" schools) as their full-time counterparts. (3.2)
12. The work required of my active duty personnel to train and support reservists is worth the investment. (5.3)
13. To maintain continuity and stability, reserve personnel tour lengths should not be limited. (5.8)
14. My reservists perform duties appropriate to their rate and rank. (5.0)
15. My reservists have access to similar information as their active duty counterparts (i.e., message traffic, e-mail, plans of the week, etc.). (5.3)
16. My reservists regularly participate in unit morale events. (4.0)
17. Team Coast Guard (fully integrated workforce) is working at my unit. (5.2)



26. How often do you use E-Mail to communicate with reserve members of your unit?



27. What is the *single greatest benefit* of having reservists assigned to your unit?

- Force Multiplier (85%): flexible scheduling, crew relief and workload reduction, increased mission ability, expanded services.
- Expertise (8%): (professional and other experience).
- Continuity (2%): reservists provide at units.
- Other (5%)

28. What is the *single greatest drawback* of having reservists assigned to your unit?

- Time and resources needed to train, qualify, and maintain qualifications. (32%)
- Administrative overhead and support necessary for reservists. (27%)
- Availability and scheduling. (15%)
- HR issues: motivation, dependability, communication (8%)
- RPAL issues: unfilled or mismatched billets (7%)
- Funding: equipment, supplies (3%)
- Other (8%)

29. What is the *single most labor intensive process* regarding reserve management at your unit? (Top 3)

- Administrative processes (48%): pay, OER's, marks, scheduling (SADT, TEMAC, etc.)
- Training and qualification maintenance (36%)
- General scheduling for IDT, ADT (5%)
- Other (11%)

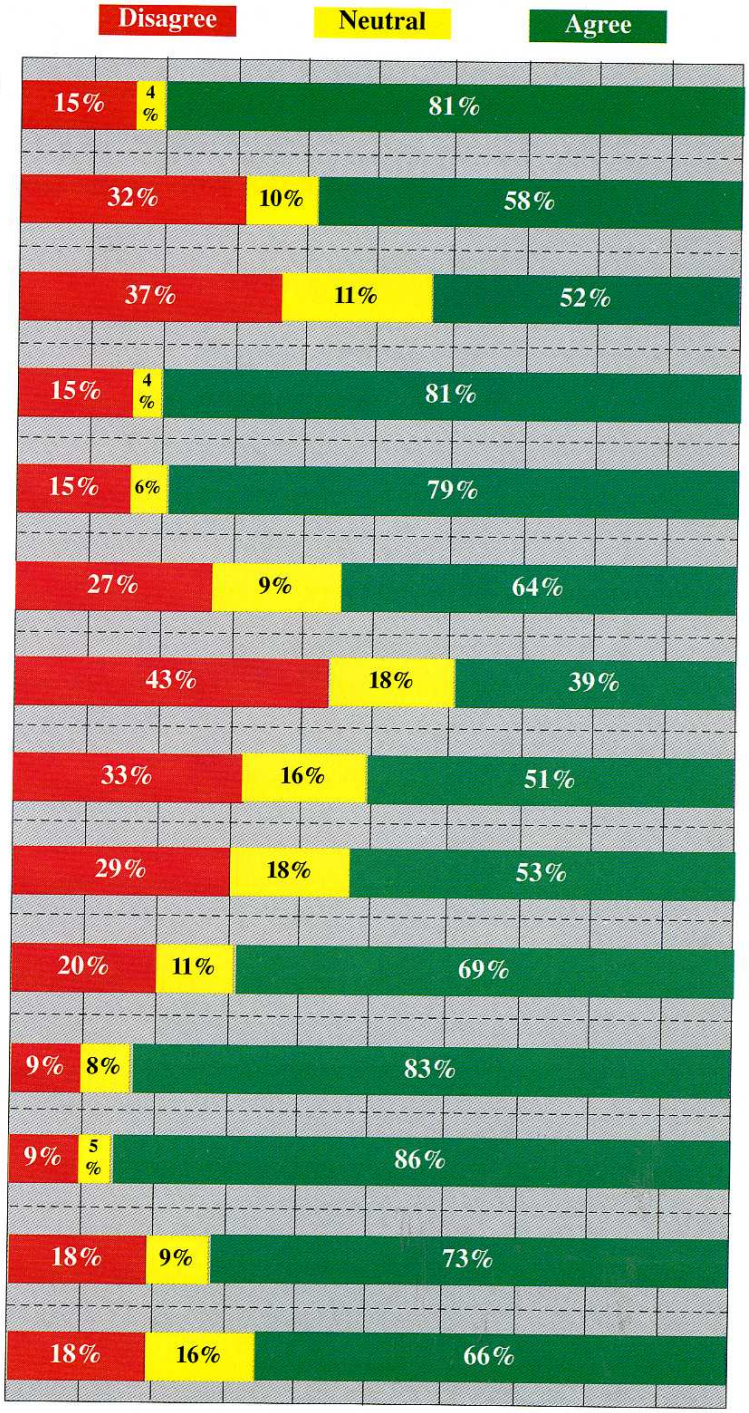
30. In reference to your response in question 29, what would you recommend to improve it? (most common)

- Additional people: administrative support and previously qualified reservists (RELADs).
- Streamline administrative processes.
- More qualification training for reservists, and reserve specific training for PERSRU staff members.
- Make additional IDT/ADT available.

31. Please provide any additional comments, concerns or suggestions: *(most common)*

- Positive experiences resulting from implementation of *Team Coast Guard*.
- The need for more funding for people, duty, equipment, inclusion of reservists in morale funds, etc.
- RPAL concerns (i.e., rating mix, change request process).

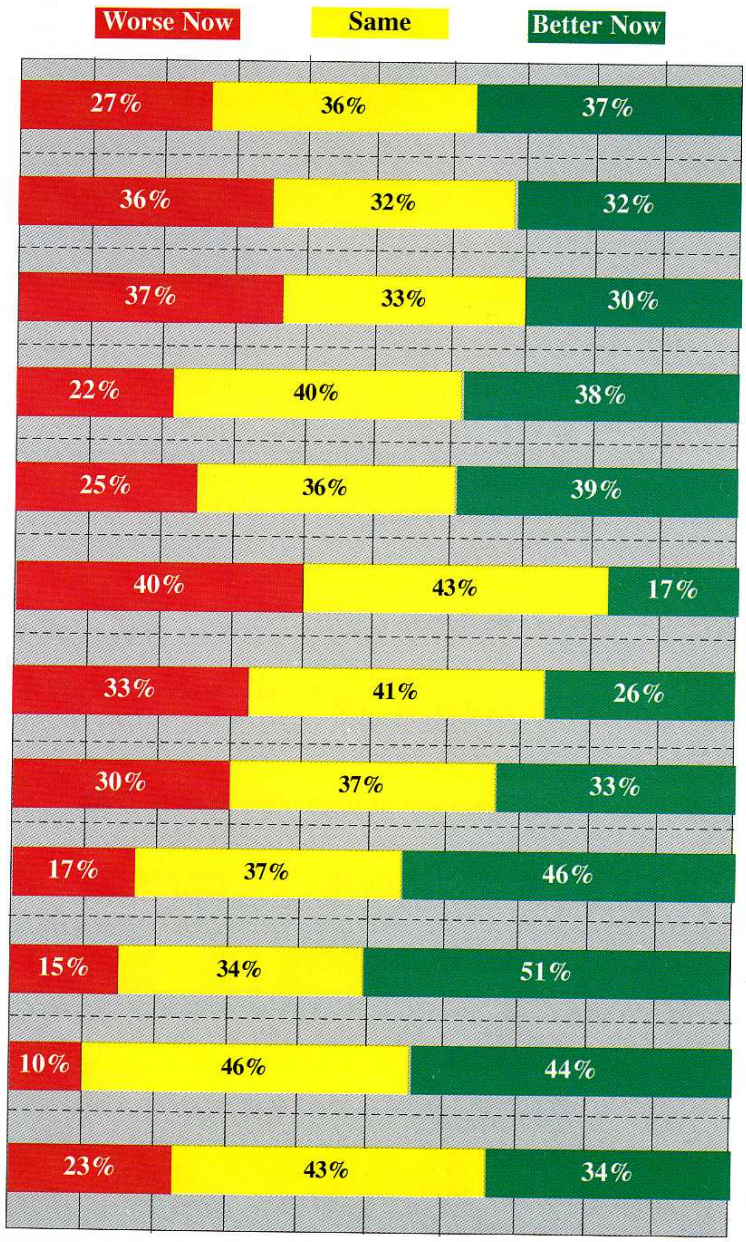
Part I
Team Coast Guard



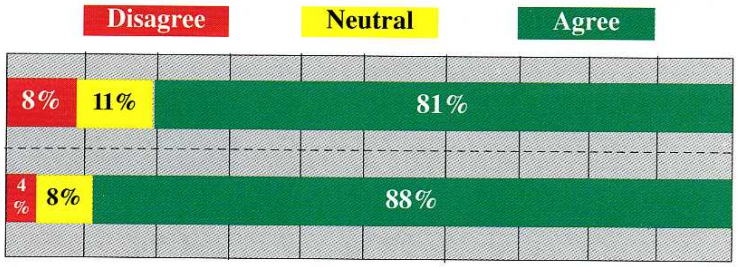
1. I have a clear understanding of my role and responsibilities at my unit. (5.5)
2. Changes in unit policies are communicated to me clearly. (4.4)
3. Changes in unit policies are communicated to me in a timely manner. (4.2)
4. My chain of command is clear to me. (5.5)
5. I know who evaluates my performance. (5.5)
6. I receive the on-the-job training I need to be successful in my current billet. (4.7)
7. I am provided the opportunity to attend the resident training ("A" or "C" schools) I need for my current billet. (3.8)
8. My career path is clearly defined. (4.3)
9. My command helps me pursue my Coast Guard career goals. (4.4)
10. My unit provides me with the organizational equipment needed to do my job. (5.0)
11. My job contributes to the successful completion of my unit's missions and responsibilities. (5.6)
12. I am treated with respect by other members of the Coast Guard when I am on duty. (5.8)
13. I am treated as an integral part of my unit. (5.2)
14. My command is appropriately sensitive to my personal welfare. (5.0)

Part II
Integration

Note: Results in this section make no assumption of how things were before integration at any particular unit. This section only considers what effects integration had.



Part III
The Reservist Magazine

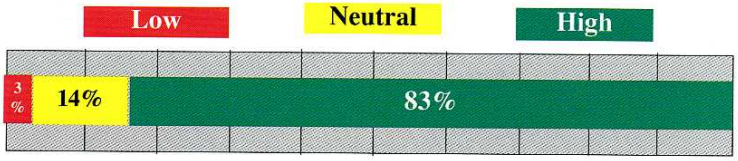


27. The information I read in *The Reservist* is timely. (5.4)

28. The information I read in *The Reservist* is beneficial. (5.8)

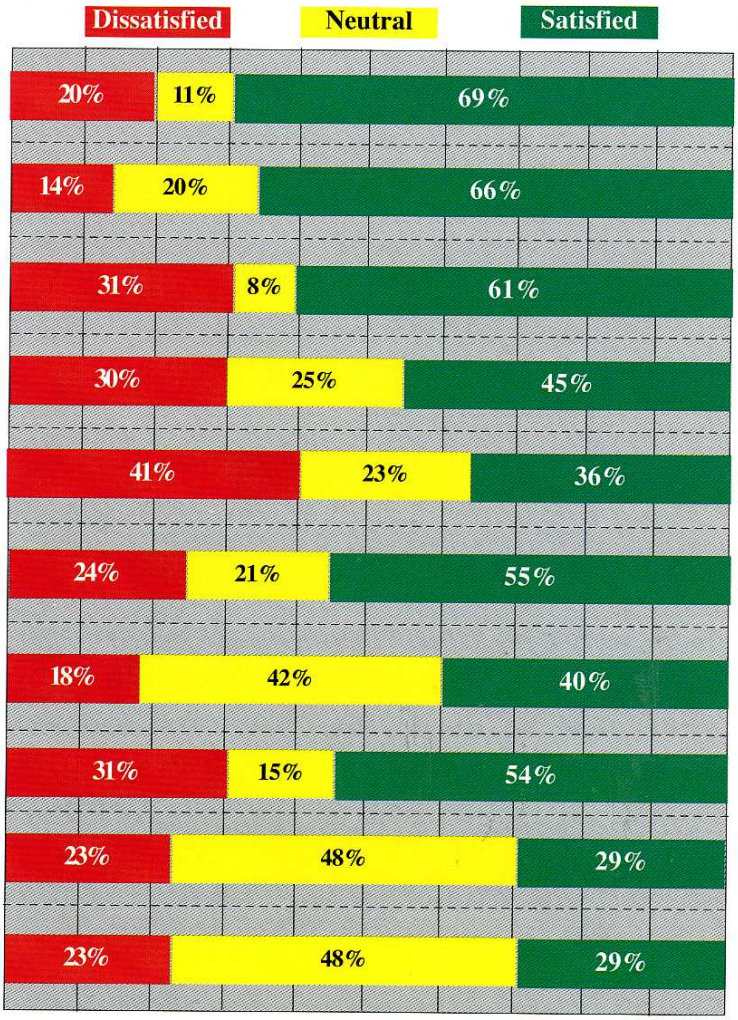
29. The section of *The Reservist* magazine that I find most beneficial is:

- Feature Articles 37%
- Bulletin Board 28%
- Regular Columns (View from the Bridge, On Deck, etc.) 12%
- Coast to Coast Reserve (Team CG News) 8%
- Letters to the Editor (Your Turn) 6%
- Other.....9%



30. The overall quality of *The Reservist* magazine is: (5.7)

Part IV
Support Processes



31. Submitting ADT requests. (5.1)

32. Obtaining correspondence courses. (5.1)

33. The Reserve pay process. (4.6)

34. Getting a physical exam. (4.3)

35. The SWE/advancement or promotion process. (3.8)

36. The Reserve retirement points system. (4.6)

37. Montgomery G.I. Bill. (4.4)

38. Service from my PERSRU. (4.4)

39. Service from my detailer. (4.0)

40. Reserve Mobilization Insurance Program. (4.0)

Part V
Logistical Information

41. I typically drill with ____ fellow reservists when performing my normal Inactive Duty Training (IDT) drills.

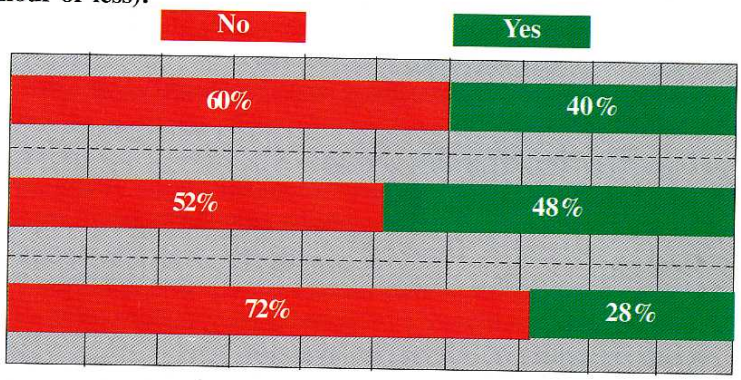
- Mean = approximately 10.4 Median = approximately 4

42. The approximate distance from my residence to my IDT site, *one way*, is _____ miles. (55% of respondents commute 50 miles or less)

- Mean = 86.7 miles Median = 45.0 miles

43. Under average commuting conditions, the time required to travel from my place of residence to my IDT site, *one way*, in hours and minutes is (53% of respondents commute one hour or less):

- Mean = 1.7 hours Median = 1 hour



44. I have a personal electronic mail account, via a home or office computer, for sending and receiving information over the Internet.

45. I have access to the Internet/World Wide Web via a home or office computer.

46. Have you ever accessed the USCG Reserve World Wide Web Site?

47. If you answered yes to question 46, how often do you visit the USCG Reserve Web Site?

- Daily 2.6%
- Weekly 20.8%
- Twice a month 16.8%
- Once a month 22.3%
- Less than once a month 37.5%

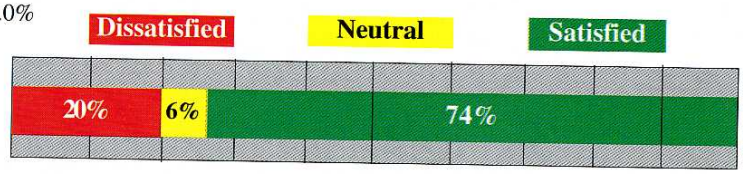
48. In general, from which of the following sources do you first learn about changes in Coast Guard policy and initiatives?

- *The Reservist* magazine 30.4%
- Word of mouth from other unit members 24.8%
- Your supervisor 14.2%
- Unit correspondence or newsletters 14.2%
- Commandant/District/Unit Instructions 6.8%
- Other 9.6%

49. ENLISTED ONLY: The primary reason I did not participate in the last SWE was because:

- I wasn't eligible 38.4%
- Not applicable — I did participate 24.6%
- I wasn't prepared 14.8%
- I saw no benefit 11.0%
- Administrative problems 2.2%
- Other 9.0%

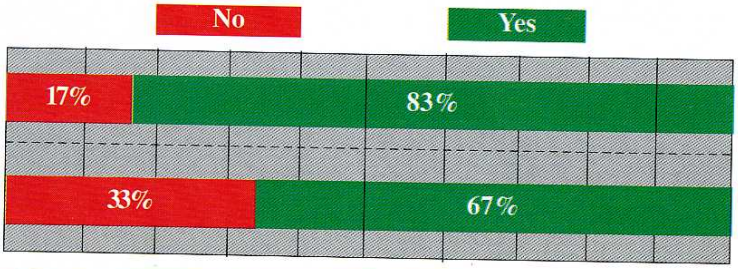
50. My overall satisfaction as a Coast Guard Reservist is: (5.1)



51. ENLISTED ONLY: If you enlistment expired tomorrow, would you reenlist?*

NOTE: Not a reliable measure of satisfaction due to question format.

52. May we contact you based on your response to this appraisal?



Member Comments

[NOTE: Over 1,500 respondents provided nearly 2,400 individual com-ments. The percentages shown (%) are the breakdown of those comments.]

1. Integration (27%)

This was the most often mentioned aspect, and had the most mixed response. About 40 percent of comments supported Integration, reporting positive benefits. About 60 percent of comments were negative. The most often mentioned aspects were:

a) Lack of command knowledge of reserve issues.
b) Increased satisfaction from doing more "real work" of the Coast Guard.
c) Loss of camaraderie and belonging.
d) Lack of appreciation for reservists' contributions.
e) General positive experiences and being part of a team.

The theme explicitly mentioned or inferred, was that the active duty commands were the underlying factor in the success or failure of Integration at a unit.

2. Administrative Processes (16%)

Poor administrative and PERSRU support was often mentioned, followed closely by concerns with the pay system (i.e., untimely, difficult to resolve problems). Several members expressed concerns about incorrect or not receiving points statements, and difficulties obtaining physical exams.

3. Career Issues (14%)

Many members expressed concerns with unclear career paths and direction for senior officers and senior enlisted members. Lack of enlisted advancement, particularly within the PS rating was also mentioned, as were complaints about the Service Wide Exam process.

4. Training (8%)

Opportunities to attend training schools were the primary area of concern. This was followed by lack of local or unit support for training. Many members stated that there was not enough time to maintain qualifications or complete practical factors.

5. Communications (8%)

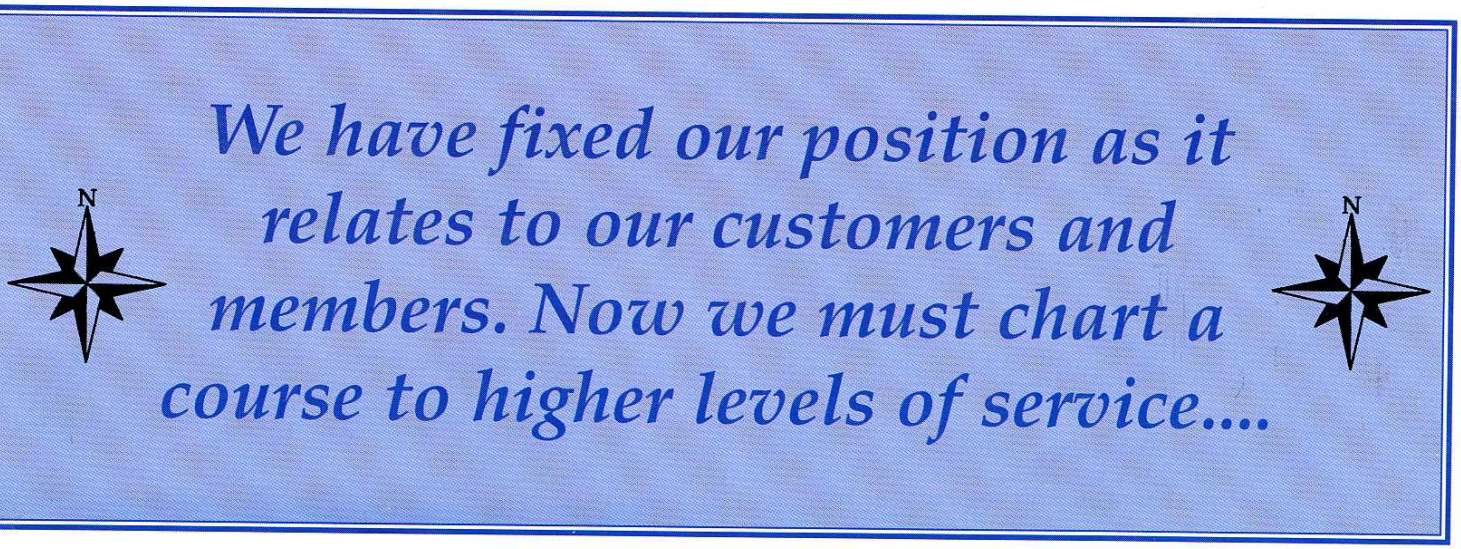
Another mixed area, the primary determinants seemed to be command support, newsletters, and e-mail. Those who received them expressed that communication was good. Those who did not presented negative remarks about unit-member communication. Many of you provided suggestions, such as additional publications and increased use of technology.

6. Other Issues (16%)

- RPAL billet process and Reasonable Commuting Distance (5%)
- Leadership Issues (4%)
- Logistics such as adequate equipment , berthing, and meals (4%)
- Benefits such as MGIB, Mobilization Insurance, Commissary Privilege Cards, and retirement (3%)

7. Appraisal Feedback (11%)

Comments on anonymity (see "Anonymity...clarified!" page 3), World Wide Web use, and recommend questions for future appraisals.



Appraisal Highlights

The appraisal results clearly show that the Reserve Component and *Team Coast Guard* is working well.

- Seventy-four percent of members reported that they were satisfied as Coast Guard Reservists. Likewise, 83 percent of responding commands reported that they were satisfied with the work performed by their reservists.
- Eighty-three percent of members report that they contribute to unit missions and responsibilities. The majority of commands, 78 percent, agree.
- The majority of commands used reservists to fill scheduled or unscheduled personnel shortfalls during the year prior to the appraisal. Commands generally believe that their reservists are skilled (84 percent) and worth the investment (79 percent).

Integration

According to the appraisal, the integration process has had mixed results:

- Seventy-six percent of commands agree that *Team Coast Guard* and an integrated workforce is working at their unit. The majority of members agree that other members of the Coast Guard treat them with respect, and that they are treated as integral parts of their units (86 percent and 73 percent, respectively). The success of integration was the most common positive written response. Furthermore, 51 percent of members reported that they are contributing more to their units now than before integration.
- The data shows a different story when comparing the before-and-after effects of integration. Integration had improved "reserve life" or made no difference for most members. However, many respondents reported that some aspects of being a reservist have gotten worse since integration. (see Part II)
- Member comments indicated that command attitudes are the primary determinants of *Team Coast Guard* success.

What we are Doing...

Systemic Improvement: The primary goal of the Customer/Member appraisal process is to achieve fundamental improvements in the way the Coast Guard Reserve Component does business. The Reserve Component Business Plan, which will be updated this November, is used to identify and prioritize issues and to focus Reserve Component resources for the next 12 to 18 months. The information in the 1997 *Customer* and *Member* appraisals will be a prime driver for the development of this year's business plan.

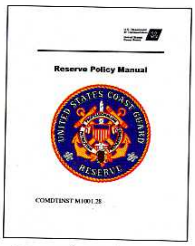
In Action: While the business plan process will sharpen the focus of Reserve Component management, several critical issues are already being addressed in advance of the update. Quality Action Teams will address administrative support, career path management, and Coast Guard Force Optimization doctrine.

Administrative Support: This team will include a broad range of members and the Human Resource Service and Information Center (HRSIC) will be a key player. Issues such as timeliness of pay and PERSRU support will be addressed. (Contact Point LCDR Kevin Pratt, 202-267-1330, kpratt@comdt.uscg.mil)

Career Path Management: This team will examine SELRES member career path management. Their efforts will help to provide structure and a common understanding for SELRES members and their active duty supervisors. (Contact Point CAPT Frank Buckley, 202-267-0561, fbuckley@comdt.uscg.mil)

Force Optimization Doctrine: This team will help develop force optimization policy for use of the Coast Guard's workforce. This policy will aid in coordinating efforts between Headquarters, MLCs and ISCs. (Contact Point CAPT Doug Clapp, 202-267-0614, dclapp@uscg.mil)

The Past Year: In addition, several initiatives already in place have addressed issues raised in the appraisals: Publication of the Reserve Policy Manual, IDT Berthing and Reserve Clothing Maintenance Allowance Instructions, lifting the IDT drill restrictions, 30-year waiver for SELRES participation, and the IDT point ceiling change from 60 to 75 points, addressed member concerns that appeared in the appraisal results.



Reserve Policy Manual (COMDINST M1001.28).
IDT Berthing (ALDIST 181/97).
Reserve Clothing Maintenance Allowance (RCMA) (ALDIST 160/97).
Extension of 30-year waiver for SELRES (ALDIST 074/97).
IDT retirement points increased to 75 (ALDIST 271/96).
Lifting of IDT drill restrictions (ALDIST 214/96).

Continuing the Process: The 1997 *Customer/Member* Appraisals were the beginning of an ongoing process to measure, to plan, and act. The 1998 and 1999 appraisals will give a second and third set of data points. Each set of responses will be used to evaluate the success of the actions taken to improve quality.

The Measurement Team

For any questions regarding this report, please contact the Measurement Team members at Commandant (G-WTR-1). Via e-mail is preferred (please use subject line "Appraisal").

Mr. Paul Redmond.....Measurement Team Leader .....202-267-0571 .....*predmond@comdt.uscg.mil*
LCDR Dave Kearns.....Asst. Team Leader, Program Analyst .....202-267-0553 .....*dkearns@comdt.uscg.mil*
ENS Craig Wennet.....Program Analyst.....202-267-2217 .....*cwennet@comdt.uscg.mil*

We have fixed our position as it relates to our customers and members. Now we must chart a course to higher levels of service....

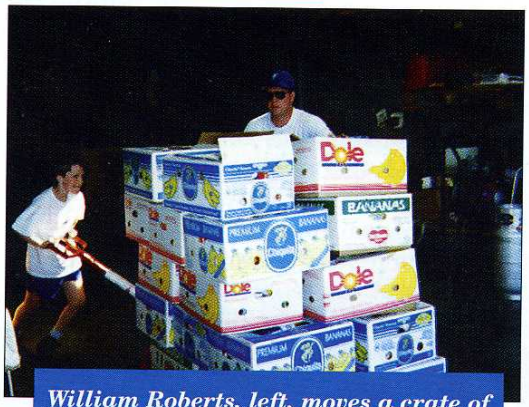
LEADING THE WAY...
UNITED STATES COAST GUARD
PROFESSIONALISM
PATRIOTISM
PREPAREDNESS
RESERVE
...INTO THE 21ST CENTURY

Sailors

Community Across the USA

LT Frank Roberts
Wilmington, North Carolina

Each year, the U.S. Postal Service, in conjunction with the Coastal Carolina Food Bank, sponsors a food drive. The second weekend of May, community members leave a bag of food hanging from their mail box. Postal carriers then carry this food, usually around 20,000 pounds, to the Post Office. All local Reserve component branches (Army, Marines, Navy, Coast Guard) transport the food from the post office to the food bank. Volunteers then package the food in boxes for distribution to the needy.



William Roberts, left, moves a crate of food with his father, LT Frank Roberts.

"This year, my oldest son William and I volunteered the entire day," says ***LT Olen F. "Frank" Roberts,*** the Coast Guard Reserve's Outstanding Junior Officer for 1996. "We scraped and painted some old freezers and, as the food rolled in, we helped package and store it." ■

LCDR John J. Marks
Palmer, Pennsylvania

The 1990s have truly been a time for volunteering for CG Reservist ***LCDR John J. Marks***, who drills at CG Activities New York. Since 1991, Marks has served on the Palmer Township Environmental Steering Committee, first as secretary, then vice-chairperson, and now co-chairperson. The committee has initiated and implemented a township wide curbside recycling program and oversees a recycling center. Marks has also served as the Palmer Township Public Education Committee chairperson, editor of the township newsletter, Nazareth Area Citizens Advisory Committee member and as Northampton County Public Education Committee chairperson. LCDR Marks is also active in the Reserve Officers Association. He coordinated a Junior/Senior Officer Leadership and Career Enhancement seminar last March attended by 55 Coast Guardsmen, registering four new members for the ROA's Department of New York's "All Coast Guard" Chapter 70. ■

LCDR John Marks

PS2 Arthur Reker
Solon, Ohio

Shortly after Coast Guard Reservist ***PS2 Arthur Reker*** returned from an in-theater stint with PSU 302 during the Persian Gulf War in 1991, he joined VFW Post 1863 in Solon, Ohio. Doing so opened up a whole host of opportunities and experiences for him. That first year, he was the guest speaker at the Bainbridge Township Memorial Day observance and the following year, he was in charge of the Memorial Day parade, which he also organized in 1995 and 1997. He has served three terms as chaplain for the VFW post, officiating at services for departed veterans and participating in Veterans Day ceremonies. As chairman of the Memorial Committee, he visits ill and disabled members as well as sends get well and sympathy cards. Reker enjoys marching at various parades and ceremonies in the area as part of the VFW's color guard. Virginia, his wife of 33 years, is Treasurer of the VFW Post 1863 Ladies Auxiliary. She served during the Persian Gulf War as an ombudsman for PSU 302 and was recognized as the Coast Guard Spouse of the Year by the Ninth Coast Guard District and the Navy League of Cleveland. ■

PS2 Reker, left, delivers the 1991 Bainbridge Township Memorial Day address while VFW member Ted Krejsa, right , looks on. Krejsa is a WWII Coast Guard veteran.

MK1 Donald R. Kessel
Bradenton, Florida

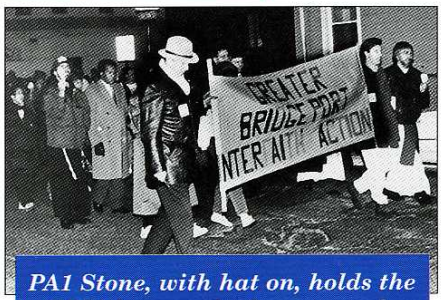
Throughout the year, the Gold Wing Road Riders Association Motorcycle Chapter supports several charities. The group's director, ***MK1 Donald R. Kessel*** of Station St. Petersburg, Fla. says that the charities include Meals-on-Wheels, Adopt-a-Family, Southeastern Guide Dog Association, and St. Angelus Home for Retarded Citizens.

"During the Persian Gulf War, we set up our motorcycles and big barrels outside our local grocery stores," says Kessel. "We collected enough food to fill two pickup trucks. This was then delivered to the families of reservists who were on active duty." ■

MK1 Donald and Sherry Kessel at a Gold Wing Road Riders Chapter Fourth of July event.

PA1 William A. Stone
Fairfield, Connecticut

Coast Guard Reservist ***PA1 William A. Stone*** has been active in community affairs his entire adult life. But Stone says his greatest contribution to the community is his 10 years with a group called the Greater Bridgeport Interfaith Action (GBIA). The organization of area churches and synagogues has representatives from its member congregations serving as the board of directors, and Stone is currently the treasurer, having served in most offices, including president.



PA1 Stone, with hat on, holds the GBIA banner during a march.

"GBIA works to improve quality of life in Bridgeport and has had many major successes," says Stone. "Along the way, we frequently clash with local business and political interests and anyone else who does not want to see a change in the status quo, of which there are many," says Stone. ■

LCDR Bruce Gaudette
Mukilteo, Washington

LCDR Bruce Gaudette is involved in a number of volunteer pursuits in his community and in the state of Washington. He teaches a Junior Achievement eight-week course, "Enterprise in Action," to eighth-graders at Evergreen Middle School. As a volunteer at the Washington Public Library for the Blind, Gaudette is a live broadcaster of the morning newspaper which is carried on cable television, as well as a recorder of books to audio tapes. As a member of the Mukilteo Business Association, Gaudette, of MSO/Group Portland, Ore., contributed to the Mukilteo Christmas pageant as well as to the landscaping of a lot that will soon have a YMCA built on it. ■

BM2 David J. Leich
Bronx, New York

According to the wife of ***BM2 David J. Leich***, the word volunteer describes him fully. For many years, he has given his time to organizations like Sea Cadets, Boy Scouts, and the Volunteer Ambulance Corps to Warrior Football and St. Benedict's School.

"David is an Emergency Medical Technician (EMT) who gives up his Saturday mornings to provide medical coverage to a Children's Football League," says wife Ruth. "He is also involved with the Boy Scouts as a Medical Merit Badge Officer, and goes camping with the boys to cover as their medical officer."

BM2 Leich has been on staff with the Volunteer Ambulance Corps for 12 years, has served as Chief of the Corps three times, and is currently the administration officer. He also volunteers to help students studying to become EMTs.

"His children do not even belong to many of these organizations but sometimes they accompany him when he does this volunteer work, and have gained a better understanding of what it means to volunteer," says Ruth. ■

LT George Pazak
Dyer, Indiana

During a parents and teachers meeting, the topic of acquiring new computers for the classroom was discussed. ***LT George Pazak*** volunteered to help as he works for a computer company. After researching the computers, Pazak's committee approached the school board with the data for final approval but quickly found that more money was needed. In order to acquire additional funds, a suggestion was made to have a spaghetti dinner. Pazak soon found himself in the kitchen helping out.

"I approached the project as seeing the good it would do," says Pazak. "It would not just affect my children, but also our friends and neighbors. Then, I realized our children would also see that in order to obtain something, you have to work for it. Just like in the Coast Guard, the people I worked with made the project go a lot easier."

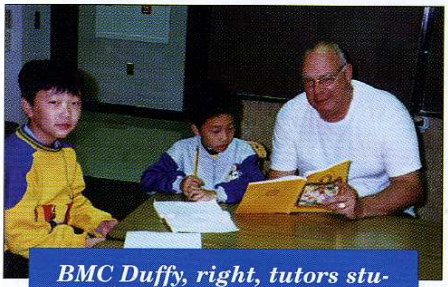
The computers were purchased and installed before the next school year began. ■

Sailors

Community across the USA

BMC Jerome A. Duffy
San Francisco, California

During the 1996-97 school year, ***BMC Jerome Duffy*** volunteered at the Jean Parker Elementary School in San Francisco. He originally offered his services for one month, but ended up staying the entire school year. Duffy volunteered a minimum of two-three times weekly and worked specifically with a second-grader who needed the one-on-one attention. This past summer, BMC Duffy was a volunteer tutor at the Chinese Education Center in San Francisco.



BMC Duffy, right, tutors students at the Chinese Education Center during summer 1997.

"I worked with recent arrivals from China," says Duffy. "We help them with the basics in reading and writing. The children give me renewed hope and the courage to keep trying at life." ■

CDR John Filipowicz
Gig Harbor, Washington

Commander John Filipowicz and his wife are strong advocates for the disabled population in their community.

"We are committed to upholding and assisting the disabled adults in our county through volunteering our efforts on behalf of the Pierce County parents coalition, several group homes within our town and the association for retarded citizens," says Filipowicz.

He also volunteers with the Alaska Airlines Employees Assistance Fund, serving as a member of the board of directors which he likens to the Coast Guard's Mutual Assistance." ■

PS2 Jeffrey Williams
Forest Grove, Oregon

If ***PS2 Jeffrey Williams*** isn't serving as a police officer for the city of Forest Grove, Ore. or drilling with the Coast Guard Reserve at MSO Portland, you'll probably find him busy as a volunteer member of the City of Forest Grove Parks and Recreation Commission.

"This commission makes recommendations to the City Council regarding issues involving our city parks," says Williams. "When time has allowed, I have also volunteered my time tutoring English to members of our community." ■

BMCS Walter Wozniak
Parma, Ohio

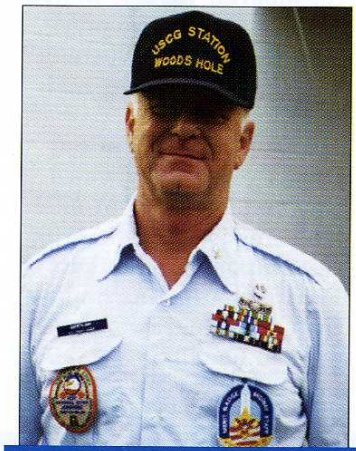
BMCS Walter Wozniak, a PSU 309 member, has served three years with the Padua High School Music Association. For two years, he ran the Music Association Craft Fair and is a "ticket-taker" at the high school's football and basketball games. His wife, ***Anita***, has served as ombudsman for the port security unit since 1992, as president of the school's Parent Teacher Unit, and is involved in the Diocesan Parent Teacher League, Figure Skating Club and served for three years on the church's parish council. Daughter ***Jennifer*** is a volunteer coach of the Figure Skating club while son ***Mark*** helps the band director and serves at the church as a committee chair for the youth group. ■

BM2 Joe Quintiliani
East Falmouth, Massachusetts

After having a successful brain tumor operation, Douglas Quintiliani, then 10, was told by his doctors, "no contact sports."

"So, my son turned to Boy Scouting," says ***BM2 Joseph Quintiliani*** of Station Woods Hole, Mass. "In fact, he eventually earned 51 merit badges and his Eagle Scout rank."

Grateful for all that scouting had done for his son, Quintiliani got involved as a volunteer himself and has been so since the late 1970s. Quintiliani has served as a scoutmaster and assistant scoutmaster for 15 years and is currently a troop committee chairman. Over the years, he has taken the scouts on fourteen 50-mile canoe trips, one 100-mile canoe trip, two 50-mile hikes, 12 summer camps and two National Jamborees.



BM2 Quintiliani at the 1997 National Scout Jamboree.

"My involvement in scouting is really a way to give back to the scouts all they did for my son," said Quintiliani, who is CPR coordinator for CG Group Woods Hole, Mass. and is employed by the Coast Guard Air Station Cape Cod Fire Department at Otis Air National Guard Base.

His volunteer work has been rewarding. Quintiliani has been directly involved in 22 scouts making Eagle Scout, including 13 while he was scoutmaster. In addition to scouting, he served 20 years as a member of the Falmouth Civil Defense, teaches CPR to Senior Citizens and to students in the Falmouth School System. He also participates in other annual Falmouth events like the road race, clean-up day and the Elks Flag Day program. ■

Coasties volunteer for Scout Jamboree

By PAC Ed Kruska, USCGR
THE RESERVIST MAGAZINE

FORT A.P. HILL, Va. — "Character counts...be prepared for the 21st century" was the theme of the 14th National Scout Jamboree which drew over 33,000 scouts here from all 50 states, territories and representatives from 24 other nations July 30-Aug. 5. For those seven days, their camp became Virginia's sixth largest city!

It also drew 15 Team Coast Guard volunteer members (active duty, reservists and auxiliarists) from across the nation who assisted at the Sea Scouting exhibit, taught Boy Scouts knots and answered questions. Coast Guardsmen also helped out with the sailing and motorboating merit badges at the Merit Badge Midway.

With this week-long event held only once every four years, Coast Guard recruiters were also on hand to make the most of the opportunity. They manned a Coast Guard Art Exhibit tent and handed out recruiting literature. Eight thousand scouts filled out recruiting "lead cards" while the recruiters also had special Boy Scout / USCG patches made for the event. Interestingly, the Boy Scout motto,"Be Prepared," is similar to the Coast Guard's "Semper Paratus, Always Ready." Both mottos are stitched on the patch. (see Page 4).

"We gave out 6,000 patches," said YN1 Mark McCracken of the Coast Guard's Recruiting Center in Arlington, Va. "They were so popular that we're having more made. We will run an ad later this year in *Boy's Life* so that scouts that didn't get one can write us and we'll send them one."

The Coast Guard Honor Guard from TISCOM Alexandria, Va. also wowed the scouts with two precision drills, one on opening day, the other during mid-jamboree.

With thousands of Boy Scouts going every which way around the eight-mile jamboree loop at this Army reservation 22 miles east of Fredricksburg, Va., finding the Coast Guard volunteers seemed like finding a needle in a haystack!

PAC Edward J. Kruska, USCGR

Coast Guardsmen (and Eagle Scouts, too) at the Scout National Jamboree, front row, left to right: YN1 Norm Montoy, LT Wayne Stacey, PS1 Rick Nygren, USCGR. Back row, left to right: PSCS Douglas Yeckley, USCGR; CWO4 Robin Ouellette, BM2 Joe Quintiliani (son's an Eagle Scout), USCGR; and PS3 Wayne Drown, USCGR.

"We knew that compared to the thousands of Boy Scouts, we would be few and far between with only 15 Coast Guard volunteers," said recently retired Coast Guard Reservist Senior Chief Douglas Yeckley, an Eagle Scout attending his fifth jamboree on staff and who has been involved in Boy Scouting for 50 years.

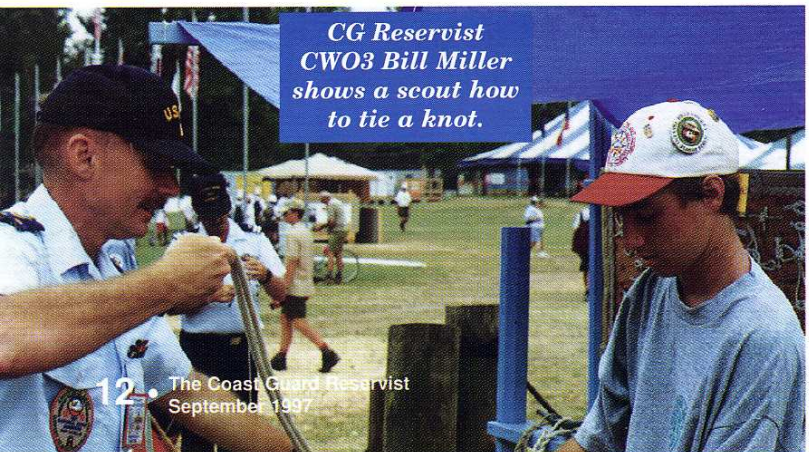
Other service personnel like the Navy wore more "summer-type " uniforms modified for the event, i.e., t-shirts and shorts. The Coasties, however, were not quite as casual. They wore tropical blue long, modified with USCG ball caps so scouts could tell who they were by the caps' logo.

Almost half of the Coast Guard volunteers were themselves Eagle Scouts, including LT Wayne Stacey, who has been involved in the Coast Guard's part in this massive event since the jamboree first moved to A.P. Hill in 1981. Stacey, an active duty officer stationed at the CG Headquarters Command Center, says being involved in scouts helped him choose his profession as a military officer.

"Scouting rounds a guy out," said Stacey, scoutmaster for Troop 281 in Ocean View, Del. "It helped me, especially because I was exposed to a wide variety of occupations through the merit badge program."

Stacey added that there's always a lot of work preparing for a jamboree. Arrangements need to be made for transportation, berthing and meals; and you have to line up participants willing to volunteer and who can stay the entire week.

Team Coast Guard members stayed at A.P. Hill's barracks a few miles from the jamboree site. Of



PAC Edward J. Kruska, USCGR

CG Reservist CWO3 Bill Miller shows a scout how to tie a knot.

course, the scouts camped in tents by region within the eight-mile loop. The jamboree activity areas included enough things to do to keep any scout busy for a lifetime, let alone a week. Activities included water sports, dirt-bike racing, rappelling, nature and action areas, exhibits and the Merit Badge Midway.

At the Midway, Coast Guardsmen talked with scouts about sailing and motorboating, going over requirements and administering written tests. Over 100 scouts completed their motorboating merit badge while another 100 were given "partial" completions. Meanwhile, in the tent "next door," CG Auxiliarists helped approximately 25 boys toward completing their sailing merit badge.

"It's a little bit hard to test them on their sailing when we're not near the water here at the Merit Badge Midway," chuckled CG Auxiliarist John Lloyd, himself an Eagle Scout. Lloyd's two sons, Dan and Craig, are both serving in the Coast Guard, as well as his daughter-in-law, LT Marie Lloyd.

Coast Guard volunteers came from Florida, Pennsylvania, South and North Carolina, Maryland, Indiana, Virginia, Delaware and California. Coast Guard Reservists who made the longest trek were Eagle Scouts Michael J. Dubro and PS1 Rick Nygren, both from Fremont, Calif.

The 15th National Scout Jamboree is slated for the summer of 2001 at Fort A.P. Hill. You can count on the Coast Guard being there again because, as this year's theme emphasized, "Character counts..." and Coasties along with the scouts are "prepared for the 21st century!" ■

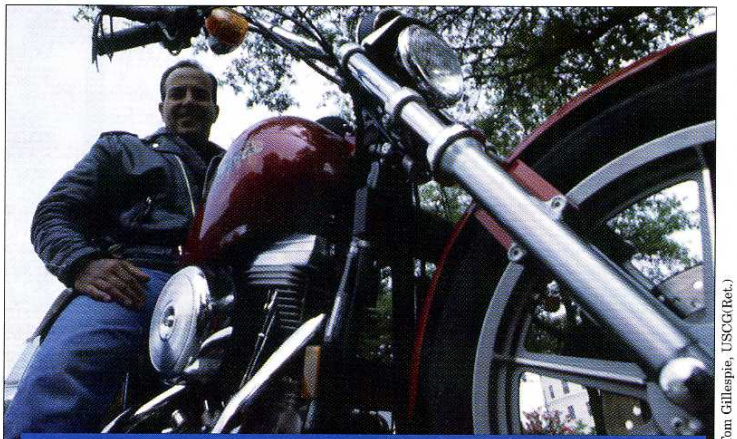
Reservist's 10,000-mile trek raises funds for sick kids

By PAC Tom Gillespie
UNITED STATES COAST GUARD RETIRED

MILLTOWN, N.J. — In the suit he normally wears at his job as investigator with the Middlesex County, N.J. Prosecutor's Office, Coast Guard Reservist ***PS1 Ciro F. Sinagra*** would never be picked out of a line-up as a "Harley" biker; he looks more like an attorney. What he does have is a love for motorcycles, adventure and a desire to help others. And so, during the summer of 1995, Sinagra's 10,000-mile trek around the perimeter of the United States on his Harley-Davidson Dynaglide gave him a chance to combine the three.

It all began at a Police Benevolent Association Local 214 meeting Sinagra attended. Members chose to raise money for the Child Life Program, which helps children adjust to prolonged hospitalization, particularly those who have been victims of motor vehicle accidents, or who have chronic illnesses. Sinagra made a cross-country motorcycle trip in 1992 with a friend — not to raise money, but as a vacation. He volunteered to make the solo trip this time, collecting donations of $1 for every mile he rode.

"I thought it would be great to combine my trip with the charity," said Sinagra, who drills at Fort Wadsworth (Activities N.Y.) as a Marine Inspector. He also teaches motorcycle safety and has worked on a Thanksgiving food drive for the homeless and needy since 1991.



PAC Tom Gillespie, USCG (Ret.)

PS1 Ciro F. Sinagra on his Harley-Davidson.

The trip began in Sinagra's hometown of Milltown, N.J., and took him to New England, through New Hampshire and Maine, into Canada and back around the southern end of the Great Lakes. From there, he cut across the Dakotas and Montana to Washington state and the West Coast. Then, it was down to San Diego and across the southwestern states to Texas and down the west coast of Florida. Finally, it was back up the East Coast to New Jersey and home. One hundred percent of the money raised went to the children's charity, so Sinagra kept expenses to an absolute minimum — particularly lodging expenses.

"I often slept in truck-stop rooms," said Sinagra. "People would offer me their living-room couches to sleep on or their TV-rooms to sleep in. I didn't stay in a motel until after San Francisco, when it was harder to find truck-stop rooms."

Sinagra's most memorable trip moments? "The beautiful country, especially Montana...and the people I met," he said. "People always commented on my Harley. They would tell me they had one or always wanted one or that their son had one or somebody they knew had one."

Another unusual moment came when checking into his first motel in California.

"I met a gentleman who was doing the same thing I was doing," Sinagra said. "But he was going in the opposite direction so we gave each other weather reports."

Sinagra, 49, is no stranger to extended trips away from home. The reservist served in Vietnam and was assigned to PSU 302 in Saudi Arabia during the Persian Gulf War.

Trip adventures included being charged by a moose in Maine, being stung by a bee in Arizona (his whole arm swelled up), and an encounter with a wild pack of dogs along the side of the road, also in Arizona.

"It's amazing this man dedicated 23 days of his own time, 100 percent to the children," said Child Life Program coordinator Barbara Gorsky. "It's coming out of his pocket, his heart." ■

USCGR Bulletin Board

Upcoming Events

SEPTEMBER 1997

■ **Coast Weeks International Cleanup** — Saturday, Sept. 20, 1997. Help kick off Coast Weeks by helping clean-up our shorelines. Any unit interested should contact their state clean-up coordinator. Contact Center for Marine Conservation at 1-800-CMC-BEACH. Coast Weeks run from Sept. 20 to Oct. 13, 1997.

■ ***Titanic*: The Exhibition** — Running through Sept. 30, 1997 at Memphis, Tenn. Pyramid. Includes artifacts, displays, history, models. Call 800-263-6744 or 901-576-1290. Web Address: *www.wonders.org*

OCTOBER 1997

■ **Chief Petty Officer Academy Reserve course —** Application deadline is Oct. 1, 1997, for the July 11-23, 1998 class at TRACEN Petaluma. Refer to COMDTINST 1500.15E for guidance or contact YNC Alex Keenan, G-WTL for course information at 202-267-2441 ; FAX 202-267-4610. Attendance ***may*** be on ADT-OTD (formerly SADT) orders. Applications should be sent to: Commandant (G-WTL), USCG Headquarters, 2100 Second Street, Washington, D.C. 20593-0001.

■ **WIMSA Memorial Dedication** — Located at the main gateway to Arlington National Cemetery, Arlington, Va., this unique memorial honoring women who served in the Armed Forces will be dedicated Saturday, Oct. 18, 1997, 12 noon. For more information, call 1-800-222-2294. E-mail: *wimsa@aol.com* Web Address: *http://www.wimsa.org/pub/wimsa* ***Per ALCGRSV 007/97, the Reserve SWE set for Oct. 18 cannot conflict with this dedication. Those wishing to attend (test takers and administrators) should see this message.***

■ **Servicewide Exam 1997** — SWEs for reservists in all ratings, E-5 through E-9 will be administered on Saturday, Oct. 18, so keep your calendar clear. See ALCGENL 036/97 and ALCGRSV 007/97.

■ **Naval Enlisted Reserve Association Conference** — Oct. 21-25, 1997, at Hilton Hotel, Charleston, S.C. Contact: NERA, 6703 Farragut Ave., Falls Church, VA 22042-2189. 703-534-1329; FAX: 703-534-3617. E-mail: *NERABOB@aol.com*

■ **Make A Difference Day** — 7th Annual, Oct. 25, 1997, sponsored by *USA Weekend* and *Points of Light Foundation*. Volunteer in your community and make a difference! For more information, contact: Make A Difference Day, 1000 Wilson Blvd., Arlington, VA 22229-0012 and/or visit the web site at: *www.usaweekend.com* (click on "DIFFDAY").

■ **North Carolina Coast Guard Reunion — *All*** North Carolina Coasties welcome, Saturday, Oct. 25 from 11 a.m. - 3 p.m. at Hugh McCrae Park, Wilmington, N.C. Contact: NC USCG Reserve Reunion, c/o LT Frank Roberts/CDR Art Davis, 115 Carl Seitter Dr., Wilmington, NC 28401. 910-686-7745. FAX: 910-343-8045. E-mail: *davisaa@wilmington.net*

NOVEMBER 1997

■ **Governors Island Memories** — As the Coast Guard closes out its 30-plus years on Governors Island this year, it's time to document those memories! In the December issue, *The Reservist* will feature "Governors Island Memories." But this will not happen unless we hear from you! If you were ever stationed on the Island on active duty, did Reserve drills or even just visited, write 250 words or less (photos would be great, too) of your memories. *The Reservist's* address is on Page 2. Deadline extended to Nov. 1, 1997.

Reserve Advancements*

Master Chief Petty Officer (E-9)

IVCM	D.W. Major	D8

Senior Chief Petty Officer (E-8)

IVCS	L. Councilman	D8
IVCS	G.L. Morgan	D5

Chief Petty Officer (E-7)

DCC	M.A. Meros	D1
IVC	M.A. Cooper	D1
IVC	D.J. Rifkin	D7
TCC	R.C. Murphy	D11
TTC	R.C. Traylor	D11

Petty Officer First Class (E-6)

EM1	M.S. Sanphy	D1
ET1	T.W. Paulsel	D8
HS1	P. Phillips	D11
IV1	W.D. Haynes	D11
IV1	C. Kirschner	D9
IV1	P.A. Fones	D13
IV1	R.H. Neier	D7
IV1	S.J. Johnson	D11
IV1	L.R. Powalisz	D9
SK1	W. Whitaker	D8

Petty Officer Second Class (E-5)

BM2	M.E. Vargo	D9
BM2	G.F. Auboin	D8
MK2	C.R. Taylor	D5
TC2	M.G. Chesky	D1
YN2	T.P. Dunne	D13

Petty Officer Third Class (Striker List)

BM3	Q. Harris	D11
BM3	S.M. Lilly	D5
BM3	J. Crumbler	D7
BM3	J. Johnson	D7

** Refer to Enlisted Reserve Advancement Announcement (ERAA) No. 03-97, ALCGRSV 009/97 and COMCOGARD PERSCOM LTR 1430 (dated Dec. 11, 1996) for more information. Names are listed in rate rank order.*

Correction

The Fleet Review in the August 1997 issue listed CGC *Capstan's* (WYTL 65601) homeport as Fort Belvoir, Va. It is Philadelphia.

The Coast Guard Reservist salutes our fellow Coast Guard Auxiliarists, 34,300 strong and all volunteers!!

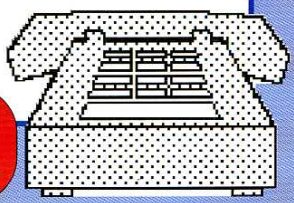
Check out the CGR Web Site Reserve Forum
http://www.dot.gov/dotinfo/uscg/hq/reserve/reshmpg.html

Check out current ADSW listings at:
http://www.dot.gov/dotinfo/uscg/hq/reserve/temac.html

ALCOASTs / ALDISTs / COMDTINSTs

DTG	NUMBER	SUBJECT
152037Z AUG 97	ALCGRSV 009/97	ENLISTED RESERVE ADVANCEMENT ANNOUNCEMENT (ERAA) NO. 03-97
151220Z AUG 97	ALCGENL 059/97	RECALL OF ENLISTED RESERVISTS TO EXTENDED ACTIVE DUTY (EAD)
081300Z AUG 97	ALLCOGARDELEVEN	ANNOUNCEMENT OF THE DISTRICT ELEVEN AOR RESERVE CHIEF PETTY OFFICERS CONFERENCE
071502Z AUG 97	ALDIST 187/97COMDTNOTE 12630	COAST GUARD TELECOMMUTING PROGRAM
061840Z AUG 97	ALDIST 185/97COMDTNOTE 6600	TRICARE SELECTED RESERVE DENTAL PROGRAM
041205Z AUG 97	ALCGRSV 007/97	OCT 1997 RESERVE SERVICEWIDE EXAMINATION (SWE) COMPETITION
311700Z JUL 97	All ISCsRESERVE	RECRUITING GUIDANCE - OVERBILLET ACCESSIONS
311207Z JUL 97	ALCGENL 056/97	RESERVE EAD OPPORTUNITIES FOR DUTY AS RECRUITERS AND RECRUIT COMPANY COMMANDERS
301128Z JUL 97	ALDIST 181/97COMDTNOTE1001	GUIDANCE FOR IDT BERTHING
292030Z JUL 97	ALDIST 179/97	RECALL OF ENLISTEDRESERVISTS TO EXTENDED ACTIVE DUTY (EAD)
291948Z JUL 97	ALCGPERSCOM 058/97	ADDENDUM TO ROPAL NO. 08-97

Compiled by YN2 Blanche Evans-Stewart, USCG



Coast Guard Reserve Hotline:
1-800-283-8724 (USCG)

On Deck

By MCPO William C. Phillips

Command Enlisted Advisor
Coast Guard Reserve Forces

Questions or comments? Write or call:
COMMANDANT (G-WT CEA), USCG, 2100 2ND ST SW, WASHINGTON DC 20593 -0001
Phone: (202) 267-6844 Fax: (202) 267-4243 E-mail: wphillips@comdt.uscg.mil

In late July and early August, I was in the Ninth District visiting Grand Haven, Mich., Coast Guard City, USA. While in the Ninth, I also visited our Summerstock units.

The citizens of Grand Haven really make the Coast Guard Festival a wonderful experience. The annual Festival, held for two weeks at the end of July and first part of August, truly honors the U.S. Coast Guard. If you have never been to Grand Haven for the Festival, I strongly encourage you to visit at least once during the course of your Coast Guard career.

The Coast Guard's Summerstock program has always impressed me and this year is no exception. This is the 25th year for Summerstock and the Coast Guard really gets a big bang for the buck with this "optimization of the workforce." I visited Stations Ludington, Manistee and Frankfort while in Michigan for the CG Festival.

I'm happy to report to you that after attending the LANTAREA and the D13 CEA conferences, the Command Enlisted Advisors are really working hard on people issues for the Coast Guard.

MCPO Jim Pond retired Aug. 15. He was OinC of the CGC *Point Bennett* (WPB 82351), homeported in Port Townsend, Wash. You may remember him pictured in the January 1996 issue of *The Reservist* which showcased the *Point Bennett* hosting Ms. Deborah Lee, Assistant Secretary of Defense for Reserve Affairs. MCPO Pond has been a mentor to me and has always showed that can-do attitude. Thanks Master Chief.

A concern I wish to express this month is taking care of our people, especially the new members of the Coast Guard. We will be welcoming into our ranks several hundred new Coasties (Active and Reserve) in the next few months, and I would like to see them get off on the right foot. You may remember all the things you wish someone had done for you when you first put on a Coast Guard uniform. When a new person reports aboard, they need all the helpful hints they can get so they feel comfortable and part of the team. This includes things like where and when to report in, where to eat and sleep, and what their job entails. Right from the start, we must be as responsive to our new members of *Team Coast Guard* as we can as it can mean the difference between success and failure. Armed with all these great tools, the new member can get right to work.

For you IVs out there, the lateral process has been approved for those Reserve investigators with CGIS credentials. The IV Rating was discussed in the April 1997 *Reservist* (Page 13). Congratulations to the 11 IVs advanced on the Sept. 1 ERAA. Adding these to the other advancements, a total of 27 members were advanced on this final go 'round for 1997 (see the box, opposite this page). For new chiefs, don't forget that the CPO Academy application is due to CGHQ by Oct. 1, 1997 for next year's Reserve class (see details on the Bulletin Board).

For those of you looking to advance, don't forget the servicewide examination test date for the Reserve is Oct. 18, 1997. Good luck to all participants!

In closing, have you checked out the Coast Guard Reserve Home Page, specifically the new "Member Forum?" Reserve Program Administrator LCDR Bill Edgar has come up with another great idea toward the Commandant's Goal Number Eight — Pursue and Exploit New Technologies. Over 150 of you are already signed up for this forum. It's a great place to share thoughts and concerns with fellow reservists. Have a great autumn season!

A big hit in Grand Haven...

LT James Mathieu, USCG

A PSU 309 Raider boat from Cleveland was one of the more popular Coast Guard attractions in Grand Haven, Mich. during the annual Coast Guard Festival in early August. Shown left to right, MK1 Jeffrey Vincent, PSU 309; MK2 Leo Trahan, PSU 309; BM3 John Garrison, PSU 309; BMC William Fetty, PSU 309; VADM Richard D. Herr, Vice Commandant; MCPO-CG Rick Trent and MCPO William Phillips, CGR CEA.

Military Outstanding Volunteer Service Medal

Devotion to duty, one of the Coast Guard's three core values, comes in various forms. Many *Team Coast Guard* members demonstrate this core value through support and service to their communities. Former President George Bush recognized military members' volunteer community involvement when he signed Executive Order 12830 on Jan. 9, 1993 to establish the ***Military Outstanding Volunteer Service Medal*** (MOVSM). The MOVSM recognizes military members who play significant roles in their communities, and who demonstrate exceptional community service and support over time.

To be eligible for the MOVSM, volunteer service should be:

- to the civilian or military family community.
- significant, with tangible results.
- a favorable reflection on the military service and the Department [of Transportation].
- sustained and direct over an extended time period, and not a single act or achievement.

Examples of volunteer service include: Boy or Girl Scouts, fire departments, teaching, literacy programs, Red Cross, and many others. Recommendations for this award must be submitted by the members' immediate supervisors and then recommended by their commanding officers.

The complete eligibility requirements for the MOVSM are explained in the *Medals and Awards Manual* (COMDINST M1650.25B, Ch. 5.B. 19), ALDIST 024/95, and ALDIST 103/97.

— By ENS Craig Wennet, USCGR

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