

**U.S. DEPARTMENT OF HEALTH
AND HUMAN SERVICES**

COMMISSIONED CORPS INSTRUCTION



CCI 211.07
EFFECTIVE DATE: 20 July 2020

By Order of the Acting Assistant Secretary for Health:

ADM Brett P. Giroir, M.D.

SUBJECT: Accountability for Conduct and Performance

1. PURPOSE: This Instruction implements Commissioned Corps Directive (CCD) 111.02, "Disciplinary Action."
2. APPLICABILITY: This Instruction applies to all officers in the Commissioned Corps of the U.S. Public Health Service (Corps).
3. AUTHORITY:
 - 3-1. [CCD 111.02](#), "Disciplinary Action"
 - 3-2. [CCD 123.01](#), "Involuntary Separation"
4. PROPONENT: The proponent of this Instruction is the Assistant Secretary for Health (ASH). The responsibility for assuring the day-to-day management of the Corps is the Surgeon General (SG).
5. SUMMARY OF REVISIONS AND UPDATES: This is the first issuance of this Instruction within the electronic Commissioned Corps Issuance System (eCCIS).

6. POLICY: An officer must adhere to the job-related requirements such as those established by the officer's supervisor or program as well as direct orders, workplace policies, performance methods and objectives, laws, regulations, and Corps policies. As long as the requirement is job-related, and the officer is on notice of the requirement, the officer can be held accountable for meeting the requirement.
- 6-1. Misconduct is an act by an officer that warrants disciplinary action. Misconduct includes a violation of Federal, State, Local or Tribal law, regulation, policy, or applicable standard of conduct or behavior, including violations of the Standards of Ethical Conduct for Employees of the Executive Branch set forth at [5 C.F.R. Part 2635](#), the Supplemental Standards of Ethical Conduct for Employees of the Department of Health and Human Services (Department or HHS) set forth at [5 C.F.R. Part 5501](#); or the policies for any HHS or non-HHS Federal government agency to which the officer is assigned or detailed, to include the Uniformed Code of Military Justice (UCMJ), as applicable. See CCD 111.02, "Disciplinary Action," for a nonexclusive list of misconduct that does not meet requirements for all officers.
- 6-2. Letter of Counseling (LOC). An LOC is a formal warning to an officer and is used to counsel the officer regarding his/her behavior or conduct. An LOC may be a written memorandum, or may be in the form of an e-mail, addressed to the officer. An LOC is intended to correct the officer's behavior or conduct and should include specifics describing the nature of the failure to meet a requirement; date(s) of counseling and circumstance(s) that necessitated the counseling; and any directives tasks or requirements discussed. The LOC should advise the officer that future failures to meet requirements will result in more severe action. Any documentary evidence supporting the issuer's conclusion that corrective action is warranted should be attached to the LOC. The issuer should retain the LOC locally. Although an LOC does not become a part of the officer's Official Personnel Folder (eOPF), it may be provided to the Director, Office of Commissioned Corps Headquarters (CCHQ), and may be used in any subsequent decision or disciplinary/administrative board, hearing, or action.
- a. An LOC may be issued by the HHS Secretary, Deputy HHS Secretary, ASH, SG, Heads of Operating Divisions/Staff Divisions (OPDIV/STAFFIV), non-HHS Organizations to which officers are detailed, the Director, CCHQ, or their designees.
- b. During a deployment, an LOC may be issued by the deployment supervisor or senior operational control (OPCON) officials. In such cases, the LOC will be maintained by the Director, Readiness and Deployment Branch, CCHQ.
- c. A Commissioned Corps Liaison (Corps Liaison) may issue an LOC for an officer who is not in the Corps Liaison's supervisory chain of command in the following circumstances:
- (1) Related to an officer's failure to: properly wear the uniform; submit requests for leave in the Corps' leave system of record; submit a Commissioned Officers' Effectiveness Report (COER) as directed; meet readiness requirements and/or submit documentation to CCHQ.
- (2) Other circumstances authorized by the Director, CCHQ.
- 6-3. Letter of Reprimand (LOR). An LOR is formal documentation of an officer's inappropriate or unacceptable conduct, behavior, or actions and becomes a part of the officer's eOPF.
- a. An LOR shall be issued to an officer in writing and should include specifics regarding date(s) and circumstance(s) related to the reasons for the LOR. Any

documentary evidence supporting the conclusion that the LOR is warranted should be attached to the LOR.

- (1) An LOR may be proposed and issued to an officer in accordance with this Instruction by individuals in an officers' chain of command¹.
 - (a) A proposed LOR and proposed length of time to maintain the LOR in the eOPF must be made within 30 calendar days of the initiating supervisor concluding that the LOR is warranted. The proposal is given to the officer by the initiating supervisor who is often, but not always, the officer's immediate supervisor and is submitted to the second-level supervisor and Corps Liaison.
 - (b) The officer has seven calendar days to provide a written response to the second-level supervisor.
 - (i) If the officer does not provide a written response to the second-level supervisor, the LOR is deemed issued and the Corps Liaison will submit the documentation to the Director, CCHQ.
 - (ii) The second-level supervisor has the discretion to offer the officer an additional opportunity to orally present a response.
 - (c) The second-level supervisor will provide the officer with a written notice of his/her decision within 30 calendar days, which may be to approve/disapprove issuing the LOR, issue a LOC, and/or take other appropriate action.
 - (i) A decision to approve issuing the LOR will include the second-level supervisor's recommendation regarding the length of time the LOR should be maintained in the officer's eOPF.
 - (ii) If the second-level supervisor fails to make a decision within the 30 days, the Corps Liaison will submit the documentation to the Director, CCHQ, along with the officer's written response to the second-level supervisor. The Director, CCHQ, will make a determination regarding whether to approve/disapprove issuing the LOR, issue a LOC, and/or take other appropriate action. The Director, CCHQ, may take up to 180 days to investigate the issues outlined in the proposed LOR before he/she makes a decision. If the Director, CCHQ, fails to make a decision within the 180 days, the LOR is not issued.
 - (d) The Corps Liaison is responsible for submitting an issued LOR and associated documentation to the Director, CCHQ, who will

¹ For the purposes of this Instruction, Chain of Command means the succession of commanding officers or senior officials from a superior to a subordinate through which authority/command is exercised (e.g., immediate supervisor/rater, reviewing official). This also includes within a deployment environment as well as the administrative chain of command from the Secretary, ASH, SG, Director, CCHQ, Corps Liaison, or designees of these individuals, to the subordinate officer.

- review the LOR and maintain it in the officer's eOPF as specified in this Section.
- (2) During a deployment, an LOR may be proposed by the deployment supervisor or senior OPCON officials. In such cases, the LOR will be submitted to the Director, Readiness and Deployment Branch, CCHQ.
 - (3) A Corps Liaison may propose that the Director, CCHQ, issue an LOR for an officer who is not in the Corps Liaison's supervisory chain of command in the following circumstances:
 - (a) Related to an officer's failure to: properly wear the uniform; submit requests for leave in the Corps' leave system of record; submit a Commissioned Officers' Effectiveness Report (COER) as directed; meet readiness requirements and/or submit documentation to CCHQ.
 - (b) Other circumstances authorized by the Director, CCHQ.
 - (4) If circumstances warrant, an LOR may be issued by the HHS Secretary, Deputy HHS Secretary, ASH, SG, Heads of an HHS OPDIV/STAFFIV, Heads of non-HHS Organizations to which officers are detailed, and Director, CCHQ, without a second-level review.
- b. An LOR may be issued with or without the progressive counseling of an LOC if the officer's failure to meet a requirement is particularly significant.
 - c. The LOR shall, unless removed as specified in Subsection 6-3.f., remain in the eOPF for a period of time as determined by the Director, CCHQ; SG; ASH; Secretary; or through a board process (e.g., Board of Inquiry (BOI), Involuntary Termination Board (ITB)).
 - d. Period of Time Maintained in eOPF.
 - (1) Officers at a Pay Grade of CAPT/O-6 or Below. The Director, CCHQ, or his/her designee, may place an LOR in an officer's eOPF for any length of time up to and including 2 years. Longer periods of time may be approved as follows:
 - (a) The SG may approve up to and including 8 years for officers at a pay grade of LT/O-3 or below.
 - (b) The SG may approve up to and including 12 years for officers at the LCDR/O-4 and CDR/O-5 pay grades.
 - (c) The SG may approve up to and including 16 years for officers at the CAPT/O-6 pay grade.
 - (d) The ASH may approve any length of time, including permanently, for officers at all pay grades.
 - (2) Officers at a Flag Pay Grade. The Director, CCHQ, shall forward the LOR to the ASH who, in consultation with the SG, will determine the length of time, up to and including permanently, it will be maintained in the eOPF.

- (3) Multiple LORs.
 - (a) The length of time to maintain an LOR that is subsequent to a previous LOR, whether or not the matter is related to the previous LOR, must be for a longer period of time than the previous LOR (e.g., if an officer receives an initial LOR for 2 years, then the second LOR must be for more than 2 years).
 - (b) If an officer receives 3 or more LORs in his/her career, the officer's records must be referred to an appropriate separation board (i.e., ITB, BOI, or Involuntary Retirement Board (IRB)).
 - (4) An LOR issued at the recommendation of an administrative board without a hearing (e.g., ITB, Temporary Promotion Revocation Board (TPRB)) shall remain in the officer's eOPF for the length of time approved by the deciding official for the respective board within the limitations of this Subsection.
 - (5) An LOR issued at the recommendation of an ITB or BOI (after a hearing before the ITB or BOI) shall remain in the officer's eOPF for the length of time approved by the SG or ASH, regardless of the officer's pay grade (i.e., may be maintained permanently for any grade).
- e. Determination of the period to maintain an LOR in the officer's eOPF. (Note: this Subsection does not apply to an LOR issued to a flag officer or issued by the Director, CCHQ, SG, ASH, Secretary, or through a board process such as an ITB, TPRB, or BOI.)
- (1) The official proposing the LOR, or an official in the officer's chain of command, may recommend to the Director, CCHQ, a period of retention up to the maximum lengths of time outlined in Subsection 6-3.d.(1).
 - (2) The Director, CCHQ, or his/her designee, will make the following determinations:
 - (a) The Director, CCHQ, or his/her designee, shall make the final determination, up to and including 2 years, of the period of time the LOR is maintained in the officer's eOPF.
 - (b) If the Director, CCHQ, or his/her designee, determines that the LOR should be maintained in the eOPF for more than 2 years, the LOR and supporting documentation will be referred to the SG or ASH, as appropriate.
 - (c) In all cases, the Director, CCHQ, or his/her designee, may consult with the officer's Corps Liaison regarding the period of time that the LOR will be maintained in the eOPF.
 - (3) An LOR is effective on the date the LOR is issued/presented to the officer and the length of time the LOR is maintained in the officer's eOPF is determined from the effective date. In the unusual circumstance that submission to the Director, CCHQ, of a proposed LOR is significantly

delayed (i.e., one or more years after the incident(s) for which the LOR is proposed):

- (a) For an LOR that is maintained for up to and including 2 years, the Director, CCHQ, or his/her designee, will make a determination regarding the effective date of a significantly delayed LOR.
 - (b) For an LOR that is maintained for more than 2 years, the SG or ASH, as appropriate, will determine the effective date of a significantly delayed LOR.
- f. Removal of a Letter of Reprimand. An LOR shall be removed prior to the date determined in Subsection 6-5.d. in the following circumstances:
- (1) Based on a final decision by the HHS Deputy Secretary regarding a whistleblower complaint ([CCD 121.06](#), "Protected Communications").
 - (2) Based on a final decision by the Board for Correction of Commissioned Corps Records ([CCD 129.01](#), "Board for Correction").
 - (3) Based on a grievance or Equal Opportunity. A proposed relief or remedy resulting from a redress complaint under [CCI 211.04](#), "Complaints and Redress," will be forwarded to the Director, CCHQ, for a decision regarding whether the redress will be granted. A remedy resulting from an equal opportunity complaint under [CCI 211.03](#), "Equal Opportunity: Discrimination Complaints Processing," will be forwarded to the SG for a decision regarding whether the remedy will be granted.
 - (a) For an LOR issued for 2 years or less. The Director, CCHQ, will make the final decision resulting from a redress complaint. The SG will make the final decision resulting from an equal opportunity complaint.
 - (b) For an LOR issued for more than 2 years. The SG or ASH will make the final decision, as appropriate.
 - (4) Based on a recommendation from the official who issued the LOR, or an official in the officer's chain of command, may recommend the removal of an LOR prior to the date determined by the Director, CCHQ, or the date determined by the SG or ASH. Such a request shall include a justification for the removal and submitted through the Corps Liaison. In circumstances where an officer has transferred from the OPDIV/STAFFFIV/non-HHS Organization that issued the LOR, a request from the new OPDIV/STAFFFIV/non-HHS Organization will be coordinated with the former OPDIV/STAFFFIV/ non-HHS Organization for their concurrence/non-concurrence. The request is submitted to the Director, CCHQ, SG, or ASH, whoever approved the time period for their decision.
 - (5) Based on a recommendation from the official who issued the LOR, or an official in the officer's chain of command, may recommend a reduction in the period determined by the Director, CCHQ, or determined by the SG or ASH. Such a request shall include a justification for the reduction and submitted through the Corps Liaison. In circumstances where an officer has transferred from the OPDIV/STAFFFIV/non-HHS Organization that issued the LOR, a request from the new OPDIV/STAFFFIV/non-HHS

Organization will be coordinated with the former OPDIV/STAFFIV/non-HHS Organization for their concurrence/non-concurrence. The request is submitted to the Director, CCHQ, SG, or ASH, whoever approved the time period for their decision.

- (6) Based on direction from the Board for Correction of Commissioned Corps Records or the final decision of litigation an LOR issued as a result of a board recommendation (e.g., TPRB, ITB, BOI) shall not be removed or its time maintained in the eOPF reduced.
- g. If warranted and in accordance with applicable policies, the Director, CCHQ, SG, or ASH may initiate and/or recommend other disciplinary or administrative actions based on the incidents that resulted in the issuance of the LOR. Such action may include, but is not limited to, separation in the probationary period, a reduction in the officer's grade, or separation or retirement from active duty by a 3 year File Review Board (FRB) (CCI 341.02, "Regular Corps Records Review"), ITB, BOI, or IRB.

6-4. Request for Removal (RFR).

- a. If an officer's conduct, behavior, or actions warrant the removal of the officer, an RFR may be approved by the Head of the OPDIV/STAFFDIV, or an official delegated to act on behalf of the OPDIV/STAFFDIV Head.
- b. The RFR is submitted to the Director, CCHQ, and must specifically describe the nature of the failure to meet a requirement. All documentary evidence supporting the conclusion that removal is warranted shall be attached to the RFR. The OPDIV/STAFFDIV Head shall confirm that there is no suitable assignment available that is commensurate with the officer's grade and category. The OPDIV/STAFFDIV must provide a copy of the RFR to the officer so that the officer is aware that the program is proposing the officer's removal.
- c. Once an RFR has been received by CCHQ, the Director, CCHQ, will determine if it is a valid request. If the Director, CCHQ, determines that the request is not valid and/or supported by the officer's record, the RFR will be returned to the requesting organization for additional information and/or action. If the Director, CCHQ, determines that it is a valid request, he/she will take one of the following actions:
 - (1) If the officer is in the probationary period, the Director, CCHQ, may forward a recommendation to the SG to summarily terminate the officer's commission.
 - (2) If the officer was originally appointed at the permanent Senior Assistant (LT/O-3) grade or above and has completed the probationary period within the previous 6 months, a 3-Year File Review Board (FRB) may be convened.
 - (3) If the officer has less than 20 years of creditable service for retirement, an ITB (see CCD 123.01, "Involuntary Separation") or BOI may be convened.
 - (4) If the officer has 20 or more years of creditable service for retirement, an IRB or BOI may be convened.
- c. If warranted, the Director, CCHQ, may allow the officer to identify a reassignment position for which the officer is qualified and in which the hiring manager/program

of that position is willing to accept the officer as a permanent employee. CCHQ may assist in the identification of possible reassignment options, as appropriate and within the discretion of CCHQ. Should a reassignment position be found during this period, CCHQ will take the steps necessary to effectuate the reassignment, and the action initiated under Section 6-4.b. will be terminated.

- d. For pay purposes the officer will remain on the rolls of the component to which the officer is assigned until the officer is reassigned or separated from active duty. Officers who are detailed outside of HHS will remain on the rolls of the component to which the officer is assigned until a decision by a board is rendered, the officer is reassigned, or the period to return the officer to HHS has elapsed.
- e. Nothing in this subsection shall restrict the ASH, SG, or Director, CCHQ, from initiating any of the actions outlined in Section 6-4.b.

6-5. Effect of Disciplinary and other Personnel Actions.

- a. Letter of Counseling (LOC). An LOC does not have an immediate impact on any personnel decisions made by CCHQ. However, the issuance of an LOC may influence decisions under the purview of the supervisor that include, but are not limited to, requiring training or denial of telework. Further, LOC may be incorporated as a part of the administrative record in CCHQ to support a personnel decision or action (e.g., separation from active duty, reduction in grade, COER ratings).
- b. Letter of Reprimand (LOR). For the period of time that an LOR is maintained in an officer's eOPF, certain personnel actions may be precluded (e.g., eligibility for awards, promotion, special or incentive pays, telework, deployments, transfers). ([CCI 511.01](#), "Awards Program," [CCI 331.01](#), "Permanent Grade Promotions," [CCI 332.01](#), "Temporary Promotions," [CCI 633.01](#), "Special Pays," [CCI 313.01](#), "Telework," [CCI 322.05](#), "Transfer and Reassignment of Commissioned Officers") Additionally, an LOR, whether or not it is maintained in the eOPF, may be incorporated as a part of the administrative record in CCHQ to support a personnel decision or action (e.g., separation from active duty, reduction in grade, retirement).
- c. Suspension from Duty. Although non-duty with pay is not necessarily a disciplinary action in and of itself, it may lead to holding certain personnel actions if an investigation is ongoing (e.g., holding a promotion, transfer, retirement, or receipt of an award). ([CCI 611.03](#), "Nonduty With Pay Status").
- d. Absence Without Leave (AWOL). An officer is ineligible for pay and service credit while in an AWOL status. (see [CCI 364.01](#), "Absence Without Leave" and [CCD 111.02](#), "Disciplinary Action").
 - (1) Officers who are placed on AWOL are not eligible to receive promotions or awards for a period of 1 year after the designation of AWOL.
 - (2) An officer may have his/her commission summarily terminated due to AWOL for 30 or more consecutive calendar days, regardless of whether the officer is retirement eligible.

- (3) An officer who is AWOL for 90 or more nonconsecutive calendar days over his/her career:
 - (a) May have his/her commission terminated if he/she is not retirement eligible; or
 - (b) If the officer is retirement eligible, the SG will determine what if any, further disciplinary or administrative action is warranted.
 - (4) All periods of AWOL shall be noted on the officer's Statement of Service.
- e. Other Actions. Disciplinary action may lead to an officer's separation from the Corps which may include the termination of the officer's commission. With the exception of summary dismissals due to AWOL as outlined in Section 6-5.d., conviction of a criminal offense with a sentence to confinement as outlined in CCD 111.02, and probationary separations; such actions are based on the recommendation of a BOI, ITB, or 3 year FRB. Separation with retirement is governed by [CCI 384.02](#), "Retirement (20 to < 30 years)" and [CCI 385.01](#), "Involuntary Retirement (20 Years)."
- f. Delayed Disciplinary Actions. In the unusual circumstance that the issuance of an LOR or AWOL is delayed and certain personnel actions were executed between the officer's actions or behavior and the issuance of the LOR or AWOL that would have otherwise been precluded if the LOR or AWOL was issued in a timely manner, the SG may rescind or cancel the personnel action if warranted (e.g., receipt of an award) or after a review and recommendation by an appropriate board (e.g., promotion).
- 6-6. Administrative Action Flag (AAF). Not all AAF are disciplinary in nature (e.g., those related to limited/temporary medical issues). An AAF is an electronic administrative tracking tool utilized by CCHQ to prevent and/or preclude, when applicable, the inadvertent execution of certain personnel actions while the AAF is in place. An AAF is not the final disposition of the administrative action and, in itself, is not the disciplinary action or restriction. Such actions or restrictions are governed by applicable Directives and Instructions within the eCCIS.
- a. The effective date of an AAF is normally the date of the circumstance(s) requiring the AAF, not the date the AAF was initiated. An AAF should be initiated within 3 working days after the identification of an officer's issue, and removed within 3 working days after the determination of a final disposition.
 - b. The Director, CCHQ, will establish necessary internal controls to ensure the following requirements are met:
 - (1) Only those with a "need to know" of an AAF are informed. A person has a "need to know" only if he/she must have access to knowledge, or possession of an AAF, in order to perform official duties.
 - (2) Favorable personnel actions are not granted when prohibited by this Instruction or applicable policies.

- c. Circumstances requiring an AAF are classified into two categories, non-actionable and actionable:
- (1) A non-actionable circumstance does not prevent personnel actions nor is it a cause to initiate other disciplinary actions.
 - (a) Time limited/temporary medical waiver/condition (e.g. pregnancy, surgical recovery, in-patient medical/mental health treatment) that is unrelated to a medical Fitness for Duty Determination (FFD) or that is unlikely to lead to a FFD.
 - (b) Circumstances when actions are completed, such as those resulting from a board action, and the outcome does not indicate or warrant further action such as separation/retirement, denial of promotion, awards, etc.
 - (2) An actionable circumstance may prevent certain positive personnel actions described in Section 6-6.d. An actionable circumstance may also be the cause of the initiation of other disciplinary actions that include, but not limited to, revocation of grade, retirement, or separation from the Corps. Reasons for entering an actionable circumstance into the AAF electronic system include, but not limited to:
 - (a) Inquiry/Investigation, including a law enforcement investigation;
 - (b) Adverse Actions (e.g., LOR, AWOL, grade revocation, etc.);
 - (c) Referral for involuntary separation or retirement;
 - (d) Drug/Alcohol Abuse (see CCI 211.06, "Substance Use");
 - (e) Failure or non-recommendation for permanent promotion;
 - (f) Lautenberg Amendment (Domestic Violence Amendment to the Gun Control Act of 1968);
 - (g) Failure to maintain a required license/certification;
 - (h) Failure to comply with [CCD 111.03](#), "Conditions of Service;"
 - (i) Fitness for Duty investigation or review; and/or
 - (j) Misconduct (see Appendix).
- d. Positive personnel actions that may be prohibited while an AAF is in place include, but are not limited to:
- (1) Appointment, reappointment, or retention;
 - (2) Reassignment/transfer, unless in the best interest of the Government as determined by the Director, CCHQ;
 - (3) Promotion to any grade up to and including flag grades;
 - (4) Awards;

- (5) Special pays;
 - (6) Training;
 - (7) Retirement;
 - (8) Membership/participation on an official duty board, advisory group, workgroup, or panel;
 - (9) Membership/participation in ancillary roles/functions (e.g., Music Ensemble, Honor Guard, Deployment Team);
 - (10) Appointment as a Chief Professional Officer, Corps Liaison, or SG Policy Advisory Council Representative;
 - (11) Telework; and/or
 - (12) Denial or revocation of authorization of outside activities.
- e. Only personnel directly involved with initiation of an AAF may direct its termination. However, termination does not rescind nor completely remove the archival history of the AAF. Reasons for termination may include, but are not limited to:
- (1) Officer is acquitted at court martial, board action, or civilian trial, and no further disciplinary actions are contemplated;
 - (2) Investigation reveals no misconduct or unfitness for duty;
 - (3) End of the active period of the disciplinary or administrative action; and/or
 - (4) Separation or Retirement of the officer.
- f. An AAF is entered into the electronic system during an ongoing or active disciplinary or administrative action and remains active in the system until the disciplinary or administrative action is concluded or is no longer active. After an AAF is concluded or is no longer active, a historical archive shall be maintained of any personnel actions or board actions that occurred as a result of the circumstance(s) that resulted in the AAF.
- 6-7. The initiation of an administrative, disciplinary, or board action will not stop nor delay other administrative review or board processes (e.g., Medical Fitness for Duty Board, Health Professions Special Pays (HPSP) Review Board, Board for Correction of Commissioned Corps Records). These board actions are independent and may be held concurrently with other board and/or administrative and disciplinary actions.
- 6-8. Separation with LOR in eOPF. If an officer, who has an LOR in his/her eOPF, separates from the Corps or retires from active duty prior to the date determined in Subsection 6-3.d., the LOR will not be removed from the eOPF unless such removal is indicated as outlined in Sections 6-3.f.(1), (2), (3), or (6).
- 6-9. Officer appeals for Administrative and Disciplinary Actions. Officers may appeal any administrative or disciplinary action in accordance with applicable policies (e.g., [CCI 211.03](#), "Equal Opportunity: Discrimination Complaints Processing," [CCI 211.04](#), "Complaints and Redress," [CCD 129.01](#), "Board for Correction").

7. RESPONSIBILITIES:

- 7-1. The SG is responsible for assuring the day-to-day management of the Corps. The SG is delegated, without further delegation, the authority to convene a BOI. The authority to concur or to not concur with a BOI's recommendation(s) remains with the ASH.
- 7-2. The Director, CCHQ, shall:
- a. Appoint BOI members and Presiding Officer; appoint PHS representative (in consultation with the Office of General Counsel (OGC)); assign a Special Advisor to a BOI; approve travel entitlements related to a BOI; appoint personnel to support a BOI; and provide necessary guidance/assistance to the BOI Presiding Officer.
 - b. Appoint personnel to access, administer, and control an AAF within the appropriate division or branch of CCHQ (e.g., Compensation, Medical, or Adverse Actions).
 - c. Issue a Statement of Service or equivalent to officers separating from the Corps and shall include the appropriate separation information (e.g., type of separation, character of service, authority, reason for separation) on the statement of service. The Director, CCHQ, will also determine information related to the separation of an officer needed and/or required by the Defense Manpower Data Center; Department of Veterans Affairs; and/or any other Federal or State agency.
- 7-3. Corps Liaisons are responsible for providing information and guidance to managers regarding Corps policy and serving as the conduit for information and documents requested by the Director, CCHQ, or his/her designee, in preparation for an administrative proceeding.
- 7-4. Supervisors are responsible for providing oversight and direction to officers regarding work assignments, work schedules, performance, etc. Supervisors are also responsible for notifying and coordinating with the Corps Liaison when there are concerns or issues regarding an officer that includes, but is not limited to, when an LOC, and/or LOR are issued.
- 7-5. Each officer is responsible for adhering to the guidelines established in this Instruction and any operational guidelines established by the SG and/or Director, CCHQ, or their designees.
- a. It is the officer's responsibility to be familiar with the published policies that apply to all Corps officers and maintain an ongoing awareness of updates and changes to Corps policies and operational guidelines.
 - b. An officer must maintain current and updated contact information (e.g., e-mail, phone, address) as established by the Director, CCHQ, or designee, in order to facilitate the Corps' communication of information to the officer.
 - c. An officer must adhere to all guidelines and communications provided by the SG and/or CCHQ.
 - d. It is the officer's responsibility to review his/her eOPF on an ongoing basis to ensure that its contents are up to date and accurate. The officer is responsible for

reporting any discrepancies and errors in his/her eOPF in accordance with guidelines and communications from the SG and/or CCHQ.

8. HISTORY: This is the first issuance of this Instruction within the eCCIS.