

United States Public Health Service Commissioned Corps

Junior Officer Advisory Group

Policy and Procedures Committee

Standard Operating Procedures (SOP)

Document Approvals:

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Document History Record

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<u>JOAG Policy and Procedures Committee</u>			
<u>Standard Operating Procedures</u>			
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01	3/28/12		Draft 1
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04	3/13/13		During the 2012-2013 Operational Year, the Policy and Procedures Committee added an additional Sub-Committee, Policy Development and Training, for inclusion in the document. (See Article III, section 2, F)
05	3/20/13		Added Page numbers, included missing section labels under Table of Contents II, III, IV, V, VI, and VII; removed JOAG General SOP sections; established font consistency throughout document
06	3/21/2013		Updated Sections II, III, and VIII in accordance with the JOAG SOP Template.
07	5/29/13		Incorporated edits from the JOAG Executive Committee: Removed comment about EC liaison in Article II, Section 3 “Leadership”; Removed website lead information under Article II, Section 5 “Ad-Hoc Committees”; Added line item under Article II, Section II B, Number 4, “By-laws Sub Committee Procedures”, for the concurring votes required for the approval of bylaws.

08	09/01/2014		Incorporated edits from the JOAG General SOP Template
09	07/08/2015		Updated/edited according to 2015 JOAG General SOP Template; Update Subcommittee Specific information to reflect current mission and activities of each. Ensured consistency between the various sections that address Subcommittee Specific information (i.e. to ensure it was clear in both places how often documents should be reviewed)

Purpose

The Junior Officer Advisory Group (JOAG) Policy and Procedures Committee Standard Operating Procedures (SOP) provides operational and procedural guidance for the JOAG Policy and Procedures Committee. 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 Policy and Procedures Committee 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 JOAG Policy and Procedures Committee.

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 Chair accepts 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.

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 Policies and Procedures Committee to establish and update guidelines and operating procedures governing the Junior Officer Advisory Group.

ARTICLE II

COMMITTEE RESPONSIBILITIES & ORGANIZATION

Section 1. Committee Responsibility

The JOAG Policy and Procedures Committee shall work with the JOAG Executive Committee (EC) and Voting Members to establish and update guidelines and operating procedures that are in line with the mission of JOAG.

Section 2. Subcommittee Responsibility

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

The Policy and Procedures Committee consists of the following subcommittees:

- A. The Charter Subcommittee: shall review the JOAG Charter every three years.
- B. The Bylaws Subcommittee: shall review the JOAG Bylaws annually to ensure that all JOAG guidelines are aligned with those of the PHS.
- C. The Standard Operating Procedures (SOP) Subcommittee: shall review the JOAG General SOP annually and shall facilitate the annual review and standardization of the Committee SOPs.
- D. The Strategic Plan Subcommittee: shall review and update the JOAG Strategic Plan every five years based on JOAG's mission and vision and shall facilitate the annual review of the JOAG Strategic Plan.
- E. The Policy Development and Training Subcommittee: shall provide policy guidance and support to the JOAG Policy and Procedures Committee Chair and the JOAG Executive Committee and shall provide pertinent policy related updates to all junior officers.

- F. The Website Coordinator: shall work with the JOAG Communications and Publications Committee to design, develop, and update the Policy and Procedures Committee's webpage on the JOAG website.

Section 3. Leadership

The Policy and Procedures Committee consists of a Committee Chair, a Secretary, and five Subcommittee Leads.

The Committee Chair is responsible for the following tasks:

1. Serving as the JOAG Chair-elect, and therefore as the Executive Committee Liaison.
2. Preparing and distributing meeting agendas in advance and including agenda items that realistically fit within the allotted meeting time.
3. Maintaining accurate records of participant attendance.
4. Involving as many participants as possible in discussions by soliciting opinions and experiences.
5. Ensuring Committee participants understand expectations for assigned tasks or projects.
6. Summarizing major points or decisions.
7. Keeping discussions on subject.
8. Utilizing facts to resolve conflicts.
9. Maintaining objectivity.
10. Praising participants and acknowledging individual and group contributions.
11. Listening to all participants and all sides of an issue.
12. Facilitating Committee meetings/conference calls to ensure optimal time utilization.
13. Ensuring individual project milestones are met and if not, identifying the cause and rectifying the problem.
14. Assigning action items to individual participants.
15. Communicating project progress and committee activities to the JOAG Executive Committee.
16. Providing orientation to new Committee participants.

The term duration for Policy and Procedures Committee Chair shall be one year.

The Committee Secretary is responsible for the following tasks:

1. Disseminate meeting announcements.
2. Disseminate announcements as requested by the Committee Chair to the Committee's membership.
3. Distribute meeting agendas to Committee membership.
4. Record and distribute meeting minutes.
5. Maintain an accurate database of all Committee participants and observers; the database will maintain contact information and pertinent demographics.

6. Track Committee participants' meeting and Committee participation to aid the Committee Chair in determining those who qualify for an end-of-year Letter of Appreciation.

The term duration for Policy and Procedures Committee Secretary shall be one to two years.

The Subcommittee Leads are responsible for the following tasks:

1. Assign specific tasks and responsibilities to individual Subcommittee members as needed.
2. Hold regular meetings, ensuring effective communication amongst Subcommittee participants, and setting project timelines to meet the overall expectations as set forth by the Committee Chair.
3. Submit regular updates on Subcommittee progress to the Policy and Procedures Secretary for inclusion in the Committee's meeting minutes. Any communication external to the Committee must be pre-approved by the Committee Chair.

The term duration for Policy and Procedures Committee Subcommittee Leads and Website Coordinator 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 other 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 (Section IV).

Committee Observer: A Committee Observer is an Officer 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 Chair.

Section 6. Letters of Appreciation

The JOAG Policy and Procedures Committee 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 JOAG Policy and Procedures Committee shall hold at least bi-monthly meetings where all subcommittees shall report their various activities. The meetings are scheduled at the discretion of the Chair.

Section 2. Policy and Procedures Subcommittees:

A. JOAG Charter Subcommittee Procedures

1. The JOAG Charter should be reviewed/updated every three years. The last review was conducted in 2014.
2. The Subcommittee shall review and make recommendations to update the JOAG Charter.
3. Revisions shall be reviewed by the Committee Chair and then submitted to the JOAG EC.
4. The JOAG EC shall review and make any additional updates necessary.
5. The JOAG Chair then submits the finalized Charter to the Office of the Surgeon General for final approval.

B. Bylaws Subcommittee Procedures

1. The Subcommittee is responsible for reviewing the JOAG Bylaws on a yearly basis. This is usually done in January/February timeframe.
2. Review and assure JOAG Bylaws are in alignment with the JOAG Charter and JOAG General SOP.
3. Review and make recommendations for updates/revisions to the JOAG Bylaws based on feedback from the JOAG EC, the JOAG Voting Membership, and the Committee.
4. Recommendations/updates submitted by the Subcommittee will be reviewed by the Committee Chair, before sending it to the EC for final approval.
5. After EC approval has been received, the Subcommittee will then create an electronic ballot. The electronic ballot will be sent to the JOAG Voting Membership. Votes must be received from at least a

quorum (50%) of Voting Members; the majority of the quorum must concur with the document for it to be approved.

C. SOP Subcommittee Procedures

1. The Subcommittee is responsible for reviewing the General JOAG SOPs and the JOAG Committees SOPs on a yearly basis. This is usually done after the JOAG Bylaws are updated, in March/April.
2. Update the SOP template, as necessary, and provide all JOAG Committees with the current approved Committee SOP template. The Committee SOP review process starts after the JOAG General SOP annual review (usually May/June).
3. The Subcommittee Lead, via the Policy and Procedures Committee Chair, shall email the JOAG Committee Chairs to solicit yearly updates to their SOPs.
4. The Subcommittee Lead, via the Policy and Procedures Committee Chair, shall accept updated SOPs from the JOAG Committee Chairs and assign the SOPs to a Subcommittee member for review.
5. Review the JOAG Committees SOPs to ensure proper formatting, (e.g. font, styles, numbering, etc., in accordance with the SOP template)
6. Submit each reviewed SOP to the JOAG Policy and Procedures Committee Chair for JOAG EC for review and approval.
7. After EC review, return all JOAG Committees SOPs with proposed changes, if any, to the respective Committee Chairs via the Policy and Procedures Chair.
8. The initiating Committee reviews and incorporates proposed changes, if any.
9. The updated SOP is then submitted to the EC Liaison for final review and approval.
10. The EC Liaison forwards the SOP to the EC for final review and approval.
11. The final SOP cleared by the EC is then sent back to the initiating Committee through the EC Liaison
12. Policy and Procedures Chair then works with the P&P website coordinator to have the finalized copy posted on the JOAG Governing Documents Website.

D. Strategic Plan Subcommittee Procedures

1. The JOAG Strategic Plan should be reviewed/updated every five years based on present knowledge and current mission and vision for JOAG. The current JOAG Strategic Plan is for 2015-2020.
2. Send the revised Strategic Plan to the JOAG Voting Membership for comments.
3. Review comments and send to the JOAG EC for final review.

4. The Subcommittee is responsible for working closely with all JOAG committees to review their committee specific strategic plans to ensure their long-term strategies seek to accomplish the following: 1) reinforce the JOAG Goals; 2) provide a vision for the future to help move JOAG forward; 3) are measureable; and 4) are reviewed annually and updated as needed. This is done at the beginning of each operational year (starts in October).

E. Policy Development and Training Subcommittee Procedures

1. Provide policy guidance and support to the JOAG Policy and Procedures Committee Chair and the JOAG EC.
2. Work in collaboration with the Division of Commissioned Corps Personnel and Readiness to stay abreast of all policy under review and approved by the Corps leadership.
3. Make recommendations to the EC through the Policy and Procedures Chair on recommended policy trainings, presentations, and dissemination of information.
4. Develop a newsletter that includes all recent directives, instructions, personnel policy memorandums (PPM) and personnel operation memorandums (POM) issued by the Division of Commissioned Corps Personnel and Readiness and distribute to all junior officers at a minimum on a quarterly basis.

F. Website Coordinator Procedures

1. Coordinate with the Chair of the JOAG Communications and Publications Committee.
2. Develop content template.
3. Develop relevant content for webpage.
4. Coordinate and procure content.
5. Incorporate content into the site template.
6. Ensure content complies with Section 508 of the Rehabilitation Act (29 USC §794d).
7. Submit final webpage content to Communications and Publications Committee to update the JOAG Website.

ARTICLE IV

MINIMUM STANDARDS FOR COMMITTEE PARTICIPANTS

Section 1 Committee Participant: Committee Participant minimum standards include:

- A. Attend at least half of the eligible meetings since joining the Committee.
- B. Actively participate in at least one project or subcommittee annually.

- C. Actively participate in meeting discussions and provide input to the Committee Chair solicitations.

Also see JOAG General SOP Article VIII Section 1.

ARTICLE V

TRANSITIONING

Section 1 Incoming Committee Chair Preparation: Incoming Committee Chair and outgoing Committee Chair should schedule a meeting to discuss the transitioning of the position. In collaboration with the outgoing Committee Chair, the incoming Committee Chair will utilize the orientation guidelines and practices regarding absenteeism and member recognition to assist them in their preparation as the Committee Chair. Transitioning will also include orientation to Committee documents, the JOAG Strategic Plan and the JOAG Committee Chair Frequently Asked Questions Guidance Document. **Also see the 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 (October through March) or half the meetings in a twelve month period (April through September) shall be considered “inactive” and not be eligible for inclusion on the website’s roster and for the Committee’s end-of-year Letter of Appreciation. The Committee Secretary (or designee) shall keep attendance of all meetings and notify the Committee Chair 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 Chair reserves 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 email by the Secretary (or designee) informing them of such and asking if they would like to continue to participate in the respective committee. They may continue to participate but may be designated “observer status.” Those officers who choose to disassociate from a 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 Chair 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. A letter shall be granted to every officer who demonstrates at least a 50% attendance record (in addition to the other criteria) since joining the Committee.

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 Policy and Procedures SOP: The Committee Chair in conjunction with the SOP Subcommittee Lead(s) shall be responsible for maintaining and updating the Policy and Procedures SOP. Updates to the SOP may be initiated as needed by the Committee Chair, Subcommittee Leads, or JOAG Executive Committee. 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 Chair. If deemed worthy of further review, such a review shall occur with drafting of new proposed verbiage.
- Section 2.*** Policy and Procedures SOP Review: The Committee Chair will initiate the yearly review process. The Policy and Procedures SOP shall be reviewed annually by the Committee Chair and the SOP Subcommittee Leads to ensure the SOP is up-to-date and adequate to meet the needs of the Committee. The Policy and Procedures Committee website shall also be reviewed during this time to ensure it accurately reflects the information in the Policy and Procedures Committee SOP.
- Section 3.*** Approval: The Policy and Procedures SOP requires review and approval by the JOAG Executive Committee. The Policy and Procedures Committee shall make revisions, if necessary, and then submit the revised draft SOP to their JOAG EC liaison to begin EC 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 Documents webpage with a hyperlink on the Policy and Procedures Committee 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 Policy and Procedures Committee or JOAG EC review and approval.