

Associate Recruiter Program

Introductory Training

NOV 2006

Office of Commissioned Corps Operations
Division of Commissioned Corps Recruitment



Slide 1 notes

- Welcome to the Associate Recruiter Program's Introductory Training. This PowerPoint presentation will help educate you about the ARP and US Public Health Service recruiting strategies. We believe this will give you a good overview of what it means to be an Associate Recruiter, some basic questions Associate Recruiters may encounter, different agencies Commissioned Corps officers work at, information on the various officer categories and recruiting ethics and standards of conduct for recruiters.
- At the completion of this training, you will have the opportunity to print out a certification of completion. This will serve as documentation for the Division of Commissioned Corps Recruitment, or DCCR, that you have successfully completed the required introductory training necessary to apply for the Associate Recruiter Program.
- Please mail or fax this document to your category leads and DCCR. Your category lead can be found within your category website information, and the DCCR fax/mail information is listed in this presentation.
- Thank you for your interest in the ARP and for your service as a US Public Health Service officer. We look forward to working with you as an Associate Recruiter in the future.



Purpose

- The Associate Recruiter Program (ARP) is to support the recruitment of qualified candidates for appointment into the Commissioned Corps of the U. S. Public Health Service (Corps)

The purpose of the Associate Recruiter Program is to recruit qualified Commissioned Corps applicants to the US Public Health Service Commissioned Corps, henceforward referred to as Corps.



ARP Policy

- Signed and effective 3 APR 2006
- A collaborative effort between key stakeholders (ARs, ARLs, CPOs, OCCFM, OCCO, OSG, PACs)
- The official guidance establishing consistent application & development of the ARP

The current Associate Recruiter Program policy became effective on 3 April 2006. This policy defines procedures for the implementation of the Associate Recruiter Program, now to be referred to as ARP.



Key ARP Policy Points

- Eligibility Criteria
- Training
- Maintaining AR Status
- Duties & Responsibilities
- Badges & Awards
- Program Expectations

Some key points within the ARP are: Eligibility Criteria, Training, Maintaining AR Status, Duties and Responsibilities, Badges and Awards, and Program Expectations. We will briefly address these points during this presentation.



Eligibility Criteria

- The eligibility criteria supports interested officers in recruiting activities for the Corps
- ARLs and ARs enrolled in the ARP before policy implementation (3 APR 06) meet the eligibility criteria for participation in the program

Potential Associate Recruiters, or ARs, must meet specific eligibility criteria in order to become an AR. ARs enrolled in the ARP prior to the 3 April 2006 policy effective date will not have to reapply; however, they must adhere to policy requirements in order to maintain their status as ARs. This includes documented participation in recruitment events and continual training. New ARs after 3 APR 06 are held to the same requirement standards, which will be addressed in this presentation.



AR Training

- Training is an important tool in the development of an effective AR program
 - Establishes a common base of AR competencies
 - Broadens the experiences of ARs when recruiting potential Corps applicants
 - Available online to all ARs
- Introductory, yearly and 3-year trainings for AR applicants and ARs



AR Training Notes Page

- Training is an important aspect in the development of an AR. Potential ARs such as yourself are required to participate in this AR Introductory Training Program for this reason. It established a common baseline for competencies for all ARs in the field.
- And, we at DCCR are conducting this training program to create a standardized baseline all ARs begin with. This program consists of: concepts of recruitment, legal and ethical issues in recruitment, recruitment approaches, appointment standards, general organization information and general recruitment administration.
- In addition, in order to maintain current status within the ARP, each AR and Associate Recruiter Lead must also participate in yearly AR training updates and a recruitment and retention training program at least once every three years. These programs are also developed on a continual basis by DCCR.
- Yearly ARP updates will include: A review of Corps policies; current recruitment goals, and on-going reviews of requirements needed to maintain current AR status. Three-year trainings encompass yearly trainings as well as additional relevant materials, specific to the current ARP situation.



Maintaining AR Status

- Participate in
 - A yearly ARP update
 - *At least* two approved AR activities within a 12-month period – the ARP operating year is: 1 APR – 31 MAR
 - A recruitment and retention training at least once in a 3-year period
- Maintain an overall “D” or “E” COER score
- Maintain “Basic Level” force readiness requirements



Maintaining AR Status Notes Page

- As mentioned, in addition to the AR yearly trainings, an AR must also participate in a minimum of two approved recruitment activities within the ARP's operating year. An AR should understand that this program's operating year is 1 April through 31 March. All yearly requirements must be met within this operating cycle. Approved activities include:
 - Contacting at least five separate potential Corps applicants or conducting a presentation to a group of five or more individuals to talk about Corps programs;
 - Spending a minimum of four hours staffing a recruiting booth at a national or regional meeting of the recruiter's professional category or an association affiliated with their category such as the American Dental Association, the American Medical Association or the American Nurses' Association;
 - Precepting and/or mentoring a Junior or Senior Commissioned Officer Student Training and Extern Program participant, henceforward referred to as a COSTEP for a minimum of one month;
 - Visiting a professional category school or local high school for a career day, class lecture, or local student chapter meeting to speak to students about opportunities in the Corps;
 - Visiting a professional category school to conduct a commissioning ceremony. Protocol for the ceremony can be acquired from DCCR upon request via your category lead at least two months before the event; and
 - Other presentations or events are possible pending prior approved by DCCR and your category leads and CPO.



Duties and Responsibilities

- The ARL:
 - Promote ARP
 - Recruit and mentor category ARs
 - Update the AR activities database
 - Work with OCCO, Corps liaisons and Human Resources personnel to identify placement for recruits
 - Participate in recruitment activities



Duties and Responsibilities

Notes Page 1

- In addition to the above requirements, an Associate Recruiter Lead, henceforward referred to as ARL, must promote the ARP in their category, recruit ARs and maintain a relationship with DCCR and category CPO. This facilitates the orderly operation of the program.
- The ARL will also participate in a minimum of two activities per year according to the requirements ARs must follow. ARL terms are limited to a three-year term – with a maximum of two consecutive terms.
- Also, ARLs work the DCCR, Corps liaisons and Human Resources personnel to identify placement for recruits and participate in recruitment activities. Each category is authorized up to three ARLs.



Duties and Responsibilities

- The AR:
 - Work with ARL monitoring Corps staffing needs
 - Inform colleagues and eligible students about professional opportunities in the Corps
 - Serve as a mentor to junior officers in internship assignments
 - Attend and provide information at ARP-approved national and regional student/professional conferences and local schools/universities
 - Inform and document supervisor support when transferring to a new duty assignment of participation and responsibilities as an AR



Duties and Responsibilities

Notes Page 2

- ARs help monitor corps needs. Through their recruiting activities they inform colleagues and eligible students about professional opportunities in the Public Health Service.
- And, as mentioned, mentor junior officers in COSTEP assignments to help keep the officer connected to the corps, hopefully even after completing their internship.
- They also attend and provide information at ARP-approved national and regional student or professional conferences and local schools or universities.
- And, very importantly, ARs are responsible for informing their supervisors about AR duties for concurrence when transferring to a new duty assignment and for documenting approval if obtained. Documented approval needs only be submitted to DCCR if requested. However, it is a good idea for the active AR to always have a copy of official permission.



Duties and Responsibilities

- The DCCR and ARP Coordinator:
 - Implement AR programs and activities to attract health professionals to the Corps
 - Manage the ARP and mobilize recruitment activities
 - Process AR applications
 - Collaborate with category ARLs
 - Maintain AR master database and listserv
 - Produce quarterly status reports for the ASH
 - Distribute ASH-approved recruitment materials
 - Process and re-certify current status of each AR



Duties and Responsibilities

Notes Page 3

- DCCR and the ARP Coordinator implement approved AR programs and various activities to attract new health professionals and assure awareness of the Corps and its career opportunities among health professionals;
- They manage the ARP and mobilize recruitment activity among active-duty, inactive reserve, and retired officers;
- Process all applications for the ARP which includes a comprehensive review of readiness, licensure, performance and officer conduct;
- Maintain an AR master database and listserv and produce a quarterly recruitment status report to the Office of Commissioned Corps Force Management;
- Distribute approved recruitment materials;
- Process and re-certify the current status of each AR at least annually, and terminate ARs in conjunction with the AR Coordinator, ARLs, PAC Chairpersons, and CPOs. ARLs will receive in September and March summaries of category ARs who have documented recruitment activities and the dates of those activities.



Duties and Responsibilities

- The OCCFM:
 - Advise ASH on policies, regulations and AR programs
 - Develop recruitment strategies, policies and materials
 - Plan/provide oversight on IT systems to support recruitment
 - Collaborate with OCCO on yearly ARP online training programs administered to active ARs



Duties and Responsibilities

Notes Page 4

- The Office of Commissioned Corps Force Management, or OCCFM, produces quarterly recruitment status reports for the ASH.
- In addition, OCCFM advises the ASH on policies, regulations and AR programs; develops recruitment strategies, policies and materials; plans and provides oversight on IT systems to support recruitment; and collaborates with DCCR on yearly ARP online training programs administered to active ARs.



DCCR Contact Info

➤ Address:

Department of Health and Human Services
Office of Commissioned Corps Operations
Division of Commissioned Corps Recruitment

Attention: ARP

1101 Wootton Parkway, Plaza Level, Suite 100
Rockville, MD 20852

➤ Phone: 240.453.6135

➤ Fax: 240.453.6127

➤ E-mail: ARP@hhs.gov



DCCR Contact Info Notes Page

- DCCR's contact information was listed on the previous slide.
- Please direct your questions to your ARL regarding activities in the program. Your ARL will coordinate monthly material requests, activities and events with the ARP coordinator. All AR requests must happen well in advance of the intended event. Please contact ARLs for category specifics.
- Questions involving AR status, or to apply to the program, should be sent via fax or email to your ARLs and DCCR.



Badges and Awards

- Recruiting badges are a symbol of involvement in Corps recruiting programs
- The Recruitment Service Ribbon Award (RSR) is being established to recognize service by sustained active participation in Corps recruitment
- Earning the RSR does not preclude the issuance of honor or unit awards in recognition of accomplishments above and beyond recruitment service



Badges and Awards Notes Page

- The recruitment badge distinguishes an individual's involvement in Corps recruitment activities and acknowledges your sustained active participation in Corps recruitment.
- The AR will be issued a badge for you to wear to signify your standing as a volunteer in the ARP. An officer may wear only one recruitment badge on his/her uniform. New ARs receive documentation on the specifics of how to wear the badge. You may also refer to Section I within the policy on ARP Recruitment Badges for details.
- The corps Recruitment Service Ribbon Award, or RSR award, will be awarded for recruitment service completed after the establishment of this policy. The RSR is awarded after 3 years of active service in the ARP. Officers completing multiple 3-year ARP tours are eligible for additional RSR awards. And, earning this award does not preclude additional unit or honor awards for outstanding recruitment service.



Recruitment Concepts

An AR should:

- Demonstrate pride in serving as a Commissioned Officer
 - Properly wear the Corps uniforms
 - Maintain a positive attitude
 - Ensure conduct becoming of an officer



Recruitment Concepts Notes Page 1

- The AR must maintain a strong commitment and dedication to the mission, vision, and core values of the Corps. ARs are more often than not the initial exposure to the Corps for many prospective new officers.
- And, it is every AR's duty to demonstrate pride in the Public Health Service as a Commissioned Officer and AR by exemplifying the proper wear of Corps uniforms. This is the most immediate impact an AR has on a potential recruit. ARs must scrupulously meet all uniform wear guidelines. In addition, an AR must present a positive attitude and demonstrate conduct becoming of an officer at all times.



Recruitment Concepts

An AR should:

- Highlight Corps benefits
 - Examples include: Retirement, Health, Annual Leave and Pay and Allowances
- Inform prospective officers of the varied opportunities throughout a career
- Share Corps experiences



Recruitment Concepts Notes Page 2

- In addition, it is the AR's duty to assist in maintaining and/or increasing the Corps strength through recruitment activities. An AR should inform interested individuals in the varied benefits and opportunities available to potential officers throughout a Commissioned Officer's career.
- ARs should continually share personal experiences, this serves to highlight career opportunities and adds relevancy to the recruitment process.



OCCOO/OCCFM Chart



Chart Notes Page

- The previous slide presents a summary chart of where OCCO and OCCFM are within the Office of the Assistant Secretary of Health. OCCO is responsible for the daily implementation of the ARP and OCCFM is responsible for policy maintenance of the ARP.



Health & Human Services OPDIVs

Corps officers may work in these Health and Human Services Operating Divisions.

- Agency for Healthcare Research & Quality (AHRQ)
- Agency for Toxic Substance & Disease Registry (ATSDR)
- Centers for Disease Control & Prevention (CDC)
- Center for Medicare and Medicaid Services (CMS)
- United States Food and Drug Administration (USDA)
- Health Resources & Services Administration (HRSA)
- Indian Health Service (IHS)
- National Institutes of Health (NIH)
- Program Support Center (PSC)
- Substance Abuse & Mental Health Services Administration (SAMHSA)





Agency for Healthcare Research and Quality

formerly the Agency for Health Care Policy and Research

- Headquarters: Rockville, MD
- [CCMIS Fact Sheet](#)
- [AHRQ Fact Sheet](#)

The Agency for Healthcare Research and Quality (AHRQ) has their headquarters in Rockville, MD. AHRQ is the nation's lead federal agency for research on health care quality, costs, outcomes, and patient safety .

If you would like more information about this operating division or the number of Corps officers working in AHRQ, please click on the listed links.





Agency for Toxic Substances & Disease Registry

- Headquarters: Atlanta, GA
- [CCMIS Fact Sheet](#)
- [ATSDR Fact Sheet](#)

The Agency for Agency for Toxic Substances & Disease Registry (ATSDR) is headquartered in Atlanta, GA. ATSDR serves the public by using the best science, taking responsive public health actions, and providing trusted health information to prevent harmful exposures and disease related to toxic substances.

If you would like more information about this operating division or the number of Corps officers working in ATSDR, please click on the listed links.





Centers for Disease Control & Prevention

- Headquarters: Atlanta, GA
- [CCMIS Fact Sheet](#)
- [CDC Fact Sheet](#)

The Center for Disease Control and Prevention (CDC) is headquartered in Atlanta, GA. The CDC is the principal agency in the United States government for protecting the health and safety of all Americans and for providing essential human services, especially for those people who are least able to help themselves.



If you would like more information about this operating division or the number of Corps officers working in CDC, please click on the listed links.

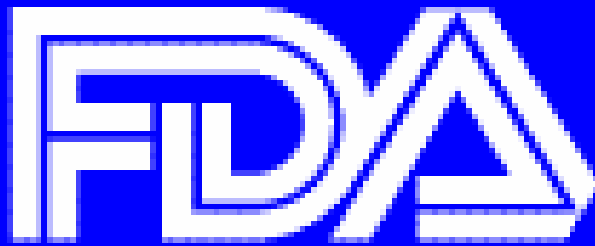
Center for Medicare & Medicaid Services

- Headquarters: Baltimore, MD
- [CCMIS Fact Sheet](#)
- [CMS Fact Sheet](#)

The Centers for Medicare and Medicaid Services (CMS) are headquartered in Baltimore, MD. CMS is the Centers for Medicare & Medicaid Services. Formerly known as the Health Care Financing Administration (HCFA). CMS is responsible for administering Medicare, Medicaid, State Children's Health Insurance (SCHIP), Health Insurance Portability and Accountability Act (HIPPS), Clinical Laboratory Improvement Amendments (CLIA), and several other health-related programs. Additional information regarding CMS and its programs is available at <http://new.cms.hhs.gov/home/aboutcms.asp>.



If you would like more information about this operating division or the number of Corps officers working in CMS, please click on the listed links.



Food & Drug Administration

- Headquarters: Rockville, MD
- [CCMIS Fact Sheet](#)
- [FDA Fact Sheet](#)

The Food and Drug Administration (FDA) is headquartered in Rockville, MD. The FDA ensures that the food we eat is safe and wholesome, that the cosmetics we use won't harm us, and that medicines, medical devices, and radiation-emitting consumer products, such as microwave ovens are safe and effective. FDA also oversees the food and drugs pets and farm animals consume. Authorized by Congress to enforce the Federal Food, Drug, and Cosmetic Act and several other public health laws, the agency monitors the manufacture, import, transport, storage, and sale of \$1 trillion worth of goods annually, at a cost to taxpayers of about \$3 a person.



If you would like more information about this operating division or the number of Corps officers working in FDA, please click on the listed links.



Health Resources & Services Administration

- Headquarters: Rockville, MD
- [CCMIS Fact Sheet](#)
- [HRSA Fact Sheet](#)



HRSA Notes Page

- The Health Resources and Services Administration (HRSA) is headquartered in Rockville, MD.
- HRSA is the primary Federal agency for improving access to health care services for people who are uninsured, isolated or medically vulnerable.
- Comprising five bureaus and 12 offices, HRSA provides leadership and financial support to health care providers in every state and U.S. territory. HRSA grantees provide health care to uninsured people, people living with HIV/AIDS, and pregnant women, mothers and children. They train health professionals and improve systems of care in rural communities.
- HRSA oversees organ, tissue and bone marrow donation. HRSA also supports programs that prepare against bioterrorism, compensate individuals harmed by vaccination, and maintains databases that protect against health care malpractice and health care waste, fraud and abuse.
- If you would like more information about this operating division or the number of Corps officers working in HRSA, please click on the listed links.





Indian Health Service

- Headquarters: Rockville, MD
- [CCMIS Fact Sheet](#)
- [IHS Fact Sheet](#)



IHS Notes Page

- The Indian Health Service (IHS) is headquartered in Rockville, MD.
- The IHS is responsible for providing federal health services to American Indians and Alaska Natives. This provision of health services to members of federally-recognized tribes grew out of the special government-to-government relationship between the US federal government and Native American tribes. This relationship, established in 1787, is based on Article I, Section 8 of the Constitution, and has been given form and substance by numerous treaties, laws, Supreme Court decisions, and Executive Orders.
- The IHS is the principal federal health care provider and health advocate for the American Indian and Alaska native, and its goal is to raise their health status to the highest possible level. The IHS currently provides health services to approximately 1.5 million American Indians and Alaska Natives who belong to more than 557 federally recognized tribes in 35 states.
- If you would like more information about this operating division or the number of Corps officers working in IHS, please click on the listed links.





National Institutes of Health

- Headquarters: Bethesda, MD
- [CCMIS Fact Sheet](#)
- [NIH Fact Sheet](#)

The National Institutes of Health (NIH) is headquartered in Bethesda, MD. Founded in 1887, NIH is one of the world's foremost medical research centers, and the Federal focal point for medical research in the United States. The NIH, comprising 27 separate Institutes and Centers.

If you would like more information about this operating division or the number of Corps officers working in NIH, please click on the listed links.





Program Support Center

- Headquarters: Rockville, MD
- [CCMIS Fact Sheet](#)
- [PSC Fact Sheet](#)

The Program Support Center (PSC) is headquartered in Rockville, MD. PSC was created in 1995 to provide a wide range of administrative support within the Department of Health and Human Services, allowing the Department Operating Divisions to concentrate on their core functional and operational objectives. Much has changed in the years since the PSC was established. In particular, over the past three years, the PSC has undergone an intensive period of workplace modernization, resulting in a more efficient organization. Today, the PSC offers more than fifty products and services to government entities across the nation. If you would like more information about this operating division or the number of Corps officers working in PSC, please click on the listed links.



SAMHSA

Substance Abuse & Mental Health Services Administration

- Headquarters: Rockville, MD
- [CCMIS Fact Sheet](#)
- [SAMHSA Fact Sheet](#)

The Substance Abuse & Mental Health Services Administration (SAMHSA) is headquartered in Rockville, MD. SAMHSA provides leadership to individuals and organizations concerned with substance abuse and mental illness.

If you would like more information about this operating division or the number of Corps officers working in SAMHSA, please click on the listed links.



*Officers Detailed To Outside Agencies

- Department of Justice: Bureau of Prisons (BOP)
- U. S. Department of Agriculture (USDA)
- Department of Homeland Security: U. S. Coast Guard (CG)
- U. S. Immigration and Customs Enforcement (ICE)
- U. S. Citizenship and Immigration Services (USCIS)
- Environmental Protection Agency (EPA)
- St. Elizabeths Hospital - DC Mental Health Commission (SEH/CMHS)
- National Oceanic and Atmospheric Administration (NOAA)
- U. S. Marshals Service (USMS)

** Officer details occur by Memorandum of Understanding (MOU). An MOU is a blanket contract for officers to work in agencies outside the listed Corps agencies on an as-needed basis.*



Officer Details Notes Page

- In addition, officers work in detail assignments outside of these government operating divisions. Highlights include: The BOP, USDA, USGC, ICE, UCIS EPA, SEH, NOAA and the USMA.
- The list on the previous page is not exhaustive; however, it does summarize the major outside agencies Commissioned Corps officers usually work in.



Recruitment Standards of Conduct

- Represent the Department as Corps officer with pride and distinction
 - Make wise decisions on the job
 - Represent the Corps appropriately away from the office
- Participate in recruitment events for Corps benefit
- Distribute approved recruitment materials

It is every AR's duty to represent the Corps with pride and distinction, make wise decisions on the job, and represent the Corps appropriately away from the office.



Recruitment Approaches

- Utilize every opportunity possible to promote the Corps
- Examples:
 - Professional meetings
 - Colleges and Universities (i.e. alma mater), High Schools
 - Rotary/Kiwanis Clubs
 - Social Gatherings

As stated, ARs pursue and utilize every opportunity possible to promote the Corps. ARs can easily do this by visiting professional category schools, local high schools for career day, alma maters and social clubs or gatherings.



Recruitment Approaches

- Target health care professionals that are likely to fulfill the mission of the Corps
 - New graduates
 - Individuals looking for career change
 - Health care professionals
 - Former Peace Corps volunteers
 - Community volunteers
 - Prior military service members



Recruitment Approaches

- Share information about professional interests
- Subject matter to question recruit on:
 - What do you know about the Corps?
 - Could you tell me about yourself?
 - What are your long and short-term professional goals?
 - Where do you see yourself in five years?
 - Describe your dream job?



Recruitment Approaches

Notes Page

- Potential recruits are very curious about the Corps. They have many questions, such as:
 - What is a typical workday like?
 - What does a typical career path entail?
 - Where are the PHS jobs located?
 - What are the Uniformed Services benefits?
 - Why become a USPHS officer?
 - Is the USPHS different from the military?
 - Why is the Corps not military?

- Answers to these and other questions are available on the link on the next page or within provided ARP materials.



Recruitment Approaches

- Sample questions
 - Typical workday, career path, job location?
 - Uniformed Services benefits?
 - Why become a USPHS officer?
 - Is the USPHS different from the military?
- Answers
 - [CCMIS FAQ](#)
 - Category FAQ links
 - Recruitment CD Rom



Appointment Standards

Appointment Criteria

- Citizenship – only citizens of the United States are eligible
- Age Requirements
 - 18 years to Junior Assistant Grade (O-1)
 - 21 years to Assistant Grade (O-2) or higher
- Maximum Age Limitation
 - 44 years
- Medical Requirements
 - Undergo medical examination and found medically qualified



Appointment Standards

Notes Page 1

- ARs should understand the Corps Appointment standards. To become a Corps officer you must meet the following criteria:
 - Be a citizens of the United States
 - Be 18 years old to apply for a COSTEP internship
 - Be 21 years old to apply to come into the Corps as an active duty officer
 - Be younger than 44 years old
 - And, undergo a medical examination as explained on the Corps website and found medically qualified



Appointment Standards

General Appointment Criteria

- Academic Requirements
 - Completion of qualifying academic or professional degree program
 - Achieved grade point average (GPA) of at least 2.5 in qualifying degree
- Licensure/Credentials Requirements
 - Possess a current and unrestricted State license or other authorizing document
- Security Requirement
 - Have a satisfactory National Agency Check with inquiries prior to appointment



Appointment Standards

Notes Page 2

- In addition, potential recruits must meet the general appointment criteria listed on the previous page.
- Recruits must complete a qualifying academic or professional degree with a grade point average of at least 2.5
- They must have all required licensure and/or credentials required of the category applying to. Applicants must possess current and unrestricted licenses or other authorizing documentation.
- Finally, potential Corps applicants must successfully pass a security check conducted by the National Agency Check prior to appointment.



Appointment Standards

- [Physician Category](#)
- [Dentist Category](#)
- [Nurse Category](#)
- [Engineer Category](#)

Here are links for general category information and qualifying requirements for appointment into the Physician, Dentist, Nurse and Engineer Officer categories.



Appointment Standards

- Scientist Category
- Environmental Health Category
- Veterinarian Category
- Pharmacist Category

And, these are links for general category information and qualifying requirements for appointment into the Scientist, Environmental Health, Veterinarian and Pharmacist Officer categories



Appointment Standards

- [Dietitian Category](#)
- [Therapist Category](#)
- [Health Services Category](#)

Finally, here are links for general category information and qualifying requirements for appointment into the Dietitian, Therapist and Health Services Officer categories



Conclusion

Thank you for your commitment and service to the Commissioned Corps of the U. S. Public Health Service

[Certificate LINK](#)

