



SPO Newsletter

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PSC Customer Advisory Council Conference 2006 Personnel Service Center



A big **“THANK YOU”** to each attendee for your active participation in the 2006 PSC Advisory Council Conference here in Topeka in April. We learned SO much from each and every one of you through your questions, concerns, breakout session discussions and critiques! Your constructive feedback is still being reviewed, and in the next couple of SPO Newsletter editions we will provide answers to many of the queries you presented while here with us. Please know that your valuable suggestions for conference improvement are already being incorporated into our planning efforts.

Mark your calendar now for the next one in November, 2007!

A special thank you also to each unit and the staff who stayed behind to continue the mission: During a most hectic time of year, you sent out some of your top folks to share information, network with other SPO and FOT reps, and bring back some really helpful data of benefit to the members we all serve. We certainly understand the most difficult and time sensitive jobs you do, and we most sincerely appreciate your support.



Advanced HR Systems Workshop

June 20-21

Submit request through PSC

P&D Website: <http://cgweb.psc.uscg.mil/pd.aspx>



Coast Guard Mandatory Common Access Card (CAC) Logon

The Coast Guard in striving for excellence will act in concordance to the Department of Defense's example.

All DoD personnel must use their CAC to logon to systems accessing their networks by 31 July 2006. CG-1 is working with CG-6 to prepare an implementation plan that will likely start transitioning all military, civilians, and contractors to use their CACs to logon to SWIII by the end of this fiscal year.

When issuing a CAC, RAPIDS sites need ensure that all three certificates are encoded on the card. The certificates will be used for CAC logon, access to DOD websites, and to support future requirements for digital signature and encryption of sensitive email.

Additionally, since most of us recently migrated to the Windows 2003 Active Directory and received a new "@uscg.mil" email address, ensure each member's email address is correct in DEERS and on their CAC.

This may be a good time to be proactive by posting this information in the Plan of the Week

at your unit or by any other means of communication. Also, RAPIDS sites may want to put word out for members to reset their pin number if they do not remember what it is. Another proactive means is to ask members to bring in their CACs so you can check to ensure all three



certificates are on the card.

The Coast Guard's current policy regarding CAC issuance to contractors has not changed. If the contractor does not have a need for CAC logon, then he/she will not receive a CAC. Of course this will change as we transition to CAC logon, but until then, please follow the current policy.

An ALCOAST will come out in the future with more formal instructions and deadlines.

For more information please contact CWO Tina Tennyson, DEERS/RAPIDS Project Officer COMDT (CG-1222), or Mr. Jarvis Kolen, DEERS/RAPIDS Project Specialist COMDT (CG-1222).

RELAD Corrections

*By Jim Ventucci,
PSC (SDM)*



If you need to correct a separation transaction, be sure to re-route it to the auditor for approval. Any changes made, after the initial approval, will change the status back to "pending". The transaction needs to be approved again before the correction will be transmitted to JUMPS.

For example: If you have a member to RELAD to the SELRES and you entered a SELRES Reserve Status change and then entered a SELRES department on the orders and later realize the member has RELAD in to the IRR, you should

1. go back into the separation
2. do a new Reserve Status change
3. click the link to the orders
4. enter the correct IRR department ID (002817)
5. save the orders, and
6. re-route the separation for approval so your auditor can approve and submit the proper correction document.

Do not go into the stand alone Reserve Status page and change or add a new IRR reserve status row.

See: RELAD Corrections and Deletions section of the DA Online Guides for more information.

CG Member Information Changes

By Mark Meiczinger (CG-102)

The *CG Member Info* page in Direct-Access has been divided into two separate menu items. This change will improve the system response time when trying to view personnel data.

The menu items are:

1. Develop Workforce > Plan Careers > Use > CG Member Info
2. Develop Workforce > Plan Careers > Use > CG Member Info Additional

The first page "*CG Member Info*" includes the following tabs:

1. Background
2. Career Summary
3. Contact Info
4. CG Depend Benef
5. Detailer Comments (if authorized)
6. Mbr and Cmd Comments
7. Address History

The new menu item "*CG Member Info Additional*" includes these tabs:

1. Competencies
2. Training History
3. Education History
4. Review History

The menu items and pages for the Self-Service component have changed as well. Members can view their data by accessing:

1. Self Service > Employee > View > CG Member Info
2. Self Service > Employee > View > CG Member Info Additional



DD-214s and Other Records for Prior Service Members

The National Personnel Records Center (NPRC) has provided the following website for veterans to request copies of their DD-214 online: <http://vetrecs.archives.gov/>. This will cut the waiting time veterans have had in the past waiting for copies of their DD 214s and will be particularly helpful when they need a copy of their DD-214 for employment purposes.

NPRC is working to make it easier for veterans with computers and Internet access to obtain copies of documents from their military files. Military veterans and the next of kin of deceased former military members may now use a new online military personnel records system to request documents. Other individuals with a need for documents must still complete the Standard Form 180, which can be downloaded from the web site. Because the requester will be asked to supply all information essential for NPRC to process the request, delays that normally occur when NPRC has to ask veterans for additional information will be minimized. The new web-based application was designed to provide better service on these requests by eliminating the records center's mailroom processing time.

SRB ZONE-A AND ZONE-B PAYING OUT CONCURRENTLY

By YN1 Valenzuela,
PSC (MAS)



“Can the Zone-A and Zone-B SRB entitlements pay out concurrently?” The answer to this question has been the most sought after from the field over the past couple months...The answer is, “Yes!”

You need to view each SRB zone as two separate entitlements. A member earns each bonus upon separate reenlistments, and at each reenlistment the member earns a separate bonus specific to that reenlistment.

Example: If a member is receiving a Zone-A SRB for a 72 month reenlistment and needs to obligate service for a PCS transfer 58 months into the initial 72 month enlistment, when will the Zone-B SRB monies pay out?

It will pay out upon the member’s new reenlistment date. The member will receive 50% of his/her Zone-B at the time of reenlistment and if there is any Zone-A installments left to be paid the monies will pay out as scheduled. This is where the two zones work concurrently.

Question: Will the member lose their last installment or two from the Zone-A bonus entitlement for reenlisting early?

Answer: The member **will not** lose any of their Zone-A bonus and it will continue to pay out as scheduled in full. Where the member loses that time and money is when computing for the Zone-B bonus. The newly acquired obligated service is re-

duced by the un-served prior obligated service from the Zone-A bonus, and that is where the member’s bonus is reduced, not by losing installments to their Zone-A bonus.

PLEASE NOTE: PSC (MAS) cannot process a bonus for payment unless the reenlistment contract has been approved or the extension/re-extension has been put into effect and is posted in JUMPS.

If you have any questions about bonus related issues please feel free to contact YN1 Mario Valenzuela Bonus/TSP Team Leader/Auditor (785) 339-3511/ Fax (785) 339-3760.

LOGOUT OR TIME OUT

Access controls, such as password requirements and inactive session disconnect times, are needed in Direct-Access and JUMPS (TOPTS Online Inquiry) in order for DHS and the Coast Guard to comply with the requirements of the Federal Information Security Management Act (<http://csrc.nist.gov/policies/FISMA-final.pdf>).

There is very little latitude in the implementation of these controls. All you need to do to keep your session active in Direct-Access is to click on something every 20 minutes. You don't necessarily have to save something.

Your PeopleSoft connection has expired.

For increased security on this site, connections are expired after a delay of 20 minutes.
If you would like to perform further transactions please

[Return to PeopleSoft & Sign In](#)

Whenever you have to login to a system you should also logout. Systems like Direct-Access and JUMPS can only maintain a set number of "active" connections. If you just quit the program that was facilitating the connection (Web browser for DA or PuTTY/Host Explorer for JUMPS) and do not log out, your connection remains active and continues to use system resources for up to 20 minutes.

How do I logout?

In DA, just click the  button. In JUMPS, you'll need to work your way back to the menu screen and type "01" for LOGOFF. If you are in the Main Inquiry section (where you view segments and LESs), type "END" to get back to the main menu first.

Sponsor Responsibility to Report Dependent Changes to Defense Enrollment Eligibility Reporting System (DEERS):

Failure to report dependent eligibility changes to DEERS timely or at all has been increasing at an alarming rate. Sponsors must immediately advise the nearest Uniformed Service Real-Time Automated Personnel Identification System (RAPIDS) site (<http://www.dmdc.osd.mil/rs1/owa/home>) about dependent additions, deletions, and changes to the dependents data that affect DEERS enrollment and eligibility to a DD Form 1173 or DD form 1173-1 within 30 days of the changes, as well as provide the necessary documentation to update

the DEERS for dependent(s) no longer entitled to benefits and privileges within 30 days of the change(s), an example of these documents are, final divorce decree, child's birth certificate and child's marriage certificate. It is also the sponsor's responsibility to ensure:

* All email and mailing addresses are kept current in DEERS

* To provide family members' SSN when enrolling in DEERS.

If SSN is not provided at the time of enrollment, the dependent will be

given a deadline date to provide the SSN and if not provided on the required time, the dependent will lose eligibility to Tricare benefits.

Coast Guard DEERS/RAPIDS Project Officers:

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Or

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jkolen@comdt.uscg.mil

BAH-PCS for Recruits, OCS Grads and CG Academy

Effective 1 January 2006, graduates from basic training, OCS and the Academy, with no prior service, are entitled to **BAH-II** while in transit to their first permanent duty station (PDS). The Reporting SPO must input the BAH-II start (effective date of PCS departure) and the BAH-II stop (effective the day prior to PCS reporting) along with the reporting endorsement and transactions to record BAH entitlement at the member's or officer's first PDS.

If the member or officer acquires a dependent or dependents while en route PCS, the reporting SPO shall:

1. stop BAH-II the day prior to the date the change in dependency is effective and
2. Start BAH-With using the zip code for the member's previous unit, (e.g. New London, CT, for CGA Grads.) effective the day the dependency change was effective.
3. Submit the transaction to start

BAH or OHA at the rate for new PDS and government quarters assignment status effective the date the officer reports to their first PDS.

See E-Mail ALSPO D/06 or the BAH Entitlements Users Guide DA Online Manual for more information.

PSC Summer Workshop Schedule.

PSC (P&D) will conduct several workshops in Topeka, KS this summer.

Visit our web page at <http://cgweb.psc.uscg.mil/p&d.aspx> or <http://www.uscg.mil/hq/psc/prc.htm> to view workshop descriptions.

Please complete a [request form for workshop held at PSC](#) (available on the web page) and e-mail it to PSC-PF-PD@uscg.mil, via your chain of command, if you would like to attend and your unit has travel/per-diem funds available (PSC cannot fund workshop attendance).

Date	Workshop Title
Jun 20- 21	Advanced Human Resource Systems Workshop
Jul 10 – 11	Basic Human Resource Systems Workshop
Jul 12 – 14	Advanced Human Resource Systems Workshop
Jul 25 – 26	Direct Access / Travel Systems for Instructors Workshop
Aug 14 – 15	Basic Human Resource Systems Workshop
Aug 16 – 18	Advanced Human Resource Systems Workshop
Aug 21 – 22	Direct Access / Travel Systems for Instructors Workshop
Sep 11 – 12	Basic Human Resource Systems Workshop
Sep 13 – 15	Advanced Human Resource Systems Workshop
Sep 26 – 27	Direct Access / Travel Systems for Instructors Workshop

BAH LOSS DUE TO REDUCTION

By CWO Sean Fennel CG-1222

One of the most common waivers and remissions that cross my desk these days is for the overpayment of BAH WITHOUT DEP for E3's assigned to cutters. Evidently, Commanding Officers on cutters who award reduction in grade to single E4's occasionally forget that E3's are not entitled to BAH WITHOUT DEP while afloat. Due to processing errors, these members, who are already undergoing financial losses, are further burdened with a large overpayment of an entitlement they once had, but have now lost.

SPO's are strongly encouraged to keep a sharp eye on all actions taken immediately following a Non-Judicial Proceeding, and ensure that BAH entitlements are adjusted accordingly. You are further encouraged to advise all unit Yeoman in your AOR's about this common error, so that they in turn can advise their commands prior to any NJP's. Commanding Officers need to be fully aware of the impact a reduction has. There is no provision for any single E3 onboard a cutter to receive BAH, even if they were receiving it as an E4. Thank you for your attention to this matter.

Reserve Enlisted Basic Indoctrination (REBI) Accessions

Effective 1 April 2004, TRACEN Cape May (Trainees) assumed responsibility for accessing reserve members enlisted under the Reserve Directed Petty Officer (RX), and Prior Service Reserve Enlisted Members (RN and RQ) programs.

To assist with this transfer of accession responsibility, and future reserve enlistment packages (RX, RN, RQ programs) received from Recruiting Offices shall be immediately forwarded to TRACEN Cape May, at the following address:

COMMANDING OFFICER (RECRUIT SPO)
USCG TRAINING CENTER
1 MUNRO AVE
CAPE MAY NJ 08204-5001



See E-Mail ALSPO J/04 for more information <http://cgweb.psc.uscg.mil/alspo/2004/j04.pdf>

BAH Protection Worksheet now Available

A BAH Rate Protection worksheet (CG PSC-2025A) has been added to the list of available forms and worksheets on the website at <http://www.uscg.mil/hq/psc/forms/>. This worksheet identifies initial information needed to research and process a request for BAH Rate Protection. A reference to this new worksheet was added to the BAH/Housing Worksheet (CG PSC-2025) and the PSC Reporting Worksheet (CG PSC-2005).

The Personnel and Pay Procedures Manual will be changed to reference the new worksheet in the PCS Departing Checklist (Page 2-A-3).

Coast Guard BAH Rate Protection policy is currently published in Chapter 3 of the CG Pay Manual.

Interoffice Transfers -- Fleet-Ups

An Interoffice Transfer occurs when orders are issued by an Assignment Officer to transfer a member within the same unit.

The DA orders will list the action/reason code of “FLT” for Fleet-Ups. These types of orders can easily be located on the Unit’s or SPO’s Airport Terminal by setting the Advance Search Options. An example search for “Fleet-Ups” is shown below:

Advanced Search Options

Status: Apvd Std From: To: Action: Transfer Reason: FLT

When Fleet-Up orders are issued the SPO must:

1. Approve and save the orders.
2. Complete the Actual Depart date field Depart/Report Mbr tab.
3. Approve and save the Departing Endorsement.

The system will automatically fill the Actual Reporting Data, using the same date entered in the Actual Depart date field, as shown in the screen shot below:

Original Departure Information

Est. Depart Date: 05/01/2005	Est. Report Date: 06/01/2005	Sequence: 999726
Transfer Authority: Coast Guard Personnel Command	Order Status: Ready for Member to Execute	
Duty Type: Active Duty	Action: Transfer	FLT Fleet Up
Departing Department: 003108 ISC ALAME FACDIV(EI)		
Actual Depart Date: 04/03/2005	Departing Approval	

Actual Report and Depart Dates

Actual Report Date: 04/03/2005

These steps are required to process the position change and to create the JUMPS departing and a reporting Endorsement on Orders transactions (8Cs), which will update the member’s cost center. The position change will also reset the member’s user access roles in Direct-Access to self-service only. A new user access form will need to be submitted to restore access.

Alaskan & Overseas Travel

Per [ALCOAST 514/05](#), all ferry tickets for PCS transfers to and from Alaska shall be purchased through a servicing TMC and charged against a GTA account and **not against an individual billed government travel charge card**. When making this purchase, members will be required to immediately provide the TMC a copy of their PCS orders and be prepared to provide the following information: first, middle, last name and date of birth for of all travelers, home address and phone number, make, model, length, and height of vehicle(s) that will be using the ferry.



The [ALCOAST](#) also states that all airline tickets for PCS travel to and from OUTCONUS shall be purchased through a servicing TMC and charged against a GTA account and **not against an individually billed government travel charge card**.

Waivers & Remissions

By CWO Sean Fennell, CG-1222

True scenario: *A member is assigned to a directorate at Coast Guard Headquarters, but is assigned to detached duty in Philadelphia. He receives BAH for Washington DC for over two years. The member is overpaid thousands of dollars in BAH. Should he pay it back? The YN started the BAH for the Washington DC zip code, not the member. (See answer at end of article.)*

One of the frequent comments received in waiver and remission endorsements is that the member should not be responsible for an overpayment because “the Yeoman did it.” The logic being, only a YN at an SPO can make a change to entitlements. This is true in a technical sense.

A member cannot enter information in Direct-Access to alter his or her BAH entitlements.

However, since SPOs normally only act on information provided by units or the members themselves, there is a definite degree of responsibility to be shared by all parties involved. So the question remains . . . who should be held accountable for overpayments of entitlements?

In deciding whether to approve or disapprove waivers and remissions, the focus is almost exclusively on the member’s fault. (See below.)

This is not to say that members are the only party at fault. Actually, it usually takes two or more people to create an overpayment situation.

It can start here at CG-1222 with an ill-written paragraph in the Pay Manual. This may cause a

CWO PERS to misinterpret the entitlement, who misinforms his Chief Yeoman, who provides faulty training to his subordinates, including a YN3 who now erroneously counsels a member, who then believes a member is entitled to Non-Crew Flight Pay and the member never left the ground.

“Who should be held accountable for overpayments of entitlements?”

The point is, even though it will be the member who has to pay back the overpayment, we all need to acknowledge our responsibilities and work diligently to avoid misunderstandings and confusion about entitlements. Unfortunately, there is no way to ensure that policy will never be misunderstood.

There are two common roads that lead to overpayments:

The first is giving a member a “yes” or “no” answer rather than the full explanation. This is not to say that most pay issues fall into yes or no situations. The problem arises when we try to answer before we have all the details. Sometimes we need to ask the member for additional information that may change the entitlement.

When a member approaches you with a question, ask a few questions if it appears that you don’t have all the information you need to provide an authoritative answer.

For example:

Member: “I currently get BAH at the Without Dependents rate. Can I get BAH at the With Dependents rate for paying child support?”

Yeoman: “Yes.”

And then they start BAH WITH DEP payments.

The Yeoman should have asked the member if they were married to another member.

Even though members frequently only want sure answers, it is to both your benefit and the member’s to make sure you know ALL the relevant circumstances.

The second common shortfall is taking the first answer that sounds close. Cases occur frequently where the member’s unique circumstances almost perfectly fit Rule 10, so the Yeoman and member stop there. However, upon reading further, they would have seen Rule 14

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Waivers & Remissions, Continued

(Continued from page 8)

was closer. There is information provided in the Pay Manual for unusual circumstances.

We need to be careful when researching to make sure that we examine each situation thoroughly every time. While this may seem time consuming, it will get easier with experience, and can only help at SWE time.

It's important to remember that the language contained in ALCOASTs and manuals attempt to take into account all possible situations when prescribing compensation policy. However, real life is not always as cut-and-dried as the circumstances described by policy. We must, as administrative specialists, try to understand both the spirit and letter of and entitlement policy or regulation. If we are not entirely sure of the answer to a question or issue, we must be willing to ask higher authority (supervisor, SPO chief, or CG-1222) for clarification before we commit to an answer or action.

When CG-1222 reviews a remission or a waiver request, we have to consider a variety of factors. We can't give you any definitive guidance on whether or not an application will be approved (most cases are

unique), but we can tell you how we define fault in these instances.

The Coast Guard is partly at fault in cases of erroneous payment. Had we (the Service) known better we would not have made the erroneous payment. If the Coast Guard's error were the only criteria for granting waivers for collection of erroneous payments, all waiver applications would be granted without any further consideration.

The issue when considering waiver applications is whether the applicant bears some of the fault. The legal definition of "fault" does not imply any ethical lapse on the part of the member.

The standard we employ to determine fault is where a reasonable person would or should have known that he or she received a payment in excess of their entitlements.

For example: If member is

living in government quarters and is receiving BAH at the With Dependents rate, it is reasonable to believe they

should have known they were being overpaid, a waiver or remission is NOT appropriate.

Another example:

A member receives \$12,543.34 COLA in one month, it is reasonable to believe they should have known they were being overpaid.

"The standard we employ to determine fault is where a reasonable person would or should have known..."

Regardless of whose fault it is, it is the member who will have to reimburse the government for the overpayment. We encourage you to remember this

each time you are tempted to give a short answer, or take a shortcut in research. Customer service means giving the member the correct answer each time.



As for the member in Philadelphia: BAH is intended to provide for housing in proximity to where you actually work. Barring any unusual circumstances involving dependents, why would a member's BAH be based on a city several hours away? His waiver was denied.

Department of Veterans Affairs Statement Announcing the Loss of Veterans' Personal Information May 22, 2006

The Department of Veterans Affairs (VA) has recently learned that an employee, a data analyst, took home electronic data from the VA, which he was not authorized to do. This behavior was in violation of our policies. This data contained identifying information including names, social security numbers, and dates of birth for up to 26.5 million veterans and some spouses, as well as some disability ratings. Importantly, the affected data did not include any of VA's electronic health records nor any financial information. The employee's home was burglarized and this data was stolen. The employee has been placed on administrative leave pending the outcome of an investigation.

Appropriate law enforcement agencies, including the FBI and the VA Inspector General's office, have launched full-scale investigations into this matter. Authorities believe it is unlikely the perpetrators targeted the items because of any knowledge of the data contents. It is possible that they remain unaware of the information which they possess or of how to make use of it. However, out of an abundance of caution,

the VA is taking all possible steps to protect and inform our veterans.

The VA is working with members of Congress, the news media, veterans service organizations, and other government agencies to help ensure that those veterans and their families are aware of the situation and of the steps they may take to protect themselves from misuse of their personal information. The VA will send out individual notification letters to veterans to every extent possible. Veterans can also go to <http://www.firstgov.gov> as well as <http://www.va.gov/opa> to get more information on this matter. The firstgov web site is being set to handle increased web traffic. Additionally, working with other government agencies, the VA has set up a manned call center that veterans may call to get information about this situation and learn more about consumer identity protections. That toll-free number is 1-800-FED INFO (333-4636). The call center will be open beginning today, and will operate from 8 am to 9 pm (EDT), Monday-Saturday as long as it is needed. The call center will be able to handle up to 20,000 calls

per hour (260,000 calls per day).

The Secretary of Veterans Affairs R. James Nicholson has briefed the Attorney General and the Chairman of the Federal Trade Commission, co-chairs of the President's Identity Theft Task Force. Task Force members have already taken actions to protect the affected veterans, including working with the credit bureaus to help ensure that veterans receive the free credit report they are entitled to under the law. Additionally, the Task Force will meet today, 22 May 2006, to coordinate the comprehensive Federal response, recommend further ways to protect affected veterans, and increase safeguards to prevent the reoccurrence of such incidents.

The VA's mission to serve and honor our nation's veterans is one we take very seriously and the 235,000 VA employees are deeply saddened by any concern or anxiety this incident may cause our veterans and their families. We appreciate the service our veterans have given their country and we are working diligently to protect them from any harm as a result of this incident.

Questions Veterans May have about the Data Theft

1 - I'm a veteran, how can I tell if my information was compromised?

At this point there is no evidence that any missing data has been used illegally. However, the Department of Veterans Affairs is asking all veterans to be extra vigilant and to carefully monitor bank statements, credit card statements and any statements relating to recent financial

transactions. If you notice unusual or suspicious activity, you should report it immediately to the financial institution involved and contact the Federal Trade Commission for further guidance.

2 - What is the earliest date at which suspicious activity might have occurred due to this data breach?

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The information was stolen from an employee of the Department of Veterans Affairs during the month of May, 2006. If the data has been misused or otherwise used to commit fraud or identity theft crimes, it is likely that veterans may notice suspicious activity during the month of May.

3 - I haven't noticed any suspicious activity in my financial statements, but what can I do to protect myself and prevent being victimized by credit card fraud or identity theft?

The Department of Veterans Affairs strongly recommends that veterans closely monitor their financial statements and visit the Department of Veterans Affairs special website on this, <http://www.firstgov.gov> or call 1-800-FED-INFO (1-800-333-4636).

4 - Should I reach out to my financial institutions or will the Department of Veterans Affairs do this for me?

The Department of Veterans Affairs does not believe that it is necessary to contact financial institutions or cancel credit cards and bank accounts, unless you detect suspicious activity.

5 - Where should I report suspicious or unusual activity?

The Federal Trade Commission recommends the following four steps if you detect suspicious activity:

Step 1 – Contact the fraud department of *one* of the three major credit bureaus:

Equifax: 1-800-525-6285;
<http://www.equifax.com>;
P.O. Box 740241,
Atlanta, GA 30374-0241

Experian: 1-888-EXPERIAN (397-3742);
<http://www.experian.com>;
P.O. Box 9532,
Allen, Texas 75013

TransUnion: 1-800-680-7289:

<http://www.transunion.com>;
Fraud Victim Assistance Division,
P.O. Box 6790,
Fullerton, CA 92834-6790

Step 2 – Close any accounts that have been tampered with or opened fraudulently.

Step 3 – File a police report with your local police or the police in the community where the identity theft took place.

Step 4 – File a complaint with the Federal Trade Commission by using the FTC's Identity Theft Hotline by telephone: 1-877-438-4338, online at <http://www.consumer.gov/idtheft>, or mail at

Identity Theft Clearinghouse,
Federal Trade Commission,
600 Pennsylvania Avenue NW,
Washington DC 20580.

6 - I know the Department of Veterans Affairs maintains my health records electronically; was this information also compromised?

No electronic medical records were compromised. The data lost is primarily limited to an individual's name, date of birth, social security number, in some cases their spouse's information, as well as some disability ratings. However, this information could still be of potential use to identity thieves and we recommend that all veterans be extra vigilant in monitoring for signs of potential identity theft or misuse of this information.

7 - What is the Department of Veterans Affairs doing to insure that this does not happen again?

The Department of Veterans Affairs is working with the President's Identity Theft Task Force, the Department of Justice and the Federal Trade Commission to investigate this data breach and to develop safeguards against similar incidents. The Department of Veterans Affairs has directed all VA employees complete the "VA Cyber Security

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PAYMENT APPROVING OFFICIAL (PAO) & HRS Supervisor Role



by CWO3 Cindy Luna, PSC (MAS)

Certain entitlements require review and approval in Direct Access before they can be released for processing. Approval of these transactions is limited to designated Payment Approving Officials (PAOs) who have been assigned the HRS Supervisor (HRSUP) role in Direct Access. As a reminder, the HRS Supervisor role will not be granted to users at field units. Also, HRS Supervisor will only be authorized to a YN2/E-5 when the SPO is experiencing a very severe shortage of staff, or in some cases a YN2/E-5 may be designated PAO and granted HRS Supervisor **only** as a back-up because there is only one other PAO at the SPO. Just because the Chief/Senior Chief/CWO is unfamiliar with Direct Access or "assigned" other duties does not mean they are relieved from having to step in and audit documents when there is a shortage of staff.

When approving transactions in Direct Access please remember:

In no case should a PAO/HRS Supervisor who creates a transaction also approve the same transaction.

As a PAO/HRS Supervisor you are responsible for verifying that the payments made under your SPO are legal, proper and correct. If any payment you have certified is found to be illegal, improper, or incorrect, you may be held individually responsible for reimbursing the Coast Guard for the amount of that payment.

It is highly recommended that all PAO's review Chapter 1 of the Coast Guard Certifying and Disbursing Manual, COMDTINST 7210.1B and "Now that you're a Certifying Officer" booklet issued by Financial Management Service at <http://fms.treas.gov/tfm/vol1/certifyingofficer.pdf>

Remember to exercise diligence in performing your duties as PAO!

CFO Audit

DHS and the Coast Guard are currently undergoing a scheduled accounting audit by the civilian public accounting firm KPMG. As part of the KPMG CFO audit process, PSC has been tasked with providing supporting documentation for critical data elements contained in an active/reserve member and a retired/annuitant actuarial extract file. This file is used to establish the Department of Homeland Security balance sheet pension liability level.

During the course of the audit we may need to contact SPOs to obtain supporting documentation that cannot be found in the member's PDR at Coast Guard Personnel Command. Your prompt assistance is critical to the Coast Guard fulfilling its requirement to comply with this audit. Please respond to these requests as quickly as possible.

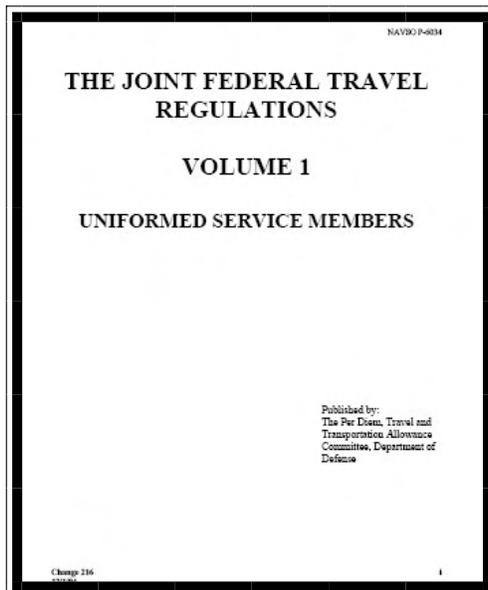


NEW LONDON, Conn (May 17, 2006) First Class Cadet Aaron Cmiel is celebrated as the Coast Guard Academy's **10,000th graduate** during the commencement ceremony here today. Adm. Thomas H. Collins presented him a book of Coast Guard history to Cmiel, who was one of 207 newly commissioned ensigns. USCG photo by Telfair Brown.

Change to Cost of Living Allowances

Monthly Cost of Living Allowance (COLA) payments for members stationed in Singapore, the United Kingdom and Gibraltar include an amount, which varies by country, for *mandatory and excessive expenses* (Television license fees and vehicle excise or road taxes). This part of the COLA payment is known as **COLA-Unique**.

Change 235 to the JFTR changes the method of payment of COLA-Unique items from an addition to the daily COLA rate basis to a dollar for dollar reimbursement basis. Due to this change, monthly COLA-Unique payments of \$151.20 for



The JFTR is online at:
<https://secureapp2.hqda.pentagon.mil/perdiem/trvlregs.html>

Singapore or \$45.30 for the UK will end on the payday of 1 July 2006. Effected members will see a reduction in their pay for COLA Unique, beginning with the payday of 14 July 2006.

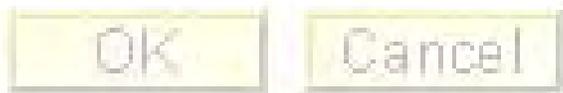
Members may request reimbursement for authorized expenses (paid on or after 1 July 2006 only) by completing [CG form PSC-7270, COLA -- Unique Expenses Reimbursement Worksheet](#). The worksheet along with a copy of the tax or fee receipt must be forwarded to PSC (MAS) for review, approval and data entry. CG PSC-7270 is available from our website at <http://www.uscg.mil/hq/psc/forms>.

Foreign Language Proficiency Pay — Selecting the Correct Proficiency Code

Supporting Data

Linguists Assigned to Interpreter Positions:

Only members assigned to positions listed in ALCOAST 275/06 may be authorized FLPP at the Linguist level. Members, who meet the test score requirements needed for Linguist designation, cannot receive FLPP at the Linguist level unless they are serving in an authorized position. These members may receive FLPP at the Interpreter level if assigned to an authorized unit/position and designated in accordance with ALCOAST 585/05.



FLP 01/02/2006 FLPP

SP Spanish

Interpreters assigned to Linguist Positions:

Per ALCOAST 275/06, members, assigned to **Linguist** positions, who scored at least a 2 on both portions of the DLPT exam are eligible for FLPP at the **Interpreter** level of \$100 per month .



Patrol Forces Southwest Asia (PATFORSWA) Cutters Designation as Mobile Units

dependents, OUTCONUS COLA or overseas tour credit as PATFORSWA shore side members.

With the help of COMDT (CG-1222), LANTAREA and ISC Portsmouth, we have assembled the *PCS Entitlements and SPO Instructions for Personnel Reporting to Patrol Forces Southwest Asia and Cutters Supporting Operation Iraqi Freedom Guide*. (<http://cgweb.psc.uscg.mil/alspo/pcstopatfor.pdf>).

Commandant (CG-1) has designated all PATFORSWA cutters as Mobile Units. The designation, effective 4 April 2006, was made to correct entitlement inequities. Previously, members assigned to PATFORSWA cutters were transferred PCS to the cutter's homeport. They did not receive the same household goods shipment/storage entitlements, POV storage at government expense entitlement, BAH entitlement for location of member's

Procedures for Sea Pay and BAS entitlements for members assigned to Mobile Units can be found in Section 6-C of the PPPM.

The guide consolidates information on PCS travel, household goods, privately owned vehicle storage and pay entitlements for members ordered to Patrol Forces Southwest Asia, Bahrain or a cutter deployed (for a year or more) in support of Operation Iraqi Freedom. Please utilize this guide as a reference when preparing PCS orders and when counseling members about their entitlements.

Committee Reviewing Military Compensation System

5/26/2006 By Kathleen T. Rhem, American Forces Press Service

A yearlong review of total military compensation could eventually result in streamlined allowances and a fundamental shift in thinking on how the uniformed services pay members and retirees.

The war on terrorism "focuses our efforts in ensuring we do the right things by the folks we are deploying," retired Air Force Brig. Gen. Jan D. "Denny" Eakle said in an interview May 24.

Eakle heads the 10th Quadrennial Review of Military Compensation, which got under way April 1. This review will focus on five main areas:

Ensuring the compensation system supports an adequate supply of military personnel with the abilities and experience to meet national security objectives; maintaining quality of life for military personnel and their families; re-evaluating special and incentive pays to enhance service flexibility; assessing the need for more flexible recruiting and retention authorities; and reviewing the retirement system.

One of the most dramatic issues being looked at has to do with how the department figures active versus retired pay.

"Today we have a compensation system that provides an awful lot of deferred compensation, compensation to those who have served, those who are retirees," Eakle said.

She noted that employees are "vested" in their retirement programs at five years in most civilian corporations. However, military retirees generally must serve 20 years before being eligible for any percentage of retired pay.

"The balance between the deferred compensation and the current compensation, the compensation

(Continued on page 15)

The quadrennial review takes into account unique recruiting and retention challenges for each of the seven uniformed services

(Continued from page 14)

being paid to those who are currently in places in harm's way, is very different than you would see in other compensation systems," Eakle said. "I believe that the war on terror has focused our efforts on making sure that we are taking care of today's servicemen and women."

The recently concluded Defense Advisory Committee on Military Compensation recommended in February that members be vested at 10 rather than 20 years and that retirement payments be graduated ranging from 25 percent of base pay at 10 years to 100 percent of base pay at 40 years. The group also recommended that the government contribute 5 to 10 percent of base pay to military members' Thrift Savings Plans, as is the case for federal civilians.

This committee's recommendations serve as a starting point for the quadrennial review. Eakle explained that the purpose of her review is now to take these recommendations and look at their implications on the ability of the services to recruit and retain personnel and to further develop them to enable them to be effective for the services.

She said any recommendations would be implemented "several years" in the future because it would take time to work out details

and, in some cases, legislation would need to be changed.

"No current retiree or current military member would be affected by the changes...we may recommend," she said. "But you could end up with a system where there would be less in the retired pay because we would bring it forward and pay it to the individual while they are serving."

She also said any such shift away from deferred compensation would be accompanied by initiatives to better educate service members on financial planning for retirement.

Another change that would come out of the quadrennial review is simplifying the vast and confusing system of special pays and allowances military members are entitled to under various circumstances. Eakle said this system of more than 60 different pays and allowances accounts for no more than 5 percent of total compensation but are labor-intensive to manage and track. It also makes it difficult for servicemembers to effectively monitor that they are receiving correct pay and allowances.

"If we make them simpler, we will reduce the management requirements for watching so many pays...and the member would have a better understanding of what they are entitled to," she said.

The quadrennial review takes into account unique recruiting and retention challenges for each of the seven uniformed services. In addition to Defense Department service branches, the review's recommendations will apply to the Coast Guard, in the Department of Homeland Security; the commissioned corps of the National Oceanic and Atmospheric Administration, in the Department of Commerce; and the commissioned corps of the Public Health Service, in the Department of Health and Human Services.

"The pay regulations that apply to the Department of Defense and the Coast Guard apply to those two services as well," Eakle said.

The ninth Quadrennial Review of Military Compensation, completed in 2002, recognized that the modern force is more educated than in the past and that current pay doesn't include a premium high enough to retain this more educated force. A large pay raise targeted toward mid-grade enlisted members and junior officers came about because of this realization.

(Continued from page 11)

Awareness Training Course” and complete the separate “General Employee Privacy Awareness Course” by June 30, 2006. In addition, the Department of Veterans Affairs will immediately be conducting an inventory and review of all current positions requiring access to sensitive VA data and require all employees requiring access to sensitive VA data to undergo an updated National Agency Check and Inquiries (NACI) and/or a Minimum Background Investigation (MBI)

depending on the level of access required by the responsibilities associated with their position. Appropriate law enforcement agencies, including the Federal Bureau of Investigation and the Inspector General of the Department of Veterans Affairs, have launched full-scale investigations into this matter.

8 - Where can I get further, up-to-date information?

The Department of Veterans Affairs has set up a special website and a toll-free telephone number for veterans which features up-to-date news and information. Please visit <http://www.firstgov.gov> or call 1-800-FED-INFO (333-4636).

Articles for the SPO Newsletter may be mailed, faxed or e-mailed to:

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Fax: 785-339-3772
Email: PSC-PF-PD@USCG.MIL

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Visit PSC at:
<http://cgweb.psc.uscg.mil> or
<http://www.uscg.mil/hq/psc>

Mission

PSC provides caring and responsive personnel and compensation services for all Coast Guard military members, retirees, annuitants and other customers in support of the Department of Homeland Security missions.

Vision

To be the:

- Employer of Choice
- Premier Provider of Military Compensation and Personnel Services in the U.S.
- Steward and Manager of Coast Guard HR Data
- Advocate for Compensation and Personnel Policy for our Customers
- Role Model in Cultivating Creativity and Valuing Innovation

Organizational Values

- Customer First
- Committed to Employees
- Stewardship and Integrity

Contacting Customer Care

How to contact Customer Care:

Online Trouble-Ticket: <http://www.uscg.mil/hq/psc/customerservice.shtm>
Phone number: (866) 772-8724 (toll free) or (785) 339-2200
Email: PSC-CustomerCare@uscg.mil

Telephone Hours of Operation: 0700 to 1600 weekdays and 0730 to 1600 on scheduled weekends. FY06 weekend staffing schedule is available at <http://www.uscg.mil/hq/psc/customerservice.shtm>.

On-Line Assistance: Checkout the PSC website at <http://cgweb.psc.uscg.mil>

There are several resources available -- OnDemand Tutorials, Guides, Quick Reference Guides and Frequently Asked Questions.

