



# ARMY NATIONAL GUARD

## Incentives Oversight Branch Newsletter



Volume 1, Issue 1

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LTC WALTERS  
Branch Chief  
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### **Branch Chief: LTC Zara Walters**

This newsletter is part of our ongoing effort to better communicate with the States, relative to incentives management.

Each month, we will provide the States with guidance relative to our various programs, review the progress across the States from the previous month, and address a focus for the upcoming month.

We all must be good stewards of

resources, both of the Soldier as well as the money associated with the incentives.

In the coming year, we will be examining best practices across the country, and taking proactive steps to improve our efficiencies and reduce our processing times.

I look forward to working with all of you, and we do value your input.



MAJ CHANEY  
Enlisted Program Manager  
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### **Enlisted Program Manager: MAJ Bradley Chaney**

My aspiration for this newsletter is to ensure we are informing the field of any adjustments Enlisted Incentives is making within the program as well as offer advice to the field. This will hopefully narrow the communication gap and ensure our Soldiers are accurately and timely paid the incentives they are due.

I take the duties and responsibilities as Program Manager of all Enlisted Incentives for the Army National Guard very seriously. I recognize that the timely compensation of our Soldiers leads to the strength of our National Guard. It is our responsibility as the processing agents of our Soldiers' incentives to ensure their documentation is correct and they are paid on time.

I charge each of you with managing your State's Soldiers incentives accurately. As important as paying our Soldiers is, so is ensuring that

when we do pay them, it is not in error. That starts at the unit level and progresses up to our level. Each of us has the responsibility to keep the Soldier informed of their situation, complete the correct action for the incentive, and track it through payment.

As our office is made aware of issues with the process or policy, we will diligently work to address each one.

Conversely, as we determine recurring issues or actions the States are doing, we will offer advice and suggestions to increase the quality of everyone's product. The end state of providing this communication tool as well as providing feedback, is an incentives process that runs smoothly and takes care of our Soldiers.

Have a good Holiday season and be ready to make great strides in incentives in the upcoming year.



**CPT BURKMAN**  
 Officer Program Manager  
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## Officer Program Manager: CPT Kevin Burkman

I am the Program Manager for all Officer Incentives for the Army National Guard.

Programs:

- Officer Accession Bonus (OAB)
- Officer Affiliation Bonus (OAFB)
- Chaplain Loan Repayment Program (CHLRP)
- Health Professional Incentive Officer (HPIO)
- New Specialized Training Program (New STRAP)
- Medical Dental Student Stipend (MDSSP)

To ensure that we are providing timely responses and good customer service, please ensure that you are sending all questions and issues to the Officer/AMEDD Incentives email account. Our staff monitors this account:

[ng.ncr.arng.mbx.amedd-incentives@mail.mil](mailto:ng.ncr.arng.mbx.amedd-incentives@mail.mil)

Health Professional Incentives, Officer (HPIO) <https://gkoportal.ng.mil/arng/G1/D03/HRM-I/SitePages/Forms/AllPages.aspx>

We have had some team members recently leave for new opportunities. We are fortunate to be adding three new Team Members:

- Ms. Brandi Maly is the new HPIO Program Manager. She has assumed the role that Mr. Ford previously held.
- Mr. Thomas Matoushek has joined our team who has assumed the role that Ms. Jurado held.
- Mr. James Sanny took over the role for Mr. Cross.

Please welcome them aboard.

Please understand that we are working hard to get our new staff trained up to expedite staffing of packets.



**CPT GIBBS**  
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## Payment Team Manager: CPT Lauren Gibbs

### Common Trends

In order to improve the number of the Student Loan Repayment Program (SLRP) anniversary payments processed through PEC and NGB, State IMs need to ensure their Soldier's (initial) payment schedule is inputted correctly into GIMS.

### Common errors in processing SLRP payments

- Department of Defense (DD) Form 2475 and National Student Loan Data System (NSLDS) dated more than 90 days from anniversary date
- Missing or outdated RPAM
- Missing documents verifying changes in original eligibility (i.e. AGR, Mob, MOS, or IST orders)

- Incorrect current balance (multiple payments cannot be submitted with the same current balance)
- Incorrect lender address (found on DD 2475, block 4e, not NSLDS)
- Incorrect interest (missing or not authorized)
- Payment history discrepancy (upload lender payment history voucher)
- Consolidated Loans incorrectly built in 'Loans' tab ('Add New Loan', select 'Consolidated Loan Program', select 'Consolidate Loan', select checkbox for loans to be included in consolidated loan)

## (Continued)

- Incorrect Disbursed Amounts entered (Disbursed amount is not Original Loan Amount, it can be found on the NSLDS)

### **Processing delayed payments outside of current scheduled FY payment**

When processing delayed payments, State IMs are required to leave remarks in panel three (3), verifying why the Soldier's payments have been delayed. This is addressed in the current FY SRIP Policy, and is a requirement for all State IMs. Panel three (3) is the Soldier's Summary page on the left, once a Soldier's name has been selected.

### **DD 2475 vs. NSLDS**

The DD 2475 is the enforcing document of record. The NSLDS is

the supporting document. Depending on how a lender verified a loan on the DD2475, the majority of information should be taken from the DD 2475 (i.e. interest, current balances, lender addresses)

The NSLDS is generated by the Department of Education and is updated between 14 and 90 days

### **Point of Contact for SLRP issues:**

SFC Ines Ventura- NGB POC  
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Ms. Dannyell Canady- PEC POC  
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## Enlisted ETP Team Manager: CW2 Sandra Garrett



CW2 GARRETT  
Enlisted ETP Team Manager  
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The NGB ETP team has processed approximately 620 SRIP/SLRP ETPs since the start of FY14. The most common issues we are seeing result from administrative issues consisting of missing signatures on contracting documents and the improper "Rule" being annotated on the extension documents. It is imperative for each Retention NCO and Incentive Manager to double-check the enlistment/extension packets for accuracy to avoid these from turning into ETPs and causing further delays. More importantly, the States need to ensure Soldiers are being paid IAW with the provisions

within their contracts. In addition, we continue to see State memorandums not fully addressing all issues associated with the ETP, lacking legitimate documents to substantiate the ETP request, and not having G1 memos signed by other than the MILPO causing continued delays in processing the ETP request. Please ensure to submit a Delegation of Authority memorandum with **each** ETP when the MILPO is not signing his/her memo. Be proactive and make it your **#1** priority to take care of Soldiers!



### 3 reasons SRIP payments are returned:

- Supporting Documents not uploaded to IPERMS/GIMS
- Did not ship on time
- Orders not reflecting proper reason for transfer

### Top 3 reasons SLRP payments are returned:

- Supporting Documents not uploaded to iPERMS/GIMS or outdated for payment
- Lender Payment Address not correct
- Orders not reflecting proper reason for transfer

### Guidance on expediting an ETP:

PEC receives requests to expedite a Soldier's ETP. A Con-

## Incentive Support Team at PEC

gressional inquiry is required to expedite an ETP and supporting documents have to be uploaded into the ETP module in GIMS, under the 'Documents' tab.

### Guidance on checking on the status of an ETP:

- Before contacting PEC, the status of a Soldier's ETP can be verified in GIMS by:
- Searching for the Soldier by name, ss# or last four in the Command Center
- Select Soldier
- Select 'ETP' tab
- 'Current Status' column will verify the status

### Improperly researched ETPs

When an ETP request has multiple issues that need to be addressed and not only one, the reviewer at PEC has to invest additional time and resources to determine the best course of

action. The IM or Second Reviewer at the State level should have already identified these issues.

### 'Verification Failed' Bin

The majority of the States have been doing very well, adhering to the Verification Fail Process. Remember, all supporting documentation needs to be uploaded into GIMS. Please Do Not email supporting documents.

### Payment Review Process.

A review of the complete record needs to be accomplished by both the first and second reviewer. PEC has seen incidents of the second payment being processed even though the first

For SRIP: Review DFAS payment tab to ensure payments have been processed accordingly.

For SLRP: A payment history voucher can verify whether previous FYs have been paid.

## GIMS Team

All incentive programs are currently in GIMS, which has made iMARC read-only. Information can still be viewed in iMARC, however, all actions are performed through GIMS. The December deployment will include:

- FY14 rules to be implemented upon policy approval
- FTA and HPIO reports
- defect/feedback corrections.

Future scheduled deployments will include Manual Control Number (MCN) and Administrative Correction Report (ACR) enhancements for all incentive programs.

As a reminder, all requests for changes within GIMS must go through your GIMS support team representative.



## FinSol Team



There are two support teams to assist incentive management. The Incentive Support Team (IST) and the GIMS Support Team (GST). The GST's primary mission is to ensure that GIMS users have the necessary training to correctly process incentives.

The GST will provide training for any element that processes incentives within GIMS.

This training can be conducted through State assistance visits or the use of Defense Connect Online (DCO) training so that you can have a GIMS subject matter expert train within your State without having to actually

travel. We currently utilize DCO to train State Incentive Offices, Recruiting and Retention personnel, RCCC personnel.

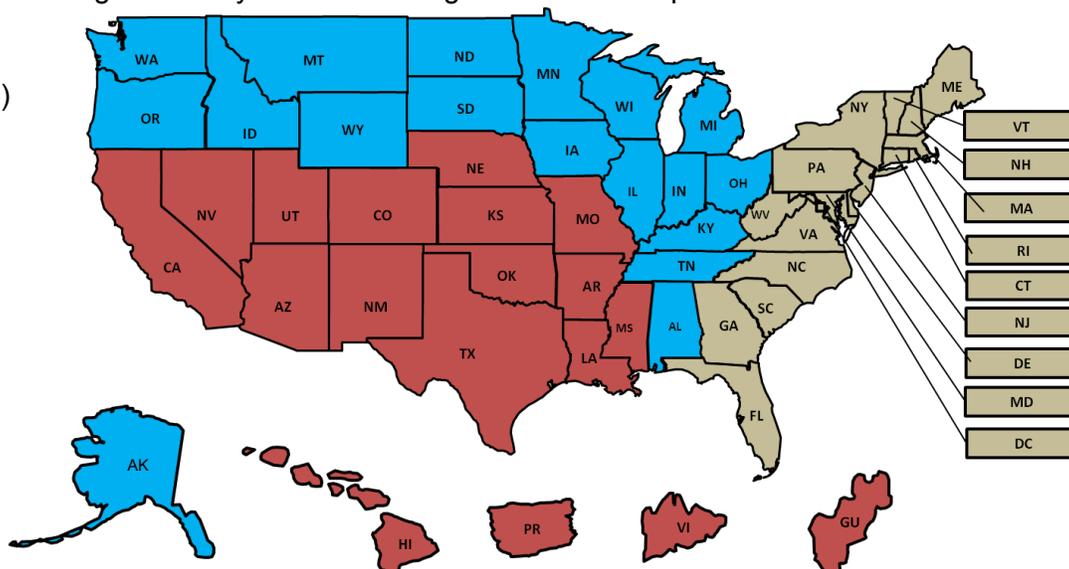
DCO training requires you to coordinate with your assigned GST Representative (Fig. 1), and requests for a physical State Assistance Visit must be submitted to NGB for official determination as to how and when the request will be supported.

GST also has the mission to identify system issues which inhibit users' ability to process incentives within GIMS. Issues of this nature should be submitted through the RCMS Help

Desk ([ng.ncr.arng.mbx.rcmsg@mail.mil](mailto:ng.ncr.arng.mbx.rcmsg@mail.mil)) so that the issue can be officially tracked by NGB. If the issue is causing an immediate problem or work stoppage (i.e. a payment cannot be processed or a bonus cannot be issued until the issue is corrected), then you should also notify your GST Representative so that they can highlight the issue to NGB.

GST Representatives are responsible for supporting the States and Territories within their areas in addition to the assigned general support responsibilities noted below.

(Figure 1)



<b>Mr. Robert Lego</b>	<b>Mr. Jon Faller</b>	<b>Mr. Mitch Flemming</b>
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**Mr. Robert Lego** is the lead for all Override Requests and the Contract module. He is also a Subject Matter Expert in the REQUEST and GCRc systems and one of the principle designers of GIMS. In addition he shares responsibility with Mr. Flemming for providing "Lost & Corrected Copy" of addenda as annotated on approved ETPs.

**Mr. Jon Faller** is the lead for the GIMS SLRP module and processing SLRP ACR's.

**Ms. Judi Neifert** is the lead for Payment, Termination, ACR and Reporting Center modules. She processes all bonus ACRs & CMS cases in addition to being our SME for finance and DFAS related aspects of incentive management.

**Mr. Mitch Flemming** is the lead for the User Management Tool (UMT) and the ETP module. In addition, he shares responsibility with Mr. Lego for providing "Lost & Corrected Copy" addenda when required by an approved ETP.

## Mission Objective

**(published mid month)**

Every 15<sup>th</sup> of the month (except on weekends and holidays), the ARNG Incentives Oversight Branch will publish this Newsletter to all 54 States and Territories. Our goal is to establish an improved means of communication and guidance to evolve our timeliness, quality and customer service.

As part of the Newsletter, each incentive program and their respective program manager will provide updates, assistance, and accountability to the States and Territories.

The Incentives Oversight Branch will also present a mission, a specific goal each State is required to focus on. Every 15<sup>th</sup> of the month, we will review the progress that was made over the last month and summarize how each State performed. The criteria will be set by the ARNG Incentives Oversight Branch and every State will be color coded according to our set criteria.

Each month will have a different objective but there will also be long-term goals set throughout the remainder of Fiscal Year (FY) 14.

On the 10<sup>th</sup> of each month, we will create reports in GIMS to summarize the results, so they can be published in the newsletter on the 15<sup>th</sup>. Therefore, every monthly period will run from the 15<sup>th</sup> through the 10<sup>th</sup> of each month.

There will be one primary (long-term) and one secondary (short-term) mission for the period starting 15 December 2013 through 10 January 2014.

## Primary Mission

Objective: Improve Accuracy Rate of SLRP Payments submitted to PEC to an accuracy rate of 70%.

Start: 16 December 2013

End: 10 September 2014

Quarterly #1: 10 March 2014

Quarterly #2: 10 June 2014

This primary mission will run through FY 14 with the final results evaluation on 10 September 2014. However, in order to observe the progress made in the States and territories, quarterly results for 10 March 2014 and 10 June 2014 will be published. Final results will be published 15 September 2014.

The map on page 7 (Figure 2) reflects the current status for every State and territory as of the end of FY 13.

The number in parenthesis is the accuracy rate for FY 14 as of 10 December 2013.

A payment is completed when it has been returned to the State or certified for payment. The accuracy rate is calculated as follows:

$$\frac{\text{Number of Certified Payments}}{\text{(Certified Payments + Returned Payments)}}$$

We do not include payments that are submitted to PEC but have not yet been processed in the calculation.

In order for a State to be coded green, amber or red, the following criteria apply:

**Green:** 70% or above

**Amber:** 69% through 50%

**Red:** less than 50%

We are confident that with our continued guidance throughout the upcoming months, we will be able to see an improvement

in March and June and that by September 2014, many States and territories will meet or exceed the 70% accuracy rate.

We have initiated training such as the monthly NGB workshops that were held at Tibercreek and the introduction of the Advanced Incentives Manager Course that will result in fewer returned payments. We have re-trained our PEC personnel and continue GIMS improvements to facilitate a better payment process.

## Secondary Mission

Objective: Decrease average days in SRIP 'Awaiting Document(s) Upload' bin to 30 days or below.

Start: 20 December 2013

End: 10 January 2014

This secondary mission will end 10 January 2014.

The map on page 7 (figure 3) reflects the current status for every State and territory as of 10 December 2013. The numbers reflect the average number of days records have been in this bin.

There are several States and territories that have contracts in this bin that are way above the 30 day benchmark. However, there are also States that have already reached the green status. Please keep in mind that this bin should be as close to zero as possible. The ultimate goal is to have every State within 10-15 days or less.

In order for a State to be coded green, amber or red, the following criteria apply:

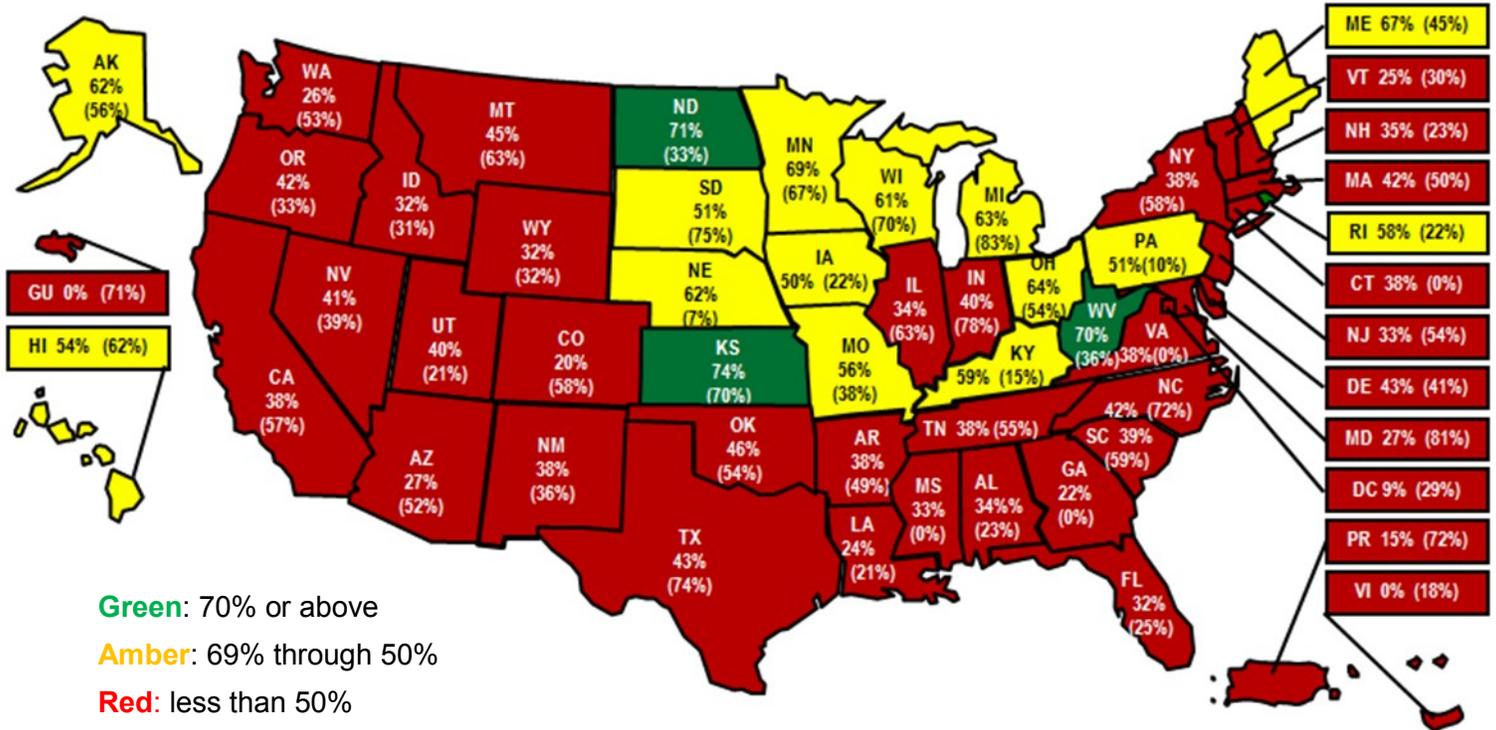
**Green:** 30 days or below

**Amber:** 31 through 45 days

**Red:** Above 45 days

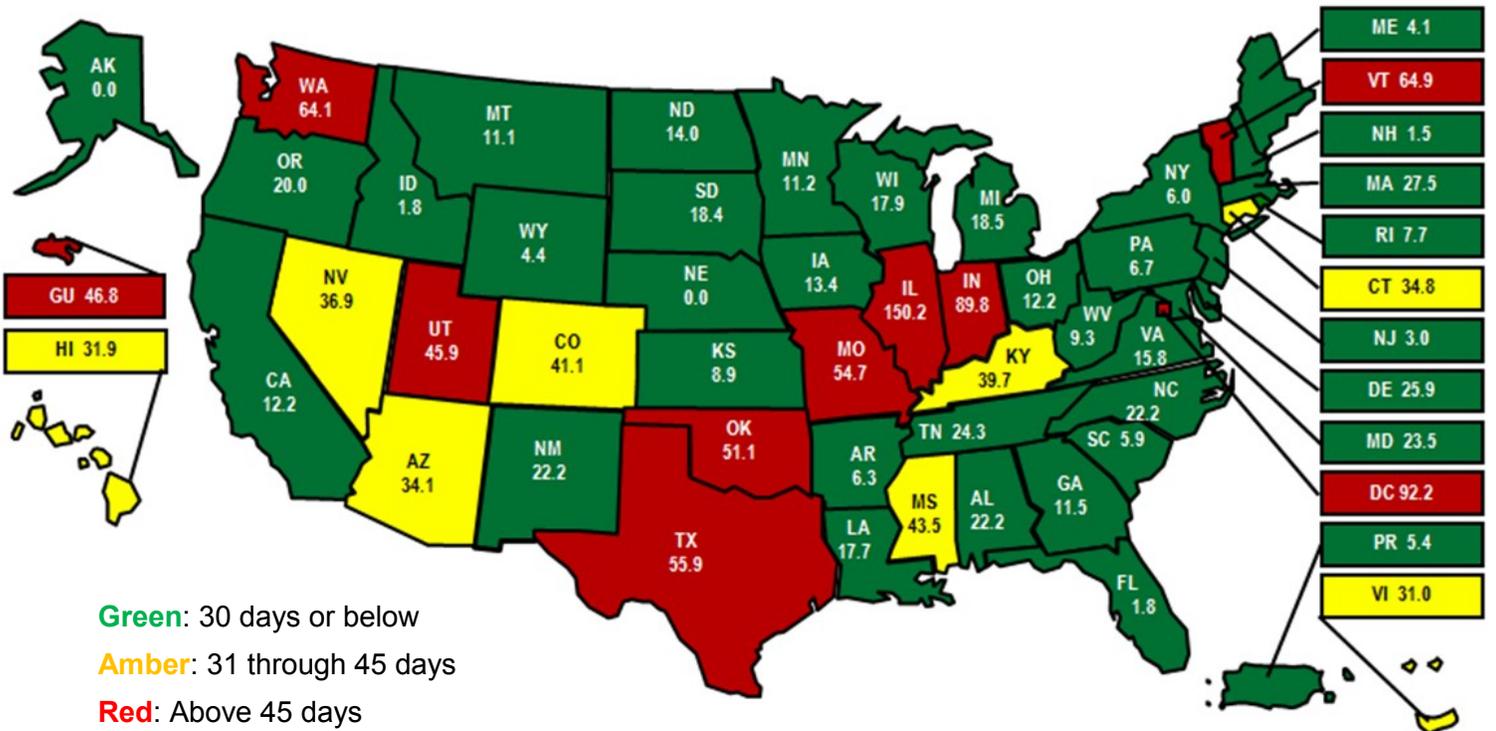
(Figure 2)

### Primary Mission



(Figure 3)

### Secondary Mission



## Additional Incentives Oversight Branch POCs:

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### GIMS and ETP Teams

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[www.gkoportal.ng.mil](http://www.gkoportal.ng.mil)

(ARNG/G1/Personnel Programs, Manpower & Resources/Bonus & Incentives)

# Glossary

ACR = Administrative Correction Report (ACR)

AGR = Active Guard Reserve

AMEDD = Army Medical Department

CHLRP = Chaplain Loan Repayment Program

CMS = Case Management System

DCO = Defense Connect Online

DFAS = Defense Finance and Accounting Service

ETP = Exception to Policy

FinSol = Financial Solution

FTA = Federal Tuition System

FY = Fiscal Year

GCRC = Guidance Counselor Resource Center

GIMS = Guard Incentive Management System

GST = GIMS Support Team

HPIO = Health Professional Incentive Officer

IAW = In Accordance With

IM = Incentive Manager

iMARC = Information, Management & Reporting Center

iPERMS = Interactive Personnel Electronic Records Management System

IST orders = Interstate Transfer

IST = Incentive Support Team

MCN = Manual Control Number

MDSSP = Medical Dental Student Stipend

MILPO = Military Personnel Office

Mob = Mobilization

MOS = Military Occupational Specialty

NSLDS = National Student Loan Data System

OAB = Officer Accession Bonus

OAFB = Officer Affiliation Bonus

PEC = Professional Education Center

POC = Point of Contact

REQUEST = Recruit Quota System

SLRP = Student Loan Repayment

SME = Subject Matter Expert

SRIP = Selective Reserve Incentive Policy

STRAP = Specialized Training Program

UMT = User Management Tool