



Air Reserve Personnel Center

**Welcome to the ARC Field Training
Class at ARPC - Buckley AFB, CO**





Admin Remarks

- **Proximity cards**
- **Lodging has a FIRM 1100 check out time!**
- **Bathrooms/Breakrooms**
- **Smoking Area**
- **Evacuation/Shelter in Place**
- **Please—no side conversations!**
- **Critique Sheets**
- **Copy of All Slides and Handouts - on ARPC website**



Air Reserve Personnel Center

**Welcome to ARPC –
Commander, Command Chief and
ANG Advisor Remarks**





U.S. AIR FORCE

United States Air Force Reserve

Integrity - Service - Excellence

Customs & Courtesies Local Area



MSgt Beth Anschutz

**HQ ARPC ♦ Additional Duty
First Sergeant**

U.S. AIR FORCE



U.S. AIR FORCE

Customs & Courtesies

- **Reveille & Retreat**
 - **0730 & 1700**
 - **Outdoor protocol**
 - **Driving/in vehicle**

- **High rank in/about ARPC**

- **“Joint-Base” Buckley**



- **Weather**
 - **Walking/Driving concerns**
 - **Layers are your friend**

- **Colorado's legal products**
 - **Avoid dispensaries**
 - **Don't be surprised by the smell**



U.S. AIR FORCE

Questions





U.S. AIR FORCE

United States Air Force Reserve

Integrity - Service - Excellence

Class Introductions **(Please be brief)**



U.S. AIR FORCE

Headquarters U.S. Air Force

Integrity - Service - Excellence

HQ ARPC Mission Brief





Vision

***Innovative Leader in
Personnel Services,
Throughout the
Airman Lifecycle***

Mission

***Deliver Exceptional
Personnel Services***

Operations:

Optimize processes to deliver timely and trusted customer-focused service.

Readiness:

Ensure highest levels of readiness for Pre-trained Individual Manpower (PIM) and Individual Reservist (IMA) members.

People:

Support a skilled, trained professional workforce.

Technology:

Identify, develop, and field integrated systems and technology solutions to enhance the customer service experience.

GOALS

HQ AIR RESERVE PERSONNEL CENTER



SIX DECADES OF SERVING GENERATIONS OF AIRMEN
THROUGH INNOVATION AND EFFICIENCY

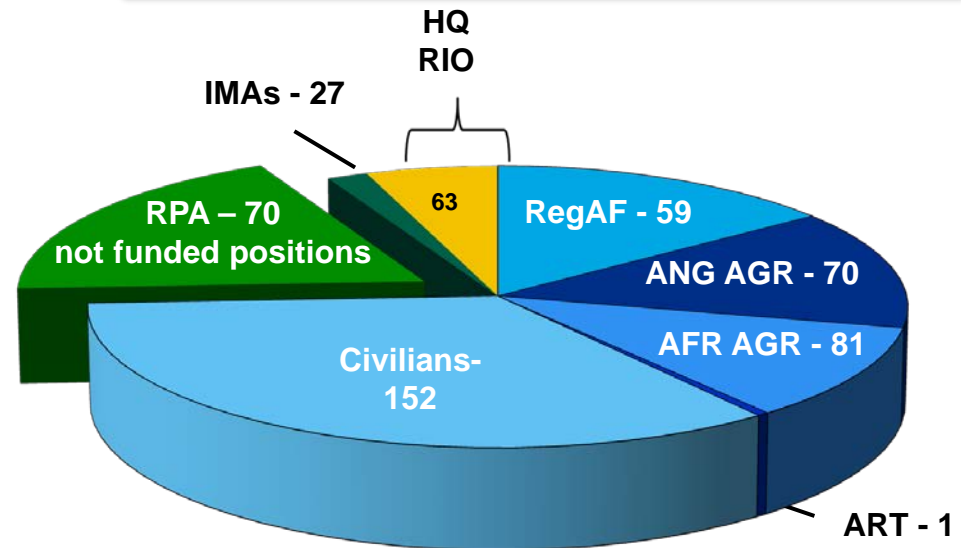
1950s 1960s 1970s 1980s 1990s 2000s Present

Breaking Barriers ... Since 1947



Air Reserve Personnel Center (ARPC) Overview

- Headquartered at Buckley AFB, CO
- 3 Operating Locations
 - St Louis, MO (NPRC)
 - Monterey, CA (DMDC)
 - San Antonio, TX (AFPC)
- Parent command to HQ RIO & its Detachments
- Executes personnel programs
- Supports 1.3M Total Force Customers

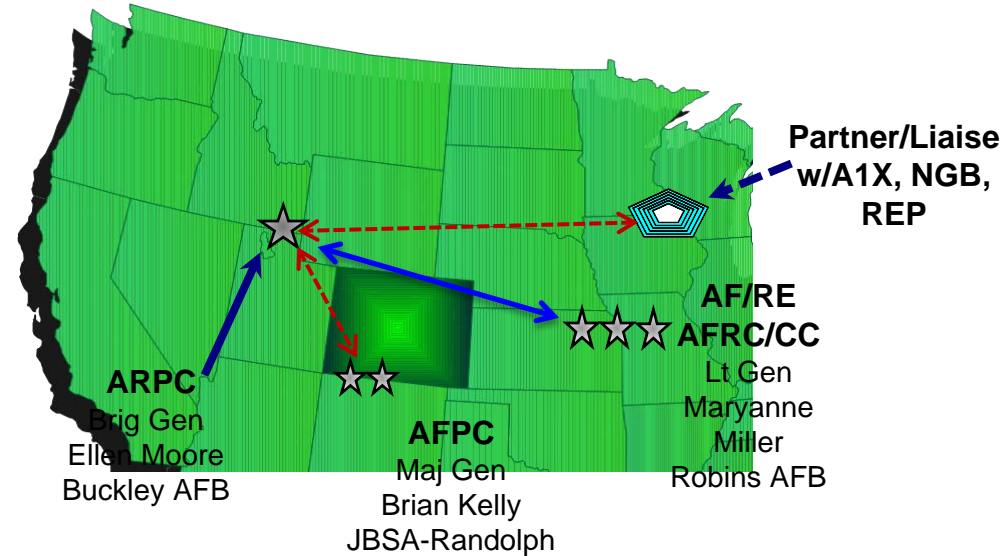
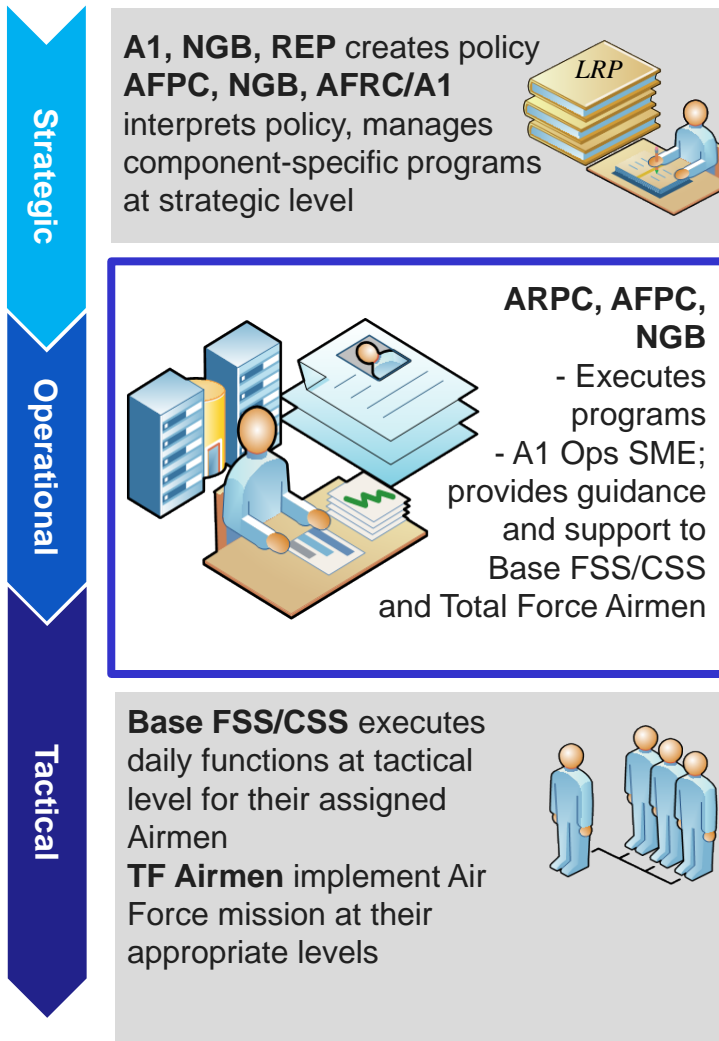


ARPC Workforce Total: 506

as of Oct 2017



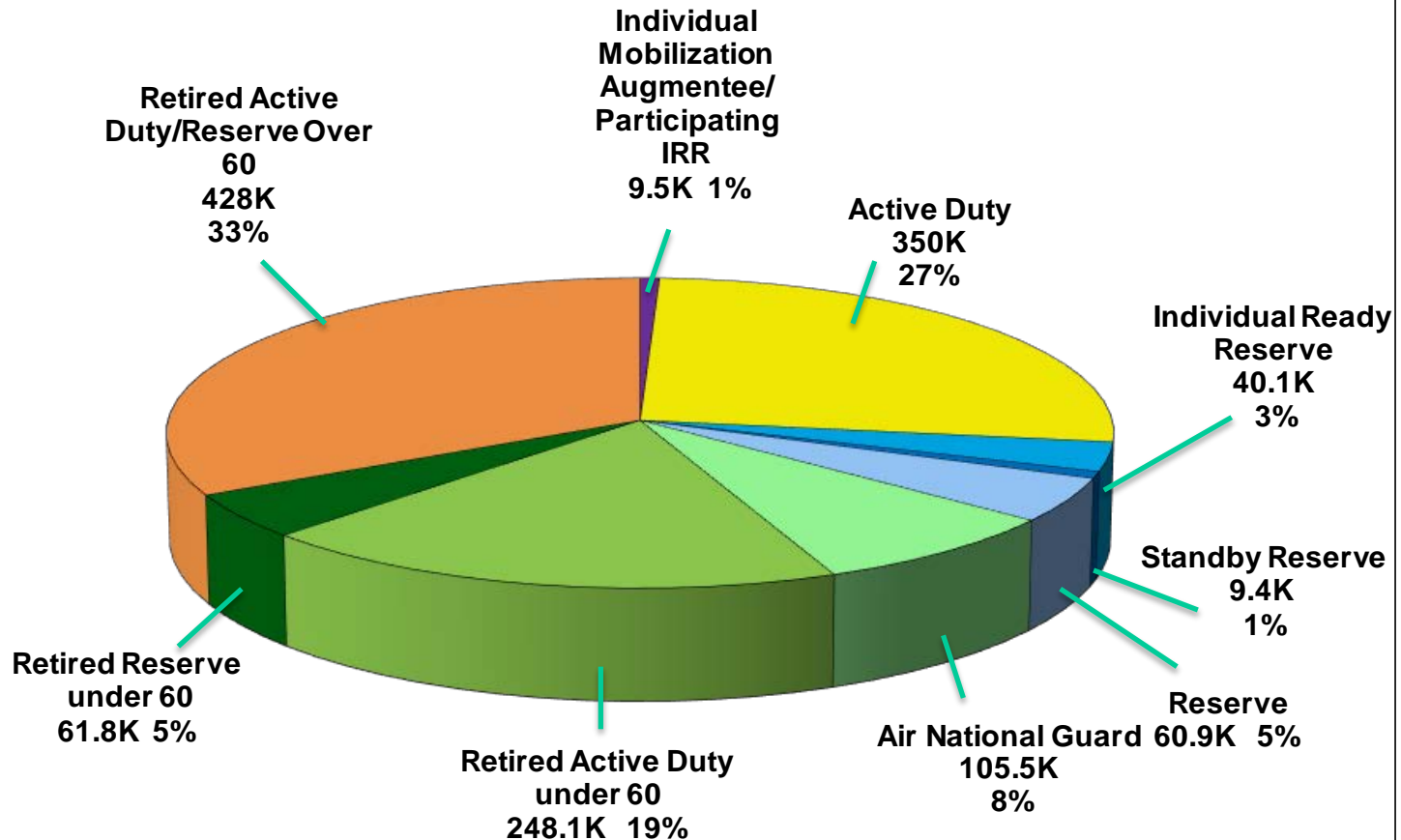
Total Force Personnel Management



ARPC has a Direct Reporting relationship to AFRC and serves the *execution arm of ARC* policy. ARPC *partners* with AFPC & NGB on Total Force program execution.



Total Force Customer Base

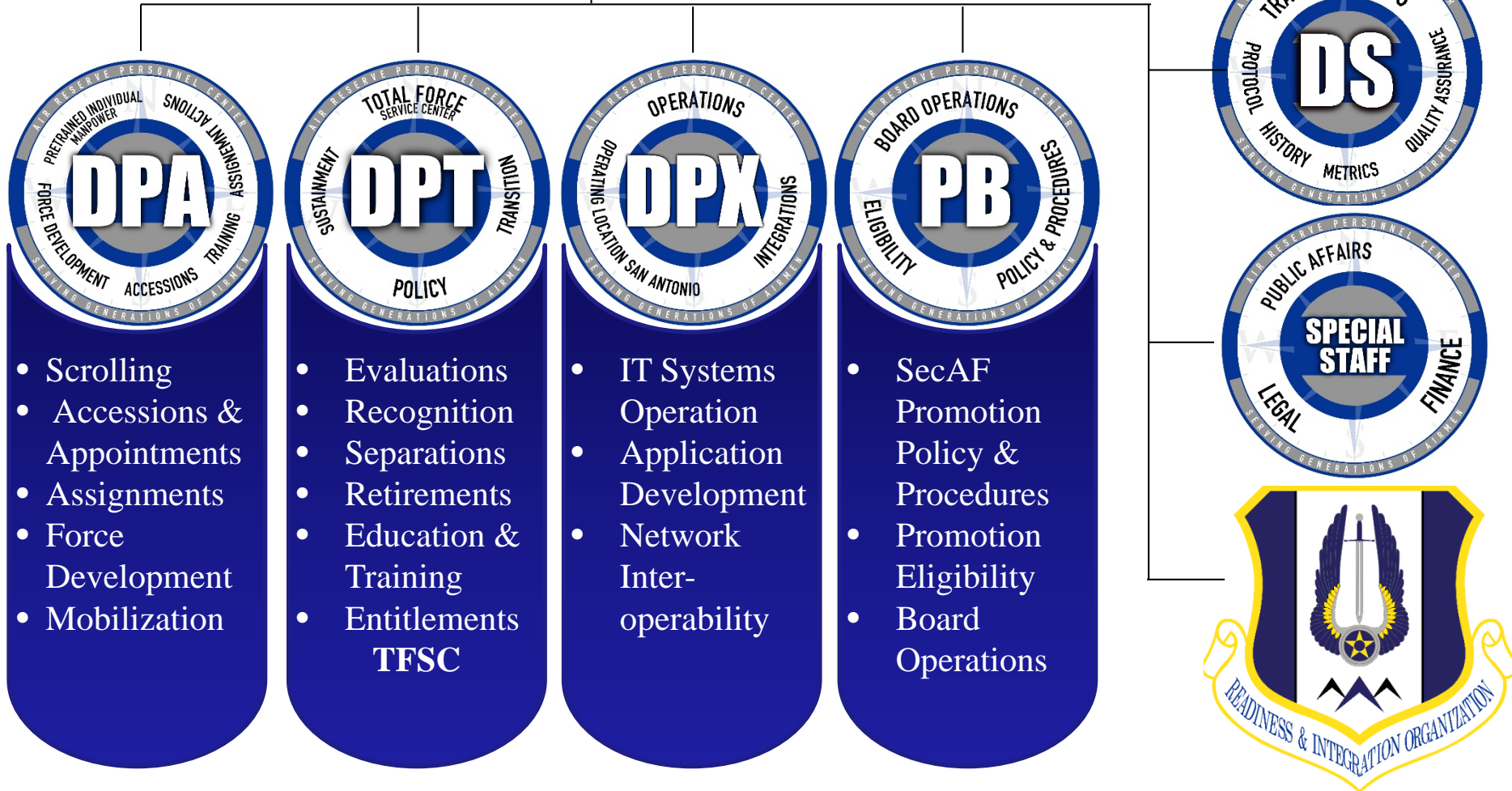


Total Force Customers: 1.3M



Organization & What We Do...

Commander





ARPC's Continuum of Learning

Education (Airmen Professional Development)

- Enlisted Level Calls
- Enhancement Training (EPR Bullets, Feedback, etc.)
- Leadership Challenge Program I & II
- NCO Leadership Course
- SNCOLDC
- Private Org Workshops
- AF Level/Base PME Opportunity

Experience (Practical Use of Lessons)

- Daily Call Center Skills Application
- Supervisory Skills Application
- Mentorship Program

Training (Mission Technical Skills)

301 Level

- Supervisor Expectations
- Metrics and Decision Driven Analysis
- MyPers Reports
- CISCO Reports

201 Level

- MyPers Reports
- CISCO Reports
- Monthly Health Check
- Agent Expectations
- SharePoint

101 Level

- ARPC Mission
- Component Specific Information
- MyPers
- CISCO
- Genesys
- Windows 10
- Soft Skills



HRM Total Force Transformation: Comprehensive, End State Efforts

Integrating Personnel Service Centers

- ◆ Customer Relationship Management Suite
- ◆ Integrated Telephony
- ◆ Common Knowledge Base and Guided Assist
- ◆ Electronic Boards

Streamlining Personnel Forms

- ◆ Rationalizing and consolidating Personnel forms across Components
- ◆ Building automated forms management capability

Modernizing Pers/Pay Systems

- ◆ Payroll engine integrated with Personnel Management system
- ◆ Streamlined, Total Force business processes

Demonstrating the Concept of an Integrated Force Support Squadron

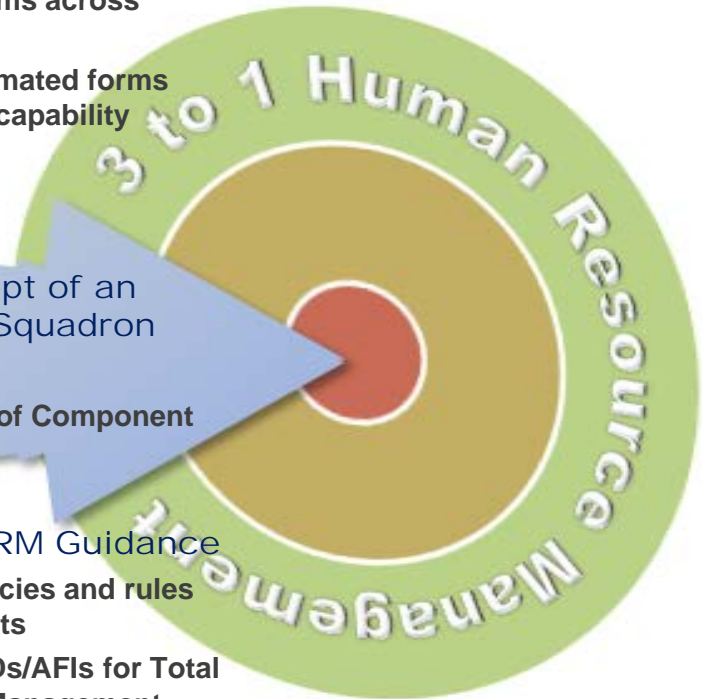
- ◆ Integrated office for base-level support
- ◆ Efficient support to Airmen regardless of Component

Established HRM Strategic Governance

- ◆ Total Force Headquarters
- ◆ Integrated across HRM business activities
- ◆ Integrated across Legislation & Policy, Resources, IT, Organization & Workforce

Consolidating HRM Guidance

- ◆ Standardizing policies and rules across Components
- ◆ Single set of AFPDs/AFIs for Total Force Personnel Management
- ◆ Developing TF PSD Field Guides



Arming our workforce with the processes, standards & tools to deliver Total Force Personnel Services



Transformation Initiatives

1. Tier Work Processes

Standardization across infrastructure to distribute business processes and functions, creating multi-level support for consistent, accurate, and repeatable customer service.

2. Provide TF Service via Contract

Provide efficient operational HR support to TF Airmen 24/7/361 via service contract while delivering emerging technology and improved business outcomes.

3. Achieve Common Op Platform

Deploy an enterprise-wide program to transform the operational models of AFPC & ARPC from independent Service Centers into one consolidated Total Force Service Center to meet the business needs of their independent customer segments.

4. Standardize Quality Management Tools and Metrics

Develop & implement a sustainable, effective customer satisfaction system which consistently measures business operations and service quality benchmarks across both TFSCs.

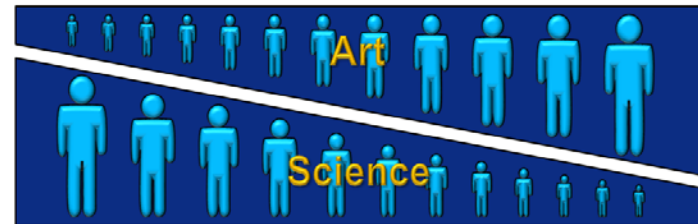
Challenges/Dependencies

- Current Organization Structure
- Standardized knowledge management framework
- Change Management
- Genesys implementation
- Guided Assistance Training
- Future State of TFSCs

Desired End State

Customer Focused Needs Driven Customer Satisfaction Faster service Individualized Care

Better Service



Gained Efficiencies

Streamlining Automation Continual Improvement Enhanced IT Improved Communication

Optimized Centers of Excellence for 2020 & Beyond

Breaking Barriers ... Since 1947



Questions



Breaking Barriers ... Since 1947



U.S. AIR FORCE

10 min Break!



Fly, Fight and Win...

Headquarters U.S. Air Force

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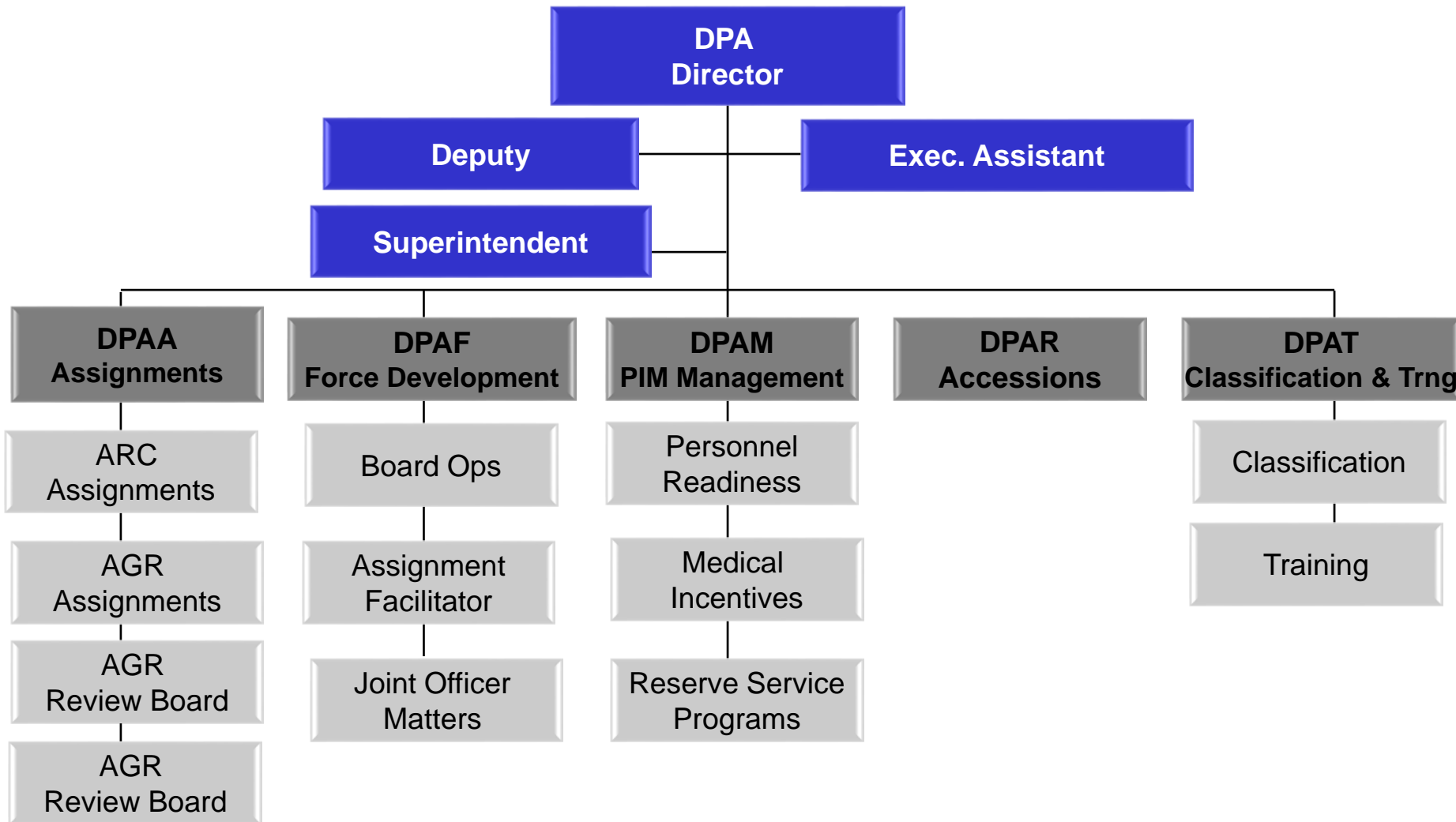
Assignments Directorate DPA



DPA
Nov 2017



Organizational Structure





DPAF: Force Development Division

What We Do:

- **Reserve Officer and Enlisted Development Teams (DT)**
 - **Designed to produce Airmen who possess tactical expertise, operational competence and strategic vision**
 - **Provides senior leader mentorship matching individual desires and capabilities with Air Force Reserve needs**
- **Reserve School Boards**
 - **Exceptionally well qualified AFR members who have expressed their desire for Leadership and Return on Investment for the AFR**
- **Reserve Development Plans (R-ODP & R-EDP)**
 - **Important tool for USAFR Member's to communicate their personal career goals to DT and school boards**
- **Stripes for Exceptional Performers (STEP) II Board**
- **Command Chief Master Sergeant Board (CCM)**
- **Joint Officer Matters (O-6 and Below)**



DPAM: Pre-Trained Individual Manpower

What We Do:

- **Pre-trained Individual Manpower (PIM) (AF Strategic Reserve) force manager:**
 - **Mobilization Ready via screening programs: annual survey mail-outs, annual Musters, biennial Push-Pull (Executive Advisor to Air Staff)**
 - **Performs address updates/research**
- **Service Date verification/correction for USAFR/ANG**
- **Assignment actions/management on non-participating members (Key Employee, UIF's on IRR/Standby)**
- **Acting MPS for HPSP students (IRR); manages/processes ANG/AFR Medical Special Pay programs**
- **Career Intermission Program (CIP)**



DPAR: Accessions

What We Do:

- **Total Force Reserve Original Appointment Process (Scrolling)**
- **Direct Officer Accession (OA) Commissioning Process**
 - **Professional: JA, SG, and Chaplain**
 - **Health Profession Scholarship Program (HPSP) stipend**
 - **Chaplain Religious Profession Scholarship Program**
 - **Deserving Airman commissioning program/OTS**
 - **Resigning Regular**
 - **Competitive Category Change**
- **DD 1AF**
- **Enlisted Accessions**
 - **USAFA Preparatory School**
 - **IMA**



DPAT: Classification and Training

What We Do:

- **Individual Reservist Training Management**
 - **Enlisted On-the-Job training roster management**
 - **Officer AFSC/ On-the-Job training management**
 - **AFSC, Skill Level, SEI Updates**
 - **Training and retraining status updates**
 - **Formal school course request and processing**
 - **Enlisted PME (in residence) management**
 - **Special training request management**
- **HQ AFRC Classification Waivers processing**
 - **All Reserve Classification Waivers**
- **HQ AFRC Classification AFSC Conversion Coordination**



DPAA: Assignments Division

What We Do:

- 1. Manage AFR AGR Assignments (HQ & Unit AGRs)**
 - Validates AGR positions & posts vacancies on the ARPC website**
 - Screens all the applications and forwards the applications to the hiring authority**
 - Sends notification to members for selection and non-selection**
 - Management Directed Reassignments (MDR)**
 - Voluntary curtailments**
 - AGR promotion grade ceiling for SMSgt & CMSgts**
 - Conduct AGR Review Boards (ARB)**



DPAA: Assignments Division cont.

2. Bonus and Incentive Programs

- **Aviator Continuation Pay (ACP)**
 - **FY17 ACP program includes eligibility of all officers in 11X, 12X and 18A career fields, Active Guard/Reserve (AGR) officers with no more than 16 years Total Active Federal Military Service (TAFMS).**
- **Reserve special pay and incentives**
 - **Unit reservists & IMAs (enlisted & officer) are the only two categories of reservists who are eligible for the enlisted incentives program**
 - **Different criteria apply to both categories. Members are encouraged to consult with their Career Advisors or Retention Program Managers for specific details on the various incentive programs, & bonus incentive AFSCs prior to reenlisting or retraining.**
 - **Enlisted incentives programs are Non-Prior Service (NPS) & Prior Service Enlistment, Reenlistment, Affiliation, & Retraining into critical military skills with insufficient members in specific fields**
 - **Officers incentives programs are Accessions and Affiliation**



DPAA: Assignments Division cont.

- **Incapacitation pay (TR/IMAs)**

- Authorizes pay & allowances for Reserve component members who are not medically qualified to perform military duties because of an injury, illness, or disease incurred or aggravated in the line of duty.
- Incapacitation pay also provides pay/allowances to Reserve component members who are fit to perform military duties, but experience a loss of earned income because of an injury, illness, or disease incurred or aggravated in the line of duty.
- If a TR member has an approved LOD, the member should contact reserve MPS to apply for incap pay, IMAs contact their Detachment
 - Info is on myPers / click on:
 - Benefits and Entitlements (left side of screen)
 - Reserve Incapacitation Pay Entitlements (under Benefits and Entitlements Programs)



DPAA: Assignments Division cont.

3. Reserve Assignments

- **IAW AFI 36-2115**
- **Assignment actions and orders on personnel who are requesting assignment to:**
 - **Individual Reservist IMA positions & the PIRR Program**
 - **ANG and USAFR units, IMA, PIRR or Points only status.**
 - **Coming from non-participating, IMA, PIRR or “Points only” status**
- **Coordinate on cases involving:**
 - **AFSC Determination (classification actions)**
 - **Twice Deferred waiver packages, USERRA, Reserve Retiree to Reserve**
 - **Voluntary Limited Period of Active Duty Program(VLPAD)**
 - **ANG – Project MILPDS records to ANG assignment for batch gain**
 - **Assignment processing from IRR to...AFR & ANG and IMA Assignments**

Headquarters U.S. Air Force

Integrity - Service - Excellence

DPT Overview

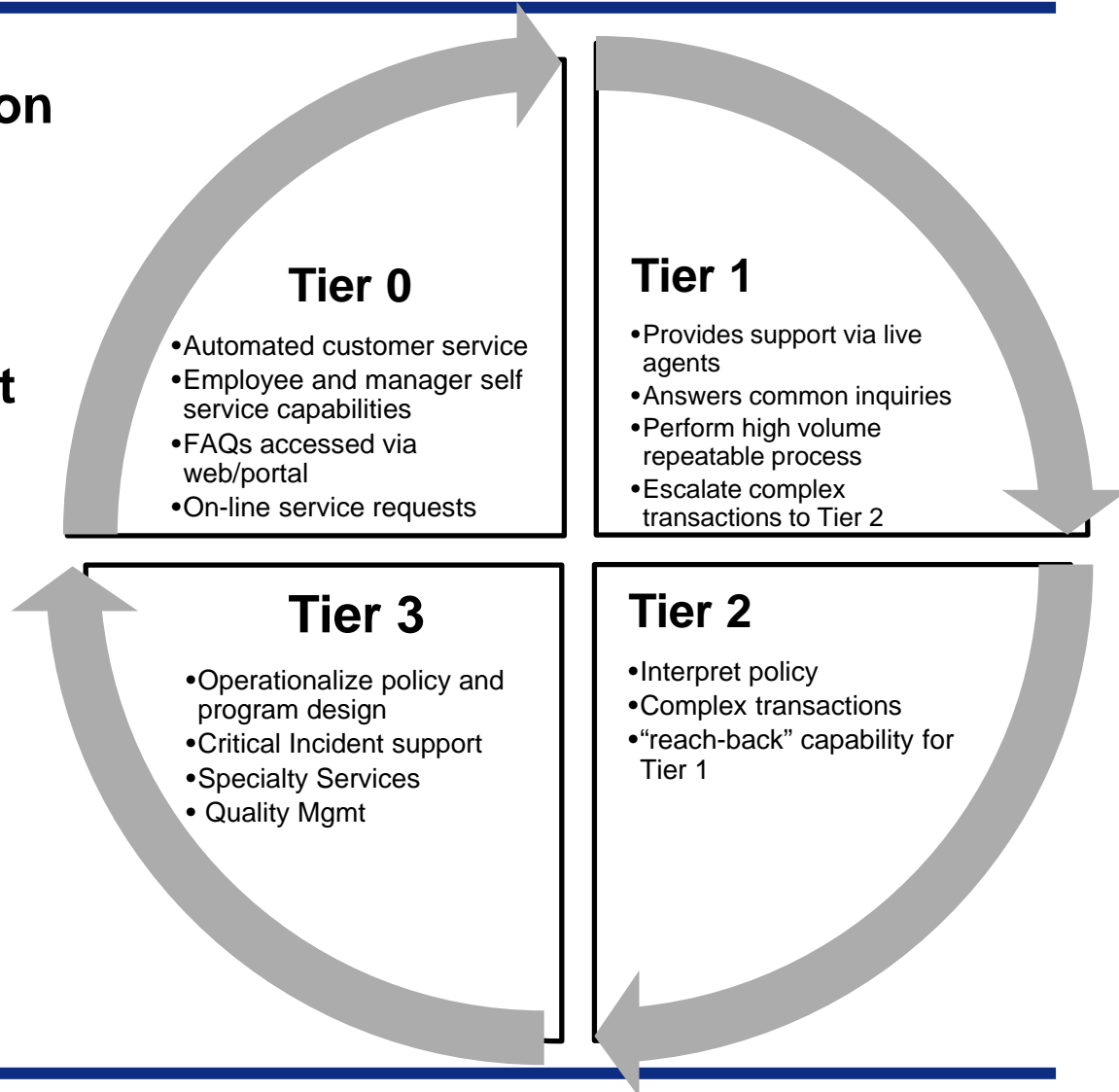


Col Rick Erredge
Director, Personnel and Total Force Services



Overview

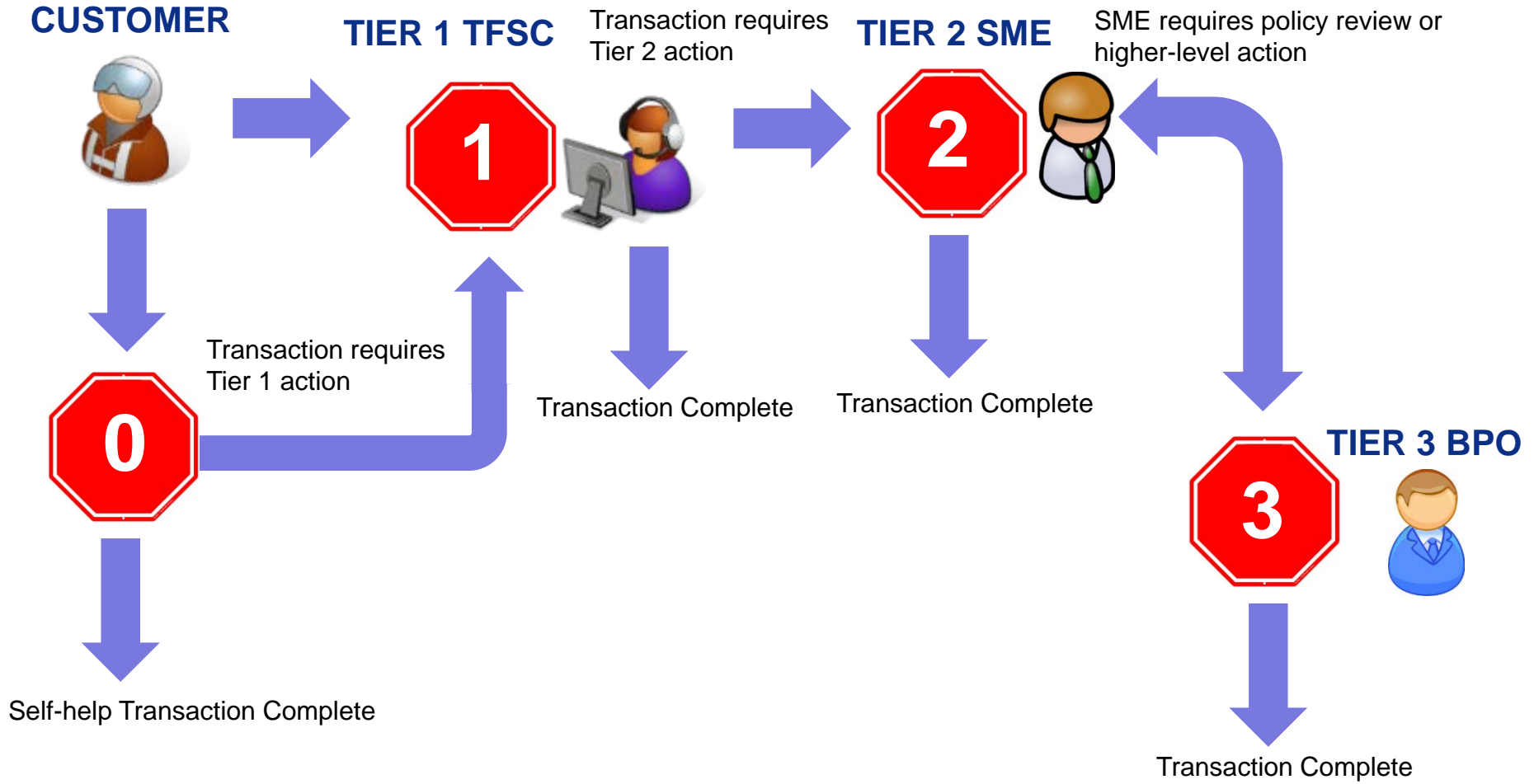
- Ideal Customer Interaction
- Who is DPT
- Service Delivery Model
- Service Level Agreement
- Accomplishments
- Future Operations
- Takeaways





Tiered Comparison

Personnel Centers' Ideal Customer Interaction





-
- **DPT is largest Directorate at ARPC**
 - 147 authorized ANG, AFRC, RegAF, and Civilians
 - 23 RPA
 - **Provide Total Force personnel services to 1.3M members**
 - ARC
 - RegAF retirees
 - **FY 2016**
 - 391,000 transactions closed
 - 190,000 calls
 - Plus snail mail and fax!!
 - **Incoming work exceeds current capacity**
 - Manning
 - Complexity
-



Service Delivery

SUSTAINMENT

POINTS MANAGEMENT

CAREER MANAGEMENT

RECOGNITIONS

EVALUATIONS

DD 214s

TRANSITION

BENEFITS & ENTITLEMENTS

EDU SVCS, DEERS,
CASUALTY

SEPARATIONS

RETIREMENTS

Contact Center

SYSTEMS

WORKFLOW

FSSE LINE



Service Delivery

■ Tier 0

- vPC, myPers

■ Tier 1 and 2

- Separation Actions (MSD/HYT & Sanctuary waivers)
- Retirement actions for ARC
- Entitlements/Benefits/Casualty Services
- Education benefits
 - Foreign Language, Pay, TA, Student Loan Repayment, CCAF & Enlisted Education updates, 9/11 GI Bill
- IMA Enlisted Promotions
- Reenlistments/Extensions
- Evaluations
- Points
- DD214's



■ ARPC & ANG SLAs

- DEERS (various levels based on request)
- Duty history updates (5 days)
- Evaluations (5 days prior to ARPC Boards & 20 calendar days)
- Retirements eligibility (20 calendar days)
- Awards and Dec's (5 days)
- Points (5 duty days for corrections & 30 days for pay rejects)
- Military service dates (5 days for corrections)
- Casualty (various levels based on request)
- Post 9/11 GI Bill (LOC 25 or 15 days)
- Separations (10 duty days)
- Medical Special Pay (various levels based on request)



DPT 2016 Accomplishments

DPT GOAL: Helping Every Customer... Every Time

Total Force Service Center- Denver--190,000+ Customer Contacts

Key Sustainment/Transition Prgs-- 391,000 Transactions Closed

- Evaluations--**147,075**
- Awards and Decorations--**12,365**
- DD Forms 214/215 and Service Verification--**8,883**
- Retirements--**45,056**
- Reenlistments/ Extensions--**1,023**
- Separations **Discharges - 11,994/Separation Actions 61,512**
- Points Management--**13,883**
- Casualty--**548**
- DEERS--**10,851**
- AFRC Tuition Assistance--**13,651/\$11M**
- GI Bill—**13,411/\$2.2M**
- Foreign Language Proficiency Pay--**245/\$338K**
- Student Loan Repayment Program--**242/\$528K**
- Service Members' Group Life Ins (SGLI)—**165/\$37.7M**
- Customer Mail/Fax/Web Inquiries & Document Requests—**45,051**

NOTABLE ACCOMPLISHMENTS

- 251 Congressionals
- 956 BCMRs
- 236 MSD/HYTWaivers
- Education workshop 18 participants
- UTA Support 36 days
- 18,021 Retirement cert/flag pkgs
- 16,000 Spouse recognition
- 221 ERAB Submissions
- Automated AGR Computation Worksheet
- Revised ARC HCT HYT/MSD prg
- DEER OL stood up at DMDC
- PB support for 6 primary boards
- Records screened for PB

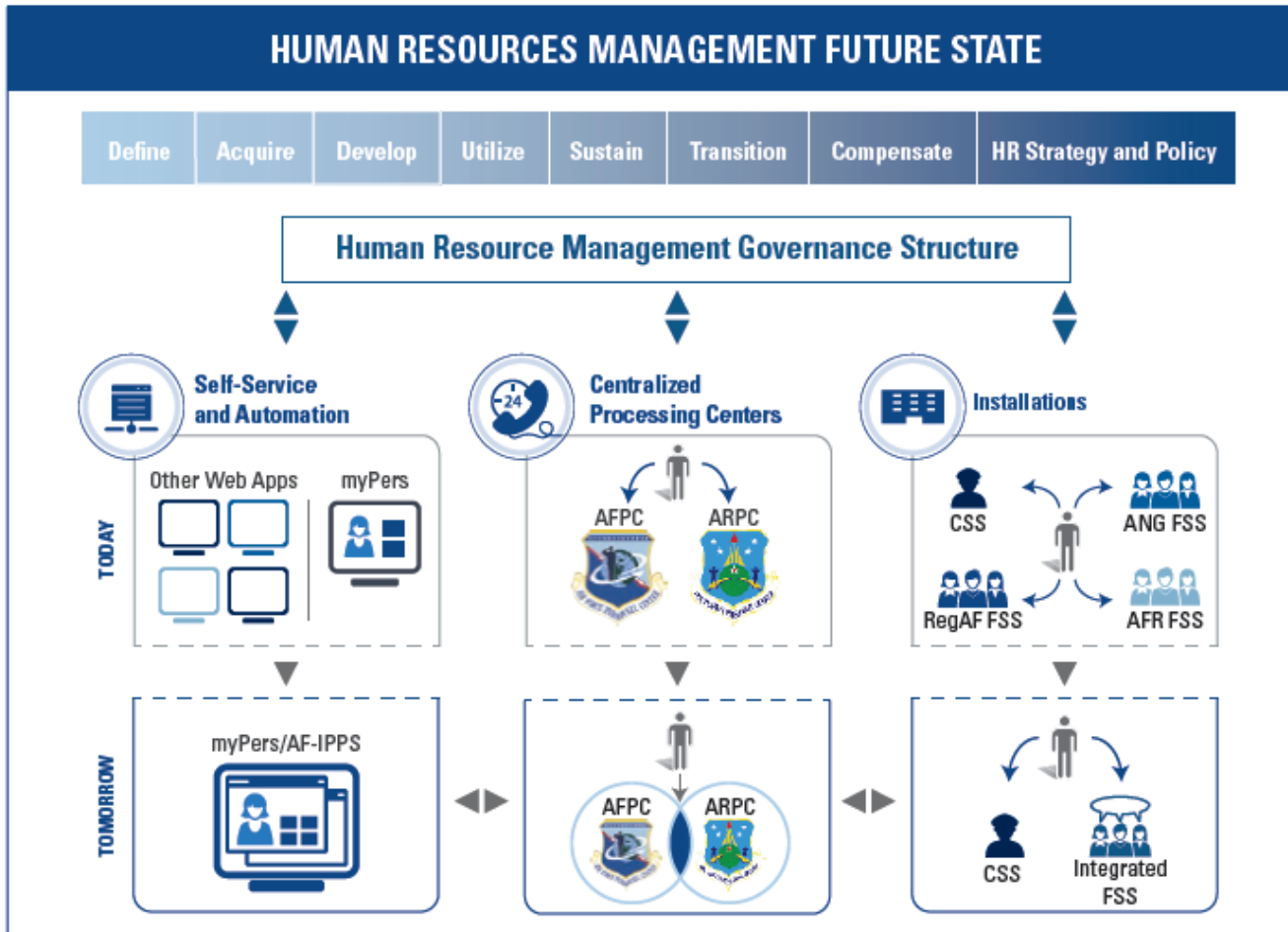


Future is Now

- **New Call Center Model (Tier 1)**
 - **24/7 361, Multi Channel Customer Experience (Chat, Bot)**
- **Knowledge (Tier 0)**
 - **Updated myPers knowledge articles**
 - **Public facing knowledge articles**
 - **YouTube channel**
 - **Mobile**
 - **Chat / Bot**
- **Self Service (Tier 0)**
 - **vPC Evals**
 - **RRPA**
 - **Awards/Decs**



Future State



Please refer to the HRM Governance Structure AFPD and AFI for more information regarding the HRM Governance Structure and its members.



Take-Aways

- **myPers first is our strategy; 14k knowledge articles**
- **Please do not call for status checks inside of SLA time frames**
- **RAPIDS is first stop for all DEERS issues**
 - **AROWS-R flows to DEERS for AFR**
 - **AROWS-G may flow to DEERS for ANG**
- **DEERS is source system for all dependent data**
- **38% return rate for evaluations; units need to do better**
- **Communicate Tier 0 capabilities**



Questions?

TFSC

1-800-525-0102

DSN 665-0102

Headquarters U.S. Air Force

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TFSC - DENVER



MSgt Amee Espinoza
Section Chief, TFSC-Denver
DPTG



Why We Are Here

ARPC Vision

***Innovative Leader in Personnel Services,
Throughout the Airman Lifecycle***

ARPC Mission

Deliver Exceptional Personnel Services

DPT Goal

Helping Every Customer...Every Time

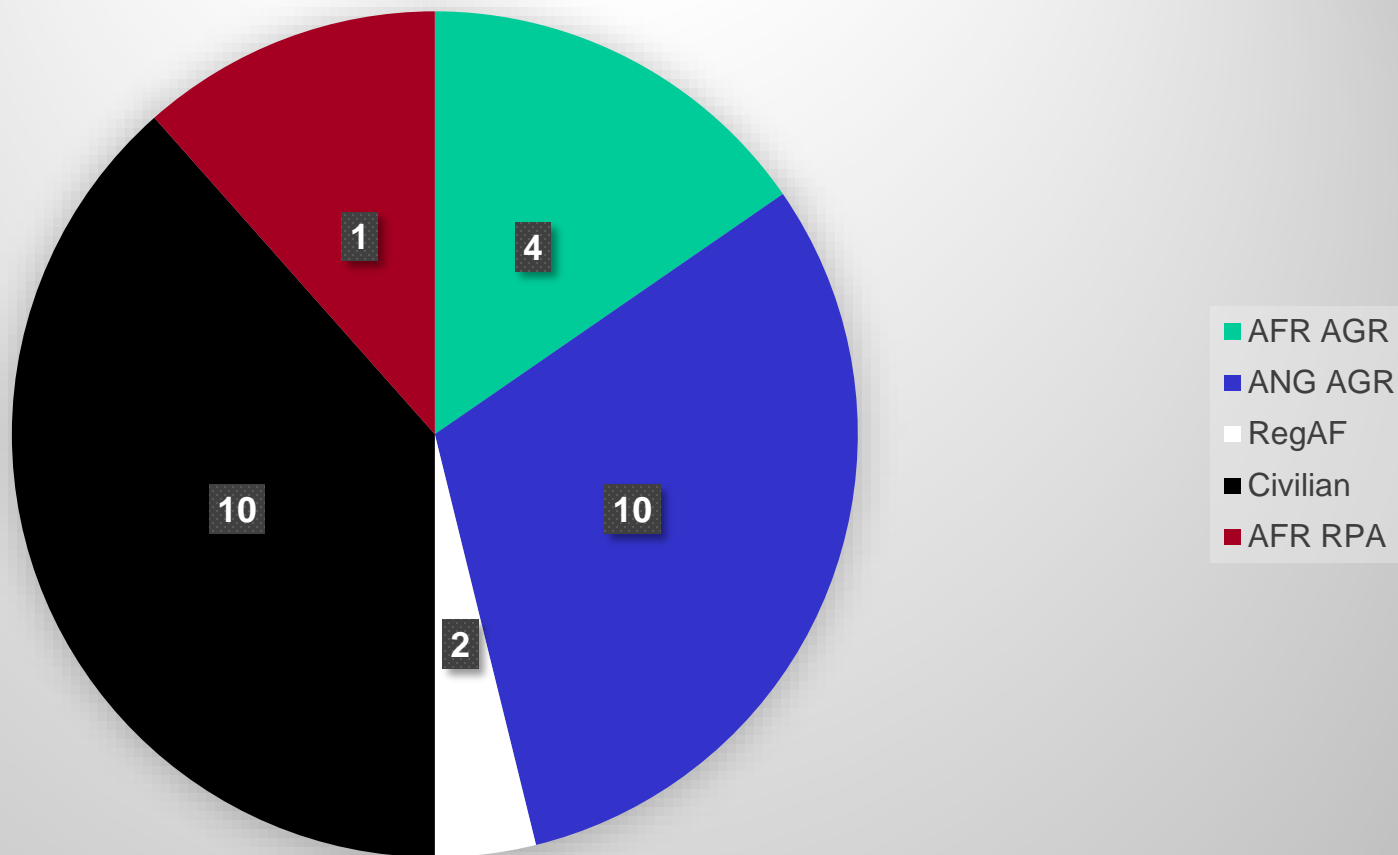
DPTG Goal

***Providing Excellent Customer Service Through
Proficiency, Accuracy, and Quality of Care***



Who We Are

TF Team





What We Do

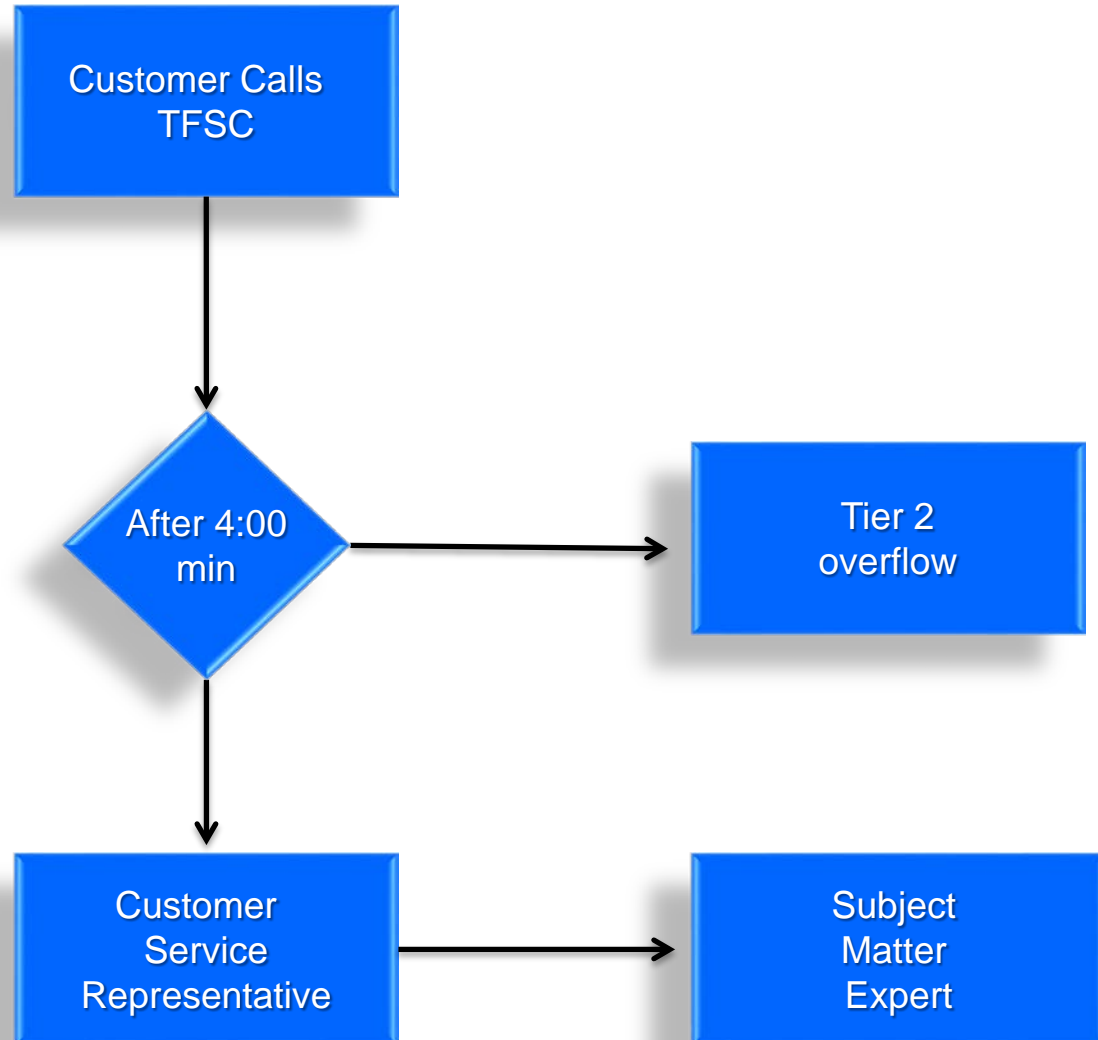
- Field ARC customer calls to TFSC – 11,383 avg 4th Qtr, 2016
- Create incidents from faxed and mailed requests
- Process and transfer incidents from submitted online requests
- Troubleshoot and resolve system errors: vPC applications, myPers, CISCO, equipment, etc.
- Focal point for system degradation reporting to internal/external stakeholders
- Assess, submit and test TFSC system requirements
- 2016 Stats

Contact Svc Queue Activity Report (by Interval)

Calls Presented	156,001
Calls Handled	94,361
Calls Overflowed	58,776



Call Flow





How We Do It

Systems used:

- **MyPers Console**
- **Remedy**
- **MiIPDS**
- **CMS**
- **ARMS**
- **Contact Center vMPF**



How We Do It

Work Prioritization:

■ **Volume**

- **Established by the skill competency queues**
- **Currently, all DPTG phone technicians are skilled in all 14 queues thus allowing calls to flow to any available TFSC Ops agent**
- **First in, first out to process Workflow & System incidents**

■ **Top Priority**

- **Fielding all incoming calls is our primary mission requirement**
- **Preparing and transferring pay & benefits affecting inquiries to appropriate action officer**



Field Support Services Element (FSSE)

The purpose of the FSSE is to provide expedited assistance for urgent mission affecting issues/concerns. This line is only intended for General Officers, Commanders, Executive Officers and/or Squadron CMSgts.

General guidelines:

- **The FSSE is not intended for personal use.**
- **Routine or less urgent issues should be addressed using vPC or by calling TFSC-DEN.**
- **The FSSE phone number is 720-847-3771 or DSN 847-3771 and hours of operation are Monday - Friday, 8 a.m. - 2 p.m. MT.**
 - **(Callers are prompted to leave a voicemail with nature of call/contact information)**



Did you Know

- **Ebenefits**
 - All records requests from ARMS/PRDA must be retrieved through eBenefits
 - National Personnel Records Center (NPRC) - Prior to 2004
 - 1-866-272-6272
 - <https://www.archives.gov/st-louis/military-personnel>
- **AROWS**
 - Managed/viewable at Unit level ONLY
- **BCMRs**
 - Managed by Joint Base, Andrews AFB
 - Inquiries should be sent to: usaf.pentagon.saf-mr.mbx.saf-mrbc@mail.mil



QUESTIONS?

Data provided by _____ and is current as of _____

Headquarters U.S. Air Force

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Recognition Services



NCOIC – SSgt Adam Van Horn
Briefer – SrA Semler



Overview

- ❖ **References**
- ❖ **Recognition Service Team Responsibilities**
- ❖ **Services Provided**
- ❖ **Things you should know**
- ❖ **How you can help us and the customer**
- ❖ **Operation Inherent Resolve Campaign Medal**
- ❖ **Air Force Special Duty Ribbon**



References

❖ References

- ❖ **PSD Handbooks (Awards and Decoration, all components)**
- ❖ **AFI 36-2803 *Awards and Decorations***
- ❖ **AFI 36-2803_AFGM2015-03 (Attachment to AFI 36-2803)**
- ❖ **AFH 33-337 *Tongue and Quill***
- ❖ **DODM 1348.33 vols. 1, 2, and 3**
- ❖ **AFI 36-2110 *Assignments***
- ❖ **AFI 33-328 *Administrative Orders***



Responsibilities

- ❖ **Validates transactions concerning awards and decorations**
 - ❖ **Ensures Decorations submitted through vPC are updated in MILPDS, ARMS/PRDA(AFPC Function) and OSR when applicable**

- ❖ **Provide guidance to Military Personnel Sections/Commander Support Staffs /Commanders and Service Members**

- ❖ **Answer high-level inquiries and Board of Corrections to Military Records (within scope)**



- ❖ **Process the following decoration in the vPC online IAW AFI 36-2803 and AFH 33-337 to include:**
 - ❖ **Meritorious Service Medal (MSM)**
 - ❖ **Aerial Achievement Medal (AAM)**
 - ❖ **Air Force Commendation Medal (AFCM)**
 - ❖ **Air Force Achievement Medal (AFAM)**
 - ❖ **AFRMSM Denial**
 - ❖ **MOVSM**
 - ❖ **Combat Readiness Medal**
 - ❖ **Revocations and Amendments of Decorations**

- ❖ **Research status of awards and decorations in the vPC upon request**

- ❖ **Provide replacement medals for eligible members per AFI 36-2803**

- ❖ **Process incoming decorations via mail from USCENTAF/losing active duty and ARC units when required**

- ❖ **Provides Awards and Decorations Listing to retired/separated and prior service members**

Data provided by _____ and is current as of _____



Services Cont....

❖ **Processing Turn-around**

- ❖ **7 calendar days - Decorations/Nominations**
- ❖ **7 calendar days - Updates/Corrections, Inquiries**
- ❖ **7 calendar days - Listings (Retirees/Seperatees/Prior Service)**



How you can help us and the customer...

- ❖ **Read the tutorial provided in application prior to beginning the process**
- ❖ **Review decorations prior to submission**
 - ❖ **Use Chain of command for review**
 - ❖ **Submit IAW 36-2803, AFGM2015-03, no later than 3 yrs. after the event, awarded within 5 yrs.***
 - ❖ **Ensure Condition is correct (AFI 36-2803)**
 - ❖ **OIF/OEF – submitted to AFCENT only**
 - ❖ **Spell Check**
- ❖ **All returned decoration/nominations for corrections must be re-routed thru the Wing/Group/Unit Commander as applicable**
- ❖ **Submit all Re-route request through myPERS (Systems Support)**
- ❖ **Complete award updates for assigned members per AFI 36-2803 and ARPC NOTAM 164**



OIR Campaign Medal

- ❖ **Operation Inherent Resolve Campaign Medal is now available for update in MilPDS**
- ❖ **Please use code “C” “IR” in the awards screen for update**
- ❖ **The award is retroactive to June 15, 2014, and is for service members based in Iraq or Syria, those who flew missions over those countries, and those who served in contiguous waters for 30 consecutive days or 60 nonconsecutive days.**
- ❖ **If a member previously received the GWOT-E for service to Iraq and Syria after 15 Jun 2014, they would be eligible to convert to ORI Campaign Medal but would not be eligible for both awards.**



AF Special Duty Ribbon

- ❖ **MilPDS update code “C” “SR” in awards folder**
- ❖ **The AFSDR is effective 4 September 2014 and is not retroactive prior to the establishment date**
- ❖ **Awarded to members who successfully complete a special duty assignment (includes additional or consecutive special duty assignments).**
- ❖ **Nominations will be submitted on the AF Form 104 and verified by the commander, to the servicing military personnel flight.**



Questions

**For further assistance or guidance contact
1-800- 525-0102,
Select Respective Component
Option 4 then 2**

**(Search “vPC Decoration Nomination Application Process”
in the myPERS for additional guidance)**



Headquarters U.S. Air Force

Integrity - Service - Excellence

Performance Evaluations



**SSgt Coleman
HQ ARPC/DPTSE
Evaluations**



Overview

- Evaluations Branch current state
- Evaluations processing
- Common questions/Errors



Current Operations

- Total Inventory: 28,962
- Greater than 30 days: 14,307

- Evaluations Team: 15 Technicians
- 3 Guard, 2 Reserve AGR, 3 Active Duty, 3 Reserve RPA 4 Civilians

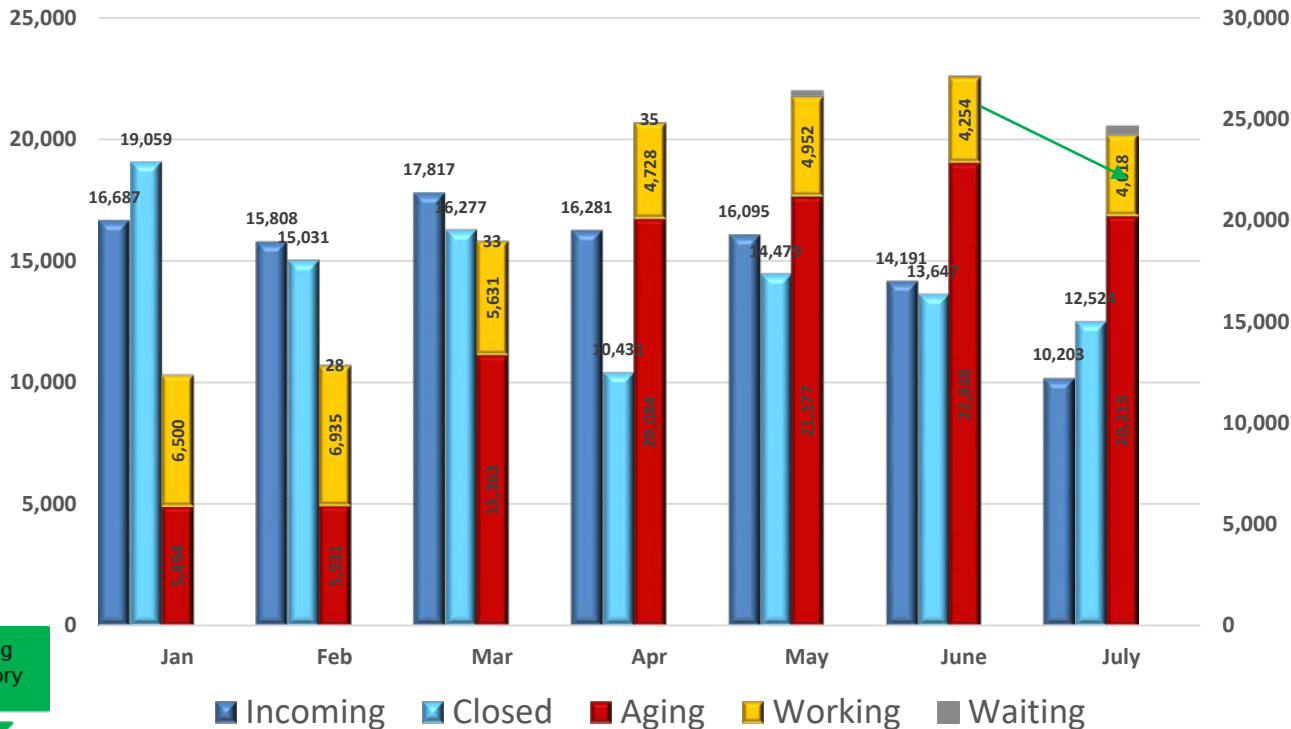
- 3 Shifts 0400 – 2000

- Technicians process 75 Evaluations per day
- Provide phone support

- UTA Weekend +3000 – 4000 additional reports



DPT - Evaluations Open/Closed myPers Cases



Analysis:

- Incoming down/valley with few SCOD rpts until MSgt 30 Sept.
- Large volume on UTA weekends plus SMSgt SCOD 31 July
- Return for corrections rate is approximately 37%.
- *100% review process is inefficient
- **July system outages: 394 Hours = 3,688 evaluations**
- Returned to rater 36.8%
- Total closed 12,555 RTR: 4,625
Processed: 7,930
- Down 1 RPA/1 Reg AF/1 Guard. 1 RPA on AT.

Countermeasure:

- Request that DPX add reason for rpt and promo Rec to Remedy application. Two features that will allow technicians to process a 20% level IAW AFI.
- Continue with shift schedule. Working opposite of peak duty hours; fewer systems issues and interruptions.
- New phone schedule: 2 Evaluations agents and 2 call center agents. Uninterrupted work time.
- ***Review 20% of AF 910s/100% all other forms and referral reports**
- **1st of 2 Surge weeks August 14-18 no phones/PT/minimal lunch time. (11-15 Sep). Saturday 16 Sep if needed.**
- Using Ad-Hoc Query pt to educate FSS' and track return rate to MPF ID – Drafting needs statement for Rpt. Report for July will be created NLT 23 August.
- New Reg AF member. Looking for RPA replacement.
- TSgt Richardson DPX arriving

ASSESSMENT

Ending Inventory

Details

Objective: Manage monthly myPers Inventory for Transition and Sustainment programs

Measure: # of myPers Transactions - Incoming, Closed & Ending Inventory

Data Source: myPers Console(CX), monthly reports - Incoming & Closed

LRPs:



Analysis

- 100% Review process is tedious
- All ranks and all status are now receiving SCOD reports.
- Guard SCOD reports and SrA Reserve (additional 80k reports)
- Return to rater 30%
- Systems issues



Countermeasures

- Shift schedule: working opposite of peak duty hours improves systems latency and interruptions.
- Dedicated call center agents: Utilizing two phone center agents for evaluations specific issues. (Technicians are fully trained evaluations technicians).
- Future Countermeasures:
 - Reduce review percentage: Reviewing 20% of AF Form 910s, 100% form 911, OPRs, and referral reports. IAW AFI 36-2406 1.6.14.2. Reviews all referral evaluations and a random sampling (no less than 20%) of all other evaluations for compliance with policy directives and this instruction; returns them for correction when necessary.
 - Analyze which units have the highest error rate and use that information to address targeted training and/or communication.
 - IAW with AFI 36-2406, paragraph 1.6.2, the responsibility for administrative review is shared among all evaluators and reviewers
 - vPC Evaluations Application (Chief SCOD 2018)



Frequently asked questions/errors

- Report start date and end date
- Initial reports
- Directed by HAF
- Non-Rated Days
- Referral Reports



FROM Date

Establish the “FROM” date if the member:

- Previous evaluation on file: use the day following the close-out date of the previous evaluation.
- AFR: Members who have not had a previous evaluation, use the member’s date of assignment to the ARC. For SrA and below use the Date Initial Entry Uniformed Services (DIEUS).
- ANG: SrA & below who had not had a previous evaluation, the from date equals DIEUS. SSGt through CMSgt who are transferred from any branch or component, the from date equals date arrive station.
- SCOD Implementation date (24 Months prior to closeout date).



THRU Date

Air National Guard Initial Reports.

- ANG: Close-out date will be 20 months from the ratee's Date Initial Entry Uniformed Services (DIEUS) date provided the 20 months falls between 1 Apr through 1 Dec each year. For example: the ratee's DIEUS date is 1 Apr 14, then the close-out date will be 1 Dec 15. **If the 20 months falls between 2 December through 31 Mar then the close-out date will be rolled-forward to the 31 Mar SCOD and the reason for the report will remain Initial. Subsequent evaluations will close out on the appropriate SCOD.**
- Note: ANG rolls forward to 31 march of the next calendar year.



THRU Date

Air Force Reserve Initial Reports.

- AFR: The close out date will be 20 months from the ratee's Date Initial Entry Uniformed Services (DIEUS), provided the 20 months falls between 1 Apr through 1 Dec each year. For example: the ratee's DIEUS date is 15 Feb 17, then the close out date will be 14 Oct 18.
- Note: If the close out date is on 2 Dec through 31 Mar of the **biennial SCOD cycle** then the close out date will be rolled forward to the 31 Mar SCOD. **For example, the ratee's 20 months from DIEUS is 23 Dec 15, then the close out date will be rolled forward to 31 Mar 16.** If the close out date is on 2 Dec through 31 Mar of the non-biennial SCOD cycle then the close out date will be the 20 months DIEUS date and will not be rolled forward to the next SCOD cycle. **For example, the ratee's 20 months from DIEUS is 23 Dec 16, then the close out date will be 23 Dec 16, there is not a 31 Mar 17 SCOD cycle.**



Directed by HAF

- Reports for ARC members: reports will close-out on the next appropriate SCOD. If a promotion/demotion or transfer out of inactive/active status has occurred and the ratee will have more than 24 months (12 months for AGR) from the last evaluation and the new established SCOD for the new rank; a DBH report is required to close out the day prior to the status occurred. Note: Applies to component transfers.



Non-Rated Days

- **What if an airman is new and has only completed IADT or a member is not participating in UTAs or IDTs, how does the rater complete the report?**
- The rater must still complete the report, and non-rated days are not authorized for the sole purpose of identifying that the rater has not physically seen the ratee or the ratee has not participated in UTAs or IDTs (due to IADT or failure to report).
- White space is authorized on an evaluation and sections that require one minimum bullet may state “LINE INTENTIONALLY LEFT BLANK” if the member has not had any notable performance or accomplishments that can be placed in the evaluation. Sections that state comments are optional may have a comment or state “THIS SECTION NOT USED”.
- Keep in mind, any derogatory statement, rating of “Met some but not all expectations”, or a “DO NOT PROMOTE” recommendation (AF910 only), will make the evaluation a referral report.



Forced Distribution

- The AFI does not state that the ARC is not participating in forced distribution, the current guidance will remain in place and the ARC (ART, TR, DSG, IMA, AGR) will not utilize Forced Distribution and promotion allocations.
- Unit commanders (or Forced Distributors) will need to provide a promotion recommendation as applicable in Section IX, block 6. The AF Form 910.
- Section I, Block 7, FDID, will need to state N/A until all FDIDs are identified.



Common Errors Referrals

- Follow the AFI guidance!!
- Member must be given required time (3 duty days for AGR & 30 calendar days for non-EAD) to submit a rebuttal.
 - The Additional Rater, Reviewer and Unit CC **cannot sign** or complete his/her section until this time has elapsed.
- Additional Rater's section must have mandatory comment.
 - ***"I have carefully considered (Ratee's name) comments to the referral document of (date)."***
 - ***"Comments from the Ratee were requested but were not received within the required period"***



Common Errors Referrals Cont.

- The date the rater signs the evaluation and the date of the referral memo must be the same date
- (E1-E8) Referral memo must contain the Reviewing Evaluator's name and address (either mailing or email) in para 2.
- The referral memorandum for Officers & Chiefs is located on the back of the evaluation
 - Section XI (Referral Report)
 - Name/Mailing information of the Reviewing Evaluator (AF912)
- OPR's: Section IV (rater's comments), rater **MUST** make a comment pertaining to the behavior that caused the OPR to become a referral.



Additional Information

- **How does the average user who does not have a personnel background know where to go for guidance?**

The local MPSs are responsible for in-house training and CSS training, therefore, the units and average users will be able to obtain information from either their MPS or CSS. Also, myPers is not just a personnel website; all members have access and have the ability to find PSD guides and information on evaluations and many other personnel items. (FAQs, Checklists, AFI, ETC...)

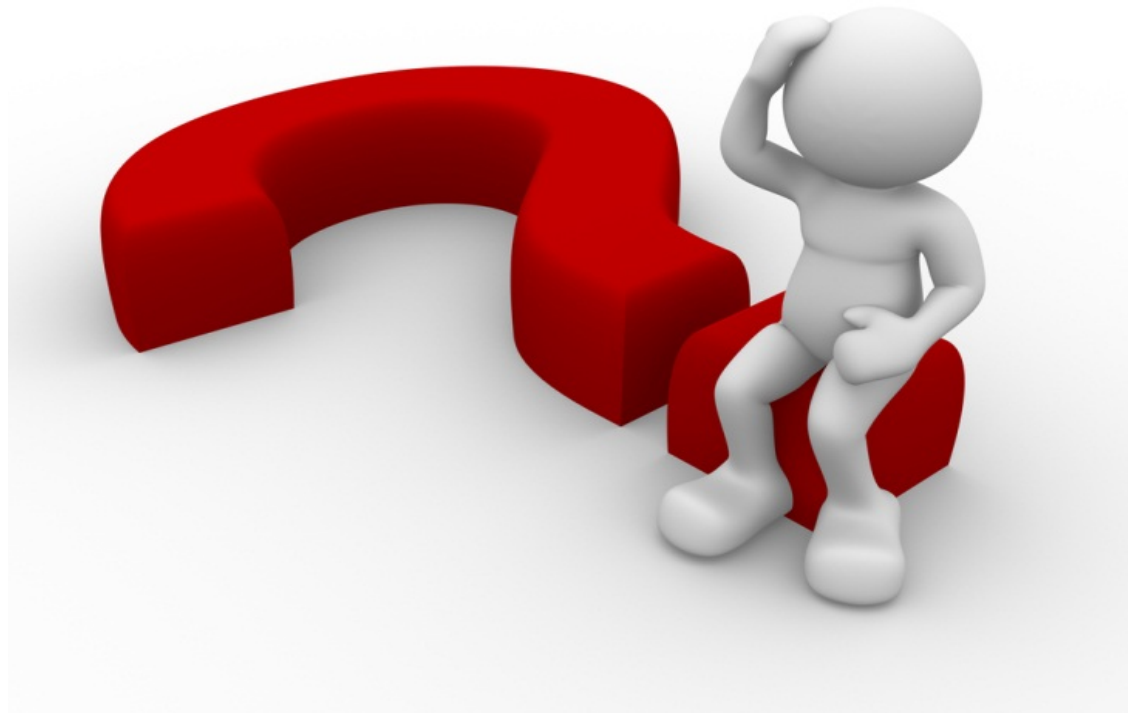
- **Is the MPS responsible for reviewing evaluations?**

Yes, per AFI 36-2406 para 1.6.10.1, the MPS will review all evaluations for administrative accuracy and policy compliance IAW this instruction prior to forwarding the evaluation to AFPC/ARPC. The MPS must also assist Senior Raters which the MPS services to ensure the AFI is complied with.



Questions

**Call TFSC-Denver
Comm: 210-565-0102 or DSN: 665-0102**



Breaking Barriers ... Since 1947

Headquarters U.S. Air Force

Integrity - Service - Excellence

Participation/Points



**Mr Micheal Meyer
TSgt Otto Yan
Points Management Branch
15 Nov 2017**



Overview

- Responsibilities
- Law-Regulation-Policy
- Retention/Retirement Date
- Points Categories
- Maximum Points Creditable for Retirement
- Satisfactory Service
- Creditable Service
- Non-creditable Service
- PCARS Printout
- Common Service History Status
- OxE Pay
- BCMR
- Trends



Responsibilities

ARPC Points Branch

- Build & maintain service history and points
 - Manually update points (Pay, DL & Pers/Pay Rejects)
- Integrate counterpart Service points & service history
- Post non-paid points
- Support units/members—R/R, PCARS questions, OxE...
- SME support to AF-IPPS, promotion, FD & DT boards

Unit Level

- Update members current R/R year points
- Encourage members to review points history



Law—Regulation—Policy

- **Title 10 U.S.C. 12732(a)(2): Point categories**
- **Title 37 U.S.C. 206(d): Nonresident education ROE**
- **DoDIs 1215.6 & 1215.7: Participation ROE & points**
- **DoD 7000.14 – R: O4E and delayed enlistment ROE**
- **AFI 36-2254V1: Reserve participation**
 - **Expands Title 10, Title 37 & DoDIs**
- **ANGI 36-2001: Participation & points ROE**



Retention/Retirement Date

- **Foundation for calculating retirement points and satisfactory service**
- **Prior to 1 Oct 1995, R/R was adjusted for every component change**
- **Established by the date the member entered into active service or active status in a Reserve Component**
- **Adjusted for breaks-in-service**

AFI 36-2254V1 – DoDI 1215.7



Point Categories

- **Active Duty = one point per day**
- **Inactive Duty Training = one point for 4 hours, not to exceed 2 points per day**
- **Funeral Honors Duty = credited with one point per day**
- **Extension Courses = one point for each 4 hours of EBDL study**
- **Membership = 15 points credited for active Reserve status membership per R/R year**

10 U.S.C. 12732 (a)(2) & DoDI 1215.7



Maximum Points Creditable for Retirement

Maximum Inactive Duty credit applies to a combination of:

IDT(DRILL) + IDS(Funeral Honors) + ECI + Mbr = Max IDT Credit

- **Before 23 September 1996**
 - **60 max inactive duty training pts per R/R year**
- **On/after 23 September 1996 but before 30 October 2000**
 - **75 max...**
- **On or after 30 Oct 2000**
 - **90 max...**
- **On or after 30 Oct 2007**
 - **130 max...**
- **A maximum of 365 points (366 points in a leap year) may be credited each R/R year**

DoDI 1215.7



Satisfactory Service

- A year of satisfactory Federal service for retirement is awarded when a member earns at least 50 points (including membership points) for the entire retention/retirement year
- A partial year of satisfactory Federal service for retirement is awarded when a member earns a minimum number of required points (including prorated membership points) during a partial retention/retirement year

DoDI 1215.7



Creditable Service

- **Army, Army Reserve and Army National Guard**
- **Navy and Navy Reserve**
- **Air Force, Air Force Reserve and Air National Guard**
- **Marine Corps and Marine Corps Reserve**
- **Coast Guard and Coast Guard Reserve**
- **Attendance at Preparatory Schools**
- **Academy service for enlisted members**

DoDI 1215.7



Non-creditable Service

- **Academy service if commissioned**
- **Inactive Status List Reserve Section**
- **Inactive National Guard**
- **Retired Reserve**
- **Temporary Disability Retirement List**
- **Civilian status**
- **Health Professional Scholarship Program**
- **Reserve Officers' Training Corps**

DoDI 1215.7



PCARS Computer Printout

PERSONAL DATA - PRIVACY ACT OF 1974 (USC 552a)

R/R date

```

R/R DATE-----0607
ACC-PCARS-DT---- 07 JUN 2004
LOST-PTS-DT-----
CAREER ST-DT---- 16 JAN 1984
DOB-----
P-REC-STAT----- 47
ART-TECH-ID-----
PTS-TOT-TAFCS--- 0
RET-ELIG-----
DIEUS----- 16 JAN 1984

SSAN:
REC-STAT----- 41
TAFMS----- 030723
TAFCS-----
OATH-DT-----
PAYDATE----- 15 DEC 1997
EAS----- R80MFTGL
EDCSA----- 07 AUG 2014
REC-DEL-DT-----
DT-20-COMP-----
REC-CONV-FLAG- 1
  
```

Record Status Code

Total Active Federal Military Service
In years, months, days

Retirement Points

Satisfactory Service years

Service component

Year-by-year
Service History

```

--SERVICE HISTORY--
AD IDT IDS ECI MBR TOTAL RETIRE SATSVC HIST QUAL
PTS ACRD TO 06 JUN 2017 1328 0686 0000 0027 232 02273 02270 170000 STAT CNTL
16 JAN 1984 15 JAN 1985 0190 0000 0000 0000 007 00197 00197 010000 ER 1
16 JAN 1984 09 JUL 1984 0000 0000 0000 0000 007 00007 000000 FV 1
10 JUL 1984 15 JAN 1985 0190 0000 0000 0000 000 00190 00190 000606 FR 1
16 JAN 1985 15 JAN 1986 0365 0000 0000 0000 000 00365 00365 010000 FR 1
16 JAN 1986 15 JAN 1987 0365 0000 0000 0000 000 00365 00365 010000 FR 1
16 JAN 1987 30 JUN 1987 0166 0000 0000 0000 000 00166 00166 000515 FR 1
01 JUL 1987 15 JAN 1988 0000 0028 0000 0000 008 00036 00036 000615 FV 1
16 JAN 1988 15 JAN 1989 0015 0048 0000 0000 015 00078 00075 010000 FV 1
16 JAN 1989 15 JAN 1990 0000 0030 0000 0000 015 00045 00045 000000 FV 1
16 JAN 1990 06 JUN 2004 0000 0000 0000 0000 000 00000 00000 000000 XC 1
07 JUN 2004 06 JUN 2005 0002 0044 0000 0000 015 00061 00061 010000 FV 4
07 JUN 2005 06 JUN 2006 0027 0048 0000 0000 015 00090 00090 010000 FV 4
07 JUN 2006 06 JUN 2007 0010 0056 0000 0000 015 00081 00081 010000 FV 4
07 JUN 2007 06 JUN 2008 0157 0032 0000 0000 015 00204 00204 010000 FV 4
07 JUN 2008 06 JUN 2009 0040 0044 0000 0023 015 00122 00122 010000 FV 4
07 JUN 2009 06 JUN 2010 0029 0044 0000 0004 015 00092 00092 010000 FV 4
07 JUN 2010 06 JUN 2011 0034 0053 0000 0000 015 00102 00102 010000 FV 4
07 JUN 2011 06 JUN 2012 0002 0048 0000 0000 015 00065 00065 010000 FV 4
07 JUN 2012 06 JUN 2013 0020 0042 0000 0000 015 00077 00077 010000 FV 4
07 JUN 2013 06 JUN 2014 0019 0048 0000 0000 015 00082 00082 010000 FV 4
07 JUN 2014 06 JUN 2015 0009 0051 0000 0000 015 00075 00075 010000 FV 4
07 JUN 2015 06 JUN 2016 0029 0042 0000 0000 015 00086 00086 010000 FV 4
07 JUN 2016 06 JUN 2017 0015 0056 0000 0000 015 00086 00086 010000 FV 4
  
```

```

TYPE DUTY (TD) CODES: 1=AD OTHER 2=AD SPEC 3=AD SCHOOL 4=AD ANNUAL 5=EAD
6=AFTP 7=IDT 8=IDT NONPAY 9=ECI A=AD NONPAY B=CONTINUATION PAY
TRAINING PERIOD (TP) CODES: 0=BOTH 1=AM 2=FM
  
```

--CURRENT R/R YEAR POINTS--

FROM DT	TO DT	PTS	TD	TP
07 JUL 2017	07 JUL 2017	001	7	1
08 JUL 2017	08 JUL 2017	002	7	0

Current R/R year points



Common Service History Status Codes

■ Air Force:

- FR = Active Duty Air Force
- FV = Air Force Reserve/Guard

■ Army

- AR = Active Duty Army
- AV = Army Reserve
- AG = Army Guard

■ Navy

- NR = Active Duty Navy
- NV = Navy Reserve

• Marines:

- MR = Active Duty Marines
- MV = Marine Reserve

• Coast Guard

- PR = Active Duty Coast Guard
- PV = Coast Guard Reserve

• Non-Creditable

- XC = Civilian Break
- XT = ROTC
- XA = AF Academy



■ Qualifications:

- Officers O1 through O3
- Effective 1 January 2002
- Accrue at least 1,460 total retirement points as a warrant officer or enlisted member prior to commission date
- Points may be IDT, AD, distributed learning courses or membership

■ Members Pay Adjustment Process

- CSS/FSS submits CMS case to DFAS RC Indianapolis

DoD 7000.14 – R Vol 7A Chapter 1



- Exhaust all other remedies first
 - “Errors can often be corrected administratively...”
- >30% of Points BCMRs are first attempts at resolution
- Call first—we can help or recommend COA

AFI 36-2603, Paragraph 3.3



Trends

- **Current MilPDS errors**
- **myPers ticket resolution status**



Record Check Reminder

“As you approach the closeout of your retention/retirement year, please take a few minutes and review your participation points in vMPF to ensure your points have updated and you are on track to complete both satisfactory retention/retirement and fiscal years.”



Contact Us

Points Management Branch

tfsc@mailds01.csd.disa.mil

Voice: 210-565-0102/665-0102

Fax: 478-327-2215



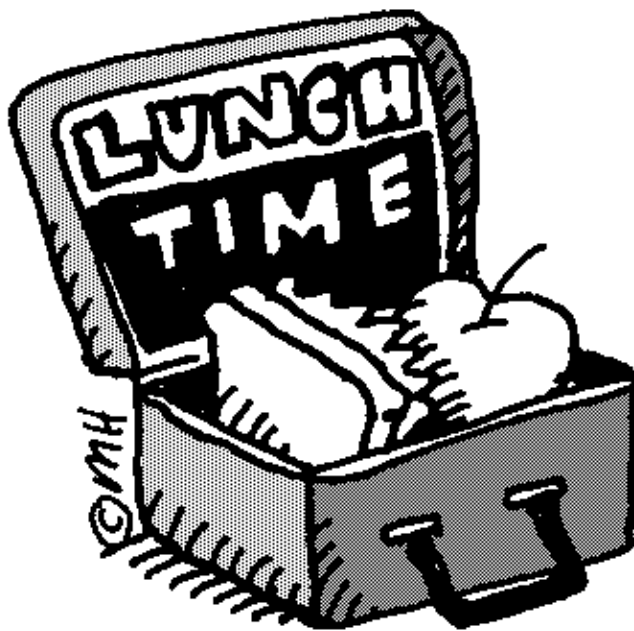
Questions





U.S. AIR FORCE

Lunch Time!



See you back at 12:30



United States Air Force Reserve

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Separation Service Team



ARPC/DPTTS
MSgt Daisy Johnson
MSgt Trinita McNutt
MSgt Jennifer Van Horn



ANG Process

Responsibilities:

- Verify separation application and ensure required documents are included
 - Generate orders
 - Update MilPDS with separation, discharge, or resignation transactions
 - Complete the NGB Form 22, Report of Separation and Record of Service
 - File documents in the ARMS and email to State JFHQ on a monthly basis
 - Correct NGB Forms 22
-



Help Us Help You

- Submit separation applications no earlier than 180 days or no later than 30 days prior to separation or discharge effective date
 - Verify and re-verify the effective date, type of action, and reason
 - Ensure the member's record is correct
 - Verify awards and decorations
 - Education level
 - Enlisted separations require re-entry codes and characterization of service
-



Help Us Help You

- Ensure Retention Office Managers are viewing applications to determine applicable Montgomery GI Bill, Kicker, incentives, recoupment actions, and end strength requirements
- Submit applications pertaining to the Voluntary Limited Period of Active Duty program as an ANG to Air Force Reserve separation
- If applications are returned for corrections, please correct and return within 5 duty days



Reserve Processes

Responsibilities:

- Quality review of Mandatory Separation Date (MSD)/High Year Tenure (HYT) extension requests
- MSD notifications
- Tenders of Resignation (unit assigned/Individual Ready Reserve (IRR) members)
- Administrative Discharges for Cause (board eligible members)
- Conditional Releases (IRR members only)
- Duty Status 28 updates, pending Separation while member is under investigation
- DD Form 256 AF, Discharge Certificates (inactive members)
- ROTC discharges
- Inactive Status List Reserve Section discharges
- Post Officer Promotion Board actions: continuation and twice deferred notifications
- Special action discharges (Health Professions Scholarship Program/IRR members)



Reserve Sanctuary

- If member has at least 18 years of satisfactory service, but less than 20, they will be placed in sanctuary (only if up against an MSD or HYT)
- Monitor sanctuary for officers on a monthly basis and extend the MSD when necessary
- Submit a myPers request, when an enlisted member is eligible for sanctuary



Fitness Determinations

- Cases are processed for fitness only determinations
- The following documents must be included when submitting to AFRC/SG:
 1. Election forms and medical fact sheets
 2. Member Utilization Questionnaire must be within 9 months and signed by the unit commander and endorsed by the Wing or Group Commander
 3. Narrative summary within 9 months and the AF Form 469 within one year of the date it is received, and all medical documents
 4. Notification to Unit Commander of disqualified member
- Monitor the expiration term of service and contact information for members choosing to go through the process
- Refer to your local Reserve Medical Unit (RMU) for guidance and compliance
- RMUs refer to AFRC/SGO for guidance and compliance

AFI 36-3212 and DoDI 1332.18



MSD/HYT Extension Requests

- MSD/HYT extension requests are to be submitted no earlier than 18 months and not later than 12 months prior to member's separation date
- All packages should have a NAF/HQ RIO endorsement prior to submitting in TMT
- Guides/templates are available on the ARPC Sharepoint (DPT > libraries > waiver routing guidance) also available in TMT under Training > Templates
Now available on myPers
- Policy related questions or concerns, contact HQ AFRC/A1KK



Help Us Help You

- Create discharge order, distribute to member, and provide discharge certificate (pertains to unit assigned members)
 - If member has a remaining obligation, place in the IRR and eliminate discharge (verify enlistment date)
-



QUESTIONS ?

Headquarters U.S. Air Force

Integrity - Service - Excellence

Service Dates



Mr. Robert Scott

ARPC/DPAMR

Reserve Service Programs



Verification of Service Dates

- **Gaining unit responsible for initial computation and system update of all service dates upon accession.**
- **HQ ARPC/DPAMR will make system corrections for Pay Date, TFCSD, TYSD, TEMSD, DIEUS, and DIERF after initial data input into MilPDS.**
- **Controlled data items in MilPDS:**
 - Pay Date, TFCSD, TYSD.**
- **Documents required: all DD4's, DD214's, NGB 22's, NGB 66's, Appointment/Enlistment orders and any Separation/Discharge documents.**



Verification of Service Dates

- Requests usually completed within 10 business days
- Reference for Service Date calculation
 - AFI 36-2604, Service Dates and Dates of Rank
- Reference for Pay Date calculation
 - DoD 7000.14-R, Financial Management Regulation
- Requests should be submitted via vPC dashboard
- Phone: 210-525-0102



References for Calculation of Service Dates

****AFI 36-2604, Service Dates and Dates of Rank***

Used for calculation of:

Date Initial Entry Uniformed Service (DIEUS)

Date Initial Entry Reserve Forces (DIERF)

Total Years Service Date (TYSD)

Total Federal Commissioned Service Date (TFCSD)

Total Active Federal Military Service Date (TAFMSD)

Total Active Federal Commissioned Service Date (TAFCSO)

Date of Rank (DOR)

Current Grade Date of Rank (CGDOR)

Total Enlisted Military Service Date (TEMSD)

Extended Active Duty (EAD)

1405 Service Date (*Retirement Pay Multiplier*)

****Department of Defense Financial Management Regulation (DoDFMR), Volume 7A***

Used for calculation of:

Pay Date



Questions



Headquarters U.S. Air Force

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Retirements



MSgt Amanda Von Holtum
ARPC/DPTTR



Will You Be Able To Retire?

Prepare now so you do not have to worry later

Miss the Boat?



What you do today affects tomorrow

Breaking Barriers ... Since 1947



Retirement Life Cycle



Retired Pay

Retired Reserve

Former Member

Notification of Eligibility
for Retired Pay Letter



Retirement Life Cycle



Notification of Eligibility
for Retired Pay Letter



Notification of Eligibility for Retired Pay Letter (“aka 20-Year Letter”)

- **Eligibility Requirements**
 - 20 years of satisfactory service

- **Satisfactory Service**
 - Minimum of 50 points earned through a combination of active duty, IDT, IDS, ECI, and membership points during a specific 12 month period (Retention/Retirement Year)
 - Partial R/R, points required are prorated for partial year credit
 - Maximum 130 reserve points (IDT, ECI, membership) may be credited towards retirement each year
 - Total points for any R/R year cannot exceed 365/366

- Retrieve letter from vPC approximately 120 days after R/R close-out for 20th year





Retirement Life Cycle



Former Member

**Notification of Eligibility
for Retired Pay Letter**



What is a Former Member?

- **An individual who, for whatever reason, was separated or discharged instead of transferring to the Retired Reserve**
 - **May **not** be reappointed or enlisted solely for retirement**
 - **Do not accrue longevity**
 - **Must contact ARPC for pay application forms**
 - **Receive DD Form 2765 ID card**



Former Members Pay

If initial entry into military service is:

- **Prior to 8 Sep 80**
 - **Pay scale in effect on retired pay effective date**

- **On or after 8 Sep 80**
 - **Average of highest 36 months prior to date of discharge**



Retirement Life Cycle



Retired Reserve

Former Member

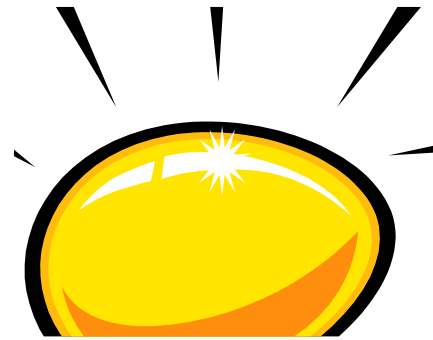
**Notification of Eligibility
for Pay Letter**



Retired Reserve

- Must meet qualification

20 Years of Satisfactory Service



- **10 years commissioned service requirement**
 - Applies only to Active Duty retirements



Applications to Retired Reserve

- **Voluntary Retirement**
 - **Guardsmen/Reservists apply to transfer to the Retired Reserve using the vPC online application**
 - **Track application online as it gets processed**
 - **Automatically routed to commanders for coordination**
 - **MPF can utilize vPC reports to see which members have applied for retirement**
 - **Members must comply with yearly end strength policies in place at the time of retirement application**
- **Involuntary Retirement/Separation**
 - **Transfer to Retired Reserve is automatic unless otherwise requested**
 - **Mandatory Service Date (MSD)**
 - **High Year of Tenure (HYT) - Reserves only**



Retired Reserve

- **ETS/MSD/HYT**
 - Retirement effective date must be on or before ETS/MSD/HYT
- **Withdrawals/Cancellations**
 - Over 30 days prior to retirement effective date (member uses vPC application to request, vPC application automatically re-routes through coordination)
 - Under 30 days prior to retirement effective date
 - Written request by member and Commander(s)/Program Manager must be sent to ARPC prior to effective date
 - ARPC will update the vPC application and process if meets all requirements



Applications to Retired Reserve

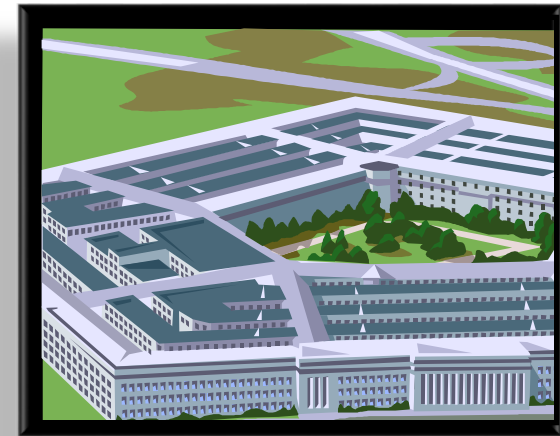
- **General Officers**
 - **ANG**
 - **Complete AF IMT 131**
 - **Obtain state TAG recommendation**
 - **NGB/GO**
 - **IG check**
 - **Forward to ARPC Contact Center**
 - **Reserve**
 - **Complete AF IMT 131**
 - **HQ AF/REG**
 - **IG check**
 - **Forward to Total Force Service Center - Denver**





Retired Reserve

- **Highest Grade Held (HGH)**
 - **Orders will indicate HGH**
- **Grade Approval Authority:**
 - **ARPC, delegated from SAF**
 - **Only SAF can approve grade lower than HGH**





Retired Reserve

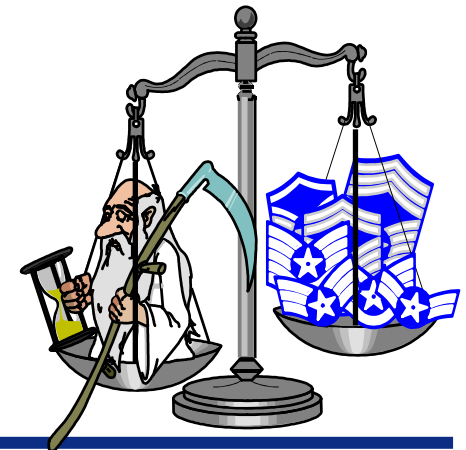
Officer Time in Grade – By Law

- **Voluntary Retirement**
 - **Lt Col and above three years satisfactory service TIG**
 - **Major and below six months satisfactory service TIG**
- **Involuntary Retirement/Separation**
 - **All officers separated due to MSD, age 60 or medical disqualification six months satisfactory service TIG**
 - **ANG – Selected non retention is not involuntary for TIG purposes**



Retired Reserve

- **Enlisted Time-In-Grade – No TIG requirement – By Law**
 - **Guard Policy**
 - **Guard service commitment policy**
 - **In-residence training – 2 to 3 years**
 - **ANGI 36-2101, 5.1 and 5.2**
 - **Promotions for top three ranks**
 - **CMSgt, SMSgt – 2 years**
 - **MSgt AGR – 2 years**
 - **MSgt Traditionals/Techs – 1 year**
 - **Reserve Policy**
 - **Reserve service commitment policy**
 - **In-residence training – 3 years**
 - **Promotions for top three – 2 years**





Retired Reserve Gray-Area (Awaiting Pay) Benefits

- **Retirement Package**
 - Retirement Certificate
 - Spouse Certificate
 - Presidential Certificate
 - Presidential Letter - with 30 years of service
 - Retirement Pin
 - **Flags for Guardsmen and Reserve/IMA members are provided by Total Force Service Center – Denver**





Retirement Life Cycle



Retired Pay

Retired Reserve

Former Member

**Notification of Eligibility
for Pay Letter**



Reserve Retired Pay

- **Qualifications for Reserve Retired Pay**
 - **20 Years Satisfactory Service**
 - **Generally Age 60**
 - **Title 10 U.S.C. Section 12308 waiver is required for for service credit past age 60, Points and service will not be credited towards retired pay without the waiver**

\$\$

However...





Reduced Retired Pay Age

- **Effective with the NDAA signed on 28 Jan 08**
 - **Age 60 may be reduced by 3 months for each 90 days cumulative qualifying AD service in a fiscal year (FY). However, beginning w/FY15/16, qualifying active duty may be combined between consecutive fiscal years.**
 - **Qualifying AD**
 - **Qualifying service is identified in Title 10, U.S.C. Section 101(a)13(b) or 12301(d)**
 - **MPA, RPA (special, school)**
 - **Non-qualifying AD**
 - **AT, AGR, Disciplinary holds**
 - **ANG: State AD and Title 32 (unless called to Federal Emergency under 502(F))**
 - **May not be reduced below 50 years of age**
 - **Not retroactive for service prior to 29 Jan 08**



Reduced Retired Pay Age Application

- **Submit qualifying orders using the vPC online application**
- **ARPC doesn't have access to your orders**
- **Working on automated flow of AROWS data to the RRPA application**
- **Be sure to keep track of all your participation for proper credit**
- **Don't wait to be contacted, use the online application, if you think you have eligible service, *especially* if you are nearing your reduced retired pay age**
- **Contact ARPC four months prior to your confirmed reduced pay age to apply for pay**



Retired Pay


- You must apply, not automatic
 - 4 months prior to retired pay effective date (usually age 60), you will receive application instructions
 - **Make sure your address, e-mail, and telephone number are always current!**



- 6 Year Statute of Limitation—Barring Act
 - Any claim received after eligibility, can only be paid retroactive for pay - 6 years maximum



Retired Pay Computations

- Which one applies to you...
 - If initial entry into military service is:
 - Prior to 8 Sep 80 = more money 
 - Pay scale in effect on your retired pay effective date
 - On or after 8 Sep 80 = less money (High 3)
 - Average of the last 36 months of basic pay in effect prior to your retired pay effective date



Retired Pay/RCSBP Calculator

***Compute Retired Pay
using the RCSBP Calculator***



Located on myPers at: <https://mypers.af.mil>

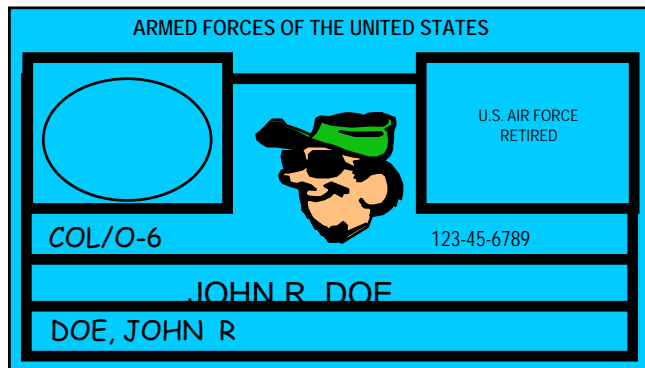


Retired Pay Offset

-
- **Federal law requires recoupment of VSI, SSB, or VSP payments from those who receive retired pay**
 - **Your pay will be adjusted by DFAS-Cleveland**
 - **Maximum payback percentage will be 40%**



Retired Pay – Benefits



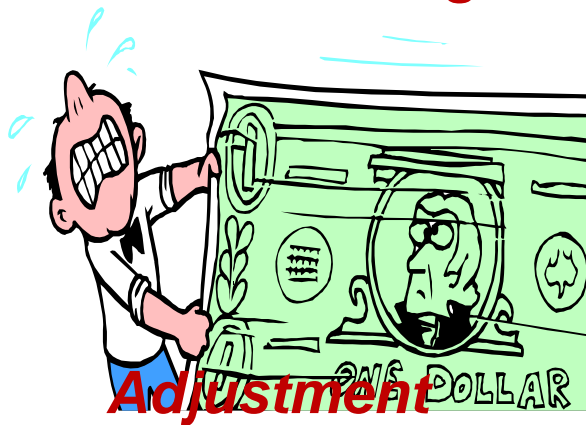
New Identification Card

Expanded Space A Travel



Medical until Age 65
TRICARE for Life
Option at Age 65

Cost of Living Adjustment





AGR/Active Duty Retirements

- **Eligibility Requirements**
 - **Must complete 20 Years Total Active Federal Military Service (TAFMS)**
 - **Officers – 10 years of active commissioned service required**
 - **Retired pay effective date is the first day of the month**



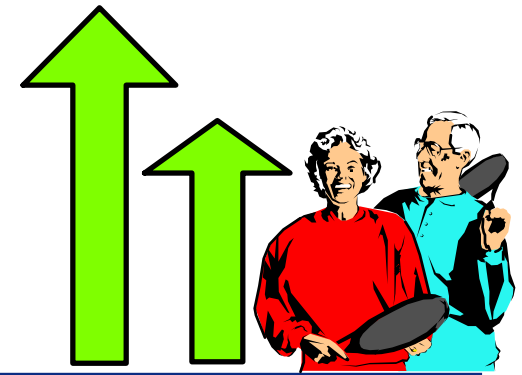
How to Apply

- **Complete on line application using vPC**
 - **HQ AGRs apply thru AFPC**
 - **Track application online as it is processed**
 - **Application is automatically routed to commanders for coordination**
 - **Must apply 6 months but no more than 1 year plus any terminal leave, prior to requested effective date**
 - **Withdrawal/Cancellations**
 - **Over 30 days to prior to retirement effective date (member uses vPC application to request, vPC application automatically re-routes through coordination)**
 - **Under 30 days prior to retirement effective date (requires a written request by member, coordination by member's chain of command, and sent to ARPC prior to effective date)**
-



Survivor Benefit Plan

- **Make Survivor Benefit Plan (SBP) election**
 - **DD Form 2656 – Attach to on-line retirement application**
 - **Cost-approximately 6.5% of retired pay for spouse coverage**
 - **Previous RCSBP election becomes invalid upon retirement**
 - **But, be sure to make your RCSBP election when you reach 20 years satisfactory service for Reserve retirement**





10 USC 8911 Retirement (Officer)

- TIG Requirement
 - Voluntary Retirement
 - Major and below - 6 months active duty service
 - Lt Col and above - 3 years active duty service
 - Involuntary Separation
 - All officers - 6 months active duty service
 - MSD or involuntary separation from AD





10 USC 8914 Retirement (Enlisted)

- **Will retire in grade held on date of retirement**
- **Service commitment TIG policy**
 - **MSgt, SMSgt and CMSgt - 2 years**
- **Highest Grade Held**
 - **Pay may be at highest grade held**
 - **Only SAF can approve grade lower than HGH**
 - **If demoted for cause but higher grade is approved, then member will be advanced on the Retired List at 30 year date**





Retired Pay Computation

- **Defense Finance Accounting Service-Cleveland (DFAS-CL) calculates and disperses pay**
- **There are 3 computations needed to determine Active Duty retired pay**
 - **TAFMS - determines eligibility**
 - **1405 Service - determines retired pay percentage multiplier**
 - **Service for Basic Pay (Longevity Service)**
 - **Determines what pay scale to use**
- **Which Retired Pay Formula – is based on Date of Initial Entry into the Uniformed Services (DIEUS)**



How to Compute 1405 Service

- **What is 1405 Service?**
 - Inactive duty days a member is credited with when not on full time active duty

- **To compute 1405 Service**
 - Credit one day for each Reserve point
 - Limited to (60/75/90) 130 points (days) per R/R year
 - Total points for any R/R year cannot exceed 365/366
 - Total Reserve points, divide by 30 = years, months, days
 - Add this figure to TAFMS to get 1405 service



How to Compute Service for Basic Pay (Longevity)

- **Total years of service in military**
- **Subtract beginning date from ending date (add a day)**
- **Minus any breaks in service**



Retired Pay Computations

Which one applies to you...

- **If initial entry into military service is:**
 - **Prior to 8 Sep 80**
 - **Pay scale in effect on retired pay effective date**
 - **On or after 8 Sep 80**
 - **Average of the high 36 months of AD prior to retired pay effective date**
 - **On or after 1 Aug 86**
 - **Applies to members who accepted *15 year career status bonus***
 - **Referred to as Redux or 40% at 20 years**
 - **Reduced by 1% for each full year of service less than 30 years**
 - **Average of the high 36 months of AD prior to retired pay effective date**

AD Retired Pay Calculator at:

<http://www.defenselink.mil/militarypay/retirement/calc/index.html>



AD Retirement Pay Calculator - AFPC

<https://w45.afpc.randolph.af.mil/RetSepCalcNet40/Home.aspx>

Retirement Estimate Form [Help](#)

**The Retired Pay Estimator does not consider any prior reduction in grade which may negatively impact your retired pay.*

Last Name:

Rank:

Pay Date: **YYYYMMDD**

1405 Date: **YYYYMMDD**

DIEMS Date: **YYYYMMDD**

TAFMS Date: **YYYYMMDD**

Effective Date of Rank: **YYYYMMDD**

Projected Retirement Date: **YYYYMMDD, ex: 1 Oct 2001 = 20011001**

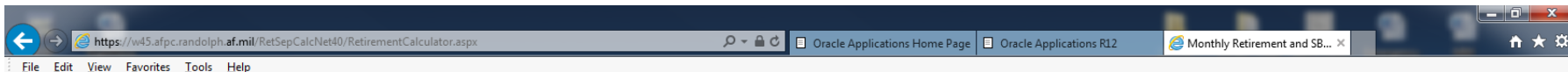
TAFCS Date: **(Officers Only)** **YYYYMMDD**

Did you take a REDUX payment? YES NO

Move Mouse over labels for help.



AD Retirement Pay Calculator - AFPC



AIR FORCE PERSONNEL CENTER

Retirement Separations Calculator

Home | Instructions | Pay Tables | **Retired Pay Estimate Form** | Survivor Benefit Plan - Cost/Annuity Estimate

Retirement Estimate Form

The dollar amount shown below is an **ESTIMATE** of your retirement pay. This **ESTIMATE** is before taxes. Contact DFAS for official retired pay estimates: DFAS, US Military Retirement Pay, P.O. Box 7130, London KY 40742-7130.

[Return to Retirement Form](#)

Monthly Retired Pay Estimate

Printed: 11/2/2015 10:46:12 AM

Last Name	JOE
Grade	EB - Sr Master Sergeant
Pay Date	9/23/1988
1405 Date	8/20/1991
DIEMS Date	9/23/1988
TAFMS Date	4/3/1992
TAFCS Date	
Effective Date of Rank	3/1/2008
Projected Retirement Date	5/1/2012
1405 Service Time	20 YEARS 08 MONTHS
Multiplier Percent	51.67%
Penalty Percent	0
36 Month Average AD Pay	\$4,764.18
Retirement Pay	\$2,461.00 **

SBP Monthly Cost And Annuity Estimate

SBP Base Amount \$2,461.00

	Monthly Cost	Annuity
Spouse Cost/Annuity	\$159.97	\$1,353.55

Special Conditions/Information

**MRRRA Retirement Estimate Given.

**Estimate based on average base pay over the last 36 months.

SBP NOTES:

- (1) The above SBP estimate is for full spouse coverage only. Other SBP election options that may be available to you are: child only coverage, spouse and child coverage, former spouse coverage, former spouse and child coverage, or insurable interest coverage. You may also elect reduced coverage for some options. For more SBP cost and annuity calculations, see your SBP Counselor.
- (2) Once retired, cost and annuity values will increase by retiree cost-of-living adjustments (COLAs).
- (3) This estimator is not programmed to compute costs associated with an SBP open enrollment election.

[Return to Retirement Form](#)

Home | Instructions | Pay Tables | **Retired Pay Estimate Form** | Survivor Benefit Plan - Cost/Annuity Estimate

This contains information which must be protected IAW AFI 33-332 and DoD Regulation 5400.11: Privacy Act of 1974 as Amended Applies, and it is For Official Use Only (FOUO). It must be protected or privacy act information removed prior to further disclosure.

Air Force Personnel Center, Randolph AFB, Texas 78150
Last Reviewed: 13 OCT 2011

See Your Retirement Order (Example)

TAFMSD:

2012 05 01 (Ret Date)

- 20 00 27 (TAFMS)

1992 04 04

1405 Date:

2012 05 01 (Ret Date)

- 20 08 10 (1405)

1991 08 21



Blended Retirement System

- **Modernized retirement plan**
 - **Known as Blended Retirement System (BRS)**
 - **FY16 National Defense Authorization Act (NDAA)**
 - **Public Law 114-92**

- **Eligible pool**
 - **Mandatory for members entering service on or after 1 Jan 2018**
 - **Optional for members with less than 12 years of service (less than 4320 retirement points for ARC) as of 31 Dec 2017**

- **REDUX / Career Status Bonus (CSB) ends upon implementation of BRS**



Plan Comparison

- **Legacy Retirement System (High-3)**
 - Must serve at least 20 years of service to qualify
 - Only 20% of members entering service reach retirement
 - Defined retirement annuity computed as
2.5% X Years of Service X High-3 average
- **Blended Retirement System**
 - Must serve at least 2 years (from pay date) to be vested
 - 85% of service members will receive benefits
 - Defined retirement annuity computed as
2.0% X Years of Service X High-3 average
 - Blends retirement annuity with TSP
 - Continuation pay
 - Lump sum retired pay option (25 or 50% with reduced annuity)



TSP Contributions

Individual Contribution	Agency Automatic Contribution (after 60 days)	Total TSP Monthly Contribution (after 60 days)	Agency Matching Contribution (after 2 YOS)	Total TSP Monthly Contribution (after 2 YOS)
0%	1%	1%	0%	1%
1%	1%	2%	1%	3%
2%	1%	3%	2%	5%
3%	1%	4%	3%	7%
4%	1%	5%	3.5%	8.5%
5%	1%	6%	4%	10%
6%	1%	7%	4%	11%

- Member contributions begin first pay period after opting in
- DoD automatic begin first pay period after enrollment
- Matching contributions vested after two years from payday



Continuation Pay

- **Mid-career retention incentive**
 - **Offset reduced retired pay / encourage retention**

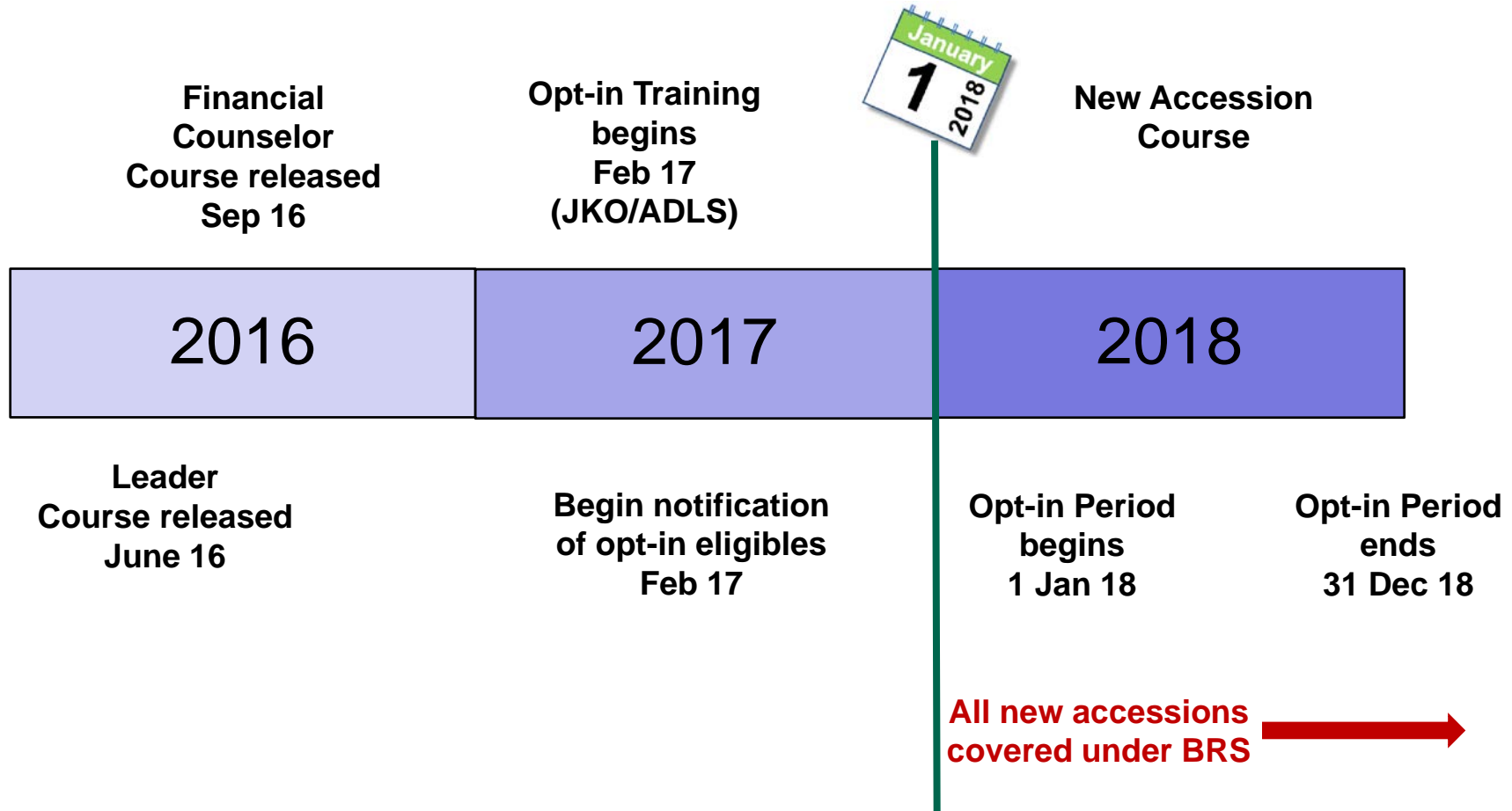
- **Eligible at 8-12 YOS with 4-year service commitment**
 - **Must agree to service commitment and obtain retainability at time of election**

- **Pay ranges from 2.5 to 13 times monthly base pay**
 - **Secretary will determine based on manning / AF needs**



Implementation Timeline

BRS goes into effect 1 Jan 18





Opt-in Process

- **May elect to opt-in 1 Jan 2018 thru 31 Dec 2018**
- **Decision to opt-in is irrevocable**
- **Must take DoD opt-in training prior to election**
- **Election made through myPay website**



Other Concerns

- **BRS does not change division of retired pay under Uniformed Services Former Spouses Protection Act**

- **Airmen under the Blended Retirement System may still elect the Survivor Benefit Plan**

- **Lump sum election may impact other programs (TBD)**
 - **Department of Veterans Affairs (VA) compensation**
 - **Combat Related Special Compensation or Concurrent Retirement Disability Pay (CRDP)**
 - **Survivor Benefit Plan payout**



Questions





U.S. AIR FORCE

10 min Break!



Fly, Fight and Win...

Headquarters U.S. Air Force

Integrity - Service - Excellence

Outbound Service Team



SrA Meaghan Witkowski
DPTSC



What We Do

- **What we do – Retirement Packages**
- **45 days before member’s ceremony or retirement date:**
- **Create retirement certificates (Member, Spouse {if applicable}, and Presidential) for all retiring members of the Guard and Reserve**
- **Outbound Services mails benefit letter, lapel pin, certificates in binders, and flag (USAFR), to member or member’s designated POC.**
- **This package is UPS/FEDEX’ed; when it is ready for mail an email will be sent to the member informing them where it is being sent. The mailroom assigns a tracking number for status inquiry**
- **What we do – Separation Certificates**
- **Create NGB 438, 438a, 439, 439a separation certificates for ANG (upon request)**



Help Us Help You

- **Double check mailing/contact information in Retirement Application**
- **Please be patient with us as Trump Certificates are delayed until 1 September**





Presidential Libraries

Barack Obama Presidential Library
2500 W. Golf Road
Hoffman Estates, IL 60169-1114
Phone: (847) 252-5700
Fax: (847) 252-5799
Email: obama.library@nara.gov

George W. Bush:
Office of the Honorable George W. Bush
P.O. Box 259000
Dallas, TX 75225
Ph: (214) 692-4300 Fax: (214) 692-4324

William J. Clinton:
Office of the Honorable William Jefferson Clinton
55West 125th Street
New York, New York 10027
Ph: 212-348-8882 Fax: 212-348-5218
email: correspondence@clintonfoundation.org

George Bush:
Office of the Honorable George Bush
1000 Memorial Drive Suite 900
Houston, TX 77024
PH: 1(713)686-1188 Fax 1(713)683-0801

Jimmy Carter
The Carter Center
Atn: Executive Office
Atlanta, GA 30307
Ph: 1(404)331-0283

Note: Service member's requests should be sent 6-8 weeks prior to the ceremony date and include the date of the ceremony. Requests should include, at a minimum, full name and rank of retiree, date of retirement, address, name and phone number of contact person. Other information may be required



Outbound Service Team

Questions?



Headquarters U.S. Air Force

Integrity - Service - Excellence

Entitlements/RCSBP



**MSgt Joshua Mathews
ARPC/DPTTB
Casualty Services, NCOIC**



Law-vs-Policy

Benefits
by law

- **Changed by a law
(SGLI, RCSBP, etc..)**

Benefits
from USAF

- **Changed by AF anytime
(Stateside Base
Services Facilities)**



Entitlements

- Who is covered?
 - Participating reservist = **Guard/Reserve Members**
 - Retired Reserve awaiting pay = **Gray Area Retiree**
 - Retired drawing pay= **Retiree**



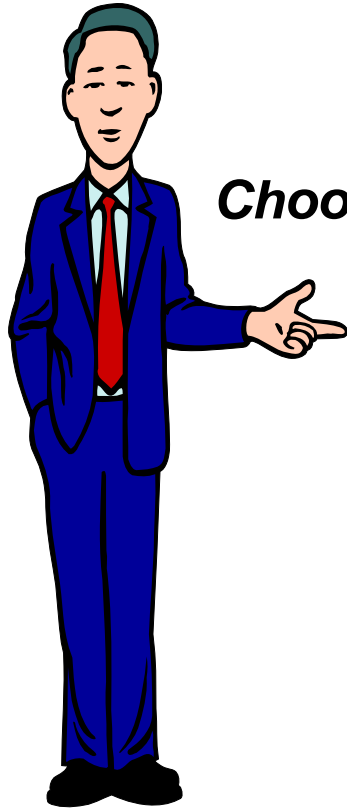
Servicemember's Group Life Insurance (SGLI)

- **Maximum \$400,000**
- **Increase/decrease in \$50,000 blocks**
- **\$29.00 per month for maximum**
- **Full-time coverage**
- **On duty or off**

- *Notification to spouse if less than max coverage or not sole beneficiary*



Servicemember's Group Life Insurance (SGLI)



Choosing a Beneficiary

It is in your best interest to
name a beneficiary?





Family SGLI (Spouse)

- **Automatically covers spouse for \$100,000**
- **Cost is prorated based on spouse's age**
- **Accelerated Death Option Available**
- **Coverage can be decreased in increments of \$10,000**
- **Not available to members who have declined SGLI**
- **The FSGLI premium allotment starts automatically for any member who has a spouse listed in DEERs (ID Card) data file, except mil to mil couples (must fill out SGLV 8286a)**



Family SGLI (Children)

- **Children are automatically covered for \$10,000**
- **No cost for children**
- **Children are eligible while they are dependents**



Traumatic Servicemember's Group Life Insurance (TSGLI)

- *TSGLI* benefit
- Premium - \$1
- Compensation from \$25,000 to \$100,000 per injury
- May not be terminated if covered under SGLI



Veteran's Group Life Insurance (VGLI)

- 120 days to convert without medical screening
- One year with medical screening
- 5-year term – renewable



SGLI/VGLI Accelerated Benefits Option

- **Available to terminally ill**
 - **Must be insured under SGLI or VGLI**
 - **Life expectancy of less than 9 months**
 - **Receive up to half of their coverage during their lifetime**
 - **Only the insured can apply for the ABO claim package**



Casualty Services

- **Unit/Local Casualty Assistance Representative (CAR) provides casualty assistance to the survivor**
 - **Apply for their military benefits, if any**
 - **Provide them with phone numbers for various other agencies**
- **Please call HQ ARPC/DPTTB at 1-800-525-0102, Casualty Services, to report all Non-Duty Status and Gray Area Retirees deaths.**



Person Authorized to Direct Disposition (PADD)

- Law requires addition to emergency data card
 - Airmen must designate one immediate family member as the Person Authorized to Direct Disposition (PADD) of their remains should they become a casualty.
 - Member must update selection on the Virtual MPF page on the AFPC website
 - A will MIGHT override the PADD depending upon the state laws that apply for wills





VA Benefits

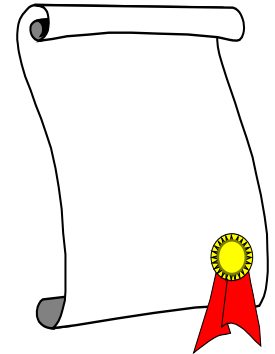
- **Who may be eligible?**
 - **Veteran (defined by VA)**
 - **Retirees (includes gray area)**
 - **Guard/Reservists who die of injury or disease incurred or aggravated while in the line of duty**
 - **Spouses, unremarried surviving spouses, and minor children**
- **Eligibility criteria varies with each VA program**
- **Your eligibility is determined by the VA**
- **ARPC provides limited guidance only**
- **Recommend direct contact with the VA**

Toll Free 1-800-827-1000 <http://www.va.gov>



VA Benefits

- VA offers benefits and services in several areas
 - Health, compensation, vocational rehab, insurance, home loans, and educational assistance
- - ALL BENEFITS THROUGH THE VA MUST BE APPLIED FOR AND THE VA DETERMINES ELIGIBILITY.
- Loans - May be eligible if death is service-connected as determined by the VA. National Cemetery



Toll Free 1-800-827-1000 <http://www.va.gov>



Burial and Memorial Benefits (VA)

■ **Benefits**

- **Gravesite in any 120 national cemeteries**
 - **Arlington National Cemetery (www.arlingtoncemetery.org)**
 - **Includes cremated remains**

- **Government headstone or marker and grave liner**
 - **Includes perpetual care**

- **Presidential Memorial Certificate signed by current President**



Burial and Memorial Benefits (VA)

Continued

- **Military funeral honors upon request**
 - **Two or more uniformed persons**
 - **At least one from veteran's parent service**
 - **Burial flag and playing of Taps**



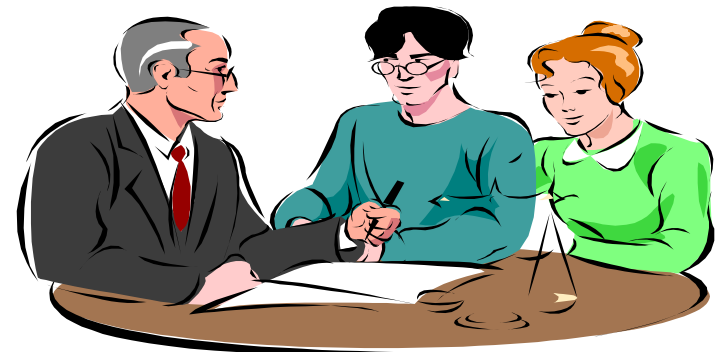
www.militaryfuneralhonors.osd.mil



Reserve Component Survivor Benefit Plan (RCSBP)

- **Timing:**
 - **Decision made upon receipt of 20 year notification letter**
 - **Premiums don't start until drawing retired pay**

- **Three options: A, B, or C**





RCSBP – Three Options

- **Option A**

- Declines to make an election until members starts to draw retired pay

- **Option B**

- Deferred annuity - payable upon member's eligibility to start receiving retired pay

- **Option C**

- Annuity effective immediately





- **Failure to respond within the 90 days:**
 - **If you do have eligible family members**
 - Automatic Option C coverage for your spouse and/or children
 - You will be responsible for the premiums
 - **If you do not have eligible dependents**
 - Automatic Option A coverage
- **Failure to provide spousal concurrence:**
 - Automatic Option C coverage for your spouse and/or children
 - You will be responsible for the premiums
 - Spousal concurrence must be notarized effective 1 May 08 for anything less than max coverage



RCSBP Annuity Coverage

- **Spouse only**
- **Spouse and children**
- **Children only - until 18 (day before 23rd birthday if full time student)**
- **Former spouse only**
- **Former spouse and children**
- **Person with insurable interest**





Changes

■ Life Changing Events

- Marriage
- Birth of Children
- Divorce
- Death of beneficiary

(You have 1 Year from the date of the life changing event to update your election)



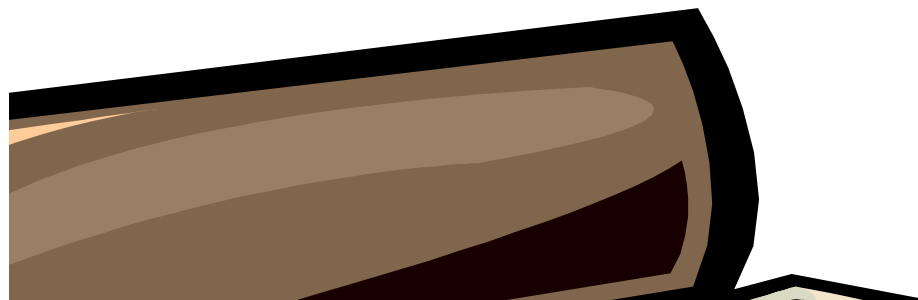
■ Cancel

- Must pay 24 months of premiums
 - Normally between ages 62-63



Cost of Coverage

- Member's age
- Beneficiary's age
- Coverage selected





RCSBP Sample Calculation

Example

MSgt

Over 26 yrs

3000 Pts

RCSBP cost in red continues, even if you cancel coverage

RCSBP cost in red will be deducted from the annuity

Reserve Component Survivor Benefit Plan (RCSBP) Calculator

[Instructions](#)

Personal Information

Pay Grade E-7	Years of Service Over 26	Points 3000	Base Retired Pay (BRP) \$ 1003.31	Desired Coverage 1003.31
Point Value: 0.33444		Based on Pay Tables of Year: 2012		
<input type="button" value="Calculate BRP"/>				

Beneficiary Election

- Spouse or former spouse only Children only
 Spouse or former spouse and children Insurable Interest

Required Dates

Member's birth date: 2/20/1962 Date of election: 4/11/2011

Beneficiary Birthdays

Spouse or former spouse: 1/6/1960
 Youngest child: 7/11/1994
 Insurable Interest: 4/11/2012

Age at Election

51 2 years older
 17 32 years younger



RCSBP Estimates

	Option A	Option B	Option C
Base Retired Pay	1003.31	1003.31	1003.31
Desired Coverage	1003.31	1003.31	1003.31
Basic SBP cost	-44.34	-44.34	-44.34
RCSBP Cost		-16.25	-22.27
Total deductions	-44.34	-60.59	-66.61
Net retired pay	958.97	942.72	936.70
Annuity		542.88	539.57

- Member lives beyond age 60
 Spouse still eligible

Based on Pay Tables of Year: 2012

- A. Deferred Election is when the member declines participation in the plan until age 60.
 B. Deferred Annuity is payable on anniversary of member's 60th birthday or later.
 C. Immediate Annuity is payable effective the day after the member's death.

Additional Print Fields

Address

Optional Text

Show the actuary factors used in calculations



U.S. AIR FORCE

Questions?



U.S. AIR FORCE

10 min Break!



Fly, Fight and Win...

Headquarters U.S. Air Force

Integrity - Service - Excellence

DEERS Project Office



**MSgt McCoy-Pawloski
DPTTB**



Who We Are

Mr. Ramon Roldan
Division Chief

SMSgt David Smashum
Branch Chief

Benefits & Entitlements
Casualty
Education
DEERs (ARPC- Co-located w/DMDC)

MSgt McCoy-Pawloski
TSgt Smith
DEERS Project Office (DPO)

MSgt Motta
MSgt Vail
DMDC/OL
Located in Monterey, CA



DEERS Project Office

- **The primary function of the DEERS Project Office is to provide guidance to local ID card sites on policies and record discrepancies/resolutions. Our office is the initial contact between sites and DMDC.**

- **Reviews and determines sufficiency of supporting documentation for eligibility to DEERS benefits**
 - **Update orders that rejected or data flow issues to DEERS**
 - ***AGR, Contingency, MPA, etc.***
 - **Site Security Manager (SSM)**
 - **ARC Accessions**
 - **Former Spouse Determination**
 - **Lock/Unlock DEERS records when necessary and terminate DEERS records for invalid entries when applicable**
 - **Emergency requests for CACs or Teslins through DMDC**



What We See

- **Unit members calling our office**
 - **Should be Unit POC for DEERS**
- **Force gaining of members to DEERS**
 - **Active Duty To ARC**
 - **New Accessions**
- **MilPDS updates**
 - **LIMMOB and AROWS not matching**
 - **AGRs updated incorrectly**
 - **Civ to AGR**
 - **Unit AGR to HQ AGR**
- **IMAs who have problems with information not showing in DEERS/RAPIDS**
 - **Contact your attached Active Duty MPS or FSS for MilPDS updates**
 - **Contingency updates, they must contact RIO**



MiIPDS Screenshot

Manage Limited Mobilization

File Type	Record Status	Duty Status	AFR Section ID	Res Recall Status	Individual Dwell Time (IDT)
AR	10	00	B9		IDT
Vol Recall Status	IMA RPO	Vol Recall Eff Date	Vol Recall Exp Date	Current Rsrv AD Reason	IDT Expiration Date
				F	
					Reserve Component IDT Mult

Mob Rsrv AD Ind	Notify Rsn	Notify Date	Eff Date	Exp Date	Mob Plan Nr	Executive Order	Non Mob Notify Date	Rsn Mbr Not Mob	Last Updated	IMA Cont PAS	Order Num
3	F	11-MAY-2017	10-JUL-2017	30-SEP-2017		13223J	21-JUN-2017		22-JUN-2017		

Current Individual Dwell Time (IDT)

IDT IDT Expiration Date Reserve Comp IDT Mult



Order mismatch

8. UNIT OF ASSIGNMENT 2 SPECIAL OPERATIONS SQ FF1	9. LOCATION HURLBURT FIELD ABS, FL 325440000	10. PAS CODE W60VF167
11. Mbr is ordered to SCHOOL for 64 * days plus auth tvl time. (2 Tvl Days) TRACKING #: 6811102		
12. WILL REPORT TO (Unit and location) OL P 29 TRAINING SYSTEMS SQ FFKC21, CREECH AFB, NV	13. REPORTING DATA (Hour) (YYYYMMDD) 0730 20170314	14. RELEASE DATE (YYYYMMDD) 20170516
15. CORPORATE LIMITS <input type="checkbox"/> 16. COMMUTING AREA <input type="checkbox"/> 17. BAS CODE S		
18. REMARKS AUTH: AFMAN 36-8001 (File travel voucher and completed statement of tour of duty within 5 workdays after tour completion. Travel days will not exceed DODFMR authorized travel time. Per diem is based on availability of gov't quarters and mess; contact the base billeting office since gov't quarters must be used when available. SEE NEXT PAGE FOR REMARKS.		

BLOCK 11: 170

BLOCK 11: (1 Tvl Days)

BLOCK 12: OL P 29 TRAINING SYSTEMS SQ FFKC21, CREECH AFB, NV
2 SPECIAL OPERATIONS SQ FF1671, HURLBURT FIELD ABS, FL

BLOCK 14: 20170830



Did You Know?

- **Active Duty To ARC**
 - **Entitled to Tricare Benefits for 180 days (TA-180)**
 - **Members must be gained the day after the separation date on the DD214**
 - **If the member is assessed properly; allow 10 business days for benefits to reflect in Defense Enrollment and Eligibility Reporting System (DEERS)**



Helpful Links

- **milConnect at <https://www.dmdc.osd.mil/milconnect/>**
- **ID Card Office Online at**
 - **Rapids Site Locator**
- **Tricare at <https://www.tricare.mil/>**
- **As a reminder, many MilPDS guides are available on Mypers**



Questions?

Headquarters U.S. Air Force

Integrity - Service - Excellence

DD 214 /Service Verification Team



**TSgt Shauna Forbes
DPTSC**



Overview

- **DD 214/Service Verification Service Team Responsibilities**
- **Processing Information**
- **FAQs**
- **How you can help us and the customer**



Responsibilities

- ARPC completes DD 214s for the following members:
 - ALL IMA Reservist
 - ALL Separated and Retired ANG and AFR Members
 - ALL Unit assigned ANG and AFR members receiving an active duty retirement
 - ALL ANG and AFR members retiring due to a PDRL or TDRL
 - ALL Congressional and BCMR inquiries for ANG and AFR members.
 - ALL DD 215 requests for ANG and AFR members. Units should not be creating DD 215s. Submit request through VPC.
 - EXCEPTION: *If the member is separated or retired the request can be submitted through the myPers, via Fax, or Mail*
 - For ALL DD 214/215 issue for the Regular Air Force, member must contact AFPC.
 - We can assist with Statement of Service for the purpose of Military Buy Back (only for ANG and AFR)
 - We can provide VA Home Loan Letters for members with 6yrs of Sat Svc.
 - Employment verifications.



Unit MPS Responsibilities

- **Process/Complete ALL unit assign ANG and AFR DD 214s other than an Active Duty Retirement or PDRL/TDRL DD 214s.**
- **Discharge with Severance Pay for ANG and AFR members **MUST** have their DD 214s completed by their servicing MPS.**
- **NOTE: Unit MPS please do not wait until a member gets out so that ARPC has to create the DD 214.**



Processing information

- **When does a DD 214 need to be created:**

In accordance with AFI 36-3202, Chapter 4:

- **4.5.1. Involuntarily ordered to active duty in the event of a national emergency or war under Title 10, U.S.C., sections 12301, 12302, 12304, 12306, 12307, or 688, will be issued a DD Form regardless of the number of days served. The requirement to complete a DD Form 214 due to mobilization is outlined in AFI 10-416, *Personnel Readiness and Mobilization*.**
- **4.5.2. Members who complete 90 continuous calendar days or more of active duty or active duty for training (ADT), or an initial active duty training tour (IADT).**
- **4.5.3. Active Guard/Reserve (AGR) members who complete 90 continuous calendar days or more of active duty. . .**

Data provided by _____ and is current as of _____



-
- **What is the real turn-around time for DD 214 and DD 215 requests?**
 - **Currently we are roughly a 3 months out for DD 214/215 creation requests.**
 - **ANG and AFR Active duty retirements DD 214 get finalized within 5 days after retiring.**

 - **Do we need members to complete DD 214 Worksheets in the VMPF?**
 - **Yes, however the information is subject to change based on the source documents provided. If member creates a WS we do not get a notification to create DD214, member still needs to submit request through MyPers.**



FAQ'S Cont.

- **Where can the MPS find specific information on how to correctly complete a DD 214?**

AFI 36-3202, Table 4 and the DD 214 Personnel Service Delivery (PSD) guide found in MyPers. Please feel free to contact the DD 214 Section for ANY questions.

- **What documents are need to complete a DD 214?**
 - **Title 10 or Title 32 orders (whichever is applicable)**
 - **COMPLETED Travel Vouchers from the FSO**
 - **SIGNED AND DATED Decorations, EPRs/OPRs LOEs, 475s**
 - **School Certificates**
 - **DD Form 4**
 - **AF Form 526s (for DD 214s prior to 2001, in most cases ARPC can we can pull these from ARMS)**



FAQ'S Cont.

- **I need Member Copy 4, but PRDA only has Service Copy 2, what do I do?**

Please have the member contact ARPC for the Service Copy 2 letter.

- **I no longer have access to create/finalize DD 214 worksheets in the V-MPF what should I do?**

Please contact AFPC Policy/Procedures at DSN: 665-2269

- **I have several questions and I have no idea where to start, what do I do?**

Please contact us, at 1800-525-0102, Option 3, Option 4, then 2.



How you can help us and the customer

- **Read AFI 36-3202 and the DD 214 Personnel Service Delivery (PSD) Guide.**
- **Have a different technician review the DD 214 WS and the source documents prior to finalizing the DD 214 WS**
 - **Submit a copy of the DD 214 WS to the member by clicking “Submit” in the VMPF**
 - **Ensure the blocks 23 through 29 are correct prior to finalizing the DD 214**
 - **Contact ARPC if you are unsure**
- **All DD 215 Applications returned for additional information or supported documentation must be re-routed thru the MPS as applicable.**
- **Worse Case Scenario, PLEASE contact ARPC DD 214 Section.**



Thank you

QUESTIONS?



End of Day 1

Please fill out Critique

- What are your expectations?
- How can we better serve you?

See you tomorrow...