MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Focused Retention of U.S. Army Reserve (USAR) Troop Program Unit (TPU) Officers and Enlisted Soldiers and Aggressive Recovery of Unsatisfactory Participants - Update


2. The USAR has made some significant progress in reducing End Strength losses. In recent months, average losses of over 500 a month are now down to an astounding 100. This is due, in part, to the outreach efforts of Task Force Retain; however, it's primarily due to commanders at echelon going above and beyond to retain our number one resource - Soldiers. I expect commanders to continue this momentum with the goal to retain every Soldier and focus on unsatisfactory participant recovery.

3. As such, effective 1 Oct 18, this memorandum updates the guidance provided in the reference 1a as to the approving/disapproving authority for unqualified resignations, conditional releases, and reassignments to the IRR. The remainder of the reference remains in effect until further notice. This following guidance is provided:

   a. Resignations. Approval / Disapproval authority for unqualified resignations of non-obligated officers and obligated officers resigning for religious reasons assigned to the USARC TPU's who are not pending courts-martial or involuntary separations action rests with the USARC DCS G-1 and Deputy DCS G-1. Approval / Disapproval authority for unqualified resignation of obligated officers except as indicated rests with the Commander, U.S. Army Human Resources Command. Geographical and Functional Command commanders will provide their recommendation on all unqualified resignation requests for Soldiers under their command and control. This authority may not be further delegated. Conditional resignations for officers to the active component of other services or conditional resignations in lieu of involuntary separation will be processed in accordance with AR 135-175, Officer Separations.

   b. Conditional Releases. The below chart depicts approval/disapproval authority for conditional releases.
### DAAR-HR

**SUBJECT:** Focused Retention of U.S. Army Reserve (USAR) Troop Program Unit (TPU) Officers and Enlisted Soldiers and Aggressive Recovery of Unsatisfactory Participants - Update

<table>
<thead>
<tr>
<th>Soldier Type/Category</th>
<th>Approval Authority</th>
<th>Disapproval Authority</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Soldiers (Officer, Warrant Officer, and Enlisted) assigned to Ready Force Units</td>
<td>GFC Commander</td>
<td>GOCOM Commander</td>
<td>May not be delegated. Must have CoC endorsement</td>
</tr>
<tr>
<td>Enlisted Soldiers (with MOS) with less than 12 months of Selected Reserve (SELRES)</td>
<td>USARC G-1 (PMD)</td>
<td>GFC Commander GOCOM Commander</td>
<td>Must have CoC endorsement signed by GFC Commander</td>
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<td>Obligated Guaranteed Reserve Forces Duty (GRFD) Scholarship Recipients</td>
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<td>GFC Commander GOCOM Commander</td>
<td>May not be delegated. Must have CoC endorsement</td>
</tr>
<tr>
<td>Obligated Officers, other than AMEDD</td>
<td>USARC G-1 (PMD)</td>
<td>GFC Commander GOCOM Commander</td>
<td>May not be delegated. Must have CoC endorsement</td>
</tr>
<tr>
<td>AMEDD Officers</td>
<td>USARC G-1 (PMD)</td>
<td>GFC Commander GOCOM Commander</td>
<td>May not be delegated. If request is for sister services approval is Surgeon General</td>
</tr>
<tr>
<td>Chaplains &amp; Chaplain Candidates</td>
<td>USARC Chaplain</td>
<td>USARC Chaplain</td>
<td>May not be delegated. Must have CoC endorsement to USARC Chaplain</td>
</tr>
<tr>
<td>Judge Advocate General: Personnel</td>
<td>Office of the Judge Advocate General</td>
<td>GFC Commander GOCOM Commander</td>
<td>May not be delegated. Must have CoC endorsement through USARC JA</td>
</tr>
<tr>
<td>Non Obligated Officers other than AMEDD, CH, JAG</td>
<td>GFC Commander</td>
<td>GFC Commander GOCOM Commander</td>
<td>May not be delegated. Must have CoC endorsement</td>
</tr>
<tr>
<td>Officers to Active Component of other Services</td>
<td>USARC G-1 (PMD)</td>
<td>GFC Commander GOCOM Commander</td>
<td>May not be delegated. Must have CoC endorsement</td>
</tr>
<tr>
<td>AGR Soldiers</td>
<td>HRC</td>
<td>GFC Commander GOCOM Commander</td>
<td>May not be delegated. Must have CoC endorsement</td>
</tr>
</tbody>
</table>

**c. Reassignments to the IRR.** The below chart depicts approval/disapproval authority for reassignments to the IRR.
DAAR-HR
SUBJECT: Focused Retention of U.S. Army Reserve (USAR) Troop Program Unit (TPU) Officers and Enlisted Soldiers and Aggressive Recovery of Unsatisfactory Participants - Update

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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Officers (Obligated and Nonobligated) - Involuntary</td>
<td>GFC Commander</td>
<td>GFC Commander</td>
<td>May not be delegated. Must have CoC endorsement</td>
</tr>
<tr>
<td>Officers (Obligated) - Voluntary</td>
<td>HRC</td>
<td>HRC</td>
<td>Must have CoC endorsement through USARC G-1 to HRC</td>
</tr>
<tr>
<td>Enlisted Soldiers and non-obligated Officers (Voluntary)</td>
<td>GFC Commander</td>
<td>GOCOM Commander</td>
<td>May not be delegated. Must have CoC endorsement</td>
</tr>
<tr>
<td>Enlisted Soldiers - Completion of TPU Service Obligation (Voluntary)</td>
<td>GFC Commander</td>
<td>GFC Commander</td>
<td>May be delegated to GFC G-1 staff</td>
</tr>
<tr>
<td>Enlisted Soldiers - Completion of TPU Service Obligation (Involuntary)</td>
<td>USARC G-1 (PMD)</td>
<td>USARC G-1</td>
<td>Must have CoC endorsement</td>
</tr>
<tr>
<td>All Soldiers - Unit Inactivation/Reorganization (Involuntary)</td>
<td>GFC Commander</td>
<td>GFC Commander</td>
<td>May not be delegated. Must have CoC endorsement</td>
</tr>
<tr>
<td>All Soldiers - Unsatisfactory Participation (Involuntary)</td>
<td>USARC G-1</td>
<td>USARC G-1</td>
<td>May not be delegated. Must have CoC endorsement</td>
</tr>
<tr>
<td>All Soldiers - TPU/AC/IRR No Shows (Involuntary)</td>
<td>GFC Commander</td>
<td>GFC Commander</td>
<td>May not be delegated</td>
</tr>
<tr>
<td>Enlisted Soldiers - Reenlistment into the IRR</td>
<td>GFC Commander</td>
<td>GFC Commander</td>
<td>May be delegated to GFC G-1 staff</td>
</tr>
</tbody>
</table>

1. The GFC commanders may not delegate their recommendation or approval authority.

2. The GFC commanders may delegate disapproval authority to the first general officer in the Soldier's chain of command for those actions indicated. The first general officer in the chain of command may not further delegate this authority.

3. Reassignments to the IRR for Soldiers who reenlist to serve in the IRR or request reassignment upon completion of their TPU contractual service obligation must be processed in accordance with the terms of the Soldier's contract. These actions will be sent directly from the unit commander to the Readiness Division for issuance or orders.

4. Reassignment to the IRR of Soldiers to serve on Active Duty for Operational Support (ADOS). Soldiers serving on ADOS remain mobilization assets and therefore, will be retained in their unit in an overstrength status rather than being sent to the IRR. These Soldiers should be counseled on the requirement to maintain contact with their unit and that they remain subject to involuntary mobilization based on the needs of the Army. Commanders must weigh the needs of the Soldier (full time employment), needs
of the Army and Army Reserve (mission of the ADOS-tour), Soldier’s contribution to the Army Reserve, and the potential impact on Soldier’s retention/participation when making a decision on an ADOS request.

4. I expect commanders at echelon to provide the necessary rigor to retain Soldiers. I am holding GFC commanders accountable for their losses. The USARC DCG and ADCG will continue to monitor and report progress or lack thereof to me. Based on this feedback I will make future adjustments to the above authorities as necessary.

5. Again, while the goal is to retain every Soldier, in some cases this may not be feasible. In cases where Soldiers are permanently nondeployable, have no potential for future mobilization, or where separation is warranted, take necessary action to remove these Soldiers from the Selected Reserve in accordance with current regulatory guidance and policies.

6. For additional information, contact MSG Edwin Velez, USARC G-1, Enlisted Management Branch, at (910) 570-8159 or usarmy.usarc.usarc-hq.mbx.pmd-emb@mail.mil.

Encl

CHARLES D. LUCKEY
Lieutenant General, U.S. Army
Chief of Army Reserve/Commanding General, U.S. Army Reserve Command

DISTRIBUTION:
GEOGRAPHIC COMMANDS:
1 MSC
7 MSC
9 MSC
63 DIV (R)
   - USAG-FHL
81 DIV (R)
   - USAG-Fort Buchanan
88 DIV (R)
   - USAG-Fort McCoy
99 DIV (R)
   - ASA-Dix
(CONT)
DAAR-HR
SUBJECT: Focused Retention of U.S. Army Reserve (USAR) Troop Program Unit (TPU) Officers and Enlisted Soldiers and Aggressive Recovery of Unsatisfactory Participants - Update

DISTRIBUTION: (CONT)
FUNCTIONAL COMMANDS:
3 MCDS
76 ORC
79 TSC
200 MP CMD
311 SC(T)
335 SC(T)
377 TSC
412 TEC
416 TEC
807 MCDS
ARAC
ARCD
AR-MEDCOM
LEGAL CMD
MIRC
USACAPOC(A)
75 TNG CMD (MC)
80 TNG CMD (TASS)
84 TNG CMD (UR)
85 USAR SPT CMD
108 TNG CMD (IET)
USARC SPT CMD (1A)

COPY FURNISH:
USARC XO's
USARC DIR/DEP/CH/ASST
OCAR Directors & Deputies
Recovery of Unsatisfactory Participant Guidelines

1. Command Teams and First Line Leaders; working with Career Counselors and Retention NCOs, will make and document an additional attempt to contact Soldiers determined to be an Unsat prior to submitting actions to remove the Soldier from the Selected Reserve (SELRES) (either through reassignment to the IRR as an Unsatisfactory Participant or No Show or separation). Suggested ways to recover a Soldier are as follows (attempts are not limited to the following list):

   a. Telephonic Contact. Attempt to contact the Soldier via telephone using the numbers previously provided by the Soldier, from friends in the unit, or other means such as social media sites, internet searches, etc.

   b. Email Contact. Attempt to contact the Soldier via email using the email addresses on file, previously provided by the Soldier, from friends in unit or other contacts, or other means such as social media sites, internet searched, etc.

   c. Social Media. Attempt to contact the Soldier via social media sites such as Facebook, Twitter, MySpace, etc.

   d. Personal Contact. Physically drive to the Soldier's home of record or employment address using the addresses on file, previously provided by the Soldiers, from friends in the unit, or other means such as family members, social media sites, internet searches, etc.

2. All attempts and contacts will be documented using a memorandum for record (MFR) which will include, but is not limited to, the person attempting to contact the Soldier; the phone numbers, email addresses, physical addresses used in the attempts; and specific comments made by the Soldier, family members, or other persons contacted.

3. For those Soldiers who were contacted, the MFR will specifically address the options offered to the Soldier to include, but not limited to: alternate drill schedule, rescheduled training, reassignment or attachment to a different unit, and Lodging in Kind and Individual Travel Reimbursement Program (if available per unit priority).

4. Prior to submission of any action to remove an unsatisfactory participant from the SELRES, either through reassignment to the IRR or through separation action, commanders will ensure one additional attempt is made to contact the Soldier.

   a. For enlisted Soldiers, this attempt will be documented in writing, signed by the Soldier's first line leader, initialed by the senior NCO in the Soldier's unit, and submitted with the action.

   b. For officers, the recovery memo will be signed by the first O-5 in the Soldier's chain of command.

Encl 1-1
5. The attached sample memoranda provide specific examples of suggested ways to reach Soldiers, which must be included in the documentation. This requirement is effective immediately and will be reflected in a future update to the Personnel Actions Guide at https://arg1web.usar.army.mil/usarpag/Pages/default.aspx.

6. After receipt of any action to remove the Soldier from the SELRES for unsatisfactory participation, the geographic and functional commands (GFCs) must do a final attempt to recover the Soldier prior to submitting action for approval.

7. For additional information, contact Ms. Relandra Rhone, USARC DCS, G-1, Enlisted Management Branch at (910) 570-8145 or usarmy.usarc.usarc-hq.mbx.pmd-emb@mail.mil

Attachments:
Sample recovery memos
MEMORANDUM FOR RECORD

SUBJECT: Final Recovery Attempts for PVT Jane Doe, DODID Number, Unit Name

1. IAW USARC Policy Memorandum - Recovery of Army Reserve (AR) Troop Program Units Unsatisfactory Participants (UNSAT), dated 21 Nov 14, the following attempts were made to recover the above referenced Soldier: **List methods used to attempt to recover the Soldier. All methods listed below are not required to document the recovery attempt.**

   a. Telephonic Contact - Attempts to contact the Soldier via telephone using the number(s) previously provided by the Soldier, from friends in the unit, or other means such as social media sites, internet searches, etc.

      (1) Telephone Number(s) called: 304.867.5309, 555.369.8741

      (2) Called by (Rank, Name, and Title): SSG John Wayne, Platoon Sergeant

      (3) Date/Time attempted: 12 May 2017 @ 1530

      (4) Response, if any: No answer, left message no return calls to date

   b. Email Contact - Attempts to contact the Soldier via email using the email address(es) on file, previously provided by the Soldier, from friends in unit or other contacts, or other means such as social media sites, internet searches, etc.

      (1) Email address(es) attempted: jane.a.doe.mil@mail.mil, janedoe@gmail.com

      (2) Emailed by (Rank, Name, and Title): SSG John Wayne, Platoon Sergeant

      (3) Date/Time attempted: 12 May 2017 @ 1550

      (4) Response, if any: No response to date

   c. Social Media. Attempts to contact the Soldier via social media sites such as Facebook, Twitter, Instagram, etc.

      (1) Social media sites attempted: Facebook, Twitter
SUBJECT: Recovery Attempts for PVT Jane Doe, DODID Number, Unit Name

(2) Contacted by (Rank, Name, and Title): SSG John Wayne, Platoon Sergeant

(3) Date/Time attempted: 12 May 2017 @ 1600

(4) Response, if any: No response to date

d. Personal Contact - Physically drive to the Soldier’s home of record or place of employment using the address(es) on file, previously provided by the Soldier, from friends in the unit, or other means such as family members, social media sites, internet searches, etc.

(1) Attempted Address(es): 138 Elm Street, Twin Peaks AK 90210

(2) Attempted by (Rank, Name, and Title): 1SG Bucky Barnes, First Sergeant

(3) Date/Time attempted: 16 May 2017 @ 1200

(4) Response, if any: No answer, or no one home

e. Other attempts made (Describe in detail): Insert response

2. The efforts made to recover the referenced Soldier were (initial either a or b below):

a. _____ Successful. The Soldier was offered one of more of the following (initial all that apply):

(1) _____ Alternate drill schedule or rescheduled training due to civilian employment or school conflict (note: If the Soldier did not indicate a legitimate school and/or work conflict, mark as "N/A").

(2) _____ Reassignment or attachment to a different unit closer to home for commuting distance issues (note: If the Soldier did not provide information that he/she lives outside the normal commuting distance, mark "N/A").

(3) _____ Availability of Lodging in Kind Program and/or Individual Travel Reimbursement Program. The provisions of these programs provide commanders the opportunity to authorize lodging and travel reimbursement for eligible Soldiers (note: If the Soldier did not provide information that he/she lives far enough away from the unit to be eligible for these programs, mark "N/A").

(4) _____ Other option(s) discussed and agreements made with the Soldier upon contact. (Describe in detail below): Insert remarks

b. _____ Unsuccessful.
SUBJECT: Recovery Attempts for PVT Jane Doe, DODID Number, Unit Name

3. I recommend that the Soldier (initial one):

   a. Be considered a recovery and involuntary separation proceedings be closed.

   b. Be considered a recovery and receive a suspended discharge.

   c. Be separated IAW AR 135-178, Chapter 13, for Unsatisfactory Participation, as all recovery attempts were unsuccessful.

4. Point of contact for this memorandum is Rank Name at 555.867.5309 or by email at first.m.last.mil@mail.mil.

BUCKY L. BARNES
1SG, USAR
First Sergeant
1. IAW USARC Policy Memorandum - Recovery of Army Reserve (AR) Troop Program Units Unsatisfactory Participants (UNSAT), dated 21 Nov 14, the following attempts were made to recover the above referenced Soldier: **List methods used to attempt to recover the Soldier. All methods listed below are not required to document the recovery attempt.**

   a. Telephonic Contact - Attempts to contact the Soldier via telephone using the number(s) previously provided by the Soldier, from friends in the unit, or other means such as social media sites, internet searches, etc.

      (1) Telephone Number(s) called: [304.867.5309, 304.369.8741]

      (2) Called by (Rank, Name, and Title): [CPT Lou Wayne, Commander]

      (3) Date/Time attempted: [12 May 2017 @ 1530]

      (4) Response, if any: [No answer, left message no return calls to date]

   b. Email Contact - Attempts to contact the Soldier via email using the email address(es) on file, previously provided by the Soldier, from friends in unit or other contacts, or other means such as social media sites, internet searches, etc.

      (1) Email address(es) attempted: [john.a.doe.mil@mail.mil, john.doe@gmail.com]

      (2) Emailed by (Rank, Name, and Title): [CPT Lou Wayne, Commander]

      (3) Date/Time attempted: [12 May 2017 @ 1550]

      (4) Response, if any: [No response to date]

   c. Social Media. Attempts to contact the Soldier via social media sites such as Facebook, Twitter, Instagram, etc.

      (1) Social media sites attempted: [Facebook, Twitter]
OFFICE SYMBOL
SUBJECT: Recovery Attempts for 2LT John Doe, DODID Number, Unit Name

(2) Contacted by (Rank, Name, and Title): CPT Lou Wayne, Commander

(3) Date/Time attempted: 12 May 2017 @ 1600

(4) Response, if any: No response to date

d. Personal Contact - Physically drive to the Soldier’s home of record or place of employment using the address(es) on file, previously provided by the Soldier, from friends in the unit, or other means such as family members, social media sites, internet searches, etc.

(1) Attempted Address(es): 138 Elm Street, Twin Peaks WV 25310

(2) Attempted by (Rank, Name, and Title): CPT Lou Wayne, Commander

(3) Date/Time attempted: 16 May 2017 @ 1200

(4) Response, if any: No answer, or no one home

e. Other attempts made (Describe in detail): Insert response

2. The efforts made to recover the referenced Soldier were (initial either a or b below):

a. _____ Successful. The Soldier was offered one of more of the following (initial all that apply):

(1) _____ Alternate drill schedule or rescheduled training due to civilian employment or school conflict (note: If the Soldier did not indicate a legitimate school and/or work conflict, mark as "N/A").

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(3) _____ Availability of Lodging in Kind Program and/or Individual Travel Reimbursement Program. The provisions of these programs provide commanders the opportunity to authorize lodging and travel reimbursement for eligible Soldiers (note: If the Soldier did not provide information that he/she lives far enough away from the unit to be eligible for these programs, mark "N/A").

(4) _____ Other option(s) discussed and agreements made with the Soldier upon contact. (Describe in detail below): Insert remarks

b. _____ Unsuccessful.
OFFICE SYMBOL

SUBJECT: Recovery Attempts for 2LT John Doe, DODID Number, Unit Name

3. I recommend that the Soldier (initial one):

   a. _____ Be considered a recovery and involuntary separation proceedings be closed.

   b. _____ Be considered a recovery and receive a suspended discharge.

   c. _____ Be separated IAW AR 135-175, for Unsatisfactory Participation, as all recovery attempts were unsuccessful.

4. Point of contact for this memorandum is [Rank Name] at 555.867.5309 or by email at first.m.last.mil@mail.mil.

BUCKY L. BARNES
LTC, USAR
Commanding
### Authority Matrix - USAR TPU Conditional Releases and Reassignments to the IRR

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<td></td>
<td></td>
<td></td>
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<td>Enlisted Soldiers (with MOS) with less than 12 months of Selected Reserve (SELRES)</td>
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<tr>
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<td>Judge Advocate General: Personnel</td>
<td>Office of the Judge Advocate General</td>
<td>GFC Commander GOCOM Commander*</td>
<td>May not be delegated. Must have CoC endorsement, through USARC JA</td>
</tr>
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<td>Non Obligated Officers other than AMEDD, CH, JAG</td>
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<td>GFC Commander GOCOM Commander*</td>
<td>May not be delegated. Must have CoC endorsement</td>
</tr>
<tr>
<td>Officers (Obligated) - Voluntary</td>
<td>HRCr</td>
<td>HRC</td>
<td>Must have CoC endorsement through USARC G-1 to HRC</td>
</tr>
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<td>GOCOM Commander</td>
<td>May not be delegated. Must have CoC endorsement</td>
</tr>
<tr>
<td>Enlisted Soldiers - Completion of TPU Service Obligation (Voluntary)</td>
<td>Unit Commander</td>
<td>N/A</td>
<td>Unit submits directly to RD</td>
</tr>
<tr>
<td>Enlisted Soldiers - Completion of TPU Service Obligation (Involuntary)</td>
<td>USARC G-1 (PMD)</td>
<td>USARC G-1</td>
<td>Must have CoC endorsement</td>
</tr>
<tr>
<td>All Soldiers - Unit Inactivation/Reorganization (Involuntary)</td>
<td>GFC</td>
<td>GFC Commander</td>
<td>May not be delegated. Must have CoC endorsement</td>
</tr>
<tr>
<td>All Soldiers - Unsatisfactory Participation (Involuntary)</td>
<td>USARC G-1</td>
<td>USARC G-1</td>
<td>May not be delegated. Must have CoC endorsement</td>
</tr>
<tr>
<td>All Soldiers - TPU/AC/IRR No Shows (Involuntary)</td>
<td>GFC Commander</td>
<td>GFC Commander</td>
<td>May not be delegated</td>
</tr>
<tr>
<td>Enlisted Soldiers - Reenlistment into the IRR</td>
<td>Unit Commander</td>
<td>N/A</td>
<td>Unit submits directly to RD</td>
</tr>
</tbody>
</table>

Soldiers assigned to Ready Force X units will be processed according to their category as indicated above.