



CCI 311.05
EFFECTIVE DATE: 2 July 2020

By Order of the Assistant Secretary for Health:

Brett P. Giroir, MD

SUBJECT: Corps Care Program

1. PURPOSE: This Instruction establishes policy and assigns responsibilities for a Corps Care Program to support the U.S. Public Health Service Commissioned Corps. The Corps Care Program shall be based on resiliency to increase operational readiness and officer well-being through the provision of education, training, and coordination of resources.
2. APPLICABILITY: This Instruction applies to all members of the Regular Corps and the Ready Reserve Corps.
3. AUTHORITY:
 - 3-1. By memorandum dated 24 July 2003, the Secretary of Health and Human Services (Secretary) delegated the authority to administer and establish policy for the Corps to the Assistant Secretary for Health (ASH).
 - 3-2. [42 U.S.C. § 216](#), "Regulations"
 - 3-3. [42 U.S.C. § 204a](#), "Deployment Readiness"
 - 3-4. Commissioned Corps Directive (CCD) [121.02](#), "Deployment and Readiness"
4. PROPONENT: The proponent of this Instruction is the Assistant Secretary for Health (ASH). The Surgeon General (SG) is responsible for ensuring the day-to-day management of the Corps.
5. SUMMARY OF REVISIONS AND UPDATES: This is the second issuance of this Instruction in the electronic Commissioned Corps Issuance System (eCCIS) and replaces Commissioned Corps Instruction (CCI) 311.05, "Corps Care Program," dated 3 April 2019.
 - 5-1. Extends applicability to the Ready Reserve Corps.

6. POLICY:

- 6-1. This Instruction establishes policy, assigns responsibilities, and prescribes procedures to ensure Commissioned Corps officers are provided with appropriate guidance and available resources under the Corps Care Program. The Corps Care Program employs a preventive approach to promoting increased resilience and operational readiness through the provision of education, training, and coordination of resources. The program shall be designed to support the resilience, and overall health and well-being of Commissioned Corps officers.
- 6-2. General.
- a. Leadership Consultation and Coordination. The Corps Care Program will provide consultation to Corps operational leadership on all matters related to the resilience and overall well-being of Commissioned Corps officers.
 - b. Resiliency Training. The Corps Care Program coordinates with the appropriate offices within Commissioned Corps Headquarters (CCHQ) to provide resiliency training for leadership and officers to enhance officer readiness and overall Corps resilience.
 - c. Resources. The Corps Care Program provides assistance for the broad range of issues that may affect wellness and resilience, information regarding availability of resources, and coordination of services both during daily operations and regarding deployment-related activities.

7. RESPONSIBILITIES:

- 7-1. The Corps Care Program Manager. The Director, CCHQ will assign a Corps Care Program Manager to serve as the principal officer in charge and assume primary responsibility for development and ongoing implementation of the Corps Care Program. The Corps Care Program Manager's responsibilities include, but are not limited to:
- a. Functioning as the principal point of contact for the Corps Care Program.
 - b. Collaborating with key internal and external stakeholders to develop, sustain, and improve capabilities within the Corps Care Program.
 - c. Functioning as the coordinator and primary resource to assist and direct Corps officers, as well as Corps leadership, supervisors, and agency liaisons, to health and wellness resources as needed.
 - d. Establishing and maintaining dedicated mechanisms for Corps Care communications including telephone and email.
 - e. The Corps Care Program will be maintained to the extent required by law and/or regulation (i.e., Health Information Portability Access Act, Freedom of Information Act, etc.). In addition, there are three potential situations in which confidentiality may be waived:
 - (1) Imminent threat of harm to self or others
 - (2) Disclosure of abuse or neglect, and/or

- (3) Legal request when there is pending litigation, or if ordered to do so by a court of law, or other appropriate forum, or as otherwise required by law, rule or regulation.
- 7-2. The Corps Care Program Manager and additional staff will not provide direct clinical or therapeutic services to officers. The staff will primarily provide assistance and guidance to officers regarding available health and wellness resources available as needed.
- 7-3. The Director, CCHQ, will be responsible for providing oversight and direction to the Corps Care Program, and will ensure the issuance of specific guidance and instructions to members of the Corps Care Program on expectations, quality control measures, and compliance issues.
- 8. PROCEDURES:
 - 8-1. Officers requesting assistance may contact Corps Care by telephone or e-mail.
 - a. Corps Care staff will not diagnose or provide treatment.
 - b. Corps Care staff will be available and on call during business hours to direct officers to resources as needed.
 - c. Corps Care staff will use and adhere to the laws, rules, regulations and standard operational procedures in place.
 - d. To the extent possible requests received after hours or on weekends will be handled within one to two business days.
 - e. Information will also be made available to all callers on how to access emergency services and/or 24/7 crisis lines if immediate intervention is required.
 - 8-2. The Corps Care Program will promote the availability of resilience training to all Commissioned Corps officers over the course of their careers.
 - a. Resilience Training will be designed and tailored to prepare and equip Commissioned Corps officers for the unique challenges and demands of USPHS life.
 - b. Training modules will be offered during the initial USPHS Officer Basic Course and face-to-face whenever practical.
 - c. Additional training will be made available through online resources, webinars, and other means as appropriate.
- 9. HISTORICAL NOTES: This is the second issuance of this Instruction in the eCCIS.
 - 9-1. CCI 311.05, "Corps Care Program," dated 3 April 2019.