

# **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!
- What this class is...an ORIENTATION to ARPC, our processes, etc.
- What this class ISN'T...an in-depth TRAINING class
- Bathrooms/Breakrooms
- Smoking Area out back, by dumpster
- Evacuation/Shelter in Place
- Please—no side conversations!
- Critique Sheets PLEASE do them!
- Copy of All Slides on ARPC website, by end of next week



# **Air Reserve Personnel Center**

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



# **United States Air Force Reserve**

#### Integrity - Service - Excellence

# Customs & Courtesies Local Area



MSgt Tony Peel HQ ARPC  $\diamond$  First Sergeant

## **U.S. AIR FORCE**



- Reveille & Retreat
  - 0730 & 1700
  - Outdoor protocol
  - Driving/in vehicle
- High rank in/about ARPC
- "Joint-Base" Buckley





- Weather
  - Walking/Driving concerns
  - Layers are you friend
- Colorado's legal products
  - Avoid dispensaries
  - Don't be surprised by the smell













## **United States Air Force Reserve**

#### Integrity - Service - Excellence

# **Class Introductions**



## **U.S. AIR FORCE**



# CLASS INTRODUCTIONS (Name, Unit, favorite food, etc.) Please be brief!

### **United States Air Force Reserve**

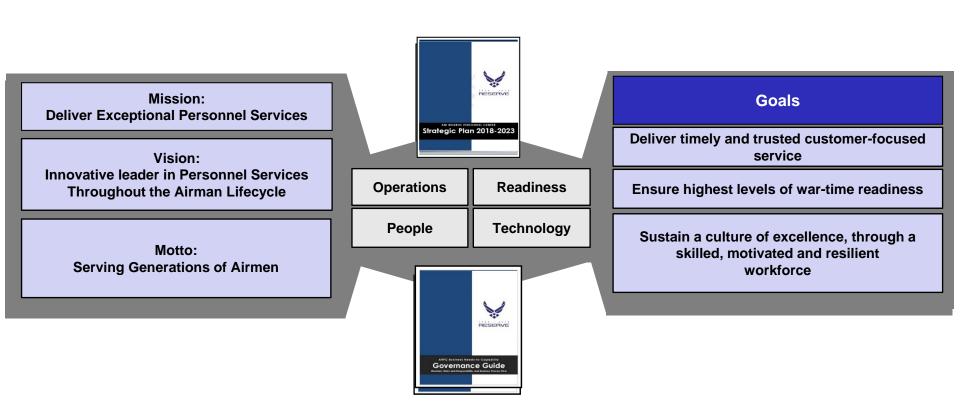
Integrity - Service - Excellence

## **HQ ARPC Mission Brief**



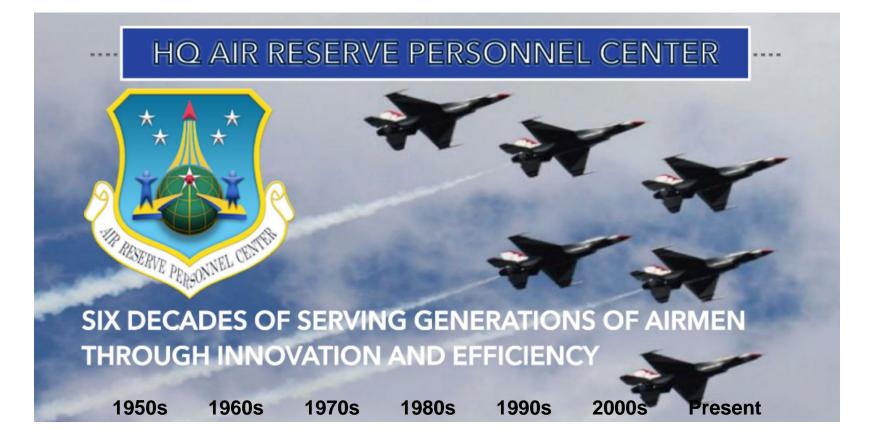










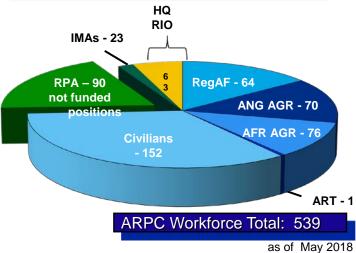




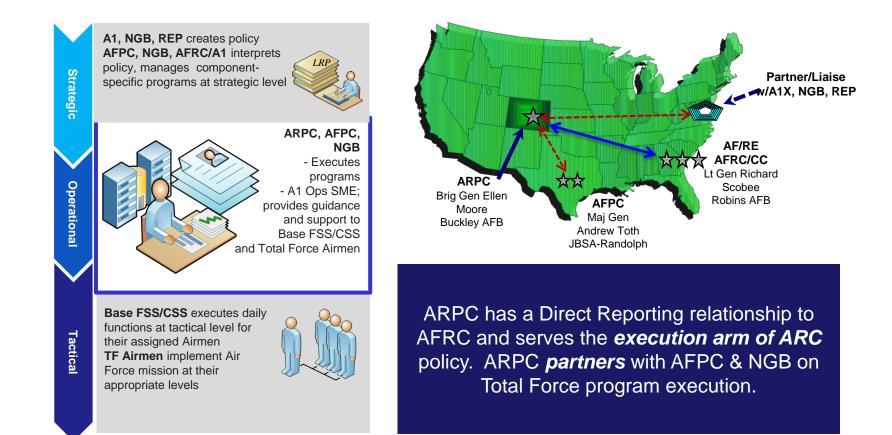
### Air Reserve Personnel Center (ARPC) Overview

- 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
- Supports 1.3M
   Total Force Customers





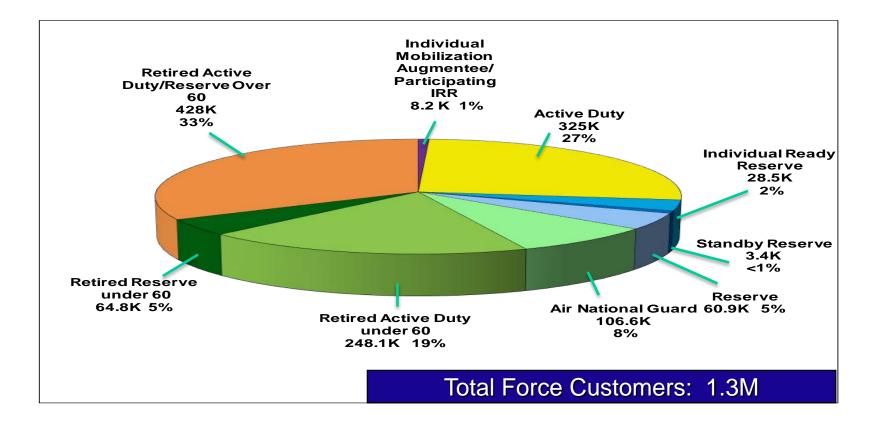






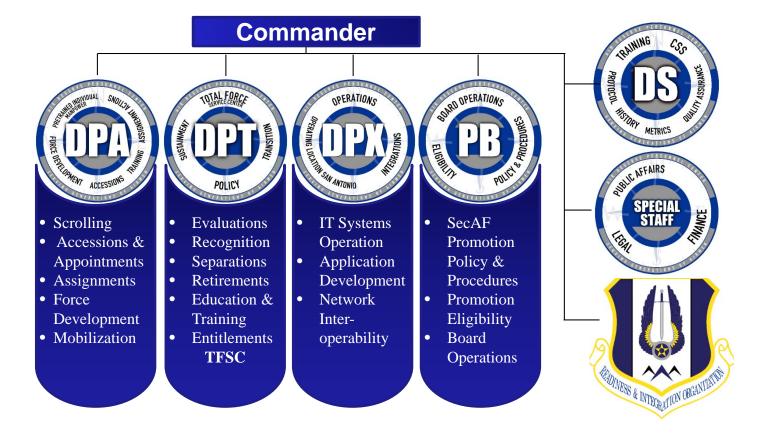


#### **Total Force Customer Base**





### **Organization & What We Do...**











## **United States Air Force Reserve**

#### Integrity - Service - Excellence

# **Assignments Directorate**

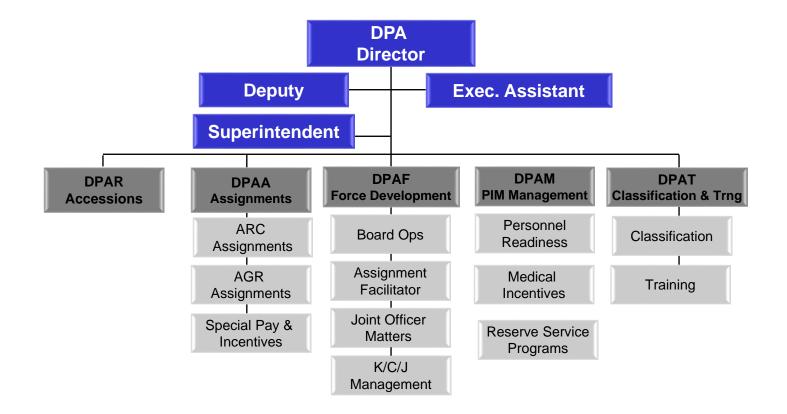


**U.S. AIR FORCE** 

CMSgt Brian Marr Nov 2018



### **Organizational Structure**





### **DPAR: Accessions**

What We Do:

- 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
- Enlisted Accessions
  - USAFA Preparatory School
  - IMA
- Scrolling
  - Used to obtain POTUS approval of officer commissioning



What We Do:

- 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**

- Special Pay and Incentives:
  - FY Aviation Bonus (AvB)

FY18 AvB program is approved from 13 Apr 2018 – 31 Dec 2018. The program is for Active Guard/Reserve (AGR) and Air Reserve Technician (ART) rated officers.

Reserve Enlisted and Officer Incentive Program

Governed by the Critical Skills Listing. Incentive types include: Accession, Affiliation, Non-Prior Service, Prior Service, Reenlistment and Retraining.

• Incapacitation Pay

Pay & allowances for Reserve members who experienced a loss of earned income because of an injury, illness, or disease incurred or aggravated <u>in the line of duty.</u>



### **DPAA: Assignments Division cont.**

- Reserve Assignments (IAW AFI 36-2110 Chapter 8)
  - Complete assignment actions on:
    - Individual Reservist (IMA/PIRR)
  - Complete assignment projection and orders on:
    - Non-participating status (IRR) to SelRes (TR/ANG/IMA/PIRR)
  - Coordinate on cases involving:
    - USERRA
    - Reserve Retiree to Reserve (Indispensability)
    - Voluntary Limited Period of Active Duty Program(VLPAD)\
    - Special Duty Pay (IMA only)



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
- Joint Officer Management (JOM) (O-6 and Below)
- Key Command Joint Management (KCJ) (O-5 and O-4)



### **DPAF: Force Development Division Con't**

What We Do:

**Reserve Command Screening Board** 

• Identify those Colonels and Lt Colonels based on leadership potential as candidates for wing, vice wing and group commander positions

**Reserve Command Chief Screening Board** 

• Identify those Chief Master Sergeants based on leadership potential and performance as candidates for future Command Chief positions

Stripes for Exceptional Performers (STEP) II Board

 Commander's program designed to promote outstanding and well deserving Air Force Reserve members to one grade above the authorized grade for their position



## **DPAM: Pre-Trained Individual Manpower**

#### What We Do:

Personnel Readiness: \*ARPC's only wartime mission

- Pre-trained Individual Manpower (PIM) (AF Strategic Reserve) Force Manager:
- Individual Ready Reserve (IRR), Standby Reserve, Retired Active <60/>>60, Retired Active/Reserve >60
- Executive Advisor to Air Staff
- Mobilization Ready via screening programs:
  - Annual survey mail-outs, Annual Musters, biennial Push-Pull exercises
- Performs address updates/research

**Medical Incentives:** 

• Acting MPS for HPSP students (IRR); manages/processes ANG/AFR Medical Special Pay programs

**Reserve Service Programs:** 

- Assignment actions/management on non-participating members (Key Employee, UIF's on IRR/Standby, Career Intermission Program (CIP))
- Service Date verification



#### Key Employee – myPers article #17360

Foreign Government Employment - myPers article #15330

**Career Intermission Program – myPers article #27945** 

MPF for the Individual Ready Reserve

S7 PAS Code UIF Monitor



GAINING UNIT responsible for initial computation and system update of all service

dates upon accession.

Controlled data items in MilPDS: Pay Date, TFCSD, TYSD (Total Force).

Documents required: all DD4's, DD214's, NGB 22's, NGB 66's, Appointment/

Enlistment orders and any Separation/Discharge documents.

• 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



### DPAMR - 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 (TAFCSD)
  - 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 7000.14-R, Volume 7A
   Used for the calculation of: Pay Date



#### What We Do:

**HQ AFRC Classification Waivers processing** 

- Reserve Classification Waivers (Rqmts in AFECD, AFOCD, AFI 36-2101)
- Reserve Training Waivers (CDCs, OJT Time in Training, Initial Skills School)
  - FSS/Recruiter/RIO Detachment →Our Office → MFM/AFCFM

HQ AFRC Classification AFSC Conversion Guidance

• Reserve AFSC conversions (Direct & Indirect)

**Individual Reservist Training Management** 

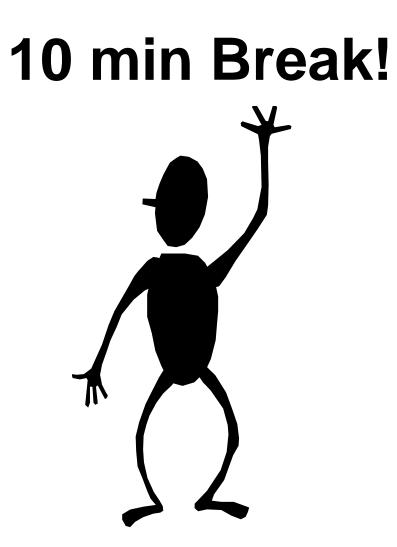
- Enlisted/Officer On-the-Job Training Management
- AFSC, Skill Level, and SEI Updates
- Training and Retraining status updates
- Formal school course request and processing
  - RegAF Unit/Member → Detachment→ Our Office











Fly, Fight and Win...



# **United States Air Force Reserve**

### Integrity - Service - Excellence

# Directorate of Personnel and Total Force Services (DPT)



**Director: Col Ashley L. Heyen** 

Superintendent: CMSgt Sandra Ahern

## **U.S. AIR FORCE**



Complete Record Request Duty History Change

NPRC (OL in St Louis)

**Recruiter/Investigator Liaison** 

	Directorate of Personnel & TF Services (DPT) Director, Col Ashley Heyen Deputy, Ms. Christine Lynn Superintendents, CMSgt Sandra Ahern	
Operations Division (DPTG) Lt Col Johnson/SMSgt Deann Gallegos	Transition Division (DPTT) Mr. Ramon Roldan/SMSgts Szpak & Elliot	Sustainment Division (DPTS) Ms Felicia Foster/SMSgt David Smashum
Field Support Service Element (FSSE) Workflow Operations Intake/Inquiries & incidents not specified System Support Requirements myPers/myPers Conx (ARPC/RIO) Remedy (DPT) System Accounts (ARPC/RIO)	Transitions Retirements Separations Benefits & Entitlements Casualty Education DEERs (ARPC/OL - Co-located w/DMDC)	ARPC Congressional/BCMR Management Service Verification (DD214) Points Evaluations Recognitions Career Support Enlisted Promotions Reenlistments/Extensions Document Request

Directorate of 147 authorized (all status') Three Locations—ARPC, NPRC & DMDC Civilian, ANG, AFR AGR, RegAF, RPA & IMA



- DPT is largest Directorate at ARPC
  - 147 authorized ANG, AFRC, RegAF, and Civilians
  - 25 RPA
- Provide Total Force personnel services to 1.3M members
  - ARC
  - RegAF retirees
- CY 2017
  - 325,997 transactions closed
  - 215,008 calls
  - Plus snail mail and fax!!
- Incoming work exceeds current capacity
  - Manning
  - Complexity



- Provide direct personnel services and support to the ARC component commanders, Airmen, and family members
  - Personnel programs across the human resource lifecycle
    - Tier 0 Self-service
    - Tier 1 Routine, repeatable, mappable transactional processes
    - Tier 2 Non-routine, complex personnel processes
- Assist NGB, AFRC and AF/RE with process and program specifics and customer-based expertise
- Liaison between customer and NGB, AFRC & AF/RE
- Provide an environment for delivery of equitable service and optimization of resources
- Facilitate technology upgrades and process integration within the TFSC for seamless customer service



GTUTD1010100101001

USTOMER EVERY TIME 215,008 Phone calls **DPT ACCOMPLISHMENTS** + CY 2017 **Total Payouts** ~MyPers Incidents Transactions & **Evaluations** 16,453 **TA Enrollments** 152,009 \$10.8 Million **Tuition Assistance** 40,606 Decorations **Retirement Pay Accts.** 15.210 \$5.87 Million **SGLIs** 35,083 **Points Management** 7,675 DD 214s/215s \$482,000 SLRP Service Verifications 29,863 **Documents Requests** 1,668 \$304,000 Retirements 26,808 Separations 622 **BCMRs/Congressionals** 

WINGS OF HERITAGE, SHAPING THE FUTURE

WINGS OF HERITAGE, SHAPING THE FUTURE



- 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



- Joint ARPC/NGB Manpower study did not support TFSC-Den Phone Ops as currently designed
  - No manpower authorized for a call center
  - Staffed out of hide
- Current phone ops are inconsistent and ARC customers are not serviced as efficiently as possible
  - Only 20% of calls are resolved with first contact
  - Majority of calls routed to back shops
  - Increases workload and inventory
- Increased capability to meet customer needs
  - Hours 24 / 7 / 361
- Capitalize on AFPC's legacy of excellence
  - 80% first contact resolution



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.
- The FSSE phone number is 720-847-3400 or DSN 847-3400 and hours of operation are Monday Friday, 7 a.m. 4 p.m. MT.



- myPers first is our strategy; 14k knowledge articles
- Please do not call for status checks within mypers messaging timelines
- DEERS is source system for all dependent data
- 34% return rate for evaluations; we must do better
- Field Support to ARPC through AT
- Communicate Tier 0 capabilities



## **Questions?**

## **United States Air Force Reserve**

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# **Performance Evaluations**



**SSgt Breshay Strong** 

**Evaluations Technician** 

HQ ARPC/DPTSE

## **U.S. AIR FORCE**





- Common evaluation errors
- Evaluations backlog
- Evaluations backlog COAs



## **Common Errors**

- Directed by HAF
  - 12/24 rule
  - Close out the day prior to event
- Airman Reports
  - New guidance (4 January 2018)
  - Airmen will receive initial evaluations upon the first 31 March SCOD reached as a Senior Airman
- Referral Reports
  - Signature dates
  - Mandatory comments
- Prohibited Statements
  - Fitness scores/categories
  - PME: Raters cannot recommend officers for specific schools, including "joint DE;" only the terms PDE, IDE, SDE are authorized
  - Key Personnel List (KPL)





- Total Inventory: 53,537 in July to 35,000 in Oct
- Current processing time 170 days
- Factors
  - Each report has to be opened
  - New vPC application delayed
  - Systems latency
  - Return to rater 34%
  - UTA Weekend +1500 2000 additional reports
  - All enlisted ranks and all status are now receiving SCOD reports
  - Guard SCOD reports (additional 90K reports)
- New system autopush allowed ARPC to decrease backlog to 35K by Oct
  - Autopush only works 20% of the time due to data errors
  - Autopush requires the need for FSS review



## **Pilot Program Details**

- Since March 2018, 111 members completed ARPC Evaluation Training Program on AT
  - AFR = 14 members across 9 Wings
  - ANG = 97 members across 26 Wings in 23 states
- Training includes:
  - Admin review of all Evals, updating MiIPDS, forwarding all ARC Evals to ARMS/PRDA, and if necessary, returning them to the unit for corrections
  - Access to two systems unique to ARPC: Remedy (back end of vPC) and MyPers Console (back end of myPers)
- NEW Unit Access Pilot Program:
  - FSS/CCs may designate their graduates of the ARPC Evaluation Training Program; request access to Remedy and MyPers Console to process their wing's evaluations into ARMS/PRDA
  - If FSS would like to designate a non ARPC trained personnelist, dates available
  - Access to Remedy and MyPers will be for 6 months initially, subject to review for continuation
- Next Steps:
  - If interested in participating, submit a MyPers ticket titled "Evaluations Training Program" ARPC will send required forms and assign training dates



28 Oct- 4 Nov 2 Dec- 9 Dec 6 Jan- 13 Jan 27 Jan- 3 Feb 10 Feb- 17 Feb 3 Mar- 10 Mar 10 Mar- 17 Mar 24 Mar- 31 Mar

\*\*10 slots per session; no more than 2 per Wing





# **Questions?**

#### **United States Air Force Reserve**

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# **Recognition Services**

Briefer – SSgt Stefani N. Barbour

NCOIC – TSgt Willie J. Lloyd



- > References
- > Recognition Service Team Responsibilities
- > Services Provided
- > How You Can Help Us and the Customer
- > Questions

#### References

#### \* References

- > PSDs Air Force Reserve Awards and Decorations PSD Guide
- > AFI 36-2803 Awards and Decorations
- > AFI 36-2803 AFGM2018-01 (Attachment to AFI 36-2803)
- > AFH 33-337 Tongue and Quill
- > DODM 1348.33 vols. 1, 2, and 3
- > AFI 36-2805 Special Trophies and Awards
- > AFI 33-328 Administrative Orders
- > AF PD 36-28, Awards and Decorations Programs

### **References Continued**

- Select the product and use these reference ID numbers within the myPers search bar:
- > 14216 vPC Decoration Nomination Application Process

> Applicable to: Air National Guard and Air Force Reserve

> 14229 - Total Force Service Center - Denver Recognition Services for Air National Guard & Air Force Reserve Recognition Services

> Applicable to: Air National Guard and Air Force Reserve

#### > 14165 - Reserve: Recognition Program Home Page

#### **ARPC Responsibilities**

- > Validates transactions concerning awards and decorations
  - Ensures Decorations submitted through vPC are updated in MILPDS, ARMS/PRDA(AFPC Function) and eOSR when applicable
- > Provide guidance to Military Personnel Sections/Commander Support Staffs /Commanders and Service Members
- > Answer high-level inquiries and Board for Corrections of Military Records (within scope)

#### **ARPC Services**

- Process the following decorations in 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)
  - > MOVSM
  - > Combat Readiness Medal
  - > Revocations and Amendments of Decorations
- > Research status of awards and decorations in vPC upon request
- > Provide replacement medals for eligible members per AFI 36-2803
- Process incoming decorations via mail from AFCENT/losing active duty and ARC units when required
- > Provides Awards and Decorations Listing to retired/separated and prior service members

#### **ARPC Services Continued**

#### > Processing Turn-around

- > <10 days: Decorations/Nominations
- > 60-90 days: Updates/Corrections, Inquiries
- > 90-120 days: Listings (Retirees/Sepratees/Prior Service)

#### How You Can Help Us and the Customer...

- > Read the tutorial provided in vPC/myPers application prior to beginning the process
- > Review decorations prior to submission
  - > Use Chain of command for reviewing process
  - Submit IAW AFI 36-2803 A2.1, "<u>enter each recommendation into official channels</u> within 3 years, awarded within 5 years of the act."
  - > Ensure Condition is correct (AFI 36-2803)
  - > OIF/OEF submitted to AFCENT only

> Spell Check

- > All returned nominations for corrections must be re-routed through the Wing/Group/Unit Commander as applicable
- Complete award updates for assigned members per AFI 36-2803 and ARPC NOTAM 164

#### **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 myPers for additional guidance)

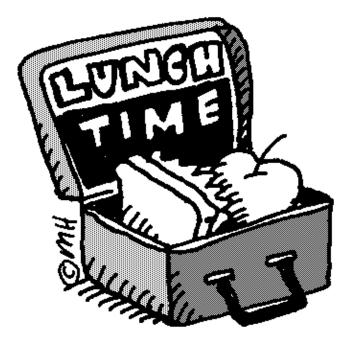








# Lunch Time!



# See you back at 12:30



## **United States Air Force Reserve**

#### Integrity - Service - Excellence

# **Participation/Points**



## **U.S. AIR FORCE**

Points Management Branch MSgt Minnie Calizo Nov 2018





- 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



#### **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—anniversary (formally R/R), PCARS questions, OxE...
- SME support to AF-IPPS, promotion, FD & DT boards

**Unit Level** 

- Review AGR members current anniversary year points
- Encourage members to review points history



- Title 10 U.S.C. 12732(a)(2): Points Categories
- Title 37 U.S.C. 206(d): Nonresident Education ROE (Distributed Learning (Formally ECI)
- DoDIs 1215.06 & 2015.07: Points & Participation ROEs
- DoDI 7000.14-R: OxE & Delayed Entry ROEs
- AFI 36-2254V1: Reserve Participation
  - Expands on Title 10, Title 37 & DoDIs
- ANG 36-2001: Points & Participation ROEs
- ARPCI 36-3203: Creditable & Noncreditable Service



- Foundation for calculating retirement points and retirement eligibility
  - 20 years of Satisfactory Service (Reserve retirement)
  - 20 years of Total Active Federal Military Service (TAFMS –active duty retirement)
- 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



- 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
- Distributed Learning (ECI) = one point for each 4 hours of EBDL study
- Membership = 15 points credited for active Reserve status membership per R/R year



- Maximum Inactive Duty credit applies to a combination of: IDT(DRILL) + IDS(Funeral Honors) + DL (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



- A year of satisfactory Federal service for retirement is awarded when a member earns at least 50 points (including membership points) for the <u>entire</u> 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 <u>partial</u> retention/retirement year





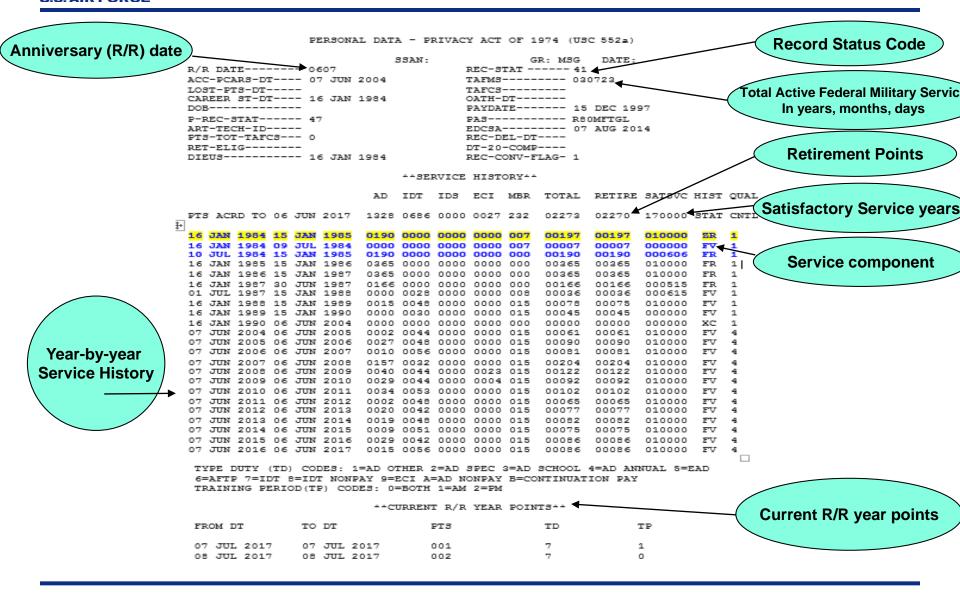
- Army, Army Reserve and Army National Guard
- Navy and Navy Reserve
- Air Force, Air Force Reserve and Air National Guard
- Marine Corps and Marine Corps Reserve
- Coast Guard and Coast Guard Reserve
- Attendance at Preparatory Schools
- Academy service for enlisted members



- 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 Officer's Training Corps



### **PCARS Computer Printout**





- <u>Air Force:</u>
  - FR = Active Duty Air Force
  - FV = Air Force Reserve/Guard
- <u>Army</u>
  - AR = Active Duty Army
  - AV = Army Reserve
  - AG = Army Guard
- <u>Navy</u>
  - NR = Active Duty Navy
  - NV = Navy Reserve

- <u>Marines:</u>
  - MR = Active Duty Marines
  - MV = Marine Reserve
- <u>Coast Guard</u>
  - **PR = Active Duty Coast Guard**
  - **PV = Coast Guard Reserve**
- Non-Creditable
  - XC = Civilian Break
  - XT = ROTC
  - XA = AF Academy





- <u>Qualifications</u>:
  - 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 with Oath (AF 133) and GRBoth surf (MiIPDS product)





- 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





- Currently in Nov 2017 on building new gain service histories
- CR was released to close records upon retirement or separation into civilian status or inactive status but are closing out PCARS upon Guard to Reserve and Enlisted to Officer transfers as well
- Base level servicing Personnel Offices have the capability to maintain current year points
- Please provide members a copy of their final point summaries prior to retiring or separating



- "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."
- Attn: If you are not receiving this reminder, please contact your servicing personnel office to check your email in the personnel system, MilPDS









# **United States Air Force Reserve**

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# **Separations Service Team**



**U.S. AIR FORCE** 

APRC/DPTTS SSgt Ramirez SSgt McEachern SSgt Garzon



#### **Responsibilities:**

- Verify separation application and ensure required documents are included
- Update MilPDS with separation, discharge, or resignation transactions
- Generate orders
- 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



- Submit separation applications no earlier than 180 days or no later than 30 days prior to separation or discharge effective date
- Verify and <u>re-verify</u> 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
- Make sure member(s) are demobilized prior to transfer, separation, or discharge



- Ensure Retention Office Mangers 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
- For Discharges w/ Severance pay, contact our office once application has been submitted
- Gaining and Losing units should be communicating with each other prior to calling HQ ARPC
- Contact NGB/A1P for complicated cases that need policy guidance, contact them at their org box



- Make sure the position number is correct on the AF1288 for Guard to Guard transfers. This process takes 20-30 minutes to update in Military Personnel Database System (MilPDS)
- Reenlistment Code (Re Code) "6U" "ONLY" to be used for members who were non-retained under Selective Reenlistment of the Air National Guard Officer/ Enlisted. (AFI36-2606, pg.89, Rule 19)
- Separation application "Type of Action" should match the reason "Reason of Separation"
- All documentation of Notification Procedures. Refer to Ref# AFI 36-3209, Table 3.1 (Enlisted) 2.1 (Officer) and if the reason of separation states "YES" on Column C.





#### **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
- 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)



- 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



- Cases are processed for <u>fitness only determinations</u>
- Liaison for the member, unit and AFRC/SG for case status and updates
- 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



- 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



- For unit level discharges, the unit's responsibility is to create discharge order, distribute to member, and provide discharge certificate
- If member has a remaining obligation, do not discharge them but place them in the IRR
- Members going through MEB/PEB coming up on their MSD/HYT need to work request an extension with their unit. The unit will then forward to AFRC/SG then to AFRC/A1K
- Members requesting an extension to their HYT/MSD should not apply for retirement before getting final notification about their extension











# **United States Air Force Reserve**

Integrity - Service - Excellence

# Retirements



SSgt AdaLinda Terpening

**ARPC/DPTTR** 

## **U.S. AIR FORCE**



#### Prepare now so you do not have to worry later



#### What you do today affects tomorrow











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







- 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:

- On or after 8 Sep 80
  - Average of highest 36 months prior to <u>date of</u> <u>discharge</u>
- Prior to 8 Sep 80
  - Pay scale in effect on retired pay effective date

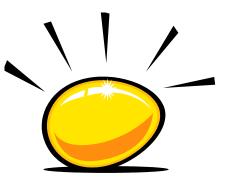






### Must meet qualification





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



- 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





- 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



- 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



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







#### **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



- 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
  - <u>Reserve Policy</u>
    - Reserve service commitment policy
      - In-residence training 3 years
      - Promotions for top three 2 years





- 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









- 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







- 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



- 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, <u>especially</u> if you are nearing your

reduced retired pay age





- 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



- 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



## Compute Retired Pay using the RCSBP Calculator

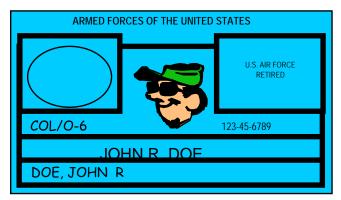


## Located on myPers at: https://mypers.af.mil



- 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%
- VA disability
  - Off set if less than 50%





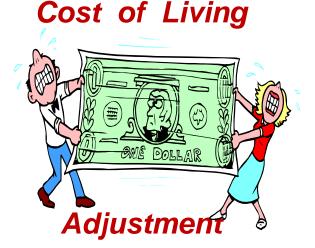
### **New Identification Card**



Medical until Age 65 TRICARE for Life Option at Age 65

### Expanded Space A Travel







- 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





- 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)



- 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 retire





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





- 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





- Defense Finance Accounting Service-Cleveland (DFAS-CL) calculates and disperses pay
- There are <u>3 computations</u> 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)



### • 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



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



## 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



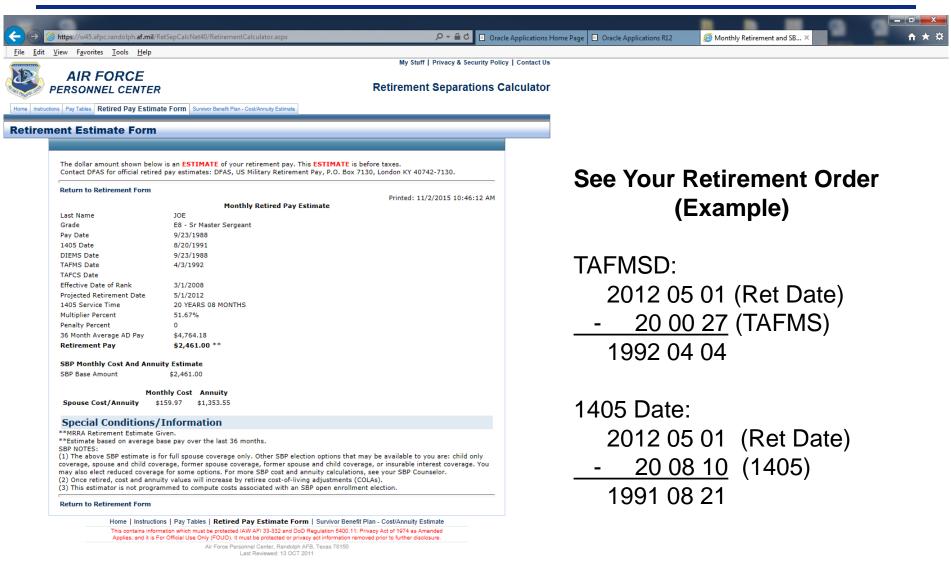
## https://w45.afpc.randolph.af.mil/RetSepCalcNet40/Home. aspx

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:	01 - 2nd Lieutenant V
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
Do Estimate	Clear
Move Mouse over labels for help.	



## **AD Retirement Pay Calculator - AFPC**

#### **U.S. AIR FORCE**





## **AD Retirement Pay Calculator - AFPC**

#### **U.S. AIR FORCE**

	PTS	ACCRUED	TO 000331	7384	0596	00130	513	08623	08242	320101				
	ПН	590828	600827	0365	0000	0000	000	00365	00365	010000	AR	1		
AD Time	-	600828	610827	0366	0000	0000	000	00366	00366	010000	AR	1		
	Н	610828	620730	0337	0000	0000	000	00337	00337	001103	AR	1		
	Н	620731	630730	0000	0000	0000	015	00015	00015	000000	YU	1		
	Н	630731	640730	0000	0000	0000	015	00015	00015	000000	YU	1		
	Н	640731	650730	0000	0000	0000	015	00015	00015	000000	YU	1		
l 405 Service ≺	Н	650731	660730	0000	0000	0000	015	00015	00015	000000	YU	1		
	Н	660731	670730	0000	0000	0000	015	00015	00015	000000	YU	1		
	Н	670731	670827	0000	0000	0000	001	00001	00001	000000	YV	1		
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	Н	720203	730202	0017	0048	0000	015	00000	00077	00	FV	1		
	Н	730203	740202	0015	0048	0009	015	00087	00075	00	FV	1		
	H	740203	750202	0015	0048	0000	015	00078	00075	00	FV	1		_
	H	750203	760202	0015	0048	0000	015	00078	00075	00	_			
	Н	760203	770202	0015	0052	0000	015	00082	00075	00	_		1405	
	H	770203	780202	0015	0046	0015	015	00091	00075	0			1400	
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		800203	810202	0015	0048	0000	015	00078	00075	00	-	J	ervice	
	H	810203	820202	0015	0048	0000	015	00078	00075	00	-			
	H	820203	830202	0030	0048	0000	015	00093	00090	00				-
	H	830203	840202	0217	0020	0031	015	00283	00277	0	FV FV	1		
	H	840203	850202	0366	0000	0028	015	00409	00366	0		5		
	Н	850203	860202	0365	0000	0000	015	00380	00365		FV FV			
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	H	920203	930202	0366	0000	0000	015	00380	00366	010000	FV	1		
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AGR Time \prec	H	940203	950202	0365	0000	0000	015	00380	00365	010000	FV	1		
	H	950203	960202	0365	0000	0000	015	00380	00365	010000	FV	1		
	H	960203	970202	0366	0000	0000	015	00381	00366	010000	FV	5		
	H	970203	980202	0365	0000	0000	015	00380	00365	010000	FV	4		
	H	980203	990202	0365	0000	0000	015	00380	00365	010000	FV	4		
	H	990203	000202	0365	0000	0000	015	00380	00365	010000	FV	4		
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							=							



Active Duty Time	02 11 03
AGR Time	16 09 00
Misc AD	+00 06 17
TAFMS	20 02 20 = 50.43%
1405 Service	+02 04 16
	22 07 06 = 56.45%
E7 w/over 26 yrs 5	0.43% = \$2428
E7 w/over 26 yrs 5	6.05% = \$2698
Pay calculated off	Longevity Years
(over 20, 22	, 24 up to 40 years)



- 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



- 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 paydate



**Continuation** 

- 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





- 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





- 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



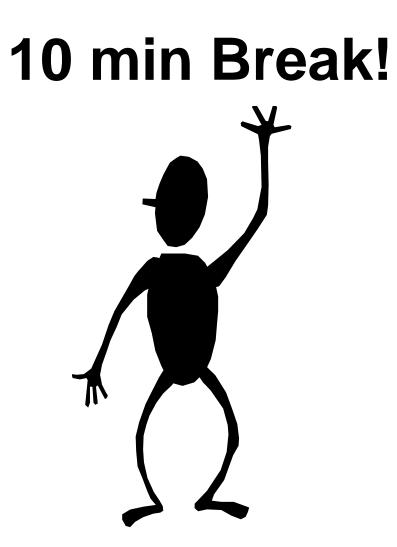














# **United States Air Force Reserve**

### Integrity - Service - Excellence

# Outbound Service Team



SSgt Fernando Guzman DPTSC 7 November 2018 Version 1

## **U.S. AIR FORCE**





- 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 information is correct in vPC retirement application

etirement Applic	ation					Change t	o Create Mode
						Change	U Create Mode
Application Coordina	tion OGD Data	Technician Hie	erarchy Admin Hie	rarchy			
<ul> <li>Application Info</li> </ul>	rmation						
Requested Action	n Apply	•	Date Submitted	11/5/2018	Status Wor	k In Progress	•
Application Typ	Reserve Retire	ement 💌	Retirement Date	11/30/2018	Highest Grade	Held E7	•
Spouse's Name	Jane D. Doe		POC Name	John D. Doe			
Spouse s Marine	June D. Dec		POC Name	John D. Doe			
Tech Type*	Air National G	uard Technici 🔻	POC Address	1234 Made Up St, A	urora CO, 80011		≡
S7 PAS Code	Yes 💌		POC Phone(s)	(Comm) 123-456-78	90		
							<b>_</b>
						Documents	
Wants a Binder	Yes 🔻			File Name	Max Size	Attach Label	
Wants a Ceremo	ny Yes 🔻					File 1	^
						File 2 File 3	$\sim$
Ceremony Date	11/30/2018						•





• Refer members to Presidential libraries if they desire to have certificates signed by a previous President. (Next slide)







## **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 Services** 

tfsc@mailds01.csd.disa.mil

1-800-525-0102





## **Questions?**









# **United States Air Force Reserve**

### Integrity - Service - Excellence

# **DEERS Project Office**



MSgt McCoy-Pawloski DPTTB

## **U.S. AIR FORCE**





- DEERS Project Office vs Service Project Office
- What We Do
- What We See
- Did you Know
- How FSS can HELP Members
- NDAA 2018 (TSP 800034A & 800037A)
- How data flows
- AFI 36-3026
- Authoritative Source
- Retirements/Former Members/Honorary Retirees
- Helpful Links



## **DPO vs SPO**

### DEERS Project Office

- Located at HQ ARPC
- Pre/Post Tricare eligibility (review)
- Ensures transactional work flows from myPers to NGB/A1Q or ARPC/DPX/OL
- RAPIDS troubleshoots for DMDC
- Emergency Consumables
- Former Spouse Determination

### • Service Project Office

- Located at NGB/A1P AFRC/A1R
- Does NOT have access to DEERS
  - Cannot process transactional work
- Handles policies/guidance
- RAPIDS system move requests
- Funding requests



• The **primary function** of the DEERS Project Office is to provide guidance to Site Security Managers/Verifying Officials at local ID card sites on policies and record discrepancies/resolutions

- Our office is the Liaison contact between AFRC, NGB and DMDC
- · Our office reviews and determines sufficiency of supporting documentation for eligibility for benefits
- · Assist/advise NGB and AFRC with our processes, programs
  - Review discrepancies for clarification
- Grant Site Security Managers access to RAPIDS
- Emergency consumables
  - Emergency CACs (DPO submits request to DMDC)
- Troubleshooting for DMDC
  - •Terminate Records erroneously built in DEERS
- Lock/Unlock DEERs Records for Sponsor and or dependents
- Former Spouse Determinations Air Force ONLY
  - Former Spouse(s) must apply
    - IAW 36-3026, Para 21.16
    - Not at the Unit (chapter 25)



#### What <u>We</u> See

#### • Who should contact DEERS Project Office

- Primarily we should be speaking to the FSS
  - Trained as a Personnelist
  - Source documents required
- NOT the member
- Gaining members incorrectly
  - DAS and EDSCA should match
  - Gaining a member with a one day break in service
  - Members not gained in a timely manner
- LIMMOB and AROWS do not match
  - IPRs should verify if CSS has created the correct orders in AROWS
  - IPRs should verify the data has flowed to MilPDS
- AROWS
  - Start date cannot change if the date changes in AROWs then revoke the order and create a new order



#### **Did You Know**

- SSM Request
  - Create a myPers incident
  - Attach a DD Form 2875
  - Signatures must be within last 30 days
  - IA Training needs to be attached (EFFECTIVE 1 NOV 2018)
  - DPO will send to DMDC
  - DMDC Security will grant provisional access and DPO will send you a message stating your are now a SSM
  - WE DO NOT GRANT VO ACCESS
- Title 5 Employee
  - Each State should have a Trusted Agent State HRO (ANG)
  - Trusted Agent will upload data into TASS (Trusted Agent Sponsorship System)
  - Data will flow (almost immediately to DEERS)
  - Unlike GS/WG Civilians which flow over from DCPDS
- Active Duty to ARC
  - Entitled to TriCare Benefits for 180 days
  - Members must be gained the day after the date of separation on the DD214
  - If the member is assessed properly; allow 10 business days for data to flow from MilPDS to DEERs
  - TA- 180/Reserve Segment will populate in DEERs



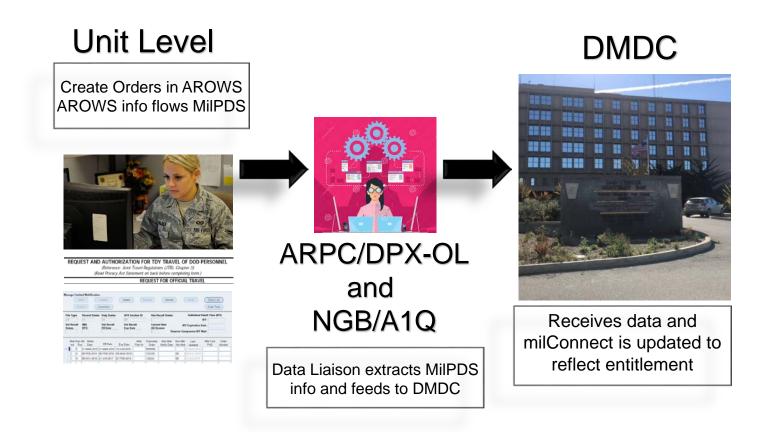
- Active Duty to ARC Accession -- (Servicing MPF)
  - Subject line: Active Duty to ARC
  - SURF (DAS/EDSCA must match)
  - DD Form 4 (ANG)
  - AF Form 100/DD214
- New Accession (Leaving for Basic) -- (Servicing MPF)
  - Submit a myPers incident including:
  - Subject line: Active Duty to ARC
  - SURF ((DAS/EDSCA must match)
  - Drivers License (color copy)
  - Social Security Card
  - Birth Certificate
  - DD Form 4
  - Basic Training Order
- Pre/Post Tricare -- (Servicing MPF)
  - Submit a myPers incident including:
    - Orders (include ALL modifications)
    - LIMMOB (ensure member is demobilized



 Per Section 511 of the NDAA, Title 10 USC 12304(b) deployed personnel are now eligible to receive pre and post Tricare when their Executive Orders (80034A and 80037A) and they are in Support of 12304(b) (INVOLUNTARY). Members deploying under 12301(D) will not receive pre/post Tricare because this status is (VOLUNTARY) unless supporting an approved named contingency e.g., Operation Freedom Sentinel, and Operation Iraqi Freedom, etc



### How data flows...in a perfect world



#### Fly, Fight and Win...





#### • AFI 36-3026 para 1.20

**1.20. Pre-Deployment – National Guard/Reserve Alert Notification Period.** National Guard or Reserve sponsor notification of activation in support of a special operation, mobilization orders generated, and entered into service-specific systems for update to the DEERS database. The notification date determines the start date of the Alert Notification Period and the effective date determines the start date of the AD condition. The Alert Notification Period condition can last from 90 days up to 180 days, and ends the day before the AD condition starts in DEERS. This Alert Notification Period condition enables the sponsor and family members to obtain TRICARE benefits for up to 180 days prior to the start of the service member's mobilization orders.

1.20.1. The Guard/Reserve Alert Notification Period is not generated from the RAPIDS application to the DEERS database, thus, RAPIDS users are not authorized to manually update contingency orders to the DEERS database. Manually updating contingency orders in DEERS does not allow for automatic update of the Contingency Operation title and prohibits the automatic update of 180 days of TAMP benefits at the time of the sponsor's demobilization.

1.20.2. RAPIDS users should not attempt to add the Guard/Reserve Alert Notification Period themselves, instead they should review the mobilizing member's DEERS record to determine if it has been updated by the service-specific systems. If the member's DEERS record does not reflect the Guard/Reserve Alert Notification Period in 3 business days after mobilization orders have been created by their respective service-specific system, users should contact the sponsor's Uniformed Service DEERS Project Office in Chapter 25.



Data (otherwise known as AROWS) is the ONLY authoritative source for updating DEERS. If an order is not reflecting correctly; it CANNOT be manually updated because it becomes an unverified segment and if not verified by data then DMDC will not execute benefits to the member. Manually manipulated data cannot flow to provide proper benefits. It will cause Tricare to view gaps in coverage.



#### **Retirements**

- Retirements
  - DO NOT create ID Cards w/o supporting documentation
    - Reserve Retiree (EK orders)
    - AGR Retiree (AA orders)
    - RRPA Pay no Medical (EL Orders)
    - Age 60 (EL orders)
- Former Members

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- DID NOT retire! Discharged but served 20 years Sat Service
  - Never entitled to BLUE ID
  - They are entitled to a DD Fm 2765 (Tan Teslin)
  - Not entitled to Tricare while awaiting Pay
  - Entitled to pay at Age 60 must APPLY for retirement
    - Not entitled to Longevity Pay
  - Not entitled to Tricare Retiree Dental
- Brief members they must apply for Retirement or they could become a Former Member
- Honorary Retiree
  - Honorary Retirees served a minimum of eight years
  - At least 37 years of age
  - Were unable to continue a military career in the Reserve Components, therefore; they cannot qualify for retirement
  - NDAA 1991, Unless a member serves 20 years of Sat Service and is awaiting pay at age 60, they are no longer entitled to an ID Card
  - Confiscate ID Cards. ALL Records are LOCKED in DEERS. They cannot be issued any type of ID Card
  - SSM can confirm status with DPO



- 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/IPR/Tricare guides are available on myPers



### **Questions?**

Fly, Fight and Win...



# End of Day 1

### Please fill out Critique

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

## See you tomorrow....