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Civil Engineering

SELF-HELP CENTER (SHC) PROGRAM



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This instruction establishes procedures and guidance for the SHC Program and applies to all SHC requests generated by base and tenant units on Scott AFB.

SUMMARY OF REVISIONS

Changes area of responsibility for the overall SHC Program to the Chief of Material Acquisition; removes military family housing occupants from the authorized customers list; changes the SHC location and hours of operation; and redefines funding responsibilities. **A bar (|) denotes a change since the last revision.**

1. General. The Base Civil Engineer (BCE) is responsible for all work performed on real property, including self-help work. The installation commander has established the SHC Program as a base-wide program. Air Force Manpower Standards provide three authorized manpower positions to operate the SHC. The BCE expedites customer requests, eliminates unnecessary paperwork, and provides one-stop service to promote maximum participation in self-help by base agencies. The Material Acquisition Section is responsible for the overall management of the program.

2. Authorized Customers. Issuance of materials by the SHC will be limited to squadron commanders, first sergeants, authorized building managers/alternates, and dormitory managers.

3. Location/Hours. The SHC is located in Bldg 60. Store hours are as follows:

3.1.

Monday through Friday	0830 – 1500
Saturday	CLOSED
Sunday	CLOSED

3.2. CLOSED ALL FEDERAL HOLIDAYS

4. Procedures. The SHC Program is designed to provide one-stop processing for self-help work; however, there may be situations where work approval, type of work, materials, or lead times may delay authorization. All self-help projects are contingent on availability of funds. Please direct any questions concerning a work request to the SHC Manager.

4.1. **Work Request Submittal.** All requests must be submitted on AF Form 332, **Base Civil Engineer Work Request**, to the SHC, 375 CES/CEOM. Please provide a detailed drawing that outlines the work that will be performed and a complete list of required materials. Coordination will be obtained from the facility manager, Fire Department, Wing Safety, and Wing Bioenvironmental representatives during attendance at weekly reviews with the appropriate sections within the 375 CES. The appropriate commander or designated representative from each organization (MXG, MDG, OG, or MSG) must sign Block 11 of AF Form 332 when minor construction work is requested. The requester must estimate the number of man-hours and types of material required when submitting a work request.

4.2. **Work Request Review:**

4.2.1. The SHC Manager will review the work requests.

4.2.1.1. Ensures all criteria has been met prior to submission of request.

4.2.1.2. Determines if the requester has the expertise to perform required work.

4.2.1.3. Determines required shop support.

4.2.1.4. Determines detailed planning, if necessary.

4.2.1.5. Decides if AF Form 103, **Base Civil Engineering Work Clearance Request**, is required.

4.2.1.6. Arranges additional assistance to guarantee proper completion of the project, if necessary.

4.2.1.7. Reviews the work order suspense file biweekly to ensure follow-up action is initiated. Completion of minor construction must be done within 30 days; for major construction projects-inspection phases must be performed every 30 days.

4.2.2. The responsible authority will approve or disapprove the work request.

4.2.2.1. The SHC Manager may immediately approve or disapprove small-scope (work orders less than \$5,000) requests. A work order number is assigned if approved; if little or no help is required and materials are in stock, the materials will be issued immediately; if disapproved, a written explanation will be sent to the requester.

4.2.2.2. Requests for work involving more than \$5,000 in material costs for maintenance/repair or more than \$2,000 for minor construction will be reviewed by the Civil Engineer Work Request Review Panel for technical feasibility. Tenant commanders or their designated representative will be invited when work requests submitted by their agency are being considered.

4.3. **Planning and Material Ordering:**

- 4.3.1. After approval of a large project, SHC personnel will visit the work site and discuss the work request using the SHC checklist. The planner will estimate man-hours and prepare the bill of materials.
 - 4.3.2. The SHC Manager will reserve current stock or order materials as necessary. Materials for architectural scheme requirements involving carpet, paint, or wall covering, will be ordered after the work request has been approved.
 - 4.3.3. The requester will be contacted when all the materials are available for the job. The requester has 10 duty days to pick up materials, or the request will be cancelled and materials returned to stock.
- 4.4. Material Issue. At the time the material is picked up, the requester will be briefed on the following:
- 4.4.1. The nature and extent of Civil Engineer support.
 - 4.4.2. Normal safety precautions with special emphasis on power tools.
 - 4.4.3. Estimated start and completion dates.
 - 4.4.4. Acceptable condition for return of borrowed tools.
 - 4.4.5. Inspections and man-hour accountability.
 - 4.4.6. Excess material turn in.
 - 4.4.7. Hazardous Materials. The SHC will order any funded hazardous materials (HAZMAT) required to perform the SHC work. However, the requester will be responsible for processing the required paperwork through the HAZMAT Pharmacy. Once material has been received by the SHC, the requester will be contacted to pick up the materials. **NOTE:** Materials must be picked up within 5 duty days; the requester will proceed immediately to the HAZMAT Pharmacy to have the items bar coded and tracked. The requester, not the SHC, will be responsible for bar coding and tracking. All empty containers must be disposed of IAW HAZMAT Pharmacy requirements.
- 4.5. Work Completion. When the work is complete, the requester will notify the SHC planner to set up the final inspection. After acceptance of the work by the inspector, the requester will have 5 duty days to clear all excess materials and annotate the quantity/type on the materials and equipment list. All full-issue excess must be returned to the SHC. The requester must annotate the number of man-hours worked and sign the Work Completion Block on AF Form 327, **Base Civil Engineer Work Order**.

5. Responsibilities.

- 5.1. The SHC Manager:
 - 5.1.1. Operates the SHC and supervises all assigned personnel.
 - 5.1.2. Receives all AF Forms 332 and makes minor corrections when necessary.
 - 5.1.3. Approves or disapproves small-scope requests (i.e., if the material cost for the work is less than \$5,000 for maintenance or repair work, less than \$2,000 for minor construction work, or requires minimum shop support using materials on hand). The materials, tools, and necessary instructions will be provided on the spot.

- 5.1.4. Forwards requests to the SHC planner for multi-shop support.
 - 5.1.5. Provides a self-help checklist to assist the requester in completing AF Form 332 to minimize errors in material lists or drawings.
 - 5.1.6. Ensures logs are maintained for ongoing work.
 - 5.1.7. Ensures files are current on self-help work.
 - 5.1.8. Ensures proper costs of materials for work orders.
 - 5.1.9. Ensures tools are maintained/available for loan, and ensures the issue and turn-in of tools are controlled.
 - 5.1.10. Provides sample materials, displays, "how to" pamphlets, video tapes, and demonstrates safe use of power tools.
 - 5.1.11. Establishes procedures for turn-in of unused or excess materials.
 - 5.1.12. Coordinates between the in-service work plan programmer and requester when BCE shop support is required; ensures support is provided, when required, to avoid delays. However, self-help work will be scheduled based on CE manpower availability.
 - 5.1.13. Establishes estimated start and completion dates; schedules hours and days of the week when work will be completed.
 - 5.1.14. Ensures safety checks and in-progress inspections are conducted and documented, including spot checks and final inspections, to ensure materials and tools issued are not fraudulently used.
 - 5.1.15. Upon completion of work, ensures requester signs AF Form 327.
- 5.2. The SHC/Technician:
- 5.2.1. Orders, receives, warehouses/issues materials, and maintains store stock levels.
 - 5.2.2. Maintains status of materials ordered and on hand.
 - 5.2.3. Notifies requester and SHC Manager when work orders of material are complete and ready for pick-up.
 - 5.2.4. Ensures proper accounting and material transfers are performed.
- 5.3. The SHC Planner:
- 5.3.1. Reviews the requester's drawings and initials bill of materials. Assistance will be provided in planning larger self-help requests.
 - 5.3.2. Prepares the complete bill of materials (i.e., AF Form 327 and job phase) for in-house support and necessary paperwork.
 - 5.3.3. Processes AF Form 103, if required.
 - 5.3.4. Performs initial on-site, in-progress, and final inspections.
 - 5.3.5. Ensures requesters sign confirmation of briefing, specifying their responsibilities in relation to work performed.
- 5.4. Requester is the primary or alternate facility manager who:

- 5.4.1. Submits all requests on AF Forms 332 with a detailed drawing of proposed work, as well as an estimated bill of materials. Minor maintenance and repair work can be approved, and in-stock SHC materials can be issued over the counter.
- 5.4.2. Coordinates estimated start and completion dates with the SHC Manager.
- 5.4.3. Obtains approval from the SHC Manager prior to beginning the work.
- 5.4.4. Adheres to all safety directives.
- 5.4.5. Accounts for all materials and tools until the job is complete; returns all tools to the SHC; ensures tools that are broken, lost, or damaged due to abuse or carelessness (i.e., not secured at site, etc.) are funded and replaced by the customer.
- 5.4.6. Accompanies SHC Manager/Planner during inspections.
- 5.4.7. Signs AF Form 327 when work is complete.
- 5.4.8. Provides funding for SHC work (other than normal maintenance and repair) if the unit is a tenant on Scott AFB.

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