BY ORDER OF THE
SECRETARY OF THE AIR FORCE

AIR FORCE INSTRUCTION 36-2624

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Personnel

CAREER ASSISTANCE ADVISOR

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This is the initial publication of Air Force Instruction (AFI) 36-2624. This instruction implements Air Force Policy Directive 36-26, *Military Force Management.* This AFI outlines the responsibilities of each level of command. It does not apply to Air National Guard (ANG) or Air Force Reserve (AFR) units. Send comments and suggested improvements on AF Form 847, **Recommendation for Change of Publication**, to HQ AFPC/DPSA, 550 C Street West, Randolph AFB TX 78150-4723. Maintain and dispose of records created as a result of processes prescribed by this instruction in accordance with (IAW) Air Force Manual (AFMAN) 37-139, *Records Disposition Schedule*.

1. Responsibilities.

1.1. HQ USAF/DPLFA: Office of Primary Responsibility (OPR) for centrally funded resource issues and retention policy.

1.2. HQ AFPC/DPSAF: Career Field Manager for Career Assistance Advisors (CAA), and OPR for 'cradle-to-grave' CAA operational issues to include developing and managing transition plans and working all lifecycle issues.

1.3. MAJCOM/DP: Acts as MAJCOM OPR for CAAs. Provides HQ AFPC/DPSAF a MAJCOM POC for CAA issues. MAJCOM supplements to this AFI must be coordinated with HQ AFPC/DPSA.

1.4. Installation Commanders: Host Wing or center commanders nominate CAAs and implement CAA operations IAW this AFI.

1.4.1. Memorandum of Agreement (MOA): For installations with more than one CAA assigned, the host wing commander will establish a MOA to coordinate CAA operations. At a minimum, the following will be addressed: facilities, oversight/responsibilities, funding and resources, processes, routing and consolidation of information and reporting (CAA update).

2. Selection Process.

2.1. Host wing/center commanders with CAA authorizations nominate locally assigned, motivated senior NCO candidates to serve as CAAs. When local resources are not available for CAA duty, AFPC Airman Assignments (HQ AFPC/DPAAD2) may approve using the EQUAL-PLUS system to identify a Permanent Change of Station (PCS) volunteer.

2.2. HQ AFPC/DPA is the final approval authority for candidates nominated for CAA duty. Military Personnel Flights (MPFs) route nominations through the MAJCOM/DP to HQ AFPC/DPA. Candidates in the grades of E-7 and E-8 are subject to approval by HQ AFPC/DPAAD2, while E-9 candidates are subject to approval of HQ AFPC/DPAC. HQ AFPC/DPAAD2 or HQ AFPC/DPAC notifies the MAJCOM and instructs the candidate's MPF to update an assignment availability code (AAC). The AAC expiration date will equal the CAA duty effective date plus 3 years for E-7 and E-8 Continental United States (CONUS)-based personnel, and will equal the duty effective date plus 2 years for E-9 CONUS-based personnel. Wing commanders may approve extension of tour length with concurrence of primary career field functional manager in either HQ AFPC/DPAAD2 or HQ AFPC/DPAC. Individuals assigned overseas do not receive an AAC. Tour lengths are determined using the date eligible to return from overseas process. CAAs must return to their primary AFSCs before holding the CAA Special Duty Identifier (SDI) in future assignments (waivers may be obtained from DPSAF for short-tour locations on a one-time basis only).

2.3. CAA Assignment Qualifications.

2.3.1. Applicant must be a volunteer.

2.3.2. Applicant must have commander's recommendation.

2.3.3. For short-tour locations, applicant must have at least 10 months remaining on station as of the duty effective date.

2.3.4. For overseas long tour locations, applicant must have 24 months' retainability.

2.3.5. For CONUS locations, applicant must be able to obtain 24 months' retainability.

2.3.6. Applicant must be a senior NCO (E-7 - E-9) possessing a 7 or 9 skill level from any AFSC.

2.3.7. If serving in an Selective Reenlistment Bonus (SRB) skill whose assignment limitation code is 0 (airman with an approved reenlistment bonus), applicant must be within 24 months of its expiration.

2.3.8. Applicant must have an Armed Services Vocational Aptitude Battery (ASVAB) General Score of 45 or greater.

2.3.8.1. Applicant must have knowledge of the local organization, mission, policies, personnel management with emphasis on personnel and administration. Counseling and briefing techniques are mandatory.

2.4. Commander's Verification of Applicant.

2.4.1. Applicant must speak clearly, distinctly and possess superb oratory skills.

2.4.2. Applicant must meet all Air Force standards for fitness and other Air Force quality factors.

2.4.3. Applicant must possess outstanding military bearing, dress and personal appearance, and conduct.

2.4.4. Applicant must have a rating of no less than 3 on the last five enlisted performance reports.

3. Roles and Responsibilities of the CAA.

3.1. Specialty Summary. The CAA acts as the principal advisor to commanders and supervisors on retention issues. The purpose of the CAA program is to assist supervisors when talking to subordinates about the benefits of an Air Force career. Rather than individually counseling each reenlistment-eligible airman on career options, the CAA uses supervisors as force multipliers to address retention irritants and maximize the benefits of existing programs. The CAA develops, supervises, and manages Air Force retention programs at their base. The CAA must visit each squadron at least annually to build rapport, disseminate information, and determine factors affecting retention.

3.2. Duties and Responsibilities: The CAA advises commanders, supervisors, and enlisted personnel on retention activities and programs. The CAA helps determine local factors that negatively influence career decisions, and develops programs to address those concerns. The CAA provides information and guidance on career decisions, and helps commanders develop career information and motivation programs. The CAA assists supervisors and commanders in counseling enlisted personnel on reenlistment opportunities and benefits. The CAA develops publicity programs to promote retention. The CAA works with Air Reserve Component (ARC) counterparts and recruiters to advertise benefits and opportunities of AFR and ANG duty. The CAA prepares and distributes publicity to airmen making career decisions. The CAA monitors retention programs, and provides reports and statistics IAW this AFI to help commanders assess retention trends.

3.2.1. The CAA does not normally conduct one-on-one counseling sessions. Career counseling remains the responsibility of supervisors. Extenuating circumstances may require a CAA to conduct individual career counseling. In this case, the member's supervisor should be present.

3.3. As the principle retention advisor to commanders and supervisors, the CAA normally resides on the wing staff and reports directly to the commander, vice commander, or command chief master sergeant (CCM).

4. Training.

4.1. Except for those on overseas short tours, CAAs must attend training within 6 months of assuming CAA duties. The CAA's unit is responsible for funding this mandatory temporary duty (TDY).

4.2. HQ AFPC/DPS develops and organizes one or more training programs per year, if training requirements exist.

5. Informal Training.

5.1. CAAs assigned to overseas short tours require training through On-the-Job Training (OJT) with a trained CAA. OJT/Shadow programs must be limited to 1 week, and completed within 60 days of assuming CAA duties.

5.2. MAJCOMs coordinate location of informal training.

5.3. Designated CAA trainer should utilize AFPC/DPS-developed materials for initial CAA training. Additional course content and resources are available (see paragraphs **6.1.**, **6.2.**).

5.4. An HQ AFPC/DPSAF-approved CAA continuity binder must be maintained with current information listed on the CAA tools Web site. Each CAA will ensure the continuity binder remains in place for use by their successor.

6. CAA Materials.

6.1. Publications.

6.1.1. Air Force Standardized CAA Publications. All Air Force-level standardized publications, pamphlets, and visual aids must be processed and approved IAW AFI 33-360, Volume 1, *Publications Management Program*. Approved Air Force publications are available on the Air Force publishing Web site. (**http://www.e-publishing.af.mil**)

6.1.2. Air Force Standardized Materials. CAA proposals for briefings, brochures, handouts (tools other than AF standardized publications) follow these procedures:

6.1.2.1. Coordinate material with functional OPRs to ensure accuracy.

6.1.2.2. Material must identify OPR (Rank, Name, Organization, Date, telephone number of person who developed product).

6.1.2.3. Provide electronic copy and functional coordination to HQ AFPC/DPS for posting to Air Force Retention Web site (Idea Bank).

6.1.3. Local CAA Materials. At a minimum, CAAs must coordinate locally developed materials, including brochures, handouts, and briefings with local functional OPRs to ensure accuracy.

6.2. Web sites.

6.2.1. Air Force Retention Web site. HQ AFPC/DPS will maintain an Air Force Retention Web site as a reference for commanders, supervisors, and CAAs in accordance with AFI 33-129, *Transmission of Information Via the Internet*.

6.2.2. Major Command Retention Web sites. Major commands may develop command Web sites that complement the Air Force Retention Web site. Command-specific information must be posted and maintained in accordance with AFI 33-129 and applicable command supplements.

6.2.3. Base Level Retention Web sites. Web sites at base-level are optional. Base-level Web pages should provide local information and be maintained in accordance with AFI 33-129, MAJCOM supplements, and applicable local supplements/policies. To avoid synchronization issues, sites should not duplicate information/links provided on AF Retention Web site or MAJCOM Web sites.

6.3. Retrieval Applications Web site.

6.3.1. The HQ AFPC/DPSA Retrieval Applications Web site (RAW) on the AFPC Web site (**http://www.afpc.randolph.af.mil**) is the only approved site for CAAs to obtain reenlistment rates. The rules for calculating reenlistment rates are complex; therefore, CAAs should not attempt to manually track reenlistment rates. RAW provides CAAs retention statistics for bases by Air Force, MAJCOM, base, unit and AFSC. CAAs may utilize this information to prepare briefings for wing and unit commanders in support of Air Force retention programs.

6.4. Air Force Benefits Fact Sheet.

6.4.1. CAAs should remind supervisors that AFI 36-2618, *The Enlisted Force Structure*, requires supervisors to use the Air Force Benefits Fact Sheet during career counseling, performance feedback, and when an individual comes up for quality review under the selective reenlistment program. The approved Air Force Benefits Fact Sheet is available on the AFPC Web site at **http://www.afpc.randolph.af.mil**.

7. Surveys.

7.1. HQ AFPC/DPSAS approves all surveys, attitude and opinion polls, questionnaires, and telephone interviews IAW AFI 36-2601, *Air Force Personnel Survey Program.* Single-base surveys initiated at the installation- or unit commander-level may only address issues under local control (AFI 36-2601, paragraph 3.8). CAAs must obtain HQ AFPC/DPSAS survey control number (approval) to conduct surveys. Sample format is available at **http://www.afpc.randolph.af.mil** .

7.2. AF Retention Surveys**.** HQ AFPC/DPSAS conducts AF-wide retention surveys approximately once a year. CAAs may use this information to understand AF-wide retention issues.

8. AA Semi-Annual Update.

8.1. Each CAA will address the following categories using the sample format at attachment 2:

8.1.1. List the major factors affecting retention at base level. Include unique circumstances affecting retention (*i.e.,* A-76 study, privatization etc.).

8.1.2. Summarize the local game plan to positively impact retention. As applicable, include course objectives, agendas, format, etc. for retention. Update information only when a change occurs.

8.1.3. Describe any additional efforts to publicize local retention activities.

8.1.4. Provide information, feedback, and comments on how CAA efforts/programs are progressing.

8.1.5. Numerous factors affect reenlistment statistics; therefore, RAW data should not be utilized to measure the success of a CAA's retention programs.

8.2. Route reports through the wing CCM and wing CC prior to sending to MAJCOM level. MAJCOM point of contact (POC) provides HQ AFPC/DPSFP copies of individual CAA reports and a consolidated MAJCOM report.

8.2.1. Forward reports to MAJCOM no later than (NLT) 30 October and 30 April of each year. MAJCOMs provide a consolidated report to HQ AFPC/DPSFP NLT 15 November and 15 May each year.

9. Annual Award.

9.1. MAJCOMs may submit one nominee to HQ AFPC/DPSA for the CAA Annual Award IAW AFI 36-2809, *Career Assistance Advisor of the Year Award.*

10. Information Collections, Records, and Forms.

10.1. Information Collections. No information collections are created by this publication.

10.2. Records. No records are created by this publication.

10.3. Forms Prescribed.

10.3.1. Adopted Forms. No forms are adopted in this publication.

10.3.2. Prescribed Forms. No forms are prescribed in this publication.

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Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

AFPD 36-26, *Military Force Management*

AFI 33-129, *Transmission of Information Via the Internet*

AFI 33-360, Volume 1, Publications Management Program

AFI 36-2601, *Air Force Personnel Survey Program*

AFI 36-2618, *The Enlisted Force Structure*

AFI 36-2809, *Career Assistance Advisor of the Year Award*

AFMAN 37-139, *Records Disposition Schedule*

Abbreviations and Acronyms

AAC—assignment availability code

AFI—Air Force Instruction

AFR—Air Force Reserve

AFMAN—Air Force Manual

ANG—Air National Guard

ARC—Air Reserve Component

ASVAB—Armed Services Vocational Aptitude Battery

CAA—Career Assistance Advisors

CCM—command chief master sergeant

CONUS—Continental United States

IAW—in accordance with

MPF—Military Personnel Flights

MOA—Memorandum of Agreement

NLT—no later than

OJT—On-the-Job Training

OPR—office of primary responsibility

PCS—permanent change of station

POC—point of contact

RAW—Retrieval Applications Web site (RAW)

SDI—special duty identifier

SRB—selective reenlistment bonus

TDY—temporary duty assignement