



The ESGR Insider



The Official ESGR Newsletter, October 2013

We All Serve

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ESGR Honors Volunteers of the Year



The success of Employer Support of the Guard and Reserve continues to hinge on the unwavering commitment and dedication of our 4,900 plus volunteers. This year your collective efforts accounted for more than 200,000 volunteer hours! Imagine, just at a minimum wage, what that would cost!

While each and every volunteer is an integral, valued member of the ESGR team, only one, who in essence repre-

sents all, can stand out as Volunteer of the Year in each of the following categories: Employer Outreach, Military Outreach, Ombudsman, Public Affairs and Training Director. Collectively, the five outstanding individuals below have contributed more than 4,000 hours to their respective ESGR committees. This year we are pleased to recognize the extraordinary contributions of these five outstanding volunteers:

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A national selection board comprised of senior DoD officials, business leaders and prior awardees selected 15 employers to receive the prestigious Freedom Award.

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Perspective and Insights from the National Chair



By Paul Mock, ESGR National Chair

I would like to open with a firm thank you for your volunteerism and dedication to America's fighting force, their families and your support to the many employers who provide livelihoods for our Warriors. America continues to be a Nation at war – and with the friction that accompanies a wartime environment – our men and women face many challenges. It is important to understand the landscape and recognize that the ESGR team must be positioned to be a strong advocate for our military families and employers. It is not a secret that the U.S. military is in a drawdown from Afghanistan. The national unemployment rate is higher than what any of us would like, and many of our Guard and Reserve Warriors have significant challenges finding employment commensurate with their needs and skills. New challenges will emerge that we must anticipate and make appropriate adaptations to with the drawdown from Afghanistan and proposed reduction of the military's end-strength. In addition, it is imperative that we measure the non-governmental and governmental employers' attitudes about the service of our Reserve Component Warriors as well as the military member's attitude and knowledge about the employment environment. We must continually evaluate and ask the question, 'are we helping set the environment for success?'

I have been in the position of National Chair for four months. On the 'time-line' of experience this does not seem to be long. However, I have experienced what few will ever have the opportunity to encounter. I have had the pleasure of meeting many of you either in the DC area or in your home states. I recently traveled to Alaska where I observed first-hand the tyranny of distance to a very remote area of the state. In these areas, National Guard and Reserve members face unique challenges. To get anywhere - you have to fly. To the inhabitants of villages, the summer season is the time of year when they provide for their families (for example; fishing, guiding and hunting). Some of these areas have shortages of employment opportunities. Consider the impact of scheduling the traditional Reservist's "summer camp/annual training" or the challenge of a deployment that spans two summer seasons. Employees on the North Slope work two weeks on and two weeks off and some commute home several states away. In other states the defense industry is downsizing to levels that most of us thought were unimaginable. States, such as Colorado have remote areas that create their own issues. These are just some of the many challenges our ESGR team members face every day. One fact rings clear, the State Committees are intensely in-tune with their unique challenges and are incredibly proud of their volunteer force and staff.

For context, ESGR provides the following services:

ADVOCATE: We advocate relevant initiatives on behalf of employers, service members and their families. We promote the importance of employer support through regular communications to military leadership, and serve as a communication link between employers and the DoD.

RECOGNIZE: We honor employers who practice personnel policies that

support employee participation in the National Guard and Reserve.

INFORM: We inform and educate service members and their civilian employers regarding their rights and responsibilities under the Uniformed Services Employment and Reemployment Rights Act (USERRA). Statutory authority for USERRA resides with the Department of Labor, and ESGR serves as a free resource to employers and service members. ESGR has many resources available at www.ESGR.mil.

MEDIATE: Trained ombudsmen provide information, consultation and mediation concerning USERRA compliance. We have hundreds of trained volunteer ombudsmen throughout the country ready to provide neutral and free mediation. Many times a conflict arises due to a misunderstanding rather than a purposeful violation of the law.

Through Employer Outreach, ESGR volunteers influenced 161,440 employers regarding their rights and responsibilities in accordance with USERRA. Also, ESGR attained 54,889 Statements of Support. Through Military Outreach efforts, ESGR volunteers briefed 482,916 service members regarding their rights and responsibilities under USERRA. In turn, service members recognized supportive employers with 2,899 nominations for the annual 2012 Secretary of Defense Employer Support Freedom Award and acknowledged 12,073 supervisors with ESGR's Patriot Award.

The new RAND study of a federal law [USERRA] that protects members of the National Guard and Reserve from job discrimination finds "incomplete" employer support for and knowledge of the law, but says no substantial revisions are needed to the legislation.

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As leaders, we should consider the RAND study not as validation for the ESGR mission, but reflect on the study as a partial “needs assessment.” I would encourage you to read the study at http://www.rand.org/content/dam/rand/pubs/research_reports/RR100/RR152/RAND_RR152.sum.pdf.

A key observation in the study: “Nevertheless, roughly one-quarter of RC employers disagreed with the statement that they knew all they needed to know in order to remain in compliance with USERRA. Small employers were more likely to disagree with this statement than large employers. Well below half of RC employers were aware of the Statement of Support and programs and awards sponsored by ESGR. Many employers expressed an interest in the types of programs, awards, and supports already offered by ESGR.”

The above statement validates what I have heard many of the State Chairs articulate. That there is more that needs to be done and your ESGR teams are on it. And, the June 2012 Status of Forces Survey of Reserve Component Members (Kimberly Williams, DMDC-HRSAP 31 January 2013) points to a 74% supportive employer rate as rated by their Reserve Component employees. This is a counterpoint to the arguments that the employers are “worn-out” and not supportive of their employees who are members of the reserves.

There is concern from all of us about “sequestration” and budget reductions within DoD. The best guidance that we can offer State Chairs is to continue operations at present levels anticipating some budget reductions in the future. We don’t have definitive information at this point, but it is gratifying to know and understand that the decision makers understand the imperative

of ESGR and just how important the mission is. I believe there is a clear understanding that ESGR adds to the readiness of the individual Reserve Component Warrior and this ultimately equates to a more ready strategic military force. Presently, the ESGR budget is at a 63% - 37% split, with the former allocated to the field. There is a solid consensus within the full-time ESGR leadership team that this is about right. State Committees must be resourced so that they can remain operational and accomplish their missions. I would encourage you to vocalize your needs to the

“I believe there is a clear understanding that ESGR adds to the readiness of the individual Reserve Component Warrior and this ultimately equates to a more ready strategic military force.”

Paul Mock - National Chair

leadership team. No guarantees - but silence usually means concurrence with your current resourcing level.

I have met with the leadership of all but one of the Reserve Components. I am gratified to see that there is intense support from the RC Chiefs that ESGR is an important function and a force multiplier. There is also growing interest in developing a life-cycle for the Reserve Component soldier. The Warrior life-cycle philosophy gets at building the

importance of establishing a civilian career early on. It includes consideration of employment and civilian careers and keeping them in the Warrior’s career kit bag. Our part-time reserve Warriors cannot depend and rely on the Reserve Components to be their full-time employment and primary source of livelihood. The Hero2Hired (H2H) program is an exceptional bridge from unemployment or job search to connection with employers. With 150,000 job seekers and more than 19,000 employers as of October 2013 in the system, more than 3.7 million jobs have been posted. Over 11,500 direct hires are attributed to H2H. This program is a resounding success as it has been in operation for less than two years. With your support and advocacy, the success of H2H will continue to grow. H2H is online, real, and is at no cost to the job seeker or the employer. I am excited at the motivation levels within the State Committees at connecting H2H with external organizations that contribute to employment.

With the past and current OPTEMPO of our force, many of our military families are stressed and are seeking assistance. The ESGR team brings expertise and resourcing to the fight. As leaders, I would ask each State Chair to review your goals and ensure that we are all working towards the same end. How you do it is up to you. Our greatest treasures are our Warriors, their

families and our military connected children. Think about it, our children up to 12 years old, have never known NOT being at war.

Remember, your planning shapes the future. As leaders, we can anticipate and impact future outcomes. Your planning must include goals and objectives that are realistic and attainable.

It is up to us.

ESGR Strategic Plan FY 13-18

- Highlights of the Six Primary Goals -

The below goals, strategies and objectives provide a focused effort for our customers, while working to standardize programs, policies, and procedures to maximize the return on investment for our stakeholders and customers.

These goals and objectives are not exclusive, but achievable within the context of the mission. As ideas are generated and efficiencies are gained, the long-term plan will become a living and flexible guideline from which to build a greater ability to serve the men and women in uniform and their employers.

I. Gain and maintain support from employers for National Guard and Reserve service

- Number of Statements of Support signed
- Number of service members briefed
- Number of employers engaged
- Number of Patriot Award nominations
- Number of SECDEF Employer Support Freedom Award nominations
- USERRA-related inquiries
- USERRA cases assigned

II. Educate customers and stakeholders

- Develop and implement a communications plan to reach target audiences. (Responsible: HQ and Outreach Subcommittee)
- Review annually (FY) and develop, as needed, training materials for employers, National Guard and Reserve Service members, and their family members. (Responsible: HQ and Training Subcommittee)
- Develop and field mobile training teams, and provide training to interested employers, trade associations, and State Committees. (Responsible: HQ and Training Subcommittee)
- Identify and communicate to customers those legislative and regulatory initiatives that facilitate

and encourage employer support for National Guard and Reserve service.

(Responsible: HQ)

- Utilize social media to help achieve mission. (Responsible: HQ and Outreach Subcommittee and ESGR State Committees)

III. Advocate within DoD for National Guard and Reserve employers

- Develop a “Year in Review” and provide it to the Office of the Secretary of Defense for Reserve Affairs identifying employer concerns and successes. (Responsible: HQ)
- Promote the importance of employer support through regular communications to senior RC leadership. (Responsible: HQ)
- Collaborate with strategic partners to survey employers. (Responsible: HQ)
- Utilize employer events to acquire and consolidate employer feedback on the impact of the operational reserve. (Responsible: HQ, Outreach Subcommittee, and State Committees)

IV. Facilitate employment and/or educational opportunities for National Guard and Reserve Service members

- Develop and/or support initiatives that are mutually beneficial for employment and/or education of service members. (Responsible: HQ and ESGR State Committees)
- Collaborate with governing bodies and educational institutions to aid service members transitioning between educational institutions and military duty. (Responsible: HQ and ESGR State Committees)
- Partner with relevant organizations to facilitate transition to and from military service, to include pre-deployment, deployment and reintegration. (Responsible: HQ and ESGR State Committees)
- Encourage private and public sector efforts to make civilian and military qualifications and certification standards compatible. (Responsible:

HQ and ESGR State Committees)

V. Continually refine the ESGR organization for relevancy, effectiveness, and efficiency

- Review existing training requirements, identify needs, and provide new and refresher training requirements for all volunteer and staff positions. (Responsible: HQ, ESGR State Committees and Training Subcommittee)
- Review and update existing training materials and identify new and refresher training materials, tools and methods. (Responsible: HQ and Training Subcommittee)
- Recruit, train and retain an effective and diverse pool of volunteers reflecting the demographics of Committee jurisdictions. (Responsible: ESGR State Committees)
- Develop, field and update as required a secure and comprehensive information technology infrastructure to meet the operational needs and the mission of the organization. (Responsible: HQ)

VI. Enhance brand awareness and visibility of ESGR to all customers and stakeholders

- Develop specific brand campaigns to reach targeted audiences. (Responsible: HQ and ESGR State Committees)
- Leverage strategic relationships with public relations and marketing organizations to promote brand awareness and visibility. (Responsible: HQ and State Committees)
- Promote a consistent branding culture throughout ESGR. (Responsible: HQ and ESGR State Committees)

To view the entire Strategic Plan FY 13 - FY 18 click on the following link: <http://www.ESGR.mil/Volunteers/ResourcesLibrary.aspx#dltop>

(Volunteers continued from page 1)

David Bush from the West Virginia ESGR is this year's Volunteer of the Year for training. Bush is well known for his untiring efforts working with all West Virginia ESGR volunteers. For more than 20 years Bush has been an active volunteer and this year contributed 516 volunteer hours. He is single-handedly responsible for the training and mentoring of 100 percent

more than 1500 hours to New Jersey ESGR, her efforts have been outstanding. She personally initiated more than 100 Statements of Support and assisted other volunteers in the signing of another 150 Statements of Support. Through her untiring efforts reaching out to more than 500 employers from the "mom and pop" to the largest of employers, she created an exciting Statement of Support atmosphere encouraging bosses to hire more

has gone above and beyond in his role as a Military Outreach Coordinator. His primary mission was to develop a Military Unit Listing for the state, working tirelessly to ensure all military units in New Jersey are accounted for. He then worked with the County Chairs to assign an ESGR representative to all 219 Units. He trained each ESGR Volunteer and assigned them a unit with resources to best support the service members. Maggs has also



Volunteers of the Year pose for a group photo (left to right) ESGR National Chair, Paul Mock, Arthur Maggs, Winston Williams, Patrick Morrissey, Donna Clementoni, David Bush, Mr. Norton, MOAA Government Relations, and ESGR Executive Director, Ronald Young.

of West Virginia ESGR membership, something that he has been doing consistently over the past 15 to 20 years. Bush's involvement with the West Virginia Military Connection Employment Initiating Program has won him the acclaim of a U.S. senator, two governors, two states' adjutant generals (TAGs), and four West Virginia government department directors. He has also trained and mentored the current West Virginia ESGR Chair. He has served West Virginia ESGR as: ombudsman, ombudsman director, training director, deputy Chair, and interim Chair for two years. Bush continues to be a tremendous asset to the entire ESGR network.

Donna Clementoni was selected as this year's Employer Outreach Volunteer of the Year. Contributing

service members. Networking with print, radio, and TV outlets, she was able to greatly enhance awareness of ESGR and its programs. She initiated the ESGR Law Enforcement Show of Force and college intern programs; Statement of Support signings with celebrities to include Whoopi Goldberg and Bret Michaels, and told the "ESGR story" on 10 television and radio shows. She is a passionate and driven member of the New Jersey ESGR.

Arthur Maggs was recognized as the Military Outreach Volunteer of the Year for his work with the New Jersey Employer Support of the Guard and Reserve. According to the nomination packet, "If there was a National ESGR All Around Best Volunteer Award, Art Maggs would be its first recipient." He

spent numerous weekends providing ESGR support at Yellow Ribbon Reintegration Program events, Unit Training Assemblies and Demobilization briefings. His selfless dedication to the mission of ESGR is unsurpassed.

Winston Williams, Alabama ESGR is the Ombudsman Volunteer of the Year. He has served as Director of the Ombudsman Program, Alabama Committee for more than two years. During his period of leadership, he has recruited new ombudsmen into the program and supervised their training. "Within a few weeks after I assumed my responsibility as State Chair, Mr. Williams indicated that he wanted my approval for Alabama to begin handling termination cases," said William Kringle, Alabama State Chair.

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(Volunteers continued from page 5)

My concurrence with his recommendation is a decision that I never regretted, the USERRA numbers speak for themselves; 43 Ombudsman cases were completed in an average of 7.53 days.” Williams is actively involved in all areas of ESGR outreach including bosslifts, obtaining Statements of Support, District 4 events, and supporting Yellow Ribbon Reintegration Program events. Williams brings a tremendous wealth of experience to ESGR: he is well versed in USERRA and the Ombudsman program, he is a skilled

leader, but most importantly, his judgment is trusted.

Patrick Morrissey, California ESGR was named Public Affairs Volunteer of the Year. Besides serving as the Public Affairs Director/Volunteer he also serves as the Central Region Chair, the largest in California consisting of more than 25,000 Guardsmen and Reservists. In his free time he also dedicates his service and volunteerism to the Outreach Subcommittee and the Information Technology Subcommittee all while holding a civilian job with Pratt & Whitney in San Diego. He is

the best of the best and devotes 150 percent to any mission that he takes on. He took a slow growing region of volunteerism and is making it into a National powerhouse. He continues to effectively tell the ESGR story through television, radio, online media and job fairs throughout the Central Region. His training and development of volunteers stands out across the state and across the country, of special note are social media sites and public affairs best practices. Morrissey is a truly dedicated professional and valued volunteer.

2013 Secretary of Defense Employer Support Freedom Award recipients honored

Fifteen employers from across the United States received the Nation’s highest honor for employer support of National Guard and Reserve employees during a ceremony held at the Ronald Regan Building and

International Trade Center in Washington, D.C. Sept. 26, 2013. The 15 honorees were selected from among almost

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The 2013 Secretary of Defense Freedom Award Recipients: Back row (left to right): David Harlow, Assistant Director for Operations, U.S. Marshals Service; Sheriff Leon Lott, Richland County Sheriff’s Department; Sam Dawson, CEO, Pape-Dawson Engineers, Inc.; Tim McClain, President Humana Government Business, Humana Inc; James Rogers, Chairman and CEO, Eastman Chemical Company; Caitlin Moughon, Vice President, Assistant General Counsel, DaVita, Inc.; Dana Roberts, President and CEO, C.W. Driver; Jerry Forte, CEO, Colorado Springs Utilities; Chief James Breen, Albuquerque Fire Department; Paul Mock, ESGR National Chair.

Front row (left to right): Mike Russell, owner, Steel Plate Fabricators; Russ Jackson, Senior Vice President - Human Resources, Safeway Inc.; Stephen Mullin, Market Leader, U.S. Bank; Lt. Gen. David Goldfein, Director, Joint Staff; Andrea Smith, Global Head of Human Resources, Bank of America; Kay Tyler, CEO, Family Allergy and Asthma; Hearcel Craig, Veterans Affairs Committee Chair, City of Columbus.

2013 Secretary of Defense Employer Support Freedom Award recipients



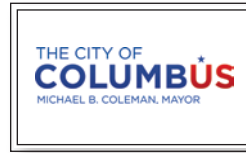
Albuquerque Fire Department



Bank of America



C.W. Driver



City of Columbus



Colorado Springs Utilities



DaVita, Inc.



Eastman Chemical Company



Family Allergy & Asthma



Humana, Inc.



Pape-Dawson Engineers, Inc.



Richland County Sheriff's Department



Safeway Inc.



Steel Plate Fabricators



U.S. Bank



U.S. Marshal Service

(Freedom Award recipients continued from page 6)

2,900 employers nominated for extraordinary support to their National Guard and Reserve Soldiers, Sailors, Airmen, Marines, and Coast Guardsmen employed by them. Congratulations to all of the nominees and recipients of the



ESGR National Chair Paul Mock and Acting Under Secretary of Defense for Personnel and Readiness, the Honorable Jessica Wright, hold a special ESGR SoS signing with the 15 Freedom Award recipients. The Principal Deputy Assistant Secretary of Defense for Reserve Affairs Richard Wightman, Jr. (right) also participated in the event.



Freedom Award recipients Albuquerque Fire Chief James Breen and Andrea Smith, Global Head of Human Resources, Bank of America, talk with Acting Under Secretary of Defense Jessica Wright.

2013 Freedom Award. ESGR thanks you for all of the great support you provide each and every day in support of National Guard and Reserve Service members.

This year's recipients range from public employers to small family-owned and operated businesses and Fortune 500 companies. To learn more about this year's Freedom Award winners, visit the Freedom Award website at: <http://www.freedomaward.mil>.

Secretary of Defense William Perry instituted the Secretary of Defense Employer Support Freedom Award in 1996 under the auspices of Employer Support of the Guard and Reserve.

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(Freedom Award recipients continued from page 7)

In the years since, 175 employers have received the award. This prestigious award is the highest in a series of DoD employer awards that include the Patriot Award, the Above and

Beyond Award and the Pro Patria Award. To learn more about these awards go to: <http://www.esgr.mil/Employer-Awards>.

Photo credits: U.S. Army photographers Sgt. Laura Buchta and Sgt. Garry McFadden.



Corporate Executives Visit Naval Station Norfolk

By Leon Hill – Navy Reserve Component Liason

NORFOLK, Virginia – Vice Adm. Robin Braun, Chief of Navy Reserve recently hosted the Navy Reserve Third Annual Employer Recognition Event in Norfolk, Virginia. Representatives from 39 civilian employers were given a brief on the many capabilities of Navy Expeditionary Combat Command (NECC) units during the 2013 Navy Employer Recognition Event (NERE) July 26. Chief of Navy Reserve, Vice Adm. Braun and members from the Employer Support of the Guard and Reserve (ESGR) program welcomed the representatives to Joint Expeditionary Base (JEB) Little Creek-Fort Story for the 2013 NERE. The day-long event included an awards ceremony, tours of NECC units, guided-missile destroyers USS James E. Williams (DDG

95) and USS Arleigh Burke (DDG 51), a demonstration by SEAL Team 18 and a reception at the historic Pennsylvania House aboard Naval Station Norfolk.



Navy Reserve employers receive briefing on NECC rescue boat JEB Little Creek-Fort Story.



From left to right: Director of Operations, ESGR; Captain Marco Cromartie, Virginia ESGR Chair; Steve Villalpando, and ESGR National Chair; Paul Mock.



Navy Reserve employers pose for a group photo in front of an E2C Hawkeye.

We Are Northeast!

By Cmdr. Stacy Yurich – Regional Deputy Director Northeast

Well, it has been a very eventful spring and summer, and I was able to participate in some wonderful events in nearly every state in the Northeast Region. In July, I attended Connecticut ESGR's Employer Awards Banquet, an excellent example of ESGR's strengths and mission. The employers had an exceptional experience while they, themselves, received the recognition they deserve for the support they show for the Guard and Reserve in their state. The keynote speaker was Harold Cooney, the Northeast Region State Liason, office of the Deputy Assistant Secretary of Defense Military Community and Family Policy, and he delivered relevant and sound information about the future of the Reserve Component and what that means to them. In August, I also had the pleasure of attending the Delaware Employer Awards Banquet, attended by the state's leading employers of Guard and Reserve members. The state

Pennsylvania ESGR had a busy quarter, highlighted by volunteers traveling to Lithuania in July to participate in a summit on Lithuania's support of their reserve forces.



Pennsylvania Chair Denise Gross (right) at the summit on Lithuania's support of their reserve forces.

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Chair, Mr. Ingraham, delivered a very passionate speech about the importance of supportive employers and how they are vital to the success of their service members' lives and careers. And to top it off, September was Hire a Veteran month in Delaware. Delaware ESGR has worked hard to get this annual distinction established in their state, and recently was successful. The Governor of Delaware signed an official declaration of support for ESGR and asked for a commitment from Employers across the state to hire Veterans as well as currently serving Guard and Reserve members.

Pennsylvania ESGR had a busy quarter highlighted by volunteers traveling to Lithuania in July to participate in a summit on Lithuania's support of their reserve forces. Their goal was to provide the Lithuanian government and military with an understanding of and examples of how ESGR supports employers and service members in various situations they encounter. Pennsylvania ESGR took the opportunity to highlight how ESGR also recognizes supportive employers who go above and beyond what is expected under the Uniformed Services Employment and Reemployment Rights Act.

And just down the road, Maryland ESGR is on fire after a great exchange of best practices during their APAC last quarter. In a three month time period, they conducted 240 Statement of Support signings, presented seven Above and Beyond awards, three Seven Seals awards, and 82 Patriot Awards. And to top it off, they managed to have ESGR's new National Chair, Paul Mock participate in their corporate SoS signing in August with the American Correctional Association, one of the oldest and largest professional correctional associations in the world, with over 20,000 member organizations.

It has been great seeing Rhode Island ESGR making waves this quarter as well. Their volunteers have spent the year coming up with impressive "outside the box" events to engage employers and service members. They hit a home run with an August event. Utilizing their relationship with Leadership Rhode Island, a continuing symposium made up of business leaders from around the state, Rhode Island ESGR was able to connect to an untapped set of employers and engage with an alternative style of BossLift. A rigorous day long agenda of military training provided employers a taste of what it is like to be in the military. Employers were "issued" military gear, ate in the dining facility, experienced Meals Ready to Eat (MREs), challenged a simulator, and heard first-hand testimonials from previously deployed service members. It was a powerful day for the employers that drove home the message of why Guardsmen and Reservists have the qualities employers are searching for in their employees.

New Jersey also has a lot to be proud of this quarter, rounding out an outstanding year. Top on the list is Donna Clementoni, a hard working volunteer and Employer Outreach Director. Donna keeps things

humming in the Garden State and in September was invited to Headquarters ESGR and recognized formally as ESGR's Employer Outreach Volunteer of the Year. Donna is always on task, promoting ESGR and doing great work to bring employers and service members together.



Donna Clementoni (left) offers assistance during a Society for Human Resource Management (SHRM) engagement.



Thirty-seven New York employers along with ESGR volunteers and staff members participated in a bosslift event to the Niagara Falls Air Force Reserve Base.



New York employers and ESGR volunteers on board a US Navy Reserve patrol boat.

News from Ombudsman Services

By Ann Ampley

The Advance Ombudsman Director's Training Course was recently held in Arlington, Virginia. The majority of all State Committees sent their Ombudsman Director (OD) or an alternate volunteer to attend the training and receive the latest updates on Ombudsman services processes, procedures and policies involving USERRA matters. This training also encompassed the Inquiry Case Management System (ICMS), as well as best practices and techniques for "informal mediation" helping to resolve cases. In addition, this training provided ODs with a high level of awareness involving the operations of federal and state agencies involved in managing USERRA operations consisting of Department of Labor/Veterans' Employment and Training Service (DOL/VETS), Office of Special Counsel (OSC), Department of Justice (DOJ), and the Computer/Electronic Accommodations Program (CAP) and the EEOC for disabilities. ODs had to directly interface with each other and exchanged best practices, ideas and information as well as in the regional breakout sessions with their respective ombudsman subcommittee member(s). The subcommittee and instructors facilitated the training providing a forum to discuss all facets across each state's Ombudsman program that garnered the healthy exchange of ideas on how to improve their programs. The training was a successful event and is strongly desired by all who attended to continue this in the future for all ODs.

On July 8, 2013, the Department of Defense-wide furloughs took effect, negatively impacting the Customer Service Center (CSC) operations and slowing response time to all customers. The CSC survived the backlog of emails and telephone calls with the help of Earl Bonett, ESGR

Massachusetts and Lt. Col. Davis, ESGR Minnesota and the understanding and assistance from some of the State committees' volunteers and support staff. A big "thank you" for your continued support and service!

The OMB Services Directorate personnel diligently strive every day to provide outstanding customer service to all customers across the country, service members and employers alike. This third quarter FY2013 has been a challenge with the sequestration and furlough affecting our availability and response time.

**Due to the DEE
migration the
USERRA@OSD.MIL
email has changed to
OSD.USERRA@mail.mil.
Please update your
contact lists and
information you
provide to
service members and
employers accordingly.**

Department of Defense recently changed the email system to the Defense Enterprise Email (DEE) migrations changing the email to a (@mail.mil) ending convention. Please ensure that you update your email contact lists for National Case Managers and others to assure your email continues to reach the person you intend in the future. The number of USERRA telephone calls and emails increased during the transition periods of the DEE affecting the Inquiry and Case Management System (ICMS) causing some degradation of services. If you are experiencing any problems, information about making adjustments for browser settings can be downloaded from the Resources/Library on the public website www.ESGR.mil. Continue to contact the help-desk or your National Case Manager for assistance.

Due to the DEE migration the USERRA@OSD.MIL email changed to OSD.USERRA@mail.mil. Please update your contact lists and information you provide to service members

and employers accordingly.

Hail/Farewell: The Directorate hailed Army Master Sergeant Chris Baker, U.S. Army Reserve in July. He will be working with David Freeman, National Case Manager, West Region. At the end of May, the OMB Services Directorate bid farewell to Tara Stewart, National Case Manager, Central Region. Stewart worked with the Directorate for three years, and was an integral part of staff; she will be missed.

The Best is in the West!

By Cmdr. Brian Smith – Regional Deputy Director West

The West Region of Employer Support of the Guard and Reserve has enjoyed a busy and fruitful quarter. A snapshot of the outstanding events the West Region has accomplished is captured below. First off, please welcome aboard our newest West Region Chair, who will be sworn in at a ceremony during the National Leadership Meeting (NLM) in September at ESGR Headquarters in Alexandria, Virginia: Mr. Chris Hindoen from Montana. We would also like to say thank you to outgoing Chair, Mr. Mike Flaherty, who has served ESGR faithfully and as the Montana State Chair for more than six years! Thank you Mr. Flaherty!!

ESGR Works Hard in Paradise / Hawaii

The ESGR team in Hawaii, led by Chair Mr. Bob Borek, has accomplished a lot during the month of August. On August 16th, the Aloha spirit was shared at a Hiring our Heroes job fair at the Hale Koa Hotel in Waikiki. In partnership with the U.S. Chamber of Commerce and the University of Phoenix, ESGR Hawaii co-sponsored a job fair held in conjunction with the annual Wounded Warrior Canoe Regatta. Thirty-three employers, six veteran service providers, representatives from the Society of Human Resource Management (SHRM), and ESGR volunteers assisted 210 veterans and service members with employment opportunities, resume seminars, resume reviews, and interview tips.

On August 24th, the Hawaii ESGR team hosted their annual Employer Awards and Recognition Banquet at the Hilton Waikiki Beach Hotel. With over 100 in attendance, this year's banquet was represented by military leadership

from different services, including the Adjutant General, Major General Darryll D.M. Wong, ESGR volunteers, Hawaii employers and their nominators. The evening kicked off with welcoming remarks by emcee Mr. Emmet White, and posting of the colors by Joint Base Pearl Harbor-Hickam's Honor Guard. Mr. Borek, State Chair and keynote speaker for the evening, spoke to the audience in detail about ESGR programs and the State Committee's mission and way ahead. Employers at the event were recognized for their continued support of their employees who serve in the Guard and Reserve, which enables our country to retain a strong National Defense. The Hawaii ohana (Hawaiian for family) of volunteers played an instrumental role in the success of the Hawaii State Committee. Their selfless support and dedication is a hallmark of the Aloha spirit, which was recognized during the awards portion of the evening with several volunteers receiving awards for their patriotic and dedicated service to the military and employer communities.

Guam-CNMI

Hafa adai from Guam and the Commonwealth of the Northern Mariana Islands! The ESGR Guam-CNMI Committee held its 5th Annual Employer Awards Gala on Saturday, June 1, 2013 at the Sheraton Laguna Guam Resort. They hosted over 400 employers, service members and island leaders - the largest crowd in Guam-CNMI committee's young history! The black tie event honored nearly 60 employers in three different categories for their outstanding support to service member employees. The inspiring evening started with a grand social allowing guests time to interact and network with other attendees. The Junior Reserve Officers Training Corps cadets (JROTC) of the Guam Department of Defense

(Continued next page)



Front (L-R): Jennie Buhler; Col Brian Buhler, J1, HING; James George, Director Mission Support Element-Hawaii, Department of the Army; Col. Steven Araki, USAR, 9th MSC **Back (L-R):** Cmdr. Brian Smith, West RDD, HQ ESGR; Command Sgt. Maj. David Yamamoto, Command Sgt. Maj., 9th MSC; Brig. Gen. Jon D. Lee, DMS, 9th MSC; Deputy Chief of Police Dave Kajihiro; Ambassador P. Pasha Baker.



Pro Patria Awards presented to three Guam employers: Public - Guam Department of Education's Wettengel Elementary School; Small Business - Ambros, Inc; Large Business - DZSP-21 LLC.

(West Continued from page 12)

Education Activity (DODEA) High School opened the evening ceremony by posting the Colors; the color guard Cadets are all children of deployed service members of the National Guard and Reserve. A female Soldier from the Army National Guard sang the National Anthem with a graceful angelic voice and the Guam Hymn was beautifully sung by a male Airman in the Air National Guard. In attendance for this gala was the Lieutenant Governor of Guam, the Honorable Ray Tenorio, Congresswoman Madeleine Bordallo, Commanders and representatives from units of the Guard, Reserve and Active Component Commanders. After the opening remarks and introduction of VIPs, guests were invited to enjoy a fantastic local dinner buffet.

Guam-CNMI State Chair, David Sablan, introduced the guest speaker for the evening Mr. Craig Weldon, Executive Director Marine Forces Pacific. Mr. Weldon inspired

the crowd with his warm remarks about our troops and supporting employers in our Pacific region. The Master and Mistress of Ceremony (popular local TV and radio talk show hosts) were Ray Gibson and Patty Arroyo, who formally began the award ceremony starting with local awards and calling each employer until they reached the highest awards for the evening. The top three Pro Patria awards were given to DZSP-21 LLC, Ambros, Inc. and the Guam department of education's Wettengel Elementary School.

Choosing the 2013 award winners proved to be an enormous challenge because the Guam-CNMI committee received more Freedom Award



Guam High School Navy JROTC Color Guard - all are children of deployed Guard members.

nominations than any other year to date, which was a testament to the tremendous support and commitment of local employers. The ESGR Team highly encourages Guardsmen and Reservists to nominate their exemplary employers who sincerely support them at work, their service, and their country.



ESGR Guam- CNMI State Chair, David Sablan, presenting a Seven Seals award to the Lt. Gov. of Guam, the honorable Ray Tenorio.



Bob Borek (R), ESGR-Hawaii State Chair with Freedom Award Nominee and Pro Patria award recipient, Kirk Durante(L), President, Native Hawaiian Veterans, LLC.

Information Technology (IT) Update

by the IT Subcommittee

GoToMeeting Online Conferencing

ESGR has seen a significant increase in the use of GoToMeeting online conferencing tools, from 25 to 298 meetings over a three-month period this year when compared to a 90-day period in 2012. GoToMeeting is available for

GoToMeeting[®]

state committees to hold unlimited meetings with up to 25 attendees. It can be used for telephone conferences and video conferences with screen sharing. Attendees can join from a Mac, PC, iPad, iPhone or Android device. Contact your Regional Deputy Director for more information on how to schedule meetings with GoToMeeting.

Member Management Application

Your Headquarters IT team and IT Subcommittee continue to work on issues and concerns presented to us. Programming is in progress for a Member Management System (MMS).

The major functional parts include maintaining contact information for active volunteers and staff, tracking completed training, tracking volunteer hours, a document library, and a communications tool to send e-mails to other members of ESGR. We expect to have the new system in testing during the months of October and November.

ESGR.mil Updates

Based on committee feedback we have added the ability to list committee leadership on state pages. See (click to access) <http://www.esgr.mil/California> for an example.



Additionally, we are preparing an update to the Events Calendar (<http://www.esgr.mil/News-Events/Events.aspx>) to allow a "View All" option that can be deselected and allow for quickly selecting one state.

HQ, ESGR moves to the Defense Enterprise Email system

HQ ESGR email is provided through the Office of the Secretary of Defense (OSD). In August, HQ ESGR was migrated to the Department of Defense Enterprise email along with the rest of OSD. The impact has been that every email HQ ESGR uses has changed and now ends in "@mail.mil." Many of you may be aware of this new

system because the Army and Army National Guard started using it earlier this year. With the new emails, everyone needs to update address books, monitor SPAM



boxes, and if used, update rules for how incoming email is filed. Emails to our old accounts will be forwarded for 180 days. If you are interesting in learning more about Defense Enterprise email, we recommend visiting (click to access):

<http://www.disa.mil/Services/Enterprise-Services/Applications/DoD-Enterprise-Email>

IT Feedback

As always, we appreciate feedback and suggestions. You can send general feedback to the (click to access):

OSD.ESGRITSupport@mail.mil

account or utilize a DoD ICE comment card at (click to access):

http://ice.disa.mil/index.cfm?fa=card&sp=126961&s=770&dep=*DoD&sc=35.

For [ESGR.mil](http://www.esgr.mil) public website feedback, please complete a DoD ICE comment card at (click to access):

http://ice.disa.mil/index.cfm?fa=card&sp=105331&s=770&dep=*DoD&sc=34





FREEDOM AWARD SOCIETY

Since 1996, the Department of Defense has honored

the employer commitment to their National Guard and Reserve employees.

The 2013 recipients of the Secretary of Defense Employer Support Freedom Award were selected from nearly 2,900 nominees. This year's 15 employers join 175 past award recipients as members of the Freedom Award Society.

3M	Franklin's Printing	Public Service of New Hampshire REMSA
AeroDyn Wind Tunnel, LLC	Fred Fletemeyer Company	Republic Airways Group (Midwest Airlines)
AgCountry Farm Credit Services	Gantt's Excavating & Contracting	Robinson Transport Inc.
Allianz Life Insurance Company of North America	Gary Jet Center	Ryland Homes
Altacor Inc.	General Dynamics Corporation	Saints Medical Center
Ameren Corporation	General Electric Company	Santa Ana Police Department
American Airlines	General Fire and Safety	Schneider National Inc.
American Express Company	Equipment Company Inc.	Sears Holdings Corporation
American Family Insurance	General Motors Company	Siemens Corporation
AstraZeneca	Hanson Professional Services Inc.	Skyline Membership Corporation
Augustine and Sons Inc.	Harley-Davidson Motor Company	Sodexo USA
Autoliv Inc.	Hewlett-Packard Enterprise Services	South Dakota Department of Game, Fish and Parks
BAE Systems	Hitchiner Manufacturing Co. Inc. IDACORP Inc.	South Dakota State University
Baptist Health	Integrity Applications Incorporated	Southern Company
Basin Electric Power Cooperative	Intel Corporation	Southwest Airlines Inc.
Bill Bragg Plumbing	Intuit Inc.	Sprint Nextel Corporation
BNSF Railway Company	iostudio	St. John's Lutheran Church
Burt County Sheriff's Office	Jackson Parish Sheriff's Department	Starbucks Corporation
Cardi's Furniture Superstores	Jersey City Fire Department	State Employee's Credit Union
Caterpillar Inc.	JPMorgan Chase & Company	State Farm Insurance
Central Atlantic Toyota	Kaiser Permanente Northwest	Strategic Solutions Inc.
Distribution Center	Kalamazoo Department of Public Safety	Sun Valley General Improvement District
CenturyLink Inc. (formerly Qwest Communications)	Kroger Co.	Technology Concepts & Design Inc.
Charles Machine Works Inc.	L-3 Communications	Tektronix Inc.
Choctaw Nation of Oklahoma	Legacy Sports International	Tennessee Valley Authority
Chrysler Group LLC	Lochinvar Corporation	The Boeing Company
Citi	Logistics Health Incorporated	The City of Austin, Texas
Citizens Financial Group Inc.	Los Angeles County Sheriff's Department	The City of Bedford, Virginia
City of Cambridge Fire Department	Los Angeles Police Department	The Home Depot
City of Irvine Police Department	Louisiana Department of Public	The Principal Financial Group
Coastal Windows Inc.	Safety & Corrections	The State of Delaware
Colt Safety	Marks, O'Neill, O'Brien & Courtney, P.C.	The State of Hawaii
Commonwealth of Massachusetts	McDonnell Douglas (Boeing Company)	The State of Louisiana
Computer Sciences Corporation	Merck	The State of Minnesota
Consolidated Electrical Distributors	MGM Resorts International	The State of Tennessee
Con-way Inc.	Michigan State Police	The State of Vermont
Creative Healthcare Solutions	Microsoft Corporation	The State of Wyoming
Crystal Springs United Methodist Church	Mid America Kidney Stone Association	The Wiremold Company, Legrand Group
CSX Transportation Inc.	MillerCoors	Town of Gilbert
Custom Hardware Engineering & Consulting Inc.	Molson Coors Brewing Company	Toyota Motor Sales, U.S.A.
Delta Air Lines	National Life Group	TriWest Healthcare Alliance
D.H. Griffin Wrecking Company	NetJets Aviation	TurboCam Inc.
Dollar General Corporation	NV Energy	Tyson Foods Inc.
Dollar Thrifty Automotive Group Inc.	New Hampshire State Police	Ultra Machining Company
Dominion Resources	Newmont Mining Corporation	Uniform Color Company
DuPont	Northrop Grumman Corporation	Union Pacific Corporation
East Carolina University	Nucor Corporation	United Parcel Service Airlines
East Penn Manufacturing Company	Nyemaster Good, P.C.	USAA
Eaton Corporation	Oakland County Sheriff's Office	Verizon Wireless
Electrical Contractors Inc.	Ohio Department of Public Safety	Wachovia, a Wells Fargo Company
Energy Solutions (USA)	Onesource Building Technologies	Wal-Mart Stores Inc.
Entec Services Inc.	Orange County Sheriff's Department	Wells Fargo & Company
Enterprise Holdings	Oshkosh Corporation	Wilmington VA Medical Center
First Data Corporation	Perpetual Technologies Inc.	Winner School District
FMC Technologies Inc.	PG&E Corporation	Womble Carlyle Sandridge & Rice, PLLC
Food Lion	Pioneer Financial Services Inc.	Yerecic Label
Ford Motor Company	Portland Police Bureau	
Framatone Connectors International USA	Port of Seattle	