



**Manpower and Organization**

**ORGANIZATION FUNCTIONAL RESPONSIBILITIES**

OPR: HQ ARPC/XP (Ms K. Willett)  
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This publication establishes the official organization and functions of Headquarters Air Reserve Personnel Center (HQ ARPC). Within overall Air Force policy, the mission of HQ ARPC is to: Provide personnel support for the mobilization and demobilization of the Air National Guard (ANG) and the United States Air Force Reserve (USAFR) personnel; provide Headquarters United States Air Force (HQ USAF), major command (MAJCOM), and base level personnel support for members of the ANG and USAFR not on extended active duty (EAD); exercise command jurisdiction and provide personnel management for designated members of the USAFR; and administer specialized programs and other responsibilities as may be assigned. Detailed functional responsibilities are found in operating instructions published by each organization.

***SUMMARY OF REVISIONS***

A reorganization review resulted in changes throughout the organization to include realignment of many work functions and assigning Air Force and AFRC approved organization structure codes.

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### *Section A--Organizational Policy Statement*

**1. Authority and Control.** This publication prescribes the authorized organizational structure and the functions of HQ ARPC staff and special activities. The Chief of Manpower and Organization controls organization structure, mission directives, functional assignments, and coordination thereof.

**2. Organizational Policy.** The commander is vested with the total authority and responsibility for conducting the affairs of HQ ARPC. The substantive workload involved in directing the affairs of the command is delegated to the staff. The authorized levels of organization and supervision within HQ ARPC are Commander, Directorate, Division, Branch, Section, and Office.

2.1. When authorized, deputies or assistant chiefs participate in the planning and development of policies and procedures affecting the operation of the activity. They are not in the chain of supervision except in the absence of the immediate supervisor. In those instances where a deputy or assistant chief is authorized, the supervisory positions may be authorized as either military or civilian and, in the case of a civilian exercising supervision over military members, they will exercise all phases of supervision except those restricted by the Uniform Code of Military Justice (UCMJ). There will not be separate and parallel organizations for the military and civilian members of HQ ARPC.

2.2. The directors are authorized to represent and act for the commander on matters falling within their functional areas of responsibility. They are responsible for referring to the commander all matters they determine to be of sufficient importance to warrant attention. They also keep the vice commander informed of such referrals and important developments. Each director is responsible for their divisions, branches, and offices and are expected to be well informed on the significant aspects of each organization's work. The commander views the entire staff as a working team.

2.3. The number of activities reporting to the commander is kept to a minimum. Organization of a staff activity into subordinate elements (divisions, branches) is predicated on the number of personnel authorized and the level and scope of assigned functional responsibilities. Avoid excessive layering of subordinate organizational elements as it compounds the review process and often restricts and encumbers decision-making. Similarly, organizational fragmentation along lateral lines adds to the coordination process and may frequently be the cause of unilateral actions.

**3. Organization Principles/Practices.** There are certain fundamental practices that lead to a successful organization. When properly applied to given situations, they can assist in the development of sound organizational practices.

3.1. Assign required functions and objectives of the organization to a specific segment of that organization.

3.2. Responsibilities assigned to the segment should be specific and understandable.

3.3. Where possible, functions should be assigned to only one segment of the organization.

3.4. All members of the organization should know to whom they report and who reports to them.

3.5. No member of the organization should report to more than one supervisor.

3.6. Where functional responsibility has been delegated, authority to perform that function should also be delegated.

3.7. The number of individuals reporting to a supervisor should not exceed that which can be effectively controlled or directed.

3.8. Staff elements should not violate the chain of command.

3.9. Authority should be decentralized to the maximum extent possible without loss of necessary controls.

3.10. Organizational heads should exercise control through management "by exception" rather than by review of subordinate actions.

3.11. Organizations should never become so elaborate that work accomplishment will be hindered.

## ***Section B—General***

**4. Purpose.** This publication shows the approved organization and functions of HQ ARPC and states policies and procedures for making changes.

**5. Policy.**

5.1. HQ ARPC Organization Functional Responsibilities Pamphlet is the official document for designating HQ ARPC organizations and their assigned functions. Functions and statements published in this book are used in Part I of all civilian position descriptions.

5.2. The organization of HQ ARPC is structured to integrate functional elements to maximize effectiveness and efficiency. As mission responsibilities and workloads change, heads of activities review their overall organizational structure to make sure that appropriate adjustments are made to optimize their operation.

5.3. The organizational structure of the command and staff elements shown must coincide with the authorized structure in the unit manpower document (UMD). Changes to the UMD which require changes to functions/organizations depicted in this pamphlet are processed only with concurrent amendments to this pamphlet.

5.4. Mission directives, manpower standards, staff directory, and other published media of HQ ARPC must conform to organizational alignments and titles published in this pamphlet.

**6. Criteria for Functional Statements:**

6.1. Functional statements for each organization represent major responsibilities of the organization. When describing these responsibilities, procedures and quantitative information should be excluded. This limiting feature helps prevent inclusion of sub functions and individual tasks that belong in standard operating procedures, work distribution charts, job sheets, etc.

6.2. Functional statements will be brief and concise. Write them in general terms with just enough detail to provide an understanding of basic duties and responsibilities.

6.3. Write statements in present tense.

6.4. Administrative responsibilities inherent to all activities (that is, mail distribution, maintenance of files, publications and functional libraries, control of classified material, messenger service, procurement, storage, and issue of office supplies and equipment, etc.) are not included in the individual narratives. Functional statements, such as "provide internal administrative services for the office," covers most administrative responsibilities. Exceptions are made where a central administrative unit is established to perform these functions for a directorate or division.

6.5. Functional statements written at directorate or division level summarize major functions delegated to subordinate organizational elements.

**7. Organizational Changes.**

7.1. Responsibilities:

7.1.1. The Manpower and Organization Division (XPM):

7.1.1.1. Prepares and publishes HQ ARPC Organization Functional Responsibilities Pamphlet.

- 7.1.1.2. Reviews, coordinates, and approves all changes published in this regulation within the scope of delegated authority and according to the guidance in AFI 38-101, *Air Force Organization*. Makes appropriate recommendations concerning changes that require the commander's approval (for example, organization changes at the branch or higher level).
- 7.1.1.3. Ensure sure proposed changes are compatible with the UMD.
- 7.1.1.4. Advises and assists activity heads in matters concerning organizational and functional alignment or organizational elements.
- 7.1.1.5. Ensure changes are in compliance with organizational policy.
- 7.1.1.6. Updates for publishing, distributes, and maintains the working file for this pamphlet.
- 7.1.1.7. Sends approved changes to the Plans and Programs Division (SCX) to process for publication.
- 7.1.2. Directorates.
  - 7.1.2.1. Make sure organization and functional alignments for their activities are according to the current UMD.
  - 7.1.2.2. Identify potential areas in which organizational improvement appears feasible.
  - 7.1.2.3. Initiate actions and obtain the assistance of HQ ARPC/XPM in accomplishing preliminary analyses and, when appropriate, prepare and send recommended changes to HQ ARPC/XPM.
  - 7.1.2.4. Make sure there is coordination of changes with other operating areas and staff as appropriate.
  - 7.1.2.5. Make sure changes to published material, e.g., *HQ ARPC Staff Directory* are consistent with the approved organizations shown in this pamphlet.
  - 7.1.2.6. Make sure subordinate activities operate according to the structure shown in this pamphlet and submit revisions as changes in mission occur.
- 7.2. Procedures for requesting changes.
  - 7.2.1. Requests for organizational changes are submitted to XPM and should include the following information:
    - 7.2.1.1. Purpose of the requested change and why it is essential.
    - 7.2.1.2. A current organizational chart of the function reflecting manpower authorizations by grade and Air Force Specialty Code (AFSC) along with a listing of personnel with their UMD position numbers.
    - 7.2.1.3. A proposed organizational chart reflecting the new manpower authorizations by grade and AFSC and a listing of personnel with their UMD position numbers.
    - 7.2.1.4. A revised functional statement (if necessary), double spaced.
- 7.3. References:
  - 7.3.1. AFI 38-101, *Air Force Organization*.
  - 7.3.2. AFPD 38-1, *Organization*.
  - 7.3.3. AFMD 51, *Air Reserve Personnel Center (ARPC)*.
  - 7.3.4. AFMAN 38-208, Volume 1, *Air Force Management Engineering Program (MEP) Processes*.

### *Section C--Special Functional Responsibilities*

#### **8. Commander (CC):** Exercises command direction of HQ ARPC.

8.1. Air National Guard (ANG) Advisor (CCG): Serves as liaison between National Guard Bureau (NGB), State Adjutant General, ANG units, and HQ ARPC activities. Coordinates ANG visits and assists with unique ANG customer needs. Advises commander and staff on ANG affairs.

8.2. Protocol Office (CCP): Provides protocol services and manages command special morale and welfare fund.

8.3. Reserve Advisor (CCR): Serves as technical advisor to the commander and HQ ARPC organizations concerning HQ ARPC's plans, procedures, and mission objectives.

8.4. Executive Officer (CCE): Serves as executive officer to the command section and provides administrative guidance to ARPC Directorates.

8.5. Vice Commander (CV): Shares responsibility and acts for the commander in the commander's absence. Advises the commander on Air Force Reserve (AFR) affairs. Serves as personnel advisor to the Air Reserve Forces Policy Council and the Human Resource Development Council. Is the Inspector General (IG) for the headquarters.

8.5.1. Senior Officer and Base Individual Mobilization Augmentee Administrator (BIMAA) Management Division (CVG): Serves as an administrative and functional extension of the Senior Officer Management Division, HQ USAF/REPS in the Pentagon, Washington DC. Operates as the single point of contact (POC) for administrative services for Mobilization Assistants General Officers and colonels occupying general officer positions. Administers Reserve Personnel Appropriation (RPA) budget for these individuals. Prepares statistical reports for the Mobilization Assistant to HQ AF/RE. Manages BIMAA authorizations, training, procedures, and policy. Provides BIMAA functional management oversight.

8.5.2. History Office (HO): Administers the HQ ARPC Historical Program. Provides commander daily resume and chronology of command activities during mobilization exercises.

8.5.3. Inquiries and Complaints Office (IGQ): Develops and implements HQ ARPC oversight programs including Fraud, Waste, and Abuse (FW&A), Quality Air Force Assessments, Commander's Special Interest Item Program, and IG Cross-feed activities. Performs inspections at the request of the commander or vice commander. Investigates and reports on alleged cases of FW&A. Serves as project officer for Equal Employment Opportunity actions.

8.6. Public Affairs Office (PA): Is responsible for internal communication, media relations, and community relations. Internal communication includes the monthly *Center Scene* newsletter, Commander's Call, Warrior Day speakers, the Open Line program, and daily announcements. The external audience also includes ARPC's customers, for which PA

provides the ARPC Homepage, *Reserve Update*, and the *Guard and Reserve Personnel Fact Sheets*. PA processes Hometown News Releases for ARPC members, Individual Mobilization Assistants (IMAs), and Participating Individual Ready Reserve (PIRR) and "My Boss is a Patriot" nominations for IMAs and PIRRs. PA also maintains Mobilization Assistant biographies. PA is the official spokesperson for ARPC to the media and community, and strives to maintain interaction with elected officials.

**9. Directorate of Assignments (DPA):** Provides oversight and functions as the office of primary responsibility (OPR) for matters pertaining to mobilization, readiness, career management, military training, classification, assignments, personnel support, and IMA program end-strength execution. Functions include, central assignments and appointments processing, updating personnel data, monitoring participation, IMA end-strength management, assignment of PIRR members, management of non-participating Individual Ready Reserve (IRR) members and ensuring personnel readiness of assigned forces.

9.1. Career Management Division (DPAB): Provides a full range of career counseling services regarding Reserve assignment opportunities, general career development, recall to EAD program, and how to move between the ANG, unit, non-participating status, Air Reserve Technician, IMA, PIRR, and Active Guard Reserve (AGR) programs. DPAB is responsible for all Reserve officer appointments and enlistments for members entering the IMA program.

★9.1.1. Reserve Appointment Programs Branch (DPABA): Appointment authority for the USAFR. Processes Reserve officer appointments and airman commissioning packages for the unit and IMA programs. Completes enlistment actions for members entering the IMA/PIRR program without existing military service obligations. Reappoint resigning regular officers from active duty Air Force into the IRR and ANG as Reserve officers.

★9.1.2. Career Opportunities Branch (DPABB): Provides extensive assignment opportunity counseling and career advice to active component, ANG, and Reserve members about available participating, full-time and part-time, programs. Processes application packages for all recall to EAD programs. Prepares end strength IMA loss projection reports. Provides Air Reserve Component (ARC) release for IMAs entering extended active duty with proper MAJCOM/PM coordination.

9.2. Personnel Support Division (DPAF): Provides management and administrative oversight for the IMA retention program. Manages the Individual Reserve Enlisted Incentive Program, the active duty sanctuary program, and monitors fiscal year participation requirements. Screens monthly for assignment of reservists from the Obligated Reserve Section (ORS) to Non-obligated Non-participating Ready Personnel Section (NNRPS) and from the Non-Affiliated Reserve Section (NARS) or NNRPS to the Inactive Status List Reserve Section (ISLRS). Computes, establishes, and verifies pay dates and service dates for ANG/USAFR members. Processes applications concerning community/personal hardship, key employee status, and foreign government employment. Provides policy, support, and overall management of individual Reserve aircrew assets.

9.2.1. Flight Management Branch (DPAFF): Manages and directs the function of the HQ ARPC Flight Management Office for IMAs and IRR members. Establishes and

executes policy and directives pertaining to the Aviation Resource Management System. Is the focal point for staffing aviation service recommendations and coordinating with designated ARPC rated officer. Reviews and coordinates on revalidation/requalification of aviation service packages for IMAs. Liaison between HQ ARPC, USAF/XOOT and HQ AFRC on all flight management issues.

9.2.2. IMA Personnel Support Branch (DPAFP): Prepares and processes IMA/PIRR re-enlistment and extension packages. Manages the IMA Individual Reserve Enlisted Incentive Program, the IMA/PIRR active duty sanctuary program, monitors IMA fiscal year participation requirements, and provides yearly unsatisfactory participation statistics to MAJCOM program managers.

9.2.3. Data Verification Branch (DPAFV): Screens monthly for assignment of reservists from the ORS to NNRPS and from the NARS or NNRPS to the ISLRS. Computes, establishes, and verifies pay dates and service dates for ANG/USAFR members. Processes applications concerning community/personal hardship, key employee status, and foreign government employment.

★9.3. Assignment Programs Division (DPAP): Implements policies and procedures for officer and enlisted assignments in the ARC. Serves as the focal point for centralized IMA assignments utilizing the Reserve Management Vacancy System (RMVS). Accomplishes assignment actions into the Selected, Ready, and Standby Reserve. Processes and updates assignments, accessions, reassignment actions, duty changes, training attachment changes, and duty history updates on IMAs and PIRR personnel in the MilMod PDS. Completes inprocessing on newly gained IMA, PIRR, and NARS/NC/ND records. Process assignment actions on IMA and PIRR members transferring within the IMA or PIRR programs or to the non-participating or inactive Reserve, or to AFRC unit, and ANG programs. Manages the RMVS for the IMA program. Updates the IMA vacancy listing and advertises on the ARPC Homepage. Monitors and reports weekly and monthly end strength of IMAs assigned to each MAJCOM, Field Operating Agency, and Defense Agency.

9.4. Personnel Readiness Division (DPAFV): Focal point for reviewing levy transactions for real-world contingencies, mobilization planning, Joint Universal Lessons Learned System, Joint Exercises Management Programs, Exercise Scheduler, Master Scenario Events List, and higher headquarters readiness taskings. Works issues of mobilization policy with HQ USAF/DPFJX, HQ AFRC/DPXX, AF/RE, AF/XOWW, and functional managers. Advises commander and key staff on all aspects of exercises or mobilization. Ensures Mobilization System Test and Joint Chiefs of Staff exercise objectives and goals are met. Determines organizational taskings and develops appropriate products to support deployments. Supports deliberate and crisis planning with the use of the Global Command and Control System. Functional OPR for the Pretrained Individual Manpower (PIM) wartime shortfall list. Manages the Air Force IRR muster program and supports Push-Pull mobilization exercises. Serves as focal point for all activities supporting the mobilization of those individual managed Reserve forces by HQ ARPC. Operates the HQ ARPC Personnel Readiness Center (PRC) with a small peacetime staff that is augmented for 24-hour operations during emergencies or contingencies. Operates Defense Messaging System. Implements Command, Control, Communications, and Computer (C4) procedures, and tracks and reports

IMA participation in Aerospace Expeditionary Force (AEF). Maintains the HQ ARPC Mobilization Plan.

9.5. Military Training Division (DPAT): Provides management and administrative oversight and guidance for members of the Ready Reserve, PIRR, BIMAA, and IMA Program Managers on all training, classification, and education matters and programs. Plans, analyzes, develops, implements, and evaluates programs and processes including Enlisted Specialty Training; Education and Tuition Assistance (e.g., Montgomery GI Bill for Selected Reserve (MGIB-SR), DANTES, etc.); Community College of the Air Force; Enlisted and Officer Professional Military Education, and Development in-residence and correspondence courses; in-residence formal technical schools; Career Development Courses; and the Air Force Institute for Advanced Distributed Learning; Air Force Acquisition Course; Foreign Language Proficiency Pay certification; awarding and upgrading enlisted and officer AFSC classifications. Administers and manages all Reserve School Tour Selection and Recognition Selection Boards, and publishes all school tour travel orders. Organization's OPR for the Reserve Officer Association (ROA) Outstanding Officer and Enlisted of the Year; AFRC Junior Officer Professional Development Seminar; ROA Junior Officer of the Year Award; Air Force Twelve Outstanding Airmen of the Year Award; and the Reserve Exchange Program to Germany and the United Kingdom.

**10. Reserve of the Air Force Selection Board Secretariat (DPB):** Ensures Reserve of the Air Force central selection boards are conducted in accordance with Public Law, Secretary of Defense, and Secretary of the Air Force (SAF) policies.

10.1. Promotions Eligibility Division (DPBA): Determines eligibility of Reserve of the Air Force officers for promotion consideration by mandatory and position vacancy selection boards. Publishes promotion orders for officers and promotion/demotion orders for IMAs and PIRR enlisted members. Sends out officer pre-selection briefs for S-7 and receives promotion recommendation forms (PRFs) for all position vacancy nominations.

10.2. Board Secretariat Division (DPBB): Is responsible for all actions necessary to convene and conduct central selection boards. Prepares final board report for staffing through the SAF to Secretary of Defense for Presidential approval (Senate when appropriate). Prepares final summary statistics and detailed briefings to senior level decision makers. Responsible for the publication of system generated orders.

10.3. Board Support Division (DPBR): Processes IMA, PIRR, and NARS-NC/ND OPRs and Enlisted Performance Reports (EPRs).

10.3.1. IMA Evaluations Branch (DPBR2): Tracks and processes completed IMA, PIRR, and NARS-NC/ND OPRs and EPRs. Distributes performance feedback notices. Processes completed education/training reports. Provides assistance for OPR/EPR appeals and training reports.

10.3.2. PRF/OPR Processing Branch (DPBR3): Prepares and distributes Reports of performance for IMA, PIRR, and NARS-NC/ND officers. Distributes officer pre-selection briefs to IMA officers meeting promotion boards. Establishes requirements for,

tracks, and processes PRFs for officers meeting mandatory promotion boards. Receives, distributes, and conducts quality review of OPRs for all Reserve of the Air Force officers.

10.4. Procedures and Analysis Division (DPBS): Responsible for implementation and integration of Reserve of the Air Force promotion and evaluations policies and procedures. Maintains liaison with AFPC Selection Board Secretariat, AF/REP, and AF/DPPF. Responds to Congressional inquiries and prepares advisories to the Air Force Board for Correction of Military Records (AFBCMR). Prepares pre- and post-board analysis, reports, announcements, and briefings. Conducts studies, projects, and record reviews for officers (through the grade of Lt Col) not selected for promotion. Processes requests for promotion-related information. Focal point for actions that cross division, directorate, or organizational lines. Administers the Secretariat training, resource management, and internal assessment programs. Responsible for work group administration and maintaining the Secretariat's website.

**11. Directorate of Personnel Program Management (DPP)**: Provides oversight and functions as OPR for matters pertaining to ARC personnel programs. The ARC includes the Selected Reserve, the IRR, the Standby Reserve, the ANG, and the AGR. Functions include retirements, discharges, and point credit accounting and reporting. Provides guidance and technical advice to Air Staff and MAJCOMs.

11.1. Point Credit Accounting and Reporting System (PCARS) Division (DPPK): Manages the PCARS for members of the ARC.

11.1.1. Initial Audit Branch (DPPKA): Audits newly gained participation records and performs data entry to MILPDS PCARS.

11.1.2. Points Management Branch (DPPKB): Audits/adjusts ANG/AFR members' service history and point records for all paid/non-paid points. Performs data entry for IMA non-pay and Air War College completion Certificates.

11.2. Retirements Eligibility Division (DPPR): Plans, directs, and implements the policies and procedures of the various processes involving the Reserve of the Air Force Retirement Program for members of the ARC

11.2.1. Retirement Eligibility Branch A (DPPRA) and Branch B (DPPRB): Approves or disapproves application for transfer to the Retired Reserve. Audits point credit account at 20 years. Issues irrevocable notification of eligibility for retired pay at age 60 letters. Processes retired pay cases at age 60 and all other applications for pay and benefits associated and Reserve Component Survivor Benefit Plan Annuity Cases.

11.2.2. AGR Service Verification Branch (DPPRC): Final authority for computation of Total Active Federal Military Service for AGR requirements for Non-EAD ANG and Reserve members. Verifies service for age 60 pay cases and Voluntary Separation Incentive/Special Separation Bonus service. Processes AGR retirements (ANG/AFR). Computes Total Active Federal Military Service Date.

11.3. Separations Division (DPPS): Provides services to the following:

11.3.1. For IMA, IRR and standby members: Processes voluntary and involuntary separation (separate twice deferred unit members if not retirement eligible) or discharge actions, conditional releases and requests for hardship exemption, demobilization and

waiver request from orders to active duty during activations. Monitors High Year Tenure program and manages the ISLRS Screening Board process.

11.3.2. For Unit, IMA, IRR and standby members: Manages Reserve Sanctuary Program. Notifies members of their non-selection for promotion or if selected, for continuation and adjust Mandatory Separation Date (MSD).

11.3.3. For Guard, Unit, IMA, IRR and standby members: Computes and updates MSDs and notifications of expiring MSD.

11.4. Management Support Division (DPPZ): Conducts studies, projects, and reviews. Focal point for actions that cross division, directorate, or organizational lines. Serves as directorate's control point during mobilization and emergency operations. Serves as PCARS program focal point for the AFR. Provides automated PDS support and is responsible for maintaining the integrity of the Point Credit Accounting and Reporting System. Prepares system change request for MILPDS and PCARS. Administers the directorate's training, resource management, and internal assessment programs. Provides administrative support function for the directorate.

**12. Directorate of Customer Assistance (DPS):** Provides oversight and functions as the office of primary responsibility (OPR) for matters pertaining to customer service, entitlements, awards and decorations, service decorations, Individual Reserve Programs, Air Force Board for Correction of Military Records applications, and the Congressional/High Level Inquiries system. Provides guidance and management assistance on individual reservist management matters.

12.1. National Personnel Record Center (St. Louis) (DPSOLB): Primary contact point between NPRC and HQ ARPC or AFPC in resolving record or system problems and responding to unique record inquiries.

12.2. Special Programs Division (DPSS): Plans, directs, and provides oversight for functions pertaining to special programs impacting Guard, Reserve, and Retired Reserve members. Functions include entitlements, customer service, service documents preparation, awards and decorations, and specific commanders' programs.

12.2.1. Customer Services Branch (DPSSA) and (DPSSB): Provides copies of documents from Reserve Component members' records and monitors Defense Enrollment Eligibility Reporting System. Functions as OPR for Record of Emergency Data, date of birth corrections, and military dress and personal appearance. Processes address, name, marital status, main civilian occupation, telephone number, and social security number changes. Acts as central information and referral point for ARC members. Provides information to recruiters, units, members, and numerous other Federal and civilian agencies. Schedules and conducts record reviews with members, investigators, and other agency officials. Reviews and responds to Congressional and other high-level inquiries. Verifies eligibility for identification cards for ANG and Air Force Reserve members.

12.2.2. Entitlements Branch (DPSSE): Serves as the focal point for centralized ARC Entitlements Program, including the management of the Reserve Component Survivor Benefit Plan, government life insurance programs, and all legislative matters affecting the programs. ARC's point of contact for Servicemembers' Group Life Insurance (SGLI) and provides guidance on conversion to Veterans Group Life Insurance. Certifies non-duty

status ANG and Reserve deaths to the Office of SGLI for payment of insurance proceeds. Determines eligibility and issues Commissary Privilege Cards to non-unit members. Verifies SGLI for all non-unit assigned members and certifies SGLI for all non-duty status Air Reserve Components. Provides casualty assistance to assigned IMAs and members assigned to the Retired Reserve (awaiting pay at age 60).

12.2.3. Quality Force Management Branch (DPSSP): Functions as the OPR for awards and decorations for individual reservists. Verifies eligibility, updates MILPDS, and furnishes awards and decorations for participating and non-participating personnel. Serves as focal point for IMA Unfavorable Information Files (UIFs), weight management, cycle ergometry, dependent care, line of duty determinations, and incapacitation pay. Manages and serves as the OPR for the AF Readiness Record (Annual Reserve Survey Program).

12.2.4. Service Documents Branch (DPSSS): Prepares statements of service for the Social Security Administration, Public Health Service, Post 1956 retirement payback (Catch 62), USAFR/ANG casualties, and for surviving spouses of deceased members. Initiates DD Form 214, **Certificate of Release or Discharge from Active Duty**, for IMAs. Corrects, re-accomplishes, and reissues DD Forms 214 for all reservists. Computes total active Federal Reserve service used to adjust the service computation date for civilian employees with Reserve service and submit it to Civilian Personnel Office. Verifies service for members applying for VA home loans. Provides on an on-going basis one-on-one training to ANG and Reserve personnel. Processes applications for AFBCMRs and responds to Congressional and other high-level inquiries.

12.3. Individual Reserve Liaison Division (DPST): Provides guidance and management assistance on individual reservist management matters. Single POC for reservists assigned to special programs relating to annual tours, promotion classification, etc. Provides administrative support for Air Force Elements and Selective Service System (SSS). Primary contact between ARPC and the SSS Liaison office in Arlington VA (OL-C). Manages participation NARS-NC/ND and PIRR members assigned to Ready Reinforcement Personnel Section. Manages/administers IMA RPA funds program for programs managed. ARPC focal point for counter-drug tour issues related to Inter-allied Confederation of Reserve of Reserve Officers. Conducts, manages, or performs studies and reviews relating to programs managed. Reviews policies and publications. Edits, coordinates, and publishes the Individual Reserve Guide and Program Manager Guide. Provides IMA program manager visitor support and coordinates requirements in support of program manager Video Tele Conferences. Coordinates requirements for program management conferences and orientations. Maintains IMA and PIRR program manager/BIMAA POC listings.

12.4. Management Support Office (DPSZ): Conducts, manages, or performs studies and reviews throughout the directorate. This includes activities related to methods, operating procedures, production quality and quantity systems, compliance with law and policy, and special projects. Manages and controls the AFBCMRs for HQ ARPC, ANG, and the AFR. Manages and controls the Congressional/High Level Inquiry program for HQ ARPC. Manages and controls the Unfavorable Information Files program on all non-participating Reserve members assigned to Personnel Accounting Symbol Code S7. Assists in the initiatives for the directorate and is directorate training monitor. Focal point for actions that

cross division lines within the directorate or other HQ ARPC directorates or agencies. Actions include, but are not limited to, activities related to mobilization and demobilization, data system, and Reserve personnel management program changes, special projects, recurring/special reports, Project Objective Memorandum (POM) item submissions, and internal/external inspection programs.

**13. Directorate of Financial Management (FM):** Provides professional financial management, services, and budget support for HQ ARPC and 14,000 Air Force Reservists serving worldwide.

13.1. Financial Analysis Division (FMA): Provides financial management of HQ ARPC operations and maintenance and IMA and PIRR RPA budgets. Directs and executes the overall budget programs. Provides technical advice and assistance to the commander and staff. Negotiates and coordinates all internal and external budgetary matters with other commands, agencies, and higher headquarters. Provides budgetary support to IMA program managers. Budgets and accounts for all IMA and PIRR funds expended using AFR pay and travel budget accounting systems. Manages and administers the government travel card program for all ARPC employees and assigned reservists. Manages the government-wide purchase card and check programs within ARPC. Processes central billings for ARPC travel agency support. Provides payroll liaison services for all ARPC civilian employees.

★13.2. Financial Services Division (FMF): Executes the RPA budget for the IMA program by serving as orders issuing and approving authority for all IMA training tour orders. Verifies, obligates, publishes, distributes, and provides administrative support for all IMA RPA annual, special, school tours, and selected Military Personnel Appropriation (MPA) tour orders. Maintains tour records for each individual through an orders tracking system. Maintains master file of orders published. Processes actual expense allowance requests and requests for reimbursement of official expenses associated with RPA tours.

13.3. Comptroller Plans Division (FMX): Responsible for development and coordination of financial policies and plans, directorate special projects, coordinating requirements from other directorates and agencies, research, directorate training, audits, internal checklists, history input, Management Control Program, and Commander's Statement of Assurance. Serves as focal point for administrative support within the directorate, and functional manager of information services. Primary POC for IMA travel entitlement questions. Oversees compliance of PERSTEMPO management and tracking for IMA and PIRR members. Administers contract for travel agency support to ARPC, IMA, and PIRR members. Provides technical and developmental support for the Web Orders Transaction System. Manages the uniform replacement program for enlisted Category A, B, and D IMA's.

**14. Directorate of Chaplain Individual Reserve Programs (HC):** Central Manager for all individual reserve chaplains, chaplain assistants, and chaplain candidates. Coordinates Chaplain Service Individual Reserve Programs with the Office of the Chief of the Chaplain Service, and Chaplain Service functional managers at MAJCOMs, DRUs, FOAs, the NGB, and joint service staffs. Responsibilities include recruiting, accessing, commissioning, professional training, monitoring, and mobilizing Chaplain Service Reserve Forces.

14.1. Personnel Actions and Requirements Resourcing Division (HCP): Directs, administers, and coordinates all reserve chaplain service personnel actions to include:

gaining, retiring, and separating, assigning and reassigning, conducting annual Quality Review Panel, and recurring Personnel Action Boards. Responsible for management of personnel and financial requirements resourcing to include: units of attachment, approving and staffing manning assistance requests, mobilizing Chaplain Service Reserve Forces in support of wartime operations, AEF, and other contingency operations, and manday budgeting and tracking.

14.2. Professional Programs, Plans and Recruiting (HCX): Manages the training of Chaplain Service Individual Reserve personnel to include: workshops, Chaplain Service Institute courses and training, commissioned officer training, professional military education, and other education and training programs, opportunities, and tools. Responsible for directorate information/communication systems and processes including: customer service information and referral, Internet and Intranet development, coordination, and oversight, and other communication processes, tools, and avenues. Develops, reviews, and updates all plans, policy documents, instructions, and guidance. Responsible for development and conducting Chaplain Service Individual Reserve recruiting programs. Reviews and establishes manpower requirements. Manages and monitors the Chaplain Candidate Program to include: chaplain candidate recruiting, appointing, training, and reappointment, or separation.

**15. Staff Judge Advocate (JA)**: Provides legal support to the HQ ARPC Commander and the Commander's staff, gives advice on Reserve personnel matters, conducts administrative discharge boards, and researches military and personnel law. Manages more than 750 IMA and PIRR judge advocates and paralegals for The Judge Advocate General (TJAG) of the Air Force.

15.1. General Law Division (JAM): Reviews administrative discharge actions as required. For those cases referred to administrative discharge boards, provides recorder and board reporter for board proceedings. Researches and provides legal opinions on laws, publications, and decisions affecting HQ ARPC and the Air Reserve Components, including mobilization issues. Acts as Labor Counsel in civilian personnel matters. Furnishes Joint Ethics Regulation and Standards of Conduct advice to HQ ARPC members. Advises outside activities on UCMJ jurisdiction, courts-martials, non-judicial punishment (Article 15, UCMJ), and other adverse actions for Reserve and Guard members. Provides legal advice on FOIA and Privacy Act matters.

15.2. Reserve Programs Division (JAR): Provides program management guidance for The Judge Advocate General's Department Reserve (TJAGDR) Program regarding IMAs, reinforcement designees, and legal interns. Administers 9005<sup>th</sup> Air Reserve Squadron (ARS) (IMA) and 9025<sup>th</sup> ARS (reinforcement designee) judge advocate and paralegal programs. Manages TJAGDR recruiting program for judge advocates and paralegals. Determines suitability and eligibility for assignment/appointment to IMA and reinforcement designee judge advocate and paralegal positions. Processes applications through TJAG. Develops and implements approved plans to mobilize judge advocate and paralegal resources. Develops and coordinates policy, plans, and procedures involving TJAGDR judge advocates and paralegals. Acts as liaison for customer service. Administers annual, special, and school tours. Monitors training requirements, to include upgrade and proficiency training, and continuing legal education. Monitors participation and counsels potential unsatisfactory participants. Conducts and processes annual quality review panels for Reserve judge advocates and IMA paralegals. Manages JA accounts for utilization of allocated RPA and

MPA budgets. Conducts the Annual Survey of the Law for TJAGDR judge advocates and paralegals. Administers the paralegal promotion and reenlistment programs. Monitors annual awards programs and conducts selection boards to identify program nominees. Administers 9035<sup>th</sup> ARS (legal intern) program, which includes accessing interns into the program, processing 60-90 day RPA duty tours, and advising members of requirements and entitlements while on tour.

15.3. Information Technology (IT) and Legal Assistance (JAS): Provides legal guidance to the commander and staff on IT issues, assists ARPC directorates with implementation of IT initiatives, and represents the interests of The Judge Advocate General's Department. Serves as Webmaster for this directorate's home pages, maintaining currency and applicability of information provided. Provides IT and manning assistance during judge advocate and paralegal conferences, courses, and presentations. Counsels Guard and Reserve members on employment rights and statutory protection during mobilization. Oversees and provides limited legal assistance to eligible ARPC employees, including wills and powers of attorney.

**16. Directorate of Mission Support (MS):** Provides civilian and military personnel, safety, and security, support to ARPC.

16.1. Safety and Security Forces (MS-SF): Has overall responsibility for the Center Security program. Provides program management and acts as the focal point for the Center force protection/antiterrorism program. Manages the Center information security program concerned with classified information, such as marking, accountability, destruction, and safeguarding. Has overall program responsibility involving all measures and actions concerned with personnel security clearances and classified access. Program manager for all matters involving the physical security program, security systems, and physical aids. Provides independent inspections to identify hazards and assess their potential for harm and takes corrective action with managers, supervisors, and employees to achieve a safe and healthful working environment.

16.2. Civilian Personnel Office (MSC): (AFRC Civilian Personnel Office): Plans and administers a quality civilian personnel program. Advises operating officials, managers, and supervisors on civilian personnel program policies and requirements in the areas of resource management, employee relations, labor relations, employee development, and equal employment opportunity. Provides advice, assistance, and acts as liaison with the AFPC under PALACE Compass procedures in the areas of staffing, classification, benefits and entitlements, records management, and systems management. Provides advice and assistance to employees regarding employee/labor relations issues, career development, and other employment-related issues. Exercises appointment authority for the commander.

16.3. Headquarters Squadron Section (MSQ): Performs administrative and personnel actions associated with personnel programs for HQ ARPC assigned active duty military and IMA personnel. Monitors Ancillary Training, Physical Fitness, Weight Control, and Military Sponsor. Quality reviews OPRs/EPRs/PRFs. Processes recommendations for awards and decorations. Exercises concurrent Article 15 jurisdiction with the commander. Oversees the ARPC Honor Guard. Processes leave requests and authorizations. Responsible for morale and welfare of military personnel.

**17. Directorate of Communications and Information (SC):** Foresees and provides for the information and communications needs of HQ ARPC and its customers.

17.1. Network Control Center (SCM): Manages all computer, network servers, and Local Area Network (LAN/WAN) communication problems and solutions for ARPC.

17.1.1. Computer Operations (SCMC): Manages computer-generated products for a large mini-computer system and all of its peripheral equipment. This serves a broad range of applications, batch and multi-processing. Responsible for detaching, trimming, decollating, and distribution of printed products. Coordinates schedules with ARPC's OPR. Processes work requests for overprinting of envelopes, along with binding, folding, cutting, and drilling holes.

★17.1.2. Information Protection (SCMD): Is the authority for security related functions that affect communication and computers on the network. Inform the users of current guidance and training that is required to access the network. Insure compliance with downward directed Notice to Airman, Air Force Computer Emergency Response Team, and Time Compliance Network Orders. Ensure the functionality and use of the Defense Message System.

★17.1.3. Help Desk (SCMH): Provides help desk support to all of ARPC's users. This includes technical support to all internal and external clients (IMAs, Air Guard, and AFR). Installs, evaluates, and configures all LAN based and stand alone systems required for ARPC's daily mission. Conducts recommended changes based on security evaluations of LAN connected and stand alone systems. Maintains and troubleshoots all existing software configurations including communication software such as Automated Records Management System (ARMS), PDS, DYNACOMM, ORACLE, INFOCONNECT, 3270/3278 emulations, PC-III, UNIX emulation software etc. Tests new software, hardware, and distribution of updates to all ARPC users where authorized by AF instructions. Maintains and updates equipment inventory databases with annual 100% accountability compliance (IPMS). Maintains Help Desk data base (REMEDY) to track all help desk tickets and synchronize with hardware database.

★17.1.4. Network Management (SCMN): Administers monitors, configures, and manages the ARPC LAN. The focal point for all network related issues. Tests, evaluates, and installs servers, communication, and computer equipment and software. Maintains configuration control of all LAN based assets. Monitors performance to ensure reliable and effective use of network resources. Manages all electronic messaging systems, network naming services, dial-in, and MILPDS, PC-III, Base Level, Manpower Data Systems (MDS), CPO, Civilian Pay, Reserve Pay, PCARS, etc. Coordinates with Department of Defense and commercial agencies for communications requirements.

★17.1.5. Telephone Operations (SCMT): Manages all phases of the ARPC telephone equipment and inventory. Serves as the Telephone Control Officer (TCO) for ARPC. Focal point for submission of AF Form 3215, **C4 Systems Requirement Documents**. Coordinates with DFAS-DISA on all telephone service requests. Issues AF Form 1297, **Temporary Issue Receipt**, for pager, cellular phone, headset, and/or other equipment. Bi-annually updates ARPC Quick Reference List. Submits DFAS-DE/ARPC Form 42, **Personnel Building Locator Data**, on each ARPC employee in-processing/out-processing. Ensures that each month the ARPC directorate TCOs submit AF Form 1027, **Authorized Long Distance Overseas Telephone Call Log**.

★17.2. Requirements and Data Services Division (SCQ): Provides central point for personnel systems expertise for ARPC. Acts as an information systems agent between HQ USAF/RE, OASD/RA, HQ AFRC/DP, HQ AFPC/DP, ANG, DFAS-DE, and ARPC. Develops, programs, implements, and documents computer applications. Conducts analysis to determine the feasibility of adopting new systems or developing unique applications. Researches, evaluates, and initiates modifications to systems hardware and software. Prepares specifications for new or revised automated recurring or one-time reports and controls scheduling, production, and release.

★17.3. Systems Support Division (SCS): Serves as central POC for ARPC in support of A-76 Contractor Services. Provide quality assurance, technical assistance, and surveillance for the records management and support services contract as indicated in Attachment 2.

★17.4. Plans and Programs Division (SCX): Central POC for information policy, programs, and planning, Privacy Act and Freedom of Information Act activities, event support, mail management, printing/reproduction management, forms design and management, publication management, records management, and administrative communications. Web administration for the organization's Internet and Intranet. Functional manager for all military Information Managers (AFSC 3AOX1). Base Visual Information Manager and liaison with the contractor for graphics and audiovisual services. Plans and provides for the life cycle management of the Center's information technology hardware and software, agreements and contracts, requirements, budget and resource management.

★18. **Directorate of Health Services and Individual Reserves Program (SG)**: Responsible to ARPC commander for personnel support to over 4,000 medical reservists assigned to the Selected Reserve as IMAs, the PIRR, or as Health Professions Scholarship Program (HPSP) students and Deferred Residency students. In addition, SG manages over 22,000 personnel in the medical PIM pool. Coordinates the mobilization of centrally managed medical IMA reservists.

18.1. Medical Force Management Division (SGE): Provides personnel support to over 2,200 IMAs and nearly 50 PIRRs, processes medical IMA/IRR Attachment/Special Tour Opportunities, Assignment Applications, Annual, Special, and School Tour order requests, and IDT, using AF Forms 40A, **Record of Individual Inactive Duty Training**, for points only, for the 9019, 9026, and 9021 (PIRR) ARSs.

★18.2. Physical Standards Division (SGP): Responsible for management of physical and dental standard requirements for over 14,000 IMAs, PIRRs, and NARS-NC/ND. Provides mobilization support to the ARPC PRC in time of contingency to insure medically qualified individuals are capable of serving.

★18.3. Incentives, Medical Readiness, and Mobilization Division (SGX): Manages the Reserve Medical Incentive Programs to include Stipend, Bonus, and Loan Repayment, which provides monetary incentives for individuals to serve in the AFR. Provides personnel administration of the Armed Forces HPSP and Financial Assistance Programs, which provide academic scholarships to approximately 1,750 officers participating in health care training programs leading to clinical practice in the active duty. Manages the manning assistance program, which is designed to support the active duty during manning shortages medical

reservists for the Air Reserve Component. Centrally manages the MPA manning assistance program, which is designed to support the active duty during manning shortages.

**19. Directorate of Plans (XP):** Acts as the ARPC single POC for development, design, and implementation of plans pertaining to the management of USAFR members. Resolves Reserve personnel policy conflicts that occur between ARPC directorates or other government agencies. Acts as a conduit between the Air Staff and ARPC directorates in the creation of personnel procedures and in the administration of new or revised programs for individual reservists. Acts as ARPC's POC for the POM process. Coordinates with HQ AFRC to translate requirements into programmatic terms, including program elements and required funding. Manages ARPC's manpower and organization requirements. Manages the USAF IDEA Program in ARPC.

19.1. Manpower and Organization Division (XPM): Develops and manages the HQ ARPC manpower programs. Determines manpower requirements based on mission, workload, and organization. Maintains the MDS and provides Unit Manpower Documents (UMDs) for HQ ARPC positions and for the IMA positions in command code 3I (Reserve Centrally Managed). Prepares and distributes the HQ ARPC Internal Manpower Allocation document. Serves as liaison for HQ AF/RE, MAJCOM/XPMs, and MAJCOM IMA program managers in support of their IMA authorizations. POC for the POM process. Serves as liaison for matters relating to the Individual Mobilization Augmentee Program Review that recommends IMA reallocations to HQ USAF/RE. Conducts cost comparison studies (A-76) and develops manpower standards to increase effectiveness in achieving mission objectives.

19.2. Policy and Plans Division (XPX): Assists in the development of the AFRC Strategic Plan. Reviews policy and procedures and acts a conduit between the Air Staff, AFRC, AFPC, and ARPC directorates in the creation of new or revised programs for individual reservists. ARPC single POC for development, design, and implementation of plans pertaining to the management of USAFR members.

KIRK A. JAMISON  
Chief, Plans and Programs Division  
Directorate of Communications  
and Information

**Attachment 1****GLOSSARY OF SUPPORTING INFORMATION*****Abbreviation and Acronym***

AEF—Aerospace Expeditionary Force

AFBCMR—Air Force Board for Correction of Military Record

AFR—Air Force Reserve

AFSC—Air Force Specialty Code

AGR—Active Guard Reserve

ANG—Air National Guard

ARC—Air Reserve Component

ARMS—Automated Records Management System

ARS—Air Reserve Squadron

Authority—The right to act or take action within prescribed areas. The power to decide and make sure that decisions are carried out

BIMAA—Base Individual Mobilization Augmentee Administrator

C4—Command, Control, Communication and Computer

Coordination—The exchange of ideas or views leading toward a common end

EAD—Extended Active Duty

EPR—Enlisted Performance Report

Focal Point—An element or individual not having primary responsibility but designated to coordinate activities or functions and represent the organization in dealing with other agencies

Function—A principal activity performed by an organizational element to accomplish its mission, normally a group of related component tasks

HPSP—Health Professional Scholarship Program

HQ AFPC—Headquarters Air Force Personnel Center

HQ ARPC—Headquarters Air Reserve Personnel Center

HQ USAF—Headquarters United States Air Force

IDEA—Innovative Development through Employee Awareness

IG—Inspector General

IMA—Individual Mobilization Augmentee

IRR—Individual Ready Reserve

ISLRS—Inactive Status List Reserve Section

IT—Information Technology

LAN—Local Area Network

MAJCOMs—Major Commands

MDS—Manpower Data System

Mission—The basic purpose or objective for existence

Monitor—To critically observe, review, or maintain awareness of situations, programs, or projects without authority for direction, control, or supervision, but with responsibility for advising the proponent of action needed or current status.

MPA—Military Personnel Appropriation

MPF—Military Personnel Flights

MPR—Master Personnel Records

NARS—Non-Affiliated Reserve Section

NGB—National Guard Bureau

NNRPS—Nonobligated Nonparticipating Ready Personnel Section

NPRC—National Personnel Records Center

OPR—Office of Primary Responsibility

OPRs—Officer Performance Reports

Organizational Element—A separate entity to which one or more homogeneous functions is currently assigned. Organizational Fragmentation Subdividing an organization into a number of small elements, usually with less than three spaces per element, resulting in an excessive number of supervisory positions and a consequent upgrading of the work force

ORS—Obligated Reserve Section

PCARS—Point Credit Accounting and Reporting System

PDS—Personnel Data System

PIM—Pretrained Individual Manpower

PIRR—Participating Individual Ready Reserve

POC—Point of Contact: An agency or individual designated as a central source of information or guidance on a specific program or project requiring coordinated action by two or more agencies. The designation of a POC does not relieve any functional area of its basic responsibilities.

Policy—Overreaching Plan (direction) for achieving an organization's goals

POM—Program Objective Memorandum

PRC—Personnel Readiness Center

PRF—Promotion Recommendation Form

Process—A set of interrelated work activities that are characterized by a set of specific inputs and value added tasks that produce a set of specific options

RMVS—Reserve Management Vacancy System

ROA—Reserve Officer Association

RPA—Reserve Personnel Appropriation

SAF—Secretary of the Air Force

SGLI—Servicemember's Group Life Insurance

Span of Control—The number of functions and subordinates directly accountable to, and effectively supervised by a single supervisor.

SSS—Selective Service System

Service Element—Elements supporting other elements of the same organization

Staff Supervision—The process of advising other staff officers and subordinate individuals of the commander's plan and policies, interpreting those plans and policies, assisting subordinates in carrying them out, determining the extent to which they are being followed, and advising the commander.

Task—A duty performed in terms of support of a specific objective.

TCO—Telephone Control Officer

TJAG—The Judge Advocate General

TJAGDR—The Judge Advocate General's Department Reserve

UCMJ—Uniform Code of Military Justice

UMD—Unit Manpower Document

UPRGP—Unit Personnel Records Group

USAFR—United States Air Force Reserve

**Attachment 2****CONTRACTOR RESPONSIBILITIES (BAYAUD INDUSTRIES)**

Officer Selection Record Branch (DPBR1): Maintains paper master Officer Selection Records for use by Reserve of the Air Force Promotion Boards, Central School Selection Boards, and other authorized customers. Processes all officer performance and training reports and awards/decorations on Reserve and ANG officers (AGR, limited recall and non-EAD.) Reviews and processes OPR/EPR appeal cases and Board for Correction of Military Records (BCMR) cases.

Field Records Management (DPSF): Plans, directs, and controls the operational processes involving the Residual, IMA, PIRR, HPSP, chaplain candidates, and legal interns UPRGP and Master Suspense Document Program.

Shipping (DPSFN): Establishes and implements procedures which identify Unit Personnel and Master Records for shipping to the HQ AFPC or the National Personnel Records Center (NPRC). Receives distribution and performs address labeling, mailing functions, and record deletion via the ARMS and makes a quarterly master record shipment. Receives, controls, and ships records in compliance with the ARPC and NPRC agreement for guardsman/reservist discharged or retired from the USAFR. Performs audits for appropriate master document before shipping the UPRGP. Conducts necessary research for missing discharge/retirement orders. Identifies master material for processing to ARMS and sends to HQ ARPC/DPSRB. Collects and ships master and UPRGP records for members ordered to EAD to HQ AFPC.

Records Processing (DPSFP): Manages the receipt of all incoming UPRGPs received from the ANG, ARC and active duty Military Personnel Flights (MPFs). Reviews and processes all UPRGPs to identify and correct questionable reserve status, assignment actions, and strength accountability. Updates the PDS to gain/lose member's computer record. Ensures receipt and processing of key master documents for all members gained to, or released/discharged from, the ANG and ARCs for inclusion to and completion of the MPR. Initiates written/verbal requests for missing key master documents. Manages the Air Reserve Document Suspense System.

Records Maintenance (DPSFR): Establishes and implements procedures for the receipt, in-processing, maintenance, and control of the UPRGP of members assigned to the IMA Program, PIRR, NARS-NC/ND, and those assigned to the non-participating Reserve. Maintains the UPRGP for members assigned to the IMA Program, PIRR, NARS-NC/ND, and those assigned to the non-participating Reserves. Updates designated IMA record status information, Image Tracking system, and maintains the accuracy and availability of various source documents. Identifies medical and dental records needed to be transferred to the Veteran's Administration Regional Office, St Louis MO, and maintains the local database. Provides in-house support for the Office of Personnel Management by having UPRGP and copies of the ARMS documents available for review. Inputs disclosures from the member's records into the Privacy Act Tracking System. Collects and ships the UPRGP to gaining MPFs upon the member's reassignment to a Reserve or ANG Unit.

Master Records (DPSR): Maintains the MPR and the ARMS to include the initial receipt and processing of documents and records from EAD, Reserve and ANG units, and the NPRC. Sorts and codes authorized master documents for update to the ARMS and distributes all non-authorized documents to the appropriate OPR within HQ ARPC. Scans and indexes master documents into the ARMS database. Performs quality review of images. Researches all rejected documents. Requests, receives, and reviews incoming correspondence. Maintains the ARMS Data Base.

Support, Logistics, Education and Training, and Audio Visual Support (MSLG): Provides support services to ARPC in the areas of space management, furnishings, facility maintenance services, equipment and supplies, vehicle management, safety, education, and training. Manages all of ARPC's equipment and supplies and provides support, to include inventory, purchase, accountability, and distribution of equipment and supplies. Plans, directs, and implements the Space Management Program and the Systems Furniture Program for ARPC. Develops all interior design packages. Provides employee guidance on education and training programs. Plans, analyzes, develops, implements, and evaluates programs including standardized job training, educational development, new employee orientation, management development, instructional development, and civilian formal school programs. Performs administrative and personnel actions associated with Individualized Newcomer Treatment and Orientation Programs. Central POC for all audio/visual services and graphics for ARPC.

Medical Records (SGP): Responsible for management of medical and dental records for over 14,000 IMAs, PIRRs, and NARS-NC/ND