



NATIONAL GUARD BUREAU

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ARNG-HRR

26 January 2018

MEMORANDUM FOR NG J1 RRF (All-Entire RRF)

SUBJECT: SMOM 18-025, Updated Terminology and Processing of Recruiter Irregularity and Recruiter Misconduct

1. This memorandum provides necessary updates to PPOM 15-037, Strength Maintenance Standards Program (SMSP) Implementation Guidance, dated 11 December 2015. The updates include redefining Suspected Irregularity (SI), Recruiter Irregularity (RI), processing procedures, and the introduction of the term Administrative Error (AE). Additional information will be published in a Personnel Policy Operation Memorandum (PPOM).
2. Effective immediately, the term Recruiter Irregularity (RI) replaces the term Suspected Irregularity/ Impropriety (SI). The term Administrative Error (AE), along with the below processing procedures, will now be included in the SMSP.
3. The use of the word "recruiter" refers to Recruiting and Retention Non-Commissioned Officer (RRNCO), Recruiting and Retention Section Chief (RRSC), Recruiting and Retention NCOIC, MEPS Guidance Counselor (GC), Recruit Sustainment Program (RSP) cadre, Department of the Army Civilians (DAC), and contractors. Furthermore, the use of the word "applicant" refers to a person within any stage of the recruiting process or training pipeline to include leads, prospects, applicants, and trainees.
4. **Administrative Errors (AE).** Discrepancies identified during the enlistment and shipper packet Quality Control (QC) process. AEs include, but are not limited to, entries into Recruiter Zone (RZ), Guard Incentive Management System (GIMS), Electronic Records Management (ERM), Guidance Counselor Resource center (GCRc), or any system used to process an applicant into the ARNG.
 - a. Incorrect/Missing information constituting an AE may include any applicant processing specific data on any supporting or enlistment document used during the ARNG enlistment process.
 - b. Incorrect/missing documents constituting an AE include any supporting documentation used for the purpose of enlistment and/or applicant processing that is inaccurate, outdated, or not uploaded into ERM.
5. Administrative Error (AE) Processing Procedures:

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a. The Recruiting Standards Branch (RSB) sends AEs to the appropriate State for corrective action only if the AE creates the possibility of delay/denial of the security clearance, or has a negative impact on incentives/entitlements outlined in the Soldiers enlistment contract.

b. The RSB tracks all identified AEs for the purpose of trend analysis. The RSB may initiate a Staff Assistance Visit (SAV) in order to determine the root cause of any identified AE trends.

c. The RSB reports AEs to RRB leadership for corrective and preventive action when applicable.

d. The RRB leadership is responsible for ensuring AE correction within seven days of the notification date.

e. The RSB staff will monitor AEs and coordinate with the RRB leadership to track and ensure AEs are corrected within the prescribed period. This includes ensuring the updated/corrected enlistment documents are scanned into ERM before closing out the AE case.

6. **Recruiter Irregularities (RI)**. Those intentional or unintentional acts of omission and improprieties that are perpetrated by a recruiter, or alleged to be perpetrated by a recruiter, to facilitate the recruiting process for an applicant.

a. Report all RIs to the RSB using one of the following methods.

(1) SMT portal - <https://smms.army.pentagon.mil/SMMS/smmsmenu.aspx>.

(2) RSB Hotline - (703) 607- 2914.

(3) RSB team email - ng.ncr.ngb-arng.mbx.rsb@mail.mil.

(4) Certified mail - US Army National Guard, Recruiting Standards Branch, Attn: ARNG HRR, 111 S. George Mason Dr. Arlington, VA 22204.

b. All identified RIs will remain classified as an RI until the investigation findings are determined to be substantiated by an RRC or higher authority. In this case, the RI is reclassified as Recruiter Misconduct (RM).

7. **Recruiter Misconduct (RM)**. Those intentional acts of misconduct perpetrated by a recruiter that involve a lead, prospect, applicant, recruit, or RSP Warrior; including sexual misconduct, sexual harassment, fraternization/ unauthorized relationship, concealment or falsification, cheating on tests, and false promise or coercion.

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8. **Processing RI Investigations:** The RRC will exercise due diligence to ensure correct RI processing and national level transparency. While it is the RRC's discretion to determine the disposition and any necessary actions regarding an RI/RM, the RRC will:

a. **Create/Initiate an RI case in the SMT portal upon RI discovery.** This includes all RIs, regardless of how the RI was discovered, or who reported it.

b. Conduct a preliminary commander's inquiry (consult the local SJA as applicable).

c. Conduct formal or informal investigations as applicable.

d. Within three working days after the RI identification, initiate an "L" flag on Soldier(s) engaged in the RI, and remove/upgrade the flag upon completion of the commander's inquiry/investigation, IAW AR 600-8-2.

e. Review the Investigating Officer's (IO) findings and determine the RI as substantiated or no substantiated findings.

f. Submit all findings in the SMT portal for RSB review.

g. Consider the severity of the RI, any previous RIs against the recruiter, and the validity of evidence supporting the RI when determining possible courses of action.

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