

United States Public Health Service Commissioned Corps

Junior Officer Advisory Group

Communications and Publications Committee

Standard Operating Procedures (SOP)

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Purpose

The Junior Officer Advisory Group (JOAG) Communications and Publications Committee (CPC) Standard Operating Procedures (SOP) provides operational and procedural guidance for the JOAG CPC. This SOP provides guidance on matters not addressed by the JOAG Charter or Bylaws.

Scope

This SOP applies to all documents created that are related to all functions within the JOAG CPC to establish policies, processes, records and acceptance criteria under the auspices of JOAG. This SOP does not apply to documents created by other organizations outside of the JOAG CPC.

Definitions

Document No.: The unique identifier assigned to each document.

Revision No.: The numeric designation identifying the version of a controlled document. New documents are assigned “Rev. 00.” Subsequent, approved revisions of the same document are assigned sequential numbers, “Rev. 01,” “Rev. 02,” etc.

Approval Date: The date that the Co-Chairs accept the document into the Document Control System by applying the final approval signature.

Effective Date: The first date that the new or revised document may and must be used; and the previous revision, if there is one, may not and must not be used.

JOAG Brochure: Defines the mission and core values of the U.S. Public Health Service, presents the history of the JOAG and describes the roles of the JOAG committees. The brochure is available on the JOAG website and is distributed to newly commissioned officers at the JOAG Booth during the annual USPHS Scientific and Training Symposium.

JOAG Scrapbook: Spotlights the great work that junior officers (JOs) are doing at their agencies, during deployments, and in their community. The submissions should consist of photos and stories that highlight work, deployment experiences or other PHS activities of junior officers.

“About JOAG” Presentation: The presentation introduces the JOAG to JOs. It defines the mission and core values of the U.S. Public Health Service, presents the history of the JOAG and describes the roles of the JOAG committees. The JOAG presentation is used by JOAG during the monthly OBC training, the USPHS Scientific and Training Symposium and as needed.

MAX.gov: A website administered by the Office of Management and Budget. JOAG is amongst other USPHS Advisory and Professional Groups utilizing the site as an internal platform for sharing and storing committee/workgroup documents.

References

JOAG

<http://www.usphs.gov/corpslinks/joag/>

JOAG Governing Documents

- Charter
- Bylaws
- Standard Operating Procedures
- Strategic Plan

http://www.usphs.gov/corpslinks/JOAG/about_governingdocs.aspx

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ARTICLE I

MISSION STATEMENT

It is the mission of the CPC to facilitate the dissemination of JOAG and Corps-related information to JOs.

ARTICLE II

COMMITTEE RESPONSIBILITIES & ORGANIZATION

Section 1. Committee Responsibility

The CPC shall work with the JOAG Executive Committee (EC) and Voting Members (VM) to facilitate the development and dissemination of JOAG and Corps-related information to JOs in accordance with the mission of JOAG.

The CPC is responsible for the following:

- A. Developing and maintaining the JOAG website
- B. Creating and distributing the JOAG Journal
- C. Recording the monthly JOAG meetings and JOAG educational sessions
- D. Transcribing JOAG educational sessions
- E. Updating the "About JOAG" presentation
- F. Updating the JOAG Brochure
- G. Updating the JOAG Scrapbook
- H. Creating and distributing the "With Pride and Distinction" uniform newsletter
- I. Updating the "JOAG Uniform" presentation
- J. Operating the "JO Voice" forum
- K. Creating and distributing the "Tip of the Month"
- L. Granting access to and establishing JOAG webpages in MAX.gov

Section 2. Subcommittee Responsibility

A subcommittee is an established and recurring program within the JOAG CPC. Often times, projects within the subcommittees are identified. A project is defined as a short-term tasking or assignment that may or may not have a definitive termination date, depending upon the tasking and any applicable deadlines.

The CPC consists of following Subcommittees:

- A. The Outreach Subcommittee: Responsible for audio recording of JOAG educational sessions; upon request, transcription of JOAG educational sessions and other meetings; and updating the JOAG Brochure, JOAG Scrapbook and the “About JOAG” Presentation.
- B. The Uniform Subcommittee: Promotes the appropriate wear of the uniform through the writing of the Uniform Corner in the JOAG Journal, the distribution of the With Pride and Distinction Newsletter, and updating the JOAG Uniform PowerPoint presentation as necessary.
- C. The Website Subcommittee: Responsible for disseminating Corps-related information to junior officers via the JOAG Website. The subcommittee collaborates with website coordinators from each JOAG committee to maintain the website and ensures all the information presented on the website is accurate, current and in compliance with Section 508 requirements.
- D. The JOAG Journal Subcommittee: Responsible for creating and distributing the JOAG Journal.
- E. The Standard Operating Procedures (SOP) Subcommittee: Responsible for reviewing and updating the SOP of the CPC as needed.
- F. Junior Officer (JO) Voice Subcommittee: Operates the JO Voice forum for collecting and responding to the questions, concerns, and input from JOs.
- G. Tip of the Month Subcommittee: Dedicated to providing JOs with development tips. The tips are directed towards both personal and professional improvement leading to a more well-rounded officer.
- H. Repository Subcommittee: Responsible for granting access to and establishing webpages (without content; “child pages”) for committee leadership in MAX.gov.

Section 3. Leadership

The CPC consists of two Co-Chairs, two Co-Secretaries, Subcommittee Leads, and Committee Members (Participants and Observers).

The Co-Chairs are responsible for the following tasks:

1. Coordinating with the Co-Secretaries to set the agenda for the monthly CPC meetings

2. Run the CPC meetings
3. Provide assistance to the Subcommittee Leads
4. Act as the Editors of the JOAG Journal

The Co-Secretaries are responsible for the following tasks:

1. Maintaining an accurate roster of members and a record of their meeting attendance. The roster should include information such as:
 - a. Name
 - b. Rank
 - c. Email address: primary and alternative (indicate if alternative email address should be included on the distribution list)
 - d. Phone number: primary and alternate
 - e. Category
 - f. Agency/OPDIV
 - g. Member status: participant or observer
 - h. Committee role (e.g., Uniform Subcommittee Lead)
 - i. Interests (interest in a particular aspect/project of CPC, if applicable)
 - j. Attendance at CPC meetings (one column for each meeting)
2. Maintaining an email distribution list which should match the roster.
3. Send out the standing meeting invitation annually.
 - a. One hour meetings are held on the third Wednesday of every other month starting in October.
4. Before the CPC meeting, the Secretary shall:
 - a. Eight days prior to the meeting the Secretary will send an email requesting:
 - i. Agenda items from the Co-Chairs and Subcommittee/Project Leads
 - ii. Written subcommittee/project reports from the Subcommittee/Project Leads, submitted to the Co-Secretaries and Co-Chairs
 - iii. Subcommittee Leads (or designees) give a report during the CPC meeting or assign a designee and notify the Co-Secretaries.
 - iv. Due date for reports is Friday before the meeting.
 - b. Tuesday (1 day) before meeting, send an email to CPC members, containing:
 - a. A meeting reminder
 - b. Request to advise if they will be unable to attend (for excused absence)
 - c. Request to bring up any discussion items they have during the meeting

- d. Final agenda (attached)
 - e. Request to review final unapproved minutes (attached) from previous meeting(s) for approval in upcoming meeting
5. Record attendance and notes for the meeting minutes.
 6. Assist Co-Chairs with facilitating the meeting.
 7. Create and distribute meeting minutes.
 - a. Create a draft of meeting minutes.
 - b. By Friday (two days post meeting), send the draft of the minutes to the Co-Chairs for review.
 - c. Review and edits due on following Monday.
 - d. By Wednesday (one week post meeting), send the edited minutes to the CPC for further comment.
 - e. Approve minutes at next meeting.

The Subcommittee Leads are responsible for the following tasks:

1. Attend regular CPC conference calls and take direction from the CPC Co-Chairs on any aspect of subcommittee activities.
2. Organize the activity of the subcommittee, including delegating duties in such a way that subcommittee members are active participants, but also so that no one member bears the burden of all of the work.
3. Contribute ideas and research for publication in the various official JOAG publications.
4. Answer and triage questions from commissioned officers, as necessary.

The term duration for CPC Co-Chairs shall be one to two years.

The term duration for CPC Co-Secretaries shall be one to two years.

The term duration for the Subcommittee Leads shall be one to two years.

Section 4. Committee Involvement

Committee Participant: Committee Participants will fulfill the following expected roles and responsibilities:

1. Be willing and able to give the necessary time to attend meetings and perform any assigned duties.
2. Actively participate in discussion and be willing to listen to and respect others viewpoints.
3. Think in terms of the welfare of the group rather than personal interests.

4. Accept and follow through on assignments.
5. Maintain minimum standards for Committee Participants (Article IV).

Committee Observer: A Committee Observer is a JO who merely wishes to maintain awareness of Committee issues but is under no obligation or requirement to participate, maintain a minimum level of attendance, or other responsibility.

Section 5. Ad-hoc Committees

Ad-hoc/Special Projects Subcommittees are formed in response to the JOAG's needs and as directed by the Committee Co-Chairs.

Section 6. Letters of Appreciation

The CPC shall disseminate Letters of Appreciation to Committee Members for participation and volunteer support. The Letters of Appreciation should be issued on an annual basis using the template provided by the JOAG Awards Committee.

ARTICLE III

COMMITTEE PROCEDURES

Section 1. The CPC shall hold meetings at least every other month where all subcommittees shall report their various activities. The meetings are scheduled at the discretion of the Committee Co-Chairs.

Section 2. CPC Subcommittees:

A. Outreach Subcommittee Procedures

1. JOAG Recorder:

- a. Record the JOAG General Meetings, JOAG Journeyman Series, Meet and Greets, and JOAG educational sessions by whatever means possible.
- b. Forward educational session recordings, via email, to the JOAG Transcriptionist in the file format requested.
- c. Distribute, via email, the digital recording of meetings and educational sessions to requesting officers.
- d. Provide the Journeyman Speaker Series, Question and Answer sessions, and other recordings to the Website Subcommittee for posting on the JOAG website, MAX.gov JOAG webpage, or by request, as appropriate.

2. JOAG Transcriptionist*:

- a. Obtain a copy of recorded JOAG meetings and education sessions from the JOAG Recorder.
- b. Transcribe the recorded meetings and educational sessions using the following format:
 1. Transcribe recordings word for word in Microsoft Word.
 2. The transcript must include the JOAG letterhead.
 3. Center and bold the title of session, presenter name, data, transcriber's name.
 4. Use 1.5 spacing.
 5. Use Cambria 11 font, justified.
- c. Forward the transcript to the CPC Co-Chairs who will forward the transcript to the Executive Committee (EC) and session speaker for approval. Once the transcript is approved, the transcript will be posted on the JOAG website with an announcement sent to the JOAG listserv.

* Requests for transcription services shall be made by emailing the Transcription Lead or CPC Outreach Subcommittee Leads. Transcriptions requests and completion status shall be tracked by the CPC Outreach Subcommittee Leads. Transcripts shall be made

available to junior officers who are unable to attend the JOAG meetings or who would like to refer back to the recorded information.

3. JOAG Brochure:
 - a. Review the information in the JOAG Brochure annually or as needed to ensure that it is accurate and up to date.
 - b. If edits are made, forward the brochure to the EC for approval.
 - c. Once EC approval is obtained, forward the edited brochure to the Website Subcommittee for posting on the JOAG website.

4. “About JOAG” Presentation:
 - a. Review the information in the “About JOAG” Presentation annually or as needed to ensure that it is accurate and up to date.
 - b. If edits are made, forward the presentation to the EC for approval.
 - c. Once EC approval is obtained, forward the edited presentation to the Website Subcommittee Leads for posting to the JOAG website, as well as the Outreach Committee Chair.

5. JOAG Scrapbook:
 - a. Review the information in the JOAG Scrapbook annually or as needed to ensure that it is accurate and up to date.
 - b. Post an advertisement for content (pictures, stories) to the JOAG listserv in January and July. The Photo Submission Release Form shall be attached to the email.
 - c. If edits are made, forward the scrapbook to the EC for approval.
 - d. Once EC approval is obtained, forward the edited scrapbook to the Website Subcommittee Leads for posting to the JOAG website, as well as the Outreach Committee Chair.

B. Uniform Subcommittee Procedures

1. The Uniform Subcommittee shall produce the “With Pride and Distinction” (WP&D) newsletter on a quarterly basis.
2. The WP&D shall consist of a section dedicated to informing JOs of the appropriate wearing of the various Commissioned Corps uniforms.
3. Other components of the WP&D newsletter consist of an article of the history of the USPHS and a trivia question.
4. Ideas for uniform advice, history, and the trivia questions will come from members of the Subcommittee. Ideas can also be solicited from JOs from outside the Subcommittee.

5. The WP&D newsletter will be compiled by the Subcommittee Leads.
6. Care should be taken to confer with the authors of the “Uniform Corner” in the “JOAG Journal” to ensure that they are not covering the same subject.
7. An approved template is used to design each WP&D, but authors have creative license to use images and information at their discretion and all borrowed information must be properly cited. The WP&D is typically no longer than two pages in length.
8. The Uniform Subcommittee shall update the JOAG Uniform PowerPoint presentation as necessary.

C. Website Subcommittee Procedures

1. The Website Subcommittee Leads should communicate with the EC, other Committee Chairs, and website coordinators to ensure that the JOAG website and committee pages are current and contain appropriate content.
2. The content for each webpage on the JOAG website should be maintained by the applicable committee and/or committee chair(s) for a particular project. For example, CPC should submit website update requests for the CPC webpage, CPC subcommittees’ webpages, JOAG Journal webpage and all other CPC-related webpages.
3. The website coordinator for each committee should submit website update requests to the Website Subcommittee using the JOAG Website Update Request Form. The form is accessible on the JOAG CPC Subcommittee webpage (https://dcp.psc.gov/osg/JOAG/committees_communications_subcomms.aspx) and should be routed to the individuals identified on the form.
4. Website update requests for the JOAG website should:
 - a. Be specific to JOAG and/or JOs.
 - b. Not be redundant.
 - c. Not be time sensitive.
 - d. Follow the site template (see Appendix I).
 - e. Be in compliance with regulations set forth by DHHS under Section 508 (29 U.S.C. 794d). This includes downloadable material on the website (i.e., Adobe PDF files).
 - f. Be presented in a format that uses the least amount of space.
 - g. Be cleared for posting by the necessary individuals.

5. Once a JOAG Website Update Request Form is received, the Website Subcommittee Leads or designee will forward the request to the assigned Website Subcommittee member. The assigned member will complete the update request(s) on the staging server of the website.
 - a. The updates made on the staging server are not immediately live on the JOAG website. Updates on the staging server must be reviewed by the Office of the Surgeon General (OSG) prior to posting on the live website. OSG's review and clearance of updates typically takes 2–3 business days.
6. The Website Subcommittee Leads will submit the updates to OSG via the “Sync to OSG” request button on the staging server. This request will be completed at least monthly, and as needed. Once OSG reviews and clears the updates, OSG will push the updates to the live JOAG website.

D. Journal Subcommittee Procedures

1. Ensure the JOAG Journal is ready for distribution on a quarterly schedule (see Appendix III).
2. Ensure junior officers are aware of publication standards and submission specifications for publications with outside organizations (see Appendix II).
3. Ensure approved articles meet publication standards for outside organizations (i.e., word count, formatting, etc.).
4. Ensure approved articles are submitted in a timely manner, prior to the submission deadline. Submissions will be submitted to:
JOAGCPCSUBMISSIONS@fda.hhs.gov
5. Obtain content for the Journal from points of contact for various JOAG committees.
6. Review and edit all articles to ensure that they are relevant, appropriate, and grammatically correct for posting.
7. Provide appropriate feedback to JOs who submit articles for the Journal.
8. Update the “JOAG Journal Article Submission Guidelines” as needed.

E. Standard Operating Procedures Subcommittee Procedures:

1. Provide all members with the current approved SOP upon request.
2. Implement a process for review of the SOP to ensure proper content and format.
3. Request SOP documentation from new subcommittees that are added to the CPC.
4. The Subcommittee Leads will assist in the development of new SOPs when requested.
5. Incorporate changes/edits to the SOP as directed by the CPC Co-Chairs or the EC Liaison, or when requested by Subcommittee Leads.
6. Submit the revised SOP to the CPC Co-Chairs; this will be routed to the JOAG EC for review & approval.

F. Junior Officer (JO) Voice Subcommittee Procedures:

1. Subcommittee overview and structure:
 - h. The JO Voice Subcommittee operates the JO Voice forum for collecting and responding to the questions, concerns, and other input from junior officers. A discussion topic is selected for discussion during each JOAG General Meeting, creating a two-month cycle for JO Voice operations, including compiling input and preparing a response to input on the specific topic. JOs may also submit input, including questions, comments, or suggestions, on any topic at any time via the JOAG Gmail account.
 - i. Activities of the JO Voice Subcommittee are led by two Co-Leads. Additional Subcommittee members may be added as needed.
2. JO Voice email communication:
 - a. JOs are invited to submit questions, concerns, and input via the JOAG Gmail account. Access to the email account is maintained by the JOAG EC. At the start of each operational year, the Subcommittee Leads should contact the CPC EC Liaison for the email account login information.
 - b. The Leads should check the email account at least once a week for any JO Voice-related emails. They should respond to any emails within a week and file messages under the "JO VOICE" label of the JOAG account. Messages related to a specific discussion topic should be filed under the relevant sublabel using the following format: "MonthYYYY-Topic." For example: "Feb2016-Awards." Additional information on responding to emails on discussion topics is included in Section 4 below.

3. JOAG General Meeting discussion topics:
 - a. To help encourage JOs to submit input, a discussion topic is selected for discussion at each JOAG General Meeting.
 - b. The Subcommittee Leads are responsible for selecting a relevant, timely topic for each JOAG General Meeting. In selecting the discussion topic, the Leads should invite and consider input from JOs, current issues of concern to JOs, and input from the CPC EC Liaison.
 - c. The Leads announce the discussion topic for the *next* cycle at the end of the JO Voice discussion during the JOAG General Meeting. After the discussion topic is announced, the Leads send an email announcement to the JOAG listserv via the CPC EC Liaison. The email announcement specifies the discussion topic and a deadline for submitting input. An email announcement template is included in Appendix IV. JOs should be given at least three weeks to submit input on the discussion topic.

4. Collecting JO Voice input:
 - a. One week before the deadline for submitting input on a given discussion topic, the Subcommittee Leads should work with the CPC EC Liaison to re-send the email announcement for the given cycle as a reminder to officers of the deadline for submitting input.
 - b. Before the deadline for submitting input, the Leads are responsible for identifying and confirming the availability of an appropriate responder (or response team) for addressing input on the selected discussion topic and for addressing additional questions during the JO Voice discussion on the next JOAG General Meeting call. Options for responders include JOAG Committees and Subcommittees, various JOAG Liaisons, or a subject matter expert from DCCPR. The Leads may also seek suggestions from the JOAG EC, via the CPC EC Liaison.
 - c. After the deadline for submitting input has passed, the Leads check the JOAG Gmail account for emails related to JO Voice. The Leads should send a response acknowledging all JO Voice emails. For those submitting input on the current discussion topic, the following response may be sent:

Thank you for submitting your input for this month's JO Voice discussion topic. We will incorporate it into our response.

5. Preparing the response for discussion topics:
 - a. The Leads compile input submitted via the JOAG Gmail account for the current discussion topic into a Word document following the JO Voice Response Template (see Appendix V). The "Response" lines in red indicate to the Responder where they should enter their response.

- b. The Leads send the JO Voice Response document for the current discussion topic to the identified responder within one week of the deadline for submitting input. The Leads should request a draft of the completed JO Voice Response document, with responses, within three weeks. The Leads should contact the responder after two weeks have passed to check on progress and address any issues.
 - c. After the responder has submitted the completed JO Voice Response document, the Leads review the response, make/request any revisions as needed, and finalize the document.
 - d. The Leads work with the CPC EC Liaison to determine if EC review and approval of the JO Voice Response document is needed. If an authoritative PHS entity prepared the response, JOAG EC approval is generally not necessary. If a JOAG group prepared the response, EC review and approval should be completed. If EC review and approval is needed, the Leads should submit the final draft of the JO Voice Response document to the CPC EC Liaison as soon as possible, giving the EC one week for review/approval.
 - e. Before the JOAG General Meeting, the Leads send the final JO Voice Response document to the CPC EC liaison to send out via the JOAG listserv with the JOAG General Meeting agenda.
6. Facilitating the JO Voice discussion during the JOAG General Meeting
- j. On the JOAG General Meeting agenda, 15 minutes has been allotted for JO Voice discussion after the JOAG EC updates.
 - k. The Subcommittee Leads facilitate the discussion by introducing JO Voice, introducing the current discussion topic and responder(s), thanking those who submitted input and the responder(s), and announcing the discussion topic for the next cycle. An example script for the JO Voice JOAG General Meeting discussion is included in Appendix VI.
7. Summary timeline of the JO Voice discussion topic cycle

Week 1	<ul style="list-style-type: none"> • Discussion topic announced at end of JO Voice discussion on JOAG General Meeting call; • After topic announced on JOAG General Meeting call, JO Voice topic email announcement sent via JOAG listserv.
Week 1–4	<ul style="list-style-type: none"> • Identify and confirm availability of responder.
Week 4	<ul style="list-style-type: none"> • Input on current discussion topic due.
Week 5	<ul style="list-style-type: none"> • Input on current discussion topic is compiled and sent to responder.

Week 8	<ul style="list-style-type: none"> • Completed response on discussion topic is due to JO Voice Leads. • Leads review response, revise if needed, and finalize document. • Final response is submitted to JOAG EC for approval if needed.
Week 9–10	<ul style="list-style-type: none"> • Approved/final response is sent out via JOAG listserv with JOAG General Meeting agenda.
Week 10 (also starts Week 1 for next topic)	<ul style="list-style-type: none"> • JO Voice discussion during JOAG General Meeting call.

G. Tip of the Month Subcommittee Procedures:

1. Identify and store topics related to personal and professional improvement for JOs.
2. Ensure subcommittee members are knowledgeable on information being shared by researching topics as needed.
3. Solicit ideas from fellow officers.
4. Compile information for tip into concise format for distribution via JOAG listserv on a monthly basis.
5. Provide tip of the month to Website Subcommittee for publication.

H. Outreach Subcommittee Procedures:

1. Create “child pages” in MAX.gov for JOAG committees.
2. Fulfill requests from JOAG leadership to have access to edit their particular webpages within MAX.gov.

ARTICLE IV

MINIMUM STANDARDS FOR COMMITTEE PARTICIPANTS

Section 1. Committee Participant: Committee Participant minimum standards include:

- A. Attending at least half of the eligible meetings since joining the Committee
- B. Active participation in at least one Project or Subcommittee annually

- C. Active participation in meeting discussions and providing input to the Committee Co-Chairs solicitations

Also see JOAG General SOP, Article VIII, Section 1.

ARTICLE V

TRANSITIONING

- Section 1.** Transitioning Procedure: Incoming Committee Co-Chairs and outgoing Committee Co-Chairs should schedule a meeting to discuss the transitioning of the position. In collaboration with the outgoing Committee Co-Chairs, the incoming Committee Co-Chairs will utilize the orientation guidelines and practices regarding absenteeism and member recognition to assist them in their preparation as the Committee Co-Chairs. Transitioning will also include orientation to Committee documents, the JOAG Committee Chair Frequently Asked Questions Guidance Document, and the JOAG Strategic Plan. **Also see JOAG General SOP, Article X, Section 1.**

ARTICLE VI

ABSENTEEISM POLICY

- Section 1.** Absenteeism Policy: Committee Participants should inform the Committee Secretary (or designee) if they will be unavailable to make a Committee meeting. To maintain their status, Committee Participants need to attend at least half of the eligible meetings since joining the Committee. **Also see JOAG General SOP, Article IX, Section 1.**
- Section 2.** Member Participation: Committee Participants who miss more than half the meetings in a six-month period (June through December) or half the meetings in a 12-month period (January through December) shall be considered “inactive” and not be eligible for inclusion in the Committee’s end-of-year Letter of Appreciation. The Committee Co-Secretaries (or designee) shall keep attendance of all meetings and notify the Committee Co-Chairs if a member has fallen below the 50% attendance mark. Officers who fail to reach the 50% mark, but who wish to participate may be designated “observer status.” These guidelines are intended to encourage at least 50% attendance at meetings. However, it is recognized that there may be individual cases which warrant special consideration (e.g., weekly scheduling conflict), where an officer is not able to make that percentage but substantially contributes to the Committee. Therefore, the Committee Co-Chairs reserve the right to utilize appropriate discretion in determining whether or not an individual officer should be recognized as a Committee Participant. **Also see**

JOAG General SOP, Article IX, Section 1.

Section 3. Notifying Inactive Members: Those Committee Participants who fall below the 50% attendance mark will be sent an e-mail by the Co-Secretaries (or designee) informing them of such and asking if they would like to continue to participate in the committee. They may continue to participate but may be designated “observer status.” Those officers who choose to disassociate from the Committee, not respond, or continue to fail to attend meetings are designated “observer status” and will not achieve the minimum recognition of Committee Participant as outlined above and in **JOAG General SOP, Article XII, Section 2. Also see JOAG General SOP, Article IX, Section 3.** They may not be eligible for the end of year Letter of Appreciation.

ARTICLE VII

MEMBER RECOGNITION

Section 1. Committee Participants: Committee members who maintain the minimum standards for Committee Participants (Article IV) will be acknowledged through the following methods:

A. A written letter signed by the Committee Co-Chairs and JOAG Chair suitable for inclusion in the officer's eOPF.

Specific detail on the individual officer’s contributions should be maintained along with the impact of their contributions on the overall outcome when applicable.

B. Approval to list membership role with JOAG Committee on official Curriculum Vitae as “Committee Participant.”

C. Committee Participants shall be differentiated from Committee Observers in attendance rosters and in correspondence with the JOAG Chair and Executive Committee for the purposes of acknowledging their contributions to JOAG.

Also see JOAG General SOP, Article XII, Section 1.

ARTICLE VIII

CHANGES TO THE STANDARD OPERATING PROCEDURES (SOP)

Section 1. Updates to the CPC SOP: The Committee Co-Chairs shall be responsible for maintaining and updating the CPC SOP, with the assistance of the CPC SOP

Subcommittee. Updates to the SOP may be initiated as needed by the Committee Co-Chairs, Subcommittee Leads, or JOAG EC, and coordinated with the CPC SOP Subcommittee. Any Subcommittee Lead or JOAG EC member may request a review of the SOP or suggest a change to the SOPs through correspondence with the Committee Co-Chairs. If deemed worthy of further review, such a review shall occur with drafting of new proposed verbiage.

Section 2. CPC SOP Review: The Committee Co-Chairs will initiate the review process. The CPC SOP shall be reviewed annually by the Committee Co-Chairs and the Subcommittee Leads to ensure the SOP is up to date and adequate to meet the needs of the Committee. The CPC SOP Subcommittee will coordinate the annual review process by communicating with the Committee Co-Chairs and the Subcommittee Leads, incorporating any necessary changes to the SOP, and presenting SOP revisions to the Committee Co-Chairs for approval. The CPC SOP Subcommittee will coordinate with the JOAG Policy & Procedures (P&P) committee to determine deadlines for completing the annual review. The CPC website shall also be reviewed during this time to ensure it accurately reflects the information in the CPC SOP.

Section 3. Approval: CPC SOP requires review and approval by the P&P Committee and the JOAG EC. The draft revised SOPs shall be submitted first to the P&P Committee for review of format and general content. The CPC shall make revisions, if necessary, following P&P Committee review, then submit the draft revised SOP to the JOAG EC liaison to begin Executive Committee review. After receipt and incorporation of edits or comments from the EC, the SOP shall be considered final and will be posted to the JOAG Governing Document webpage with a hyperlink on the CPC website.

Section 4. Minor changes: Minor changes to the SOP (i.e. to correct spelling or grammar or to clarify unclear wording) may be made without P&P Committee or JOAG EC review and approval.

ARTICLE IX

APPENDICES

Appendix I – Suggested Template for Committee Website Content

A. Introduction:

All Commissioned Corps PAC/Non-PAC websites under the USPHS umbrella site (<https://dcp.psc.gov/osg/>) provide officers with a single online repository for Commissioned Corps-relevant information. JOAG's Communications and Publications Committee (CPC) oversees the layout and updating of content to the JOAG website assuring compliance with government-wide and HHS web policy. The CPC Website Subcommittee is responsible for maintaining the JOAG website and ensuring that all website content, including downloadable files, are in compliance with the regulations that have been set forth by DHHS under Section 508 (29 U.S.C. '794d). The CPC Website Subcommittee also works to support each JOAG committee with the development, evaluation, and upkeep of its respective webpages.

B. Purpose:

This document serves as a resource for individuals who will be involved with creating, reviewing, and/or submitting documents (e.g., .doc, .pdf, .ppt) or any other content to be posted on the JOAG website. As a JOAG committee begins to develop its web site content, they should consider how the information will be displayed on their committee's respective page. In order to assure that the information presented on each site is consistent and complete, the CPC has developed the following guidance for JOAG committee's to use. Please note that this is a working document and will be updated as needed.

C. Guidelines:

Please keep in mind the following guidelines when developing the committee's website content:

1. JOAG Specificity:

Content should be specific to JOAG and/or directly related to junior officers.

2. Limit Redundancies:

Content should aim to limit redundancies throughout the JOAG website. Content already found in a different section of the JOAG website should not be repeated in multiple pages, instead it should be referenced by providing the link/URL to the desired webpage/content.

Additionally, content should aim to limit redundancies throughout the sites found within the dcp.psc.gov umbrella site. Since all Commissioned Corps entity sites are consolidated under dcp.psc.gov, there is no need to repeat general information; if necessary, general information should instead be referenced by providing the link/URL to the desired site. The JOAG website should only contain information relevant to junior officers. The umbrella site will have links to all the PAC and Commissioned Corps entity websites.

3. Time Sensitivity:

Content on committee pages should not be time-sensitive. When possible, general dates should be used. For example, if nominations are solicited every year on February 1st, the state “Starting February 1st of each year, nominations are accepted until...”

D. Site Template:

The overall template for the layout of each JOAG committee’s webpage consists of a section outlining the committee’s responsibilities/goals, the roster of the committee’s leaders, and a section detailing the committee’s scheduled meetings along with call in information. An example of this is highlighted below (Figure A).

Each committee’s webpage will consist of the same elements for uniformity and allow users to easily obtain information. Subcommittees/projects belonging to the parent committee can either be detailed on the committee page or, if more space is needed, can have its own dedicated webpage on the JOAG website.

Figure A. JOAG Awards Committee Page

The screenshot shows the website for the JOAG Awards Committee. At the top, there is a header with the logo of the Commissioned Corps of the U.S. Public Health Service and the text "COMMISSIONED CORPS OF THE U.S. PUBLIC HEALTH SERVICE JUNIOR OFFICER ADVISORY GROUP". To the right of the header is a search bar and social media icons. Below the header is a navigation bar with links for "CCMIS", "Gallery", "Help", and "Login". The main content area is titled "AWARDS COMMITTEE" and includes a "MARK YOUR CALENDAR" section, "Call in Information" (Number: (712)-432-0111, Passcode: 492866 #), and a list of responsibilities. A sidebar on the left contains navigation links for various committee sections.

COMMISSIONED CORPS OF THE U.S. PUBLIC HEALTH SERVICE
JUNIOR OFFICER ADVISORY GROUP

FAQs

CCMIS Gallery Help - Login

[OSG Initiatives and Groups >](#)
[Committees > Awards](#)

AWARDS COMMITTEE
[JOAG Awards Committee Informational Flyer](#)

MARK YOUR CALENDAR

The Awards Committee meets the 1st Wed of every odd month from 1200-1300 EST unless there is a conflict due to a holiday.

Call in Information:
Number: (712)-432-0111
Passcode: 492866 #

The responsibilities of the JOAG Awards Committee include:

1. Solicit, review, and recommend awardees of all JOAG awards.
2. Review annually the criteria, scoring system, and nomination forms for all JOAG awards.
3. Develop, maintain, and review the awards program for JOAG.
4. Keep abreast of changes to the USPHS Commissioned Corps Awards System and be a resource for junior officers by explaining how these changes may affect them.
5. Serve as resource, advisor, and support to the JOAG Executive Committee and USPHS senior officers on any issues related to awards as they pertain to junior officers.
6. Generate and track Special Assignment Award (SAA) nominations for JOAG voting members meeting eligibility requirements.
7. Maintain recognition process (i.e. Letter of Appreciation, plaques) for active JOAG participants and advisors.
8. Review committee structure and SOP annually to ensure they are up to date and adequate for the committee's functions.
9. Maintain the Awards Committee section of the JOAG website.

Mission: To facilitate the awards process and recognize junior officers for their accomplishments and commitment to the mission of the U.S. Public Health Service.

Committees

- Awards
- Executive
- Communications and Publications
- Membership
- Outreach
- Policy and Procedures
- Professional Development
- Public Health and Community Service
- Readiness and Deployment
- Recruitment and Retention

E. Content Updates:

Each JOAG committee should designate a website coordinator. The website coordinator is responsible for providing content updates to the CPC Website Subcommittee. Having a website coordinator from each committee helps to facilitate communication and results in faster website updates. All new content must receive necessary clearances, such as from the JOAG EC, if necessary, prior to submitting the update request to the CPC Website Subcommittee. Updates to old content or error corrections can be made directly to the CPC Website Subcommittee. Once update requests are received, the CPC Website Subcommittee reviews the content for 508 compliance and then makes the changes to the staging server. If the content/document requires substantial edits to meet 508 compliance, the content/document may be sent back to the requestor to complete these edits. At least once weekly requests (i.e., “Sync to OSG” requests) are sent to OSG to review, clear and push the updates from the staging server to the production server (i.e., live JOAG website). These requests are generally handled and reviewed by OSG in 2–3 business days although requests can be marked urgent if needed. Once the changes are pushed to the production server by OSG, they are publically available and live on the JOAG website.

Appendix II – JOAG Journal Article Submission Guidelines

The JOAG Communications and Publications Committee is responsible for soliciting articles and developing the JOAG Journal, a publication for Junior Officers (JOs), by JOs. Our goal is to disseminate relevant and accurate information and allow others an inside view into the Commissioned Corps (CC) from JO's perspective. We encourage JOs to submit article ideas of broad and beneficial interest that provides JO's with insightful information that is valuable to their lives and careers.

Please use the guidelines below to assist you with developing and submitting your article.

I. Soliciting Articles*

A. Deadlines: The following deadline has been established to serve as a guide for junior officers when submitting articles to The JOAG Journal. An official call for articles will be sent to the JOAG listserv to solicit articles from JOs. All officers who submit a request will be notified by the editor of receipt of the article.

1. **Article Submission** - Email the editor your article at the assigned address. The subject line of the email should include the edition for which you are requesting publication. The draft should be submitted in Word format. It should include the name, rank, e-mail, title, credentials and clearance status if applicable (see Section II).
2. **Final Deadline*** – To be used if the draft needs additional approval from the EC committee or another approval committee, or if additional details are needed.

**Please note: It is the responsibility of the author to receive appropriate clearance through OPDIV/Agency if article topic concerns a particular group within USPHS. This should be done before the final draft is submitted to the committee.*

II. Article Specifications

A. Article Format

1. **Document Format:** Articles should be submitted in MS Word format. Authors should contact the JOAG Journal Leads if they do not have access to Word.
2. **Font:** Times New Roman, 12 pt
3. **Word Limitations:** Generally speaking, 500 words or less is a good page length, but this restriction can be waived in certain circumstances.

4. **Photos:** Pictures always add value to any article; they should be inserted in the document in one of these formats: **.jpg (preferred), .bit, .gif -- Highest quality pictures available.**

B. Article Header: Please include the following identifying information at the top of the article submission.

1. Rank and Name
2. Credentials (if applicable) -If writing as a subject matter expert (SME) in a certain area, please include your title and credentials in order to validate the information.
3. Email Address
4. Duty Station/Agency/OPDIV
5. Article Title
6. Approved: (Y, N, NA)
7. If the article is submitted on behalf of a specific JOAG committee, list the committee name.

C. Clearance

If an article is submitted on behalf of a committee, clearance must be obtained from the Committee Chair(s) and EC Liaison prior to submission.

D. Proofreading your article

Please make sure that the article has been thoroughly proofread before the submission deadline. Although every article is proofread by the committee, articles containing significant errors will be returned to the contributing author. The following is a list of things to look out for:

1. Spelling and Grammar – you're the article should not contain any misspelled words or incorrect grammar. Remember, this will be seen or read by a large number of individuals, and will be a reflection of the author.
2. Sentence Completion – make sure sentences are complete and follow a specific thought process or topic.
3. Sentence Variety – use a variety of sentence structures (try to avoid starting two sentences the same way).
4. Have someone read over the article to check for errors that may have been missed.

E. Things to Avoid: The following is a list of things that you should try to avoid when writing your articles.

1. Clichés
2. Wordiness
3. Jargon or technical terms – keep it simple
4. Misused words
5. Redundancy

III. Article Content

A. Preferred characteristics include:

1. Applicable to the JOAG general membership, regardless of category, rank, etc.
2. Written originally for The JOAG Journal - **Do not submit an article that was already published elsewhere.**
3. Article is written for general audiences - **Do not submit a previous thesis, dissertation, or other writing written for a formal audience.**
4. Article has been approved (if necessary) by specified approval boards and/or audiences including:
 - The JOAG Executive Committee
 - Office of the Surgeon General
 - Any PHS Professional Advisory Committee/Groups

B. Reasons for not selecting articles:

1. Too similar to one that has been recently featured.
2. Too controversial and/or might compromise the integrity of JOAG.
3. Applies only to a select group of JOs (e.g. related mainly to a PAC or PAG).
4. Information would be best suited for a different publication (e.g. local COA branch activities, *COA Frontline*).
5. Information is not concise or is not organized in a coherent format.

IV. Examples of Previous Article Topics

A. Highlight significant achievements being made by JOs both personally and professionally.

1. “Small Number of U.S. Quarantine Officers Work on the Front Lines Against Diseases”
2. “Applying Core Values to One’s Personal Life”

B. Information applicable to JOs in the perspective of a SME.

1. “How to Avoid the Winter Blues” (contributed by a Clinical Psychologist)
2. “Uniform Too Tight? Which Way is your Calorie Balance Tipping” (contributed by a Licensed Dietician)

C. Sharing a personal experience and lessons learned which other JOs can relate to and learn from:

1. “In the Eye of the Storm: A PHS Flight Surgeon’s Experience During Hurricane Katrina”
2. “Recruiting: A Rewarding Experience”
3. “Volunteerism: Get Involved!”

D. Information vital to JOs:

1. “It Pays to be a Commissioned Officer: An Overview of Benefits You May Not Know About”
2. Space-A travel information

V. Helpful Links

The following links serve as a guide for editing and formatting article submissions. Please use them as a reference prior to submitting a final draft.

A. Newsroom101.com: <http://www.newsroom101.com/>

B. The Editing and Rewriting Process:
<http://grammar.ccc.commnet.edu/grammar/composition/editing.htm>

C. Checklist for Editing Paragraphs and Essays:
<http://grammar.about.com/od/correctingerrors/a/editchecklist.htm>

D. Plain Language:
<http://www.plainlanguage.gov/howto/quickreference/quicktips.cfm>

Appendix III – JOAG Journal Timeline

General Guidelines:

1. The Journal release dates will coincide with the JOAG operational year (October 1st – September 30th).
2. The FALL issue will be the first issue of the operational year.
3. If articles are submitted after the deadline they will be queued for the next issue unless otherwise directed by the Executive Committee or CPC Co-Chairs.
4. For the purposes of this timeline the first week of the month will be the first full work week (Monday – Friday).

Timeline

	Article Submission	Article Review	Approval & Distribution
Fall	1 Aug	1 Sept	30 November
Winter	1 Nov	1 Dec	30 January
Spring	1 Feb	1 March	30 March
Summer	1 June	15 Jul	28 August
Mid-year	1 Apr	20 Apr	15 May

Appendix IV – JO Voice Topic Email Announcement Template

JO Voice – Send your questions about “[INSERT TOPIC]” by [INSERT DATE]

Hello Fellow Officers,

“JO Voice” is a means of collecting and responding to the questions, concerns, and input from junior officers. Prior to each JOAG General Meeting, JOAG leadership, under the Communications and Publications Committee, solicits input on a select topic. Junior officers are encouraged to submit any questions, concerns, or input on the topic to the JOAG Gmail account (phs.joag@gmail.com). The Communications and Publications Committee compiles the input and prepares a response for discussion during the next JOAG General Meeting.

Junior Officers are also encouraged to submit their ideas for topics or any other questions or concerns to: phs.joag@gmail.com. Please add “JO Voice” to the subject heading of any emails.

Our topic this cycle is “[INSERT TOPIC].” Please send all input (your questions and comments) on this topic by [INSERT DATE] for discussion at the [INSERT MONTH] JOAG General Meeting.

Questions about JO Voice can be sent to [INSERT SUBCOMMITTEE LEAD NAMES AND EMAIL ADDRESSES].

We look forward to hearing from you!

Appendix V – JO Voice Response Template

JO VOICE

Real Questions. Real People. Real Answers.

Questions about [INSERT TOPIC]– [INSERT MONTH YEAR]

Prepared By: [INSERT NAME, EMAIL ADDRESS]

Points of Contact: [INSERT NAME, EMAIL ADDRESS]

The information below, developed by the [INSERT GROUP] in collaboration with the Junior Officers Advisory Group (JOAG), is designed to serve as an unofficial guide. Please refer to PHS websites for changes or updates to any of the below information.

Questions/Responses

1. Question (copy/paste)?
RESPONSE
2. Question (copy/paste)?
RESPONSE
3. Question (copy/paste)?
RESPONSE

...

Appendix VI – JO Voice JOAG General Meeting Discussion Example Script

- [Brief introduction/updates of JO Voice]: We introduced JO Voice in 2015 as a way to give junior officers an opportunity to ask questions and provide comments and suggestions on various topics of interest. We are continuing the initiative this year under the Communications and Publications Committee.
- [Current topic/responder]: Thank you to everyone who submitted input for this month's topic on [INSERT TOPIC]. [INSERT NAME OF RESPONDER] has kindly provided responses to the questions and comments we received. The responses were sent out via the listserv prior to today's call. [INSERT NAME OF RESPONDER] is on the call today to help address any additional questions or comments there may be. [INSERT NAME OF RESPONDER] – first, thank you so much for your assistance in fielding responses to this topic. Would you like to make any comments about the response document before we open the line for questions and comments?
- [Discussion ~ 10 min.]
- [Thank responder(s)]: Thank you, again, to [INSERT NAME OF RESPONDER] for your contributions to this response.

[Wrap-up / Next topic]: Our next featured topic for JO Voice will be “[INSERT NEXT TOPIC].” Please send your questions and comments on this or any other topic to our JOAG Gmail account: phs.joag@gmail.com. As a reminder, we welcome input on any issue, including suggestions for future discussion topics. Note that while responses sent via email are not anonymous to JO Voice leadership, names *are* removed from all questions and comments before we submit the input for feedback.