

DEPARTMENTS OF THE ARMY AND THE AIR FORCE
NATIONAL GUARD BUREAU
111 SOUTH GEORGE MASON DRIVE
ARLINGTON, VA 22204-1382



NGB-ARP-DA

21 February 2008

MEMORANDUM FOR the Military Personnel Officers (MILPOS) of Each State and Puerto Rico, Guam, Virgin Islands, and the District of Columbia

SUBJECT: Mandatory State Point of Contact for DEERS/RAPIDS

1. Request each State and Territory designate a point of contact for DEERS/RAPIDS to ensure compliance with Federal Regulations. The ARNG Project Office has been experiencing issues that can result in delays of Soldier readiness. There have been an increased number of investigations and inquiries due to fraud and illegal transactions being processed by Site Security Managers (SSMs) and Verifying Officials (VOs) who have little to no formal training. These situations cause but are not limited to the following:

- a. Federal investigations involving service members and DEERS/RAPIDS users who issue military ID cards and entitlements erroneously.
- b. Personnel attrition and turnover resulting in the loss of system access.
- c. Lack of two SSMs may cause system de-certification.
- d. Lost or stolen cardstock resulting in a full Federal Investigation.

2. There is a tremendous turn-over of SSMs and VOs which has been addressed at the National Guard Bureau (NGB) level. Per Federal Guidance "A site cannot operate without an SSM who is physically assigned to work at that RAPIDS site location, function as a RAPIDS user (VO) and is able to attend to all SSM duties and responsibilities." (RAPIDS Training Guide v6.4 section 3.5).

3. In an effort to maximize the ARNG's ability to support our members and their eligible dependents, please assign a DEERS/RAPIDS POC to be a liaison between NGB and your state or territory.

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4. POC for this action is CPT April Bennett, DSN: 327-9104 or (703) 607-9104, e-mail at april.bennett@us.army.mil.



CRAIG R. EKMAN
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Chief, Personnel Division

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