

Chapter 17 Revision History as of 02/26/2024:

- Updated Organization tiles, order citations, added responsibilities for the Alternate HSO and HSO Representatives, added attachment template for HSO Organizational Appendix, and included information provided by [Spotlights](#).
- Added the requirement for HSO Representatives to have successfully completed the PIV process and have an HSPD-12 badge prior to their appointment as a representative.
- Updated the new NTC HSO training course: PMC-100DE, *S&S Core Competencies*, which replaces SAS-101DE, *Introduction to Safeguards & Security*.
- Updated duties for HSO's to have completed PIV process and if initiating national security positions into e-QIP, HSO must have favorable Tier 5 SSBI or hold a DOE security clearance.
- Changed 12 months to 6 months to complete required HSO training.
- Deleted Course PMC 200DE, *Survey Overview*. Survey fundamentals are now included in PMC 100DE.
- Deleted paragraph allowing HSOs to substitute experience for required HSO training. All HSOs (newly appointed and already serving) are required to complete PMC 100DE and FIC 130DE.
- Added: HSOs must ensure that DOE badges are returned when an employee departs HQ. HSOs must work with the Facility Security Officer (FSO) of the contract to ensure badges are recorded as returned.
- Added: HSOs coordinate with the USAccess sponsor to ensure the record in USAccess is updated to terminate the badge of departing personnel.
- Changed ISC-301: *Conduct of Inquiries* has been replaced with PMC-310, *Incidents of Security Concern Fundamentals*
- Deleted requirement for HSO to maintain printed/hard copy of security training certificates including the ASRB. The HSO need only be able to show proof of completion.
- Added reference material to HSO duties.
- Updated HSO appointment memo sample.

Chapter 17

Headquarters Security Officer Program Duties and Responsibilities

This chapter describes the implementation of the Headquarters Security Officer (HSO) Program and defines the authorities, responsibilities, and requirements for the Program.

The HSO Program applies to all departmental elements at Headquarters (HQ) in accordance with [DOE Order \(O\) 470.4B, Chg. 3, Safeguards and Security Program](#), paragraph 5, e.(7).(d) and paragraph 5.e.(7).(e), as well as the HQ Site Security Plan (SSP) which outlines that for HQ, the Director of the Office of Environment, Health, Safety and Security (EHSS), “Directs the development and implementation of a security plan for the protection of the DOE Headquarters, its personnel, and its assets; oversees functions of the DOE cognizant security office for DOE Headquarters facilities and delegates this authority in writing as appropriate.” And EHSS “Oversees implementation of the DOE Headquarters Safeguards and Security (S&S) Program, including the development of S&S implementation procedures and guidance for programs described in this Order and its appendices and attachments, to include the approval of Headquarters equivalencies and exemptions; provides oversight and technical direction for all DOE offices located in Headquarters facilities.” The Administrator of the National Nuclear Security Administration (NNSA) will ensure NNSA employees and contractors comply with their respective responsibilities under this Plan/Program.

Requirements

The HSO program complements and supports the SSP by providing for security points of contact within each HQ element for implementation of security requirements in support the SSP and by authority of the Officially Designated Federal Security Authority (ODFSA).

Each element head must appoint a primary HSO and at least 1 alternate HSO for all HQ elements with more than 30 employees. HQ elements with fewer than 30 employees must appoint an HSO only; however, it is recommended the element also appoint an alternate HSO to act in the absence of the primary HSO. Contractor employees may be appointed to the position of HSO Representative to support their HSO and Alternate HSOs. At a minimum, anyone appointed as primary HSO, alternate, or representative must have successfully completed the personal identity verification (PIV) process. They cannot be appointed HSO duties without first having completed this process. The following requirements apply:

1. HSO appointments must be communicated via memo to the Director, Office of HQ Industrial Security Operations, Office of Environment, Health, Safety and Security (EHSS-42)
2. HSO appointment memos must follow the sample memo in this Chapter.
3. HSOs and Alternate HSOs must be Federal employees.

4. HSO primaries, alternates, and representatives must have the same level of clearance as those holding a clearance in their organization. For example, if someone in their program office holds a Q clearance the HSOs must have a Q clearance.

When no HSO is appointed the Alternate HSO will assume all responsibilities of the HSO listed below.

5. All HSOs, Alternate HSOs, and HSO Representatives, must complete the following training courses, based on availability, within six (6) months of appointment. HSOs, Alternates, and Representatives must maintain proof of completion of the following courses:
 - a. PMC-100DE, *S&S Core Competencies*, computer-based training, available on Learning Nucleus (LN).
 - b. FIC-100DE, *Foreign Visits and Assignments Host Training Overview*, computer-based training, available on LN.
 - c. Headquarters Visitor Management System (VMS) Training, provided by Office of Physical Protection, Office of Environment, Health, Safety and Security (EHSS-41).
6. HSOs, Alternate HSOs, and HSO Representatives ***whose organization possesses, handles, processes, and/or stores classified matter*** are required to complete the following training courses within one year of appointment, if available, HSOs must maintain proof of completion for these courses:
 - a. HQ Classified Matter Protection and Control (CMPC) Overview Briefing is available from the HQ CMPC Program Manager. This is an instructor-led DOE HQ briefing and is specific to HQ personnel. The course is offered throughout the year and HSO staff are notified of the class schedule prior to each start date.
 - b. HQ Classified Document Control Station Course, available from the HQ CMPC Program Manager. This is an instructor-led DOE HQ briefing and is specific to HQ personnel. The course is offered throughout the year and HSO staff are notified of the class schedule prior to each start date.
 - c. HQ Classified Matter Hand Carry Authorization Briefing. This is an instructor-led DOE HQ briefing for personnel who are designated to hand-carry or courier classified material outside of the DOE HQ facilities.
 - d. HSOs, Alternate HSOs, and HSO Representatives are required to complete the following additional training courses, based on availability, within two (2) years of appointment:
 - PSC-100DE, *Personnel Security Overview*, computer-based training, available on LN.
 - PMC-200DE, *Survey Overview*, computer-based training, available on LN.

7. Either the HSO or at least one Alternate HSO representing an organization that handles, processes, and/or stores classified information is required to complete the following additional training courses, based on availability, within two (2) years of appointment.
 - a. PMC-300DE, *Legal Aspects Overview*, is computer-based, training and available on LN. This is prerequisite for the instructor-led National Training Center (NTC) *Conduct of Inquiries* course.
 - b. PMC-310, *Incidents of Security Concern Fundamentals*, instructor-led course taught by the NTC.

NOTE: If a course is unavailable on Learning Nucleus due to revision, the requirement is temporarily waived until the course becomes available. In such cases, the individual will have 90 days from the time the course becomes available to complete it. Additionally, the HSO Program Manager may waive the training requirements based on training history and experience of the HSO, Alternate, or Representative.

Responsibilities

Heads of HQ Elements

1. Designate HSOs. This authority may be delegated in writing to another senior official within the element. HSO appointments are made using a memo signed by the head of element or their designee. See the [Sample Appointment Memorandum](#).
2. Ensure the designation of HSOs is communicated to the Director, Office of HQ Industrial Security Operations, Office of Environment, Health, Safety and Security.
3. Ensure HSOs complete requisite training and attend HSO quarterly meetings and training sessions.
4. Ensure the Facility Data and Approval Record (FDAR) remains current by updating the facility security officer (FSO) in the FDAR if changes to the HSO changes the FSO.
5. Designate in writing a responsible official (e.g., the HSO) within the element to approve employees to hand-carry classified matter out of a facility in accordance with [Chapter 5 section 511 of the HQFMSP](#).

Director, Office of Headquarters Industrial Security Operations, Office of Environment, Health, Safety and Security

1. Provides management oversight and direction to the HSO Program.
2. Appoints an HSO Program Manager and assistants as needed.
3. Ensures sections of the Headquarters Facilities Master Security Plan (HQFMSP) are current and describe the procedures and actions required to implement the HQ security program.

HSO Program Manager

1. Provides assistance to HSOs and conducts regular informational sessions to foster understanding and compliance with HQ security procedures.
2. Conducts quarterly HSO meetings to discuss upcoming HQ security initiatives, HSO concerns, and related matters.
3. Coordinates updates to the HQFMSP from security program managers and subject matter experts (SME).
4. Publishes the HSO Spotlight to inform HSOs of security-related matters.
5. Assists in determining what training must be completed by assigned HSOs, Alternates, and Representatives and provides recurring training as needed. May provide waivers to required training based on training history and experience as an HSO, Alternate, or Representative.
 - a. Former HSO, Alternate, or Representatives who have been out of active status for less than 12 months may return to active status. HSO, Alternate, and Representatives who have been out of active status for 12 months or more must complete all initial training requirements.
 - b. Appointment memos must reflect the request for a training waiver and document their experience as an HSO, Alternate, or Representative if requesting a waiver in training.
 - c. The Incidents of Security Concern (IOSC) training requirements cannot be addressed with other training or experience and must be current.
6. Assists EHSS Security Program Managers in obtaining HSO participation in efforts to improve HQ security operations.

Headquarters Security Officers

1. Serves as their element's point of contact for all security-related matters.
2. Performs the following duties on behalf of their element and in accordance with the procedures set forth in the HQFMSP.
 - a. Assists heads of HQ elements in the appointment of personnel to the position of Operations Security (OPSEC) Representative as outlined in [Chapter 8, OPSEC of the HQFMSP](#), and acts as the OPSEC Representative if one is not appointed.
 - b. Obtains, assembles, approves, and/or submits the documentation required to obtain a security badge for entering HQ facilities. The requirements and the process for preparing and submitting these documents can be found in [Chapter 3, Personnel Security of the HQFMSP](#).
 - c. Obtains, assembles, approves and/or submits the documentation required to obtain a security clearance in accordance with [Chapter 3, Personnel Security of the HQFMSP](#).

- d. Annually reviews the need for retaining personnel security clearances.
- e. Ensures that personnel complete the documentation required for security clearance reinvestigations. See [Chapter 3, Personnel Security of the HQFMSP](#), for specific details on this process.
- f. Works with supervisors and managers to ensure that clearance holders notify the Office of HQ Security Vetting of reportable events and absences of 90 days or more. For a complete list of reporting requirements reference [Chapter 3, Personnel Security of the HQFMSP](#).
- g. Assists in the transfer of security clearance and access information to other DOE and Federal organizations so organizational personnel may attend classified meetings in accordance with [Chapter 3, Personnel Security of the HQFMSP](#).
- h. If not appointed as the FSO, works with the FSO of the contract to ensure badges are returned and accounted for. The security of DOE identification media and badges are considered items of national security interest; hence, it is imperative that all such media be controlled and accounted for. To ensure contract employees badges are returned, the HSO will work with the FSO of the contract to ensure badges are returned and accounted for. The FSO and HSO will coordinate with the USAccess sponsor to ensure the record in USAccess is updated to terminate the badge.
- i. If not the USAccess sponsor, coordinates with the USAccess sponsor to ensure the record in USAccess is updated to terminate the badge of departing personnel.
- j. Assists contracting officer representatives (CORs) and contractor (FSOs) in understanding and submitting the documentation required for entering facility clearance and classified contract information into the Safeguards and Security Information Management System (SSIMS). [Chapter 4, Foreign Ownership, Control, or Influence \(FOCI\) & Facility Clearance \(FCL\); and Classified Contract Registration of the HQFMSP](#) explains the process in more detail.
- k. Initiates requests for the establishment and termination of Security Areas, ensure these areas are configured to perform classified work, and maintain current access lists, visitor logs, and signage for these areas.
- l. Assists in establishing and maintaining the integrity of Limited Areas (LA) and Vault-Type Rooms (VTR) in accordance with [Chapter 2, LAs & VTRs of the HQFMSP](#).
- m. Nominates personnel for security training and maintain records of CMPC and other security related training in the Appendix to the HQFMSP (see (3) below).
- n. Serves as points of contact on CMPC matters, including providing advice and assistance in the receipt, marking, storage, handling, discussion, transmission, and destruction of classified matter.

- o. Advises and assists the heads of HQ elements in establishing, manning, and operating Classified Document Control Stations (CDCS) and appointment of CDCS personnel in accordance with [Chapter 5, CMPC of the HQFMSP](#).
- p. Provide the names of the Express Mail Document Control (EMDC) designees as well as the Classified Mailing Address (CMA) designees to the CMPC Program manager and provide updates or revisions as required in accordance with [Chapter 5, CMPC of the HQFMSP](#).
- q. Provide and maintain copies of the element's signed "Hand-Carry Briefing" and "Contingency Plan" for the designated Hand-Carry personnel or Courier in accordance with [Chapter 5, CMPC of the HQFMSP](#). Provide list of designated Hand Carry/Courier personnel within element to CMPC Program manager for issuance of official credentials. Revisions and updates to the list must also be provided when required. Serves as points of contact on matters related to the receipt, marking, storage, handling, discussion, transmission, and destruction of Controlled Unclassified Information (CUI). See [Chapter 5, CMPC](#) and [Chapter 13, CUI of the HQFMSP](#) for more information.
- r. Assists personnel in understanding and complying with visitor access control procedures in place at HQ facilities as outlined in [Chapter 1, Physical Security of the HQFMSP](#).
- s. Assists personnel in understanding and complying with procedures for controlling Unclassified Foreign Visits and Assignments and Classified Foreign Visits. Has access to Foreign Access Central Tracking System (FACTS) to ensure the required information is entered into the system. Assists in the preparation of required security plans, ensuring hosts and escorts understand their responsibilities, to include the requirements necessary for sharing classified information with foreign nationals; and ensuring the heads of HQ elements approve these visits and/or assignments. [Chapter 6, Foreign Interaction of the HQFMSP](#) goes into more detail on these requirements.
- t. Assists the HQ Survey Team in conducting self-assessments and initial, periodic, special, and termination surveys as referenced in [Chapter 7, DOE S&S Survey Program of the HQFMSP](#).
- u. Assists in the development, submission, and verification of corrective action plans (CAPs) to remedy security discrepancies identified in self-assessments and surveys. Reference [Chapter 7, DOE S&S Survey Program of the HQFMSP](#).
- v. Receives and reports incidents of security concern to the HQ IOSC Program Manager, and if appointed as an Inquiry Officer, conduct required security inquiries or assist the appointed inquiry officer in conducting the inquiry. Assist supervisors in issuing security infractions. Reference [Chapter 11, Incidents of Security Concern of the HQFMSP](#) for more on this subject.
- w. Assists personnel in acquiring security equipment, such as security containers, secure communications devices, copy machines approved for

classified processing and shredders that are approved for destruction of classified material. Reminds users of recurring requirements such as inspecting shredders every six months, and re-keying (to include sending out notices of emergency re-key requirements) and testing. Although the classified container's custodian is responsible for the container, the HSO assists with combination changes for classified storage containers within the organization. The HSO will also complete necessary documentation to ensure the safe is empty and ready to transfer or excess.

- x. Prepares requests concerning security operations for Equivalencies and Exemptions from DOE Orders in accordance with [Chapter 16, Equivalencies and Exemptions of the HQFMSP](#).
 - y. Assists in monitoring and facilitating the completion of security awareness briefings, including the Annual Security Refresher Briefing (ASRB).
3. Develops and maintains an organizational [HSO Organizational Appendix Template Instructions](#). The HSO Program Manager can aid with setting up an Appendix. The Appendix should reflect the security posture of the program office and should be updated, as necessary.
 4. Attends quarterly HSO meetings and training sessions and other activities recommended by the HSO Program Manager.
 5. Complies with Hand carry and Authorization Program Standard Operating Procedure that is found in [Chapter 5, CMPC of the HQFMSP](#).

Alternate Headquarters Security Officers

1. Supports the HSO as a point of contact for their element for security-related matters.
2. Assists the HSO in performing the following duties in accordance with procedures set forth in the HQFMSP.
 - a. Assists in obtaining, assembling, approving, and/or submitting the documentation required to obtain a security badge for entering HQ facilities. The requirements and the process for preparing and submitting these documents can be found in [Chapter 3, Personnel Security of the HQFMSP](#).
 - b. Assists in obtaining, assembling, approving and/or submitting the documentation required to obtain a security clearance in accordance with [Chapter 3, Personnel Security of the HQFMSP](#).
 - c. Annually reviews the need for retaining personnel security clearances.
 - d. Assists in ensuring personnel complete the documentation required for security clearance reinvestigations. See [Chapter 3, Personnel Security of the HQFMSP](#), for specific details on this process.
 - e. Works with supervisors and managers to ensure clearance holders notify the Office of HQ Personnel Security Operations of reportable events and

Absences of 90 days or more. For a complete list of reporting requirements reference [Chapter 3, Personnel Security of the HQFMSP](#).

- f. Assists in the transfer of security clearance and access information to other DOE and Federal organizations so organizational personnel may attend classified meetings in accordance with [Chapter 3, Personnel Security of the HQFMSP](#).
- g. Coordinates with the USAccess sponsor to ensure the record in USAccess is updated to terminate the badge of departing personnel.
- h. Assists contracting officer representatives (CORs) and contractor (FSOs) in understanding and submitting the documentation required for entering facility clearance and classified contract information into the Safeguards and Security Information Management System (SSIMS). [Chapter 4, FOCI & FCL of the HQFMSP](#) explains the process in more detail.
- i. Assists with the establishment and termination of Security Areas, ensure these areas are configured to perform classified work, and maintain current access lists, visitor logs, and signage for these areas.
- j. Assists in establishing and maintaining the integrity of Limited Areas (LA) and Vault-Type Rooms (VTR) in accordance with [Chapter 2, LAs & VTRs of the HQFMSP](#).
- k. Nominates personnel for security training and maintain records of CMPC and other security related training in the Appendix to the HQFMSP as described in the [HSO Organizational Appendix Template Instructions](#).
- l. Serves as points of contact on CMPC matters, including providing advice and assistance in the receipt, marking, storage, handling, discussion, transmission, and destruction of classified matter.
- m. Advises and assist the heads of HQ elements in establishing, manning, and operating Classified Document Control Stations (CDCS) and appointment of CDCS personnel in accordance with [Chapter 5, CMPC of the HQFMSP](#).
- n. Serves as points of contact on matters related to the receipt, marking, storage, handling, discussion, transmission, and destruction of CUI. See [Chapter 5, CMPC of the HQFMSP](#) and [Chapter 13, CUI of the HQFMSP](#) for more information.
- o. Assists personnel in understanding and complying with visitor access control procedures in place at HQ facilities as outlined in [Chapter 1, Physical Security of the HQFMSP](#).
- p. Assists personnel in understanding and complying with procedures for controlling Unclassified Foreign Visits and Assignments and Classified Foreign Visits. Has access to Foreign Access Central Tracking System (FACTS) to ensure the required information is entered into the system. Assisting in the preparation of required security plans, ensuring hosts and escorts understand their responsibilities, to include the requirements necessary for sharing classified information with foreign nationals; and

ensuring the heads of HQ elements approve these visits and/or assignments. [Chapter 6, Foreign Interaction of the HQFMSP](#) goes into more detail on these requirements.

- q. Assists the HQ Survey Team in conducting self-assessments and initial, periodic, special, and termination surveys as referenced in [Chapter 7, DOE S&S Survey Program of the HQFMSP](#).
 - r. Assists in the development, submission, and verification of corrective action plans (CAPs) to remedy security discrepancies identified in self-assessments and surveys. Reference [Chapter 7, DOE S&S Survey Program of the HQFMSP](#).
 - s. Receives and reports incidents of security concern to the HQ IOSC Program Manager, and if appointed as an Inquiry Officer, conduct required security inquiries or assist the appointed inquiry officer in conducting the inquiry. Assists supervisors in issuing security infractions. Reference [Chapter 11, Incidents of Security Concern of the HQFMSP](#) for more on this subject.
 - t. Assists personnel in acquiring security equipment, such as security containers, secure communications devices, copy machines approved for classified processing and shredders that are approved for destruction of classified material. Reminds users of recurring requirements such as re-keying (to include sending out notices of emergency re-key requirements) and testing. Although the classified container's custodian is responsible for the container, the HSO assists with combination changes for classified storage containers within the organization.
 - u. Prepares requests concerning security operations for Equivalencies and Exemptions from DOE Orders in accordance with [Chapter 16, Equivalencies and Exemptions of the HQFMSP](#).
 - v. Assists in monitoring and facilitating the completion of security awareness briefings, including the Annual Security Refresher Briefing (ASRB).
 - w. Develops and maintains an organizational Appendix to the HQFMSP as described in the [HSO Organizational Appendix Template Instructions](#).
3. The HSO Program Manager can aid with setting up an Appendix. The Appendix should reflect the security posture of the program office and should be updated, as necessary.
 4. Attends quarterly HSO meetings and training sessions and other activities recommended by the HSO Program Manager.
 5. Complies with Hand carry and Courier Program Standard Operating Procedure.

HSO Representative

1. Assists the HSO and Alternate HSO in performing the following duties in accordance with procedures set forth in the HQFMSP.

- a. Assists in obtaining, assembling, and/or submitting the documentation required to obtain a security badge for entering HQ facilities. The requirements and the process for preparing and submitting these documents can be found in [Chapter 3, Personnel Security of the HQFMSP](#).
- b. Assists in obtaining, assembling, and/or submitting the documentation required to obtain a security clearance in accordance with [Chapter 3, Personnel Security of the HQFMSP](#).
- c. Annually reviews the need for retaining personnel security clearances.
- d. Assists in ensuring that personnel complete the documentation required for security clearance reinvestigations. See [Chapter 3, Personnel Security of the HQFMSP](#), for specific details on this process.
- e. Works with supervisors and managers to ensure that clearance holders notify the Office of HQ Security Vetting of reportable events and absences of 90 days or more. For a complete list of reporting requirements reference [Chapter 3, Personnel Security of the HQFMSP](#).
- f. Assists in the transfer of security clearance and access information to other DOE and Federal organizations so organizational personnel may attend classified meetings in accordance with [Chapter 3, Personnel Security of the HQFMSP](#).
- g. Coordinates with the USAccess sponsor to ensure the record in USAccess is updated to terminate the badge of departing personnel.
- h. Assists contracting officer representatives (CORs) and contractor (FSOs) in understanding and submitting the documentation required for entering facility clearance and classified contract information into the Safeguards and Security Information Management System (SSIMS). [Chapter 4, FOCI & FCL of the HQFMSP](#) explains the process in more detail.
- i. Assists in establishing and maintaining the integrity of Limited Areas (LA) and Vault-Type Rooms (VTR) in accordance with [Chapter 2, LAs & VTRs of the HQFMSP](#).
- j. Nominates personnel for security training and maintains records of CMPC and other security related training in the Appendix to the HQFMSP as described in the [HSO Organizational Appendix Template Instructions](#).
- k. [Serves as point of contact on CMPC matters, including providing advice in the receipt, marking, storage, handling, discussion, transmission, and destruction of classified matter.](#)
- l. Advises and assists the heads of HQ elements in establishing, manning, and operating Classified Document Control Stations (CDCS) and appointment of CDCS personnel in accordance with [Chapter 5, CMPC of the HQFMSP](#).
- m. Serves as point of contact on matters related to the receipt, marking, storage, handling, discussion, transmission, and destruction of Controlled

Unclassified Information (CUI). See [Chapter 5, CMPC of the HQFMSP](#) and [Chapter 13, CUI of the HQFMSP](#) for more information.

- n. Assists personnel in understanding and complying with visitor access control procedures in place at HQ facilities as outlined in [Chapter 1, Physical Security of the HQFMSP](#).
 - o. [Assists personnel in understanding and complying with procedures for controlling Unclassified Foreign Visitors and Assignments and Classified Foreign Visits](#). Have access to Foreign Access Central Tracking System (FACTS) to ensure the required information is entered into the system. Assists in the preparation of required security plans, ensuring hosts and escorts understand their responsibilities, to include the requirements necessary for sharing classified information with foreign nationals; and ensuring the heads of HQ elements approve these visits and/or assignments. [Chapter 6, Foreign Interaction of the HQFMSP](#) goes into more detail on these requirements.
 - p. Assists the HQ Survey Team in conducting self-assessments and initial, periodic, special, and termination surveys as referenced in [Chapter 7, DOE S&S Survey Program of the HQFMSP](#).
 - q. Assists personnel in acquiring security equipment, such as security containers, secure communications devices, copy machines approved for classified processing and shredders that are approved for destruction of classified material. Reminds users of recurring requirements such as re-keying (to include sending out notices of emergency re-key requirements) and testing. Although the classified container's custodian is responsible for the container, the HSO assists with combination changes for classified storage containers within the organization.
 - r. Assists in monitoring and facilitating the completion of security awareness briefings, including the Annual Security Refresher Briefing (ASRB).
2. Attends quarterly HSO meetings and training sessions and other activities recommended by the HSO Program Manager.
 3. Complies with the Hand Carry and Courier Program Standard Operating Procedure.

Points of Contact

For more information on the HSO Program and the duties identified in this chapter, an email can be sent to the [HQ HSO Program](#), or by calling them at, (301) 903-7189 or (301) 903-2644.