

Who am I supposed to contact? The Aux Affairs Assistant, the Yeoman or someone else?

So much paperwork is processed in the Director's Office, it can be very easy to lose track of who does what.

Hopefully this list will help you out.

The current **Yeoman** who happens to be **PO Ezekiel DeJesus**, Ezekiel.C.DeJesus@uscg.mil takes care of:

- Replacement ID cards (lost, stolen, expired, because status has been upgraded to AUXOP). Please note, you cannot receive an ID card if your AUXMT does not show in AUXDATA.
- Travel Orders
- Proctor questions
- Qualification/Competency certificates or ribbons
- Anything to do with Exams

The current **Aux Affairs Assistant** who happens to be **Karen Wagner**, Karen.E.Wagner@uscg.mil, handles the following:

- New Member Apps
- Re-Enrollments
- SECCEN Liaison
- Awards (SSA, Anniversary, Annual Performance, MTCs, OpMerits, etc.
- Upgrading members from IQ to BQ **If the member already has a photograph on file and has completed AUXMT, then an updated ID card will be printed automatically. To be sure, the FC should try to send a photo along w/the proof for their status change.*
- Transfers
- Disenrollments
- Newsletter Approval
- Arranging for award presentation by the CDR or OTO
- Reserving the AUX show display
- Establishing and disestablishing a flotilla (not until after it's been approved via The Chain)
- Completing the FP Tech qual with receipt of practice cards
- Liaison for the CDR and OTO
- A member was issued an award but it's not showing in AUXINFO
- DO Applications (members in the Air Program, National Staff, Interpreter Corp)
- ALAC Cards
- General Customer Service

Everything else:

Operational and Non-Op Facilities:

AUX Joe Heslin, Wednesday, 10AM - 2PM. Joseph.Heslin@uscg.mil

AUS Sherry Kisver, Wednesday, 9AM-12PM, Sherry.Kisver@uscg.mil

Unit Officer Reports, Financial Reports: DIRAUX Office

The Ever Popular Qualifications Team:

- **District Qualifications Officer (DQ):** Peter Byrne, uscgapnb@gmail.com
- **Aid Verifier:** Pat Ermilio, uscga1013@aol.com
- **AIR Issues:** Yvonne Bangston, ybangston@juno.com
- **AUXCHEF:** Douglas Janelle, dougjanelle@comcast.net
- **AUXOP:** William Russell, wru3@optonline.net
- **Boat Crew Initial Quals:** Yvonne Bangston, ybangston@juno.com
- **Boat Crew 3rd Year Currency Maintenance & Recertifications:** Lynn Enny, glanenny@aol.com
- **CPR/EMT/First Aid/Respond/Paramedic:** Pat Ermilio, uscga1013@aol.com
- **ICS:** Donna Cole, donnamcole.uscgau@verizon.net
- **Instructor:** Stephen Perrone, skperrone@hotmail.com
- **Marine Dealer Visitor (PV):** Lillian Haines, norddorf@comcast.net
- **PAFFAIRS:** Lillian Haines, norddorf@comcast.net
- **Radio Facility, Radio Watchstander and TCO:** Alan Reff, adsocm@gmail.com
- **CFV / UPV / Vessel Examiner:** William Russell, wru3@optonline.net

Please note that the **Quals team** does NOT work out of the DIRAUX office, so please do not try to contact them here.

Odds and Ends...

1. The most common reasons for ppwk being returned to a Flotilla or members:

a) New Member Applications: (Karen Wagner)

- The FC did not sign the Verification of US Citizenship Section
- A copy of the birth certificate, passport or other Supporting Document was not enclosed
- The FC or the member did not sign the New Member Application
- The header information was not completed on BOTH FP cards
- The New Member App and PSI forms were printed double sided or had binder holes
- The copy of the answer sheet to the New Member Exam was not enclosed
- You did not submit the MOST CURRENT VERSION of the Enrollment Application

b) Travel Orders: (PO DeJesus)

- The TONO was not signed or it wasn't signed in **BLUE** ink

c) Facilities: (AUX Joe Heslin / Sherry Kisver)

- According to AUXDATA, the vessel owner is not Coxswain qualified or certified, therefore he/she needs to submit a "Non-Owner Use Authorization" letter or list all Coxswains by name
- The Vessel Examiner is not qualified; therefore the vessel must be re-examined
- The wrong version of the form was submitted. Member's **must** use Form ANSC 7003 **REV 04-07**.
- New Facility Inspections require a copy of the state REGISTRATION or DOCUMENTATION

2. There's a form for EVERYTHING! Where are they?

- The most current National Auxiliary forms are located at <http://forms.cgaux.org/>

You MUST use the most current version of a form or you risk your entire submission being returned.

3. My member still doesn't have a certificate? Why didn't you send it?

The Director's Office prints **over 3,000 certificates and awards a year**, many of which are sent once a month to your DCP. Please make sure you check with him or her before contacting DIRAUX. Also, please do not wait more than 6 months to inquire. We get requests all the time for member's who should have received certificates **over 2 years ago** and haven't yet. We may not get to printing those replacements right away as we need to print current awards first.

For certain certificates such as SSA awards and Annual Performance Awards, we can only print what AUXDATA tells us to. Please make sure your FSOs enter your members' activity in a timely fashion. We cannot do that from here. Members cannot receive anniversary awards if their AUXMT does not show in AUXDATA.

4. We have a couple of members in our Flotilla who don't do anything. I don't think I've ever even seen them at a meeting. Can't we just disenroll them?

As long as a member's dues are current, he/she cannot be disenrolled. Inactivity is not grounds for disenrollment.

If you are disenrolling a member for dues, you must provide the Director's Office with proof that you contacted them about payment. This should be a copy of the notice that was sent to them and/or a certified mail receipt or a copy of the envelope returned to you or the Flotilla by the Post Office because the member was no longer at that address, etc.

5. ID Card Photos

The preferred method of submitting ID card pictures is via email. This is because we receive so many damaged CDs and suspect this has something to do with the way they are handled at the post office. You can send them either before or after sending the New Member Application or the request for a replacement ID Card form. Please make sure the file name is either the member's name or ID Number and do not send them via invitations to picture sites i.e.,



Ringo or Snapfish – we cannot open those websites to download pictures because the CG is restricted from accessing certain websites for security reasons.

Also, please make sure the photo is in .jpg or .jpeg format and taken against a red background. You can use whatever you like, as long as it's solid red. Please don't take the picture and then try to color the background yourself, this usually never looks very good. **DO NOT** crop them, we need to make them a specific size on our end.

6. I checked off BQ on the New Member Application, why is my member still IQ?

Please include a copy of the applicable certificate, wallet card or graded answer sheet with the new member application. If the member takes the course or challenges the exam before their PSI is completed, send it to Karen Wagner and she'll attach it to their application so that when the time comes the member will be promoted directly to BQ status.

Being a Merchant Marine Officer, etc., also **does not meet the requirements of the AUXMAN** for attaining BQ status. Chapter 8 in the AUXMAN is quite specific as it pertains to this requirement and we are not authorized to accept any alternatives to completing one of the required courses, other than to challenge one of the course exams.