



Interagency Paperless Defense Department (DD) Form 214 / 215 Report

Last Updated: August 26, 2013

Personnel and Readiness Information Management (P&R IM)

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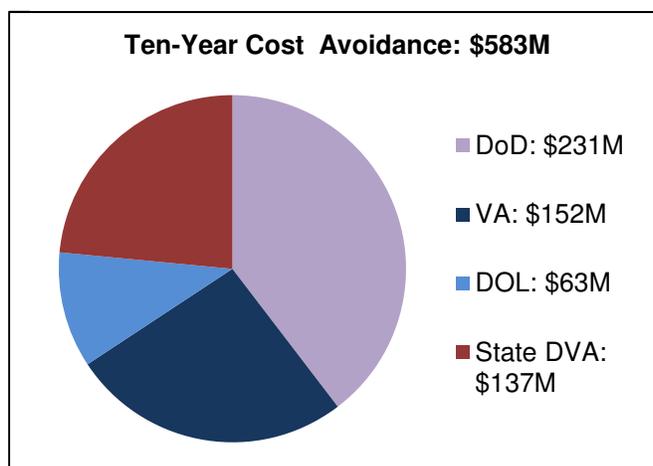
EXECUTIVE SUMMARY

The current paper-based distribution and receipt processes for the Defense Department (DD) Form 214 / 215 are time-consuming, resource-intensive, and costly. Per Department of Defense (DoD) Instruction (DoDI) 1336.01, the Services¹ distribute eight paper copies of the DD Form 214 / 215 to Service members, Department of Veteran Affairs (VA), State Department of Veterans Affairs (DVA), Department of Labor (DOL), and internally within the Services (see Exhibit E, *Current DD Form 214 Receipt Business Needs*). This creates resource inefficiencies for both the sender and receiver (e.g., mailing costs and receipt/records management), forces some stakeholders to implement and maintain manual processes to transfer DD Form 214 / 215 information into their own systems, and risks potential exposure of Service member/Veteran Personally Identifiable Information (PII). Relying on a paper-based process also leads to DoD spending valuable resources on preparing certified mailings to stakeholders and often results in duplicate data entries from one system to another, untimely delivery, and the need to reproduce lost forms.

To mitigate these issues, the Interagency Paperless DD Form 214 Project identified an electronic distribution process that will replace current mailing practices to avoid the significant costs and delays associated with DD Form 214 / 215 distribution and receipt. This will better enable the Services to get the right DD Form 214 / 215 information to the right person at the right time for more efficient and timely benefits administration. Replacing the paper DD Form 214 / 215 with electronic Certified Separation Information (CSI) will allow DoD to control the flow of separation information while reducing costs and maximizing efficiencies across stakeholder agencies. In the “future vision” outlined in this report, CSI will be the computable, authoritative separation information DoD will share with authorized stakeholders for the purpose of conducting official government business such as benefits adjudication. The DD Form 214 / 215 will be available as a visual representation of the Certified Electronic Record of Release or Discharge from Active Duty (CERRDAD), which will be a subset of the CSI. Once the CSI is implemented, the CERRDAD will be automatically transferred into the Services’ Official Military Personnel File (OMPF) information repositories and DMDC for electronic access when required. All electronic information sent from the Services to DMDC will be certified as authoritative.

The information documented in this report is based on current stakeholder business practices. This report does not outline costs associated with implementing the future vision. However, it identifies significant cost avoidances that could be realized. Exhibit A, *Projected Ten-Year Cost Avoidance*, depicts the collective potential cost avoidance over a ten-year period among all stakeholders involved with distribution and/or receipt of the DD Form 214 / 215. Please refer to Section 4.0, “As-Is” Metrics, for cost assumptions and additional details.

Exhibit A: Projected Ten-Year Cost Avoidance



¹ For the purposes of this report, references to the “Services” include all Military Service Components as well as the U.S. Coast Guard, National Oceanic Atmospheric Administration (NOAA), and Public Health Service (PHS).

1.0 INTRODUCTION

1.1 Background

On August 20, 2009, Department of Defense (DoD) Instruction (DoDI) 1336.01 directed the Services to develop capabilities and establish procedures to generate and utilize electronic signature and electronic transfer of Defense Department (DD) Forms 214 and 215 for transmitting records to the Department of Veterans Affairs (VA). In response to the DoDI, the Deputy Under Secretary of Defense (DUSD), Military Personnel Policy (MPP) requested Personnel and Readiness Information Management (P&R IM) to conduct a Business Process Improvement (BPI) study in September 2010. This study analyzed the current (“As-Is”) state of DD Form 214 distribution processes, identified inefficiencies, and provided recommended actions for improvement.

In September 2012, the DoD/VA Data Sharing Summit was established to bring together interagency senior leadership and subject matter experts (SMEs) to discuss and promote more efficient health and administrative benefits information sharing between the Departments. Through the Summit, P&R IM and Defense Manpower Data Center (DMDC) were tasked to work together on the Interagency Paperless DD Form 214 Project to eliminate paper distribution of the DD Form 214 among DoD, VA, State Department of Veterans Affairs (DVA), and Department of Labor (DOL). This follow-on effort to the 2010 DD Form 214 BPI Study outlines the future vision and implementation strategy needed to share the DD Form 214 / 215 electronically among government agencies for the purposes of benefits administration.

1.2 Goal and Objectives

The goal of the Interagency Paperless DD Form 214 Project was to leverage the findings from the DD Form 214 BPI Study conducted in 2010 and provide an implementation strategy that will eliminate the mailing of the DD Form 214 / 215 among key stakeholders (DoD, VA, State DVAs, and DOL) by December 31, 2014. This project documented a future vision and implementation strategy to satisfy stakeholder business requirements with Certified Separation Information (CSI) in order to achieve significant cost avoidances and improve the efficiency and timeliness of benefits delivery for our nation’s Service members, Veterans, beneficiaries, and/or designees. It also outlined the steps that need to be taken by each stakeholder to electronically distribute and receive separation information.

The Interagency Paperless DD Form 214 Project operated under four measurable objectives:

Objective One: Review the DD Form 214 / 215 business practices of all stakeholders to validate business requirements and capture metrics.

Objective Two: Identify inefficiencies with current DD Form 214 / 215 business practices and identify potential solutions, such as the need for DMDC to capture and store separation information in an electronic repository.

“P&R IM/BEC IS/IT to determine critical path activities and transition timeline associated with providing VA access to an electronic and authoritative source that will allow for the creation of a DD Form 214 at any time. Subsequently, this will enable DoD to discontinue mailing the paper Copy 3 of the DD Form 214 to VA.”

– September 10, 2012, DoD/VA Data Sharing Summit Memorandum for Record (MfR) Tasking Memo

Objective Three: Establish a future vision for the distribution and receipt of electronic separation information based on the findings from the analysis of stakeholder DD Form 214 / 215 business practices.

Objective Four: Develop an implementation strategy to eliminate the mailing of the DD Form 214 / 215 by December 31, 2014, that meets the business requirements of all stakeholders.

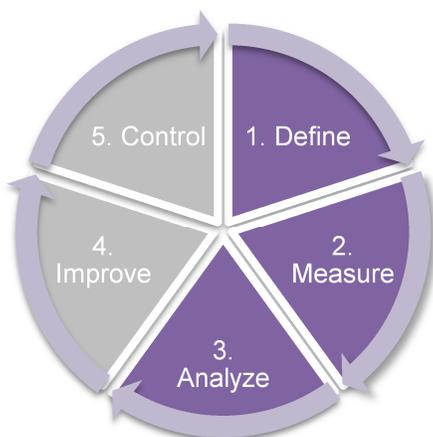
1.3 Scope

The Interagency Paperless DD Form 214 Project analyzed stakeholder business processes related to DD Form 214 / 215 authentication, distribution, and receipt/record lifecycle management in order to recommend a future vision that will help guide stakeholders in their own efforts to bring about a paperless environment for the sharing of separation information. This project did not review Services' business processes completed prior to DD Form 214 / 215 authentication, nor did it determine costs associated with implementation of the future vision. This project was not intended to result in the development of an interagency system.

2.0 APPROACH

The Interagency Paperless DD Form 214 Project will be conducted in five phases utilizing the Define, Measure, Analyze, Improve, and Control (DMAIC) model. This report documents the first three phases of the model (Define, Measure, and Analyze), the results of which were evaluated and approved by DoD leadership (Mr. James Neighbors, Director, DoD/VA Collaboration Office (DVCO) and Mr. Mike Lincecum, Director, P&R IM). Mr. Neighbors is the effort's Champion and Mr. Lincecum is the effort's Sponsor. The remaining phases, Improve and Control, will be conducted once implementation milestones have been accepted by the appropriate stakeholders. A detailed description of the activities conducted during the Define, Measure, Analyze, and Improve phases, and activities planned during the Control phase, are outlined in the following sections, and a complete listing of the project's recommended implementation activities and milestones to achieve an interagency paperless DD Form 214 / 215 environment can be found in Section 7.0, *Implementation Strategy*.

Exhibit B: Project Phases Based on the DMAIC Model



Measure, Analyze, and Improve phases, and activities planned during the Control phase, are outlined in the following sections, and a complete listing of the project's recommended implementation activities and milestones to achieve an interagency paperless DD Form 214 / 215 environment can be found in Section 7.0, *Implementation Strategy*.

2.1 Phase One – Define

The purpose of the Define Phase was to establish a project charter and develop a stakeholder outreach approach. Key activities included the identification of the project goal, objectives, and scope;

development of the problem statement; documentation of the project's strategic purpose in relation to other efforts, such as the DoD/VA Data Summit and the 2010 BPI study; formulation of the stakeholder interview guide, and development of a data collection plan to determine "As-Is" metrics associated with authentication, distribution, and receipt of the DD Form 214 / 215. Stakeholders identified and engaged throughout the project included the Services, VA, DOL, State DVAs, DMDC, MPP, and Reserve Affairs (RA).

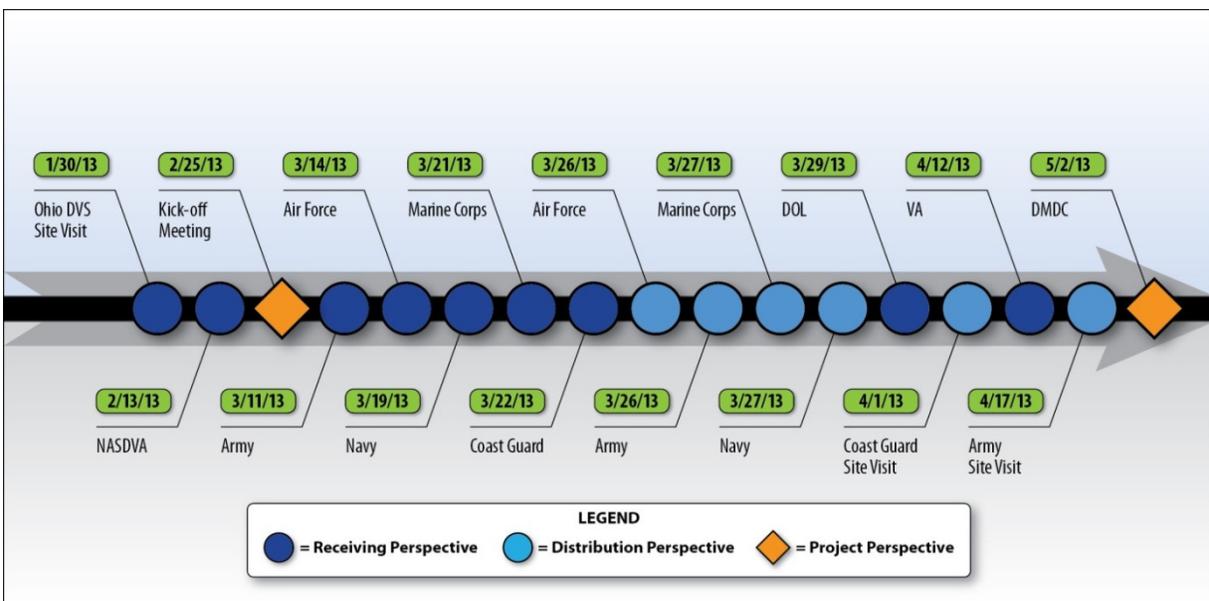
2.2 Phase Two – Measure

The Measure Phase focused on data collection to determine the current state or “As-Is” environment of DD Form 214 / 215 processing among key stakeholders. This phase included a review of the 2010 BPI Study, as well as the execution of multiple stakeholder interviews to establish “As-Is” processes, time cycles, volume, and costs associated with stakeholder authentication, distribution, and receipt of the DD Form 214 / 215. This phase also included the development of a high-level Supplier, Input, Process, Output, Customer (SIPOC) diagram to depict DD Form 214 / 215 authentication, distribution, and receipt/record lifecycle management processes, which can be found in Section 3.0, “As-Is” Process.

Key data collection activities included stakeholder interview sessions and comprehensive research of all policies associated with dissemination, use, and storage of the DD Form 214 / 215. Two interview sessions were held with each stakeholder group. The first interview determined the stakeholder’s current processes, policies, and information used for DD Form 214 / 215 authentication and distribution. It also validated “As-Is” findings from the 2010 BPI Study and collected updated process, time cycle, volume, and cost information related to DD Form 214 / 215 processing. The second interview determined the stakeholder’s current processes, policies, and information used for DD Form 214 / 215 receipt and record lifecycle management.

Meetings were conducted with stakeholders according to the schedule shown in Exhibit C, *Stakeholder Interview Timeline*. Based on findings from the second interview with the Army and the U.S. Coast Guard, it was determined that additional, on-site visits were needed to better understand the installation-level distribution and receipt processes. Where specific metrics were unavailable, a data call was used to request and collect the information. Please refer to Appendix A, *Stakeholder Interview Meeting Summaries*, for the meeting minutes from each stakeholder interview.

Exhibit C: Stakeholder Interview Timeline



2.3 Phase Three – Analyze

The Analyze Phase consisted of consolidating stakeholder interview findings to document business requirements associated with the “As-Is” environment, and identifying gaps in stakeholder business processes that would prevent them from achieving an interagency paperless DD Form 214 / 215 environment. This phase also included analysis of “As-Is” metrics gathered from stakeholder interviews and the 2010 BPI Study to determine authentication volume, distribution cycle time, and costs associated with DD 214 / 215 distribution and receipt. Analysis of metrics and findings led to the development of the future vision, which includes detailed requirements for separation information distribution to stakeholders and a recommended implementation strategy. Specific activities conducted during this phase included the development of “To-Be” process models that reflect a paperless distribution process, as well as the development of this report.

2.4 Phase Four – Improve

The Improve Phase is out of scope for the purposes of this report. When conducted, this phase will be dependent upon implementing the milestones documented in Appendix E, *Implementation Milestones*. Initial activities will include the approval of this report and the enactment of implementation milestones by each stakeholder. Acceptance and deployment of the implementation strategy will mark the completion of the Improve Phase.

2.5 Phase Five – Control

The Control Phase, which is also out of scope for the purposes of this report, will focus on monitoring the usage of electronic information to ensure stakeholders’ business requirements are being met through the implementation strategy deployed in the Improve Phase. Further analysis and interviews will be conducted in the Control Phase to determine the degree to which the implementation strategies are addressing the stakeholders’ business requirements and leading to an interagency paperless DD Form 214 / 215 environment. Identified gaps will be analyzed, documented, and subsequently incorporated into the implementation strategy.

3.0 “AS-IS” PROCESS

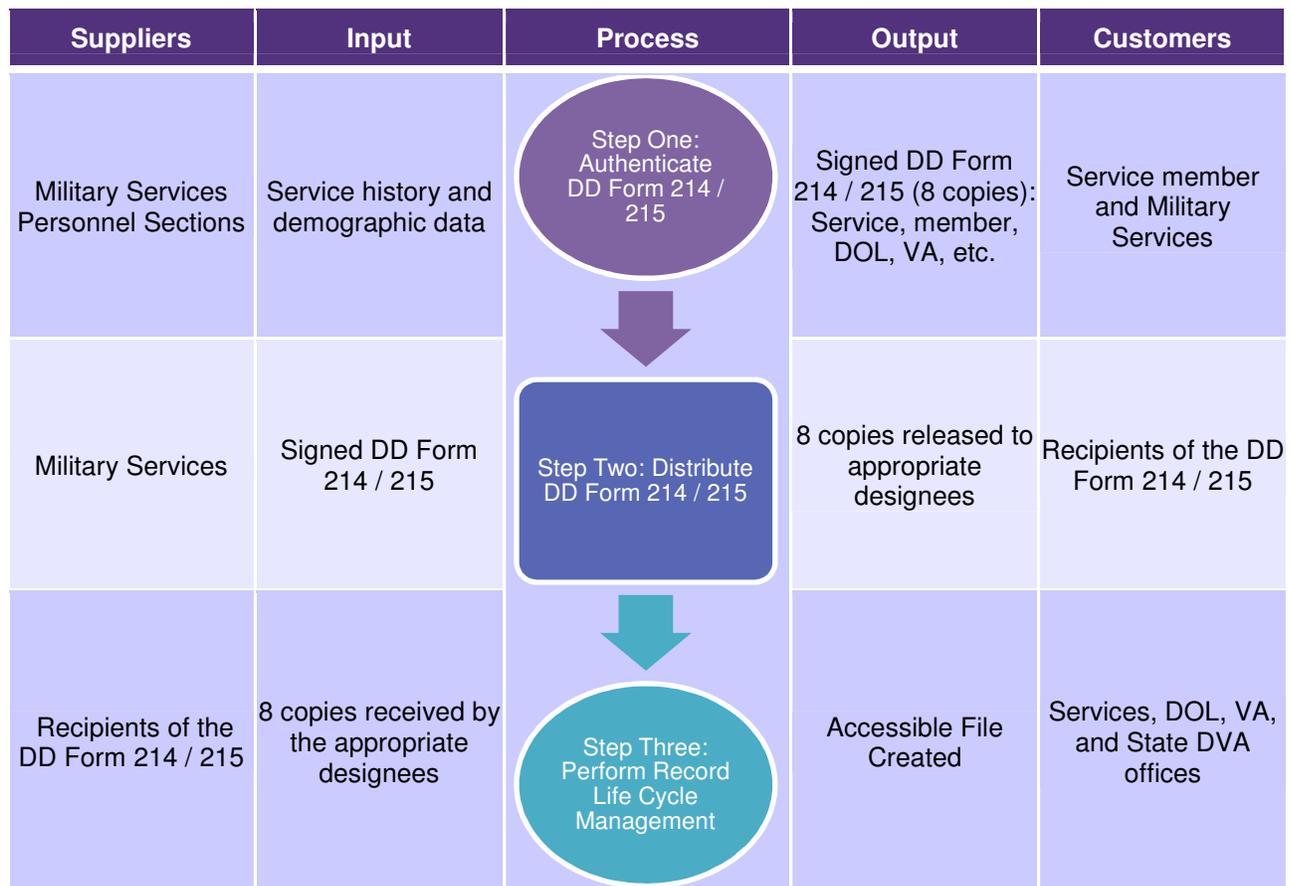
This section describes the current paper and electronic information sharing landscape between DoD and stakeholders and identifies policy directives that drive information sharing. Documentation of the “As-Is” environment informs the business requirements necessary to share CSI among stakeholders.

3.1 High-Level Process Steps

The SIPOC diagram below depicts the high-level steps of the process used to authenticate, distribute, and perform life cycle management² on paper DD Form 214 / 215s. It identifies key stakeholders (Suppliers/Customers) from authentication through receipt.

² Record lifecycle management is referred to as “receipt” for the purposes of this report.

Exhibit D: SIPOC Diagram



3.1.1 Process Step One: Authenticate DD Form 214 / 215

Authentication of the DD Form 214 / 215 occurs after the DD Form 214 / 215 is populated. When Service history and demographic data (Input) is available, the Military Services Personnel Sections (Suppliers) create eight paper copies of the DD Form 214 (Output) for use by the Service member and Services (Customer) (see Exhibit E, *Current DD Form 214 Receipt Business Needs*). This step involves validation that the information contained in the DD Form 214 / 215 is derived from an authoritative source (e.g., Service personnel systems and Services’ OMPF), and that the form is reviewed and signed by both the Service member and an approving official.

The Services face three key challenges associated with the DD Form 214 / 215 authentication process. First, not all required information is available from one source to allow the DD Form 214 / 215 to be completely pre-populated. Secondly, Common Access Card (CAC)-enabled digital signatures are not utilized consistently across the Services by Service members or approval authorities (only Army and Air Force currently use digital signatures as part of their DD Form 214 / 215 authentication processes). Finally, the use of DD Form 215s, when a Service member’s separation information changes, is not standard across the Services. Several of the Services often re-create the DD Form 214 in lieu of using DD Form 215.

Additional findings revealed the Air Force Reserve Component generates the DD Form 214 when a Service member serves on Active Duty on a named contingency for only a single day of

service, which is attributed to a substantial (123K+) backlog of DD Form 214s. This differs from other Service Reserve Component practices, which generate DD Form 214s for a minimum of 90 consecutive days of service. Also, although Army's Transition Point Processing System (TRANSPROC) is available to Army National Guard, it alternatively uses the National Guard system, Twin Engines. This causes delays and introduces data inconsistencies due to manual data entry for issuance of the DD Form 214. Please refer to Appendix B, *Stakeholder IT Systems*, to see a complete listing.

3.1.2 Process Step Two: Distribute DD Form 214 / 215

When the DD Form 214 / 215 is authenticated (Input), the Services (Supplier) distribute the eight DD Form 214 / 215 copies (Output) to the appropriate stakeholders (Customer). The Services face two key challenges associated with the DD Form 214 / 215 distribution process. The first challenge is the varying degree to which DD Form 214 / 215s are automatically ingested into the Services' OMPF. Only the Army and Air Force have the capability to automatically ingest DD Form 214 / 215s into their respective OMPFs; the Navy, USMC, and United States Coast Guard (USCG) must manually scan each DD Form 214 / 215 into their respective OMPFs.

Secondly, paper mailing of DD Form 214 / 215 as a distribution method results in delays and lost/returned mail. Most Services mail DD Form 214 / 215s in batches, which delays receipt by stakeholders. Also, the Army reported that many DD Forms 214 / 215s are mailed to inaccurate or outdated State DVA mailing addresses.

Please refer to Appendix C, *Process Models*, for the Operational View (OV)-6c "As-Is" Distribution Business Process Models that were reviewed during stakeholder interview sessions. The "As-Is" Distribution Business Process Models reflect the "As-Is" distribution of the DD Form 214 / 215 by Service.

3.1.3 Process Step Three: Receipt

When the stakeholders (Suppliers and Customers) receive their designated copy of the DD Form 214 / 215 (Input), they maintain it in their respective repositories in an accessible file (Output) for their respective business needs. A significant challenge with the receipt process is the added workload and burden on existing manpower resources to process paper copies into usable electronic information.

Services continue to generate and retain DD Form 214 / 215 paper copies without an intrinsic business need (see Exhibit E, *Current DD Form 214 Receipt Business Needs*). All Services retain a paper copy of the DD Form 214 / 215 in their Transition Centers anywhere from six months to two years. For example, the Army stores paper Copy 7 for up to six years at their finance centers, and the Navy stores paper Copy 8 in their local offices.

When DOL receives inquiries from a state for benefits, DOL requests a copy of the DD Form 214 / 215 from the DoD Military Services' OMPF repositories through the Defense Personnel Records Information Retrieval System (DPRIS). Then manpower must be used to manually enter separation information from these images into DOL's IT system at the Federal Claims Control Center (FCCC). The FCCC continues to receive paper Copy 5 from all the Services and stores this copy. When the FCCC receives paper Copy 5 from the USCG, National Oceanic Atmospheric Administration (NOAA), or Public Health Service (PHS), it sorts and prepares the copy for data entry into the FCCC system as required.

VA policy requires manpower to manually enter separation information from paper Copy 3 into the Veterans Assistance Discharge System (VADS). VA must also perform data quality management, through comparing VADS information against paper Copy 3 and successfully transferring information into Beneficiary Identification Records Locator Subsystem (BIRLS) before destroying the paper copy. To resolve any data discrepancies during benefits adjudication, VA adjudicators review information in BIRLS, Department of Veterans Affairs Defense Information Repository (VADIR), and DPRIS, in conjunction with the DD Form 214 presented by the claimant which contributes to added workload. State DVAs are also challenged with the burden of manual record management practices for each DD Form 214 / 215 they receive. Some State DVAs have all DD Form 214s / 215s scanned into a stand-alone system, some State DVAs have documents scanned into a stand-alone system or maintained in paper records, and other State DVAs have only paper records. State DVAs do not currently have access to VA repositories, VADS, BIRLS, or VADIR.

Please refer to Appendix C, *Process Models*, for the OV-6c “As-Is” Receiving Business Process Models, which reflect the “As-Is” receipt of the DD Form 214 / 215 by stakeholder group.

The table below shows the current recipients of the eight paper copies of the DD Form 214 and associated business needs for each copy.

Exhibit E: Current DD Form 214 Receipt Business Needs

Copy	Receiving Stakeholder	Business Need
1	Service member	To maintain certified proof of Active Duty service
2	Services	To retain certified proof of Active Duty service in OMPF
3	VA	To perform benefits adjudication and with a “To Be” business need of outreach
4	Service member (contains separation codes)	To maintain certified proof of Active Duty service with full disclosure of Character of Service
5	DOL	To perform benefits adjudication (Unemployment Compensation for Ex-Service members (UCX))
6	State DVA offices (if requested by the member)	To perform benefits adjudication and with a “To Be” business need of outreach
7	Distributed within Services in accordance with specific regulations	To meet internal Service separation procedures (Army use only)
8	Distributed within Services in accordance with specific regulations	To meet internal Service separation procedures (minimal use)

3.2 Policy Directives

There are several key DoD policies and Service regulations that govern the issuance, distribution, and receipt aspects of the DD Form 214 / 215, as well as the reporting requirements of separation information. Exhibit F, *Policy Summary*, summarizes these policies.

Exhibit F: Policy Summary

Policy	Summary
DoDI 1336.01, Certificate of Release or Discharge from Active Duty (DD Form 214/5 Series)	Outlines the policy for preparing and distributing DD Forms 214 / 215.
DoDI 1336.08, Military Human Resource Records Life Cycle Management	Establishes policy and procedures to implement a records management system for military human resource records in the Department of Defense consistent with chapters 29 and 31 of title 44, United States Code (U.S.C.). DD Forms 214 / 215 are considered military human resource records because the data on the forms contain military human resource information that is related to a Service member's career.
DoDI 1336.05, Automated Extract of Active Duty Military Personnel Records	Establishes policy, responsibilities, procedures, and information requirements for reporting of Active Duty military personnel records.
DoDI 7730.54, Reserve Components Common Personnel Data System (RCCPDS)	Establishes policy, assign responsibilities, identify objectives, and provide guidance for the maintenance and reporting of personnel data pertaining to members of the Reserve Components (RCs) in the RCCPDS.
AR 635-5, Personnel Separations/Separation Documents	Prescribes policies and procedures regarding separation documents for Active Army, USMA cadets, Army National Guard and Army Reserve. Implements <i>DoD Instruction 1336.01 Certificates of Release or Discharge from Active Duty (DD Form 214/5 Series)</i> .
AFI 36-3202, Separation Documents	Prescribes how to control, prepare, and distribute separation documents for Air Force members including Air Force Reserve Command (AFRC) and the Air National Guard (ANG) and control lists of Separation Program Designator (SPD) codes. Implements <i>DoD Instruction 1336.01 Certificates of Release or Discharge from Active Duty (DD Form 214 / 215 Series)</i> .
BUPERSINST 1900.8D, Certificate of Release or Discharge From Active Duty (DD Form 214 / DD214C / DD Form 214WS and DD 215)	Provides instructions to prepare and distribute the DD Forms 214 / 215. Implements <i>DoD Instruction 1336.01 Certificates of Release or Discharge from Active Duty (DD Form 214 / 215 Series)</i> .
MCO P1900.16F, Marine Corps Separation and Retirement Manual	Establishes regulations and policies on separations and retirements. Implements <i>DoD Instruction 1336.01 Certificates of Release or Discharge from Active Duty (DD Form 214 / 215 Series)</i> .
COMDTINST M1900.4D, Certificate of Release or Discharge from Active Duty, DD Form 214	Establishes procedures for the preparation and distribution of the Certificate of Release or Discharge From Active Duty, DD Form 214 for Coast Guard members including Coast Guard Reserves.
Memorandum of Understanding (MOU) Between Defense Manpower Data Center (DMDC) and Department of Veterans Affairs (DVA)	Establishes procedures for DoD and VA to share information through VADIR

4.0 “AS-IS” METRICS

This section provides the current “As-Is” volume, delivery and receipt costs, and delivery time to OMPF metrics collected through stakeholder interviews. To quantify volume and cost, duration/cycle time, frequency of distribution, and associated resources used for authentication

volume and distribution, the Services³ were presented with a template during the interview sessions to provide data from 2008-2012 annual totals of authenticated DD Form 214 / 215s. For 2012, the Services included a breakdown for each installation/command by month. Exhibit G, *Metrics Data Collection Plan*, describes the purpose, data source, and stakeholders relevant to each metric. The following subsections define each metric and provide a summary of how the metric was derived, as well as key assumptions.

Exhibit G: Metrics Data Collection Plan

Metric	Purpose	Data source	Stakeholders
Volume	To identify the number of authenticated DD Form 214 / 215s	OMPF repositories	Services
Distribution Costs	To identify each Service's material, postage, and manpower costs for mailing forms	Stakeholder interviews, Military Composite Rates, and OPM Civilian Pay Schedule ⁴	Services
Receiving Costs	To determine stakeholders' manpower costs for receiving forms	Stakeholder interviews, Military Composite Rates, and OPM Civilian Pay Schedule	Services, VA, DOL, Ohio Department of Veterans Services
Average Delivery Time to OMPF	Average number of days DD Form 214 / 215 is available in OMPF after date of separation	Stakeholder interviews	Services

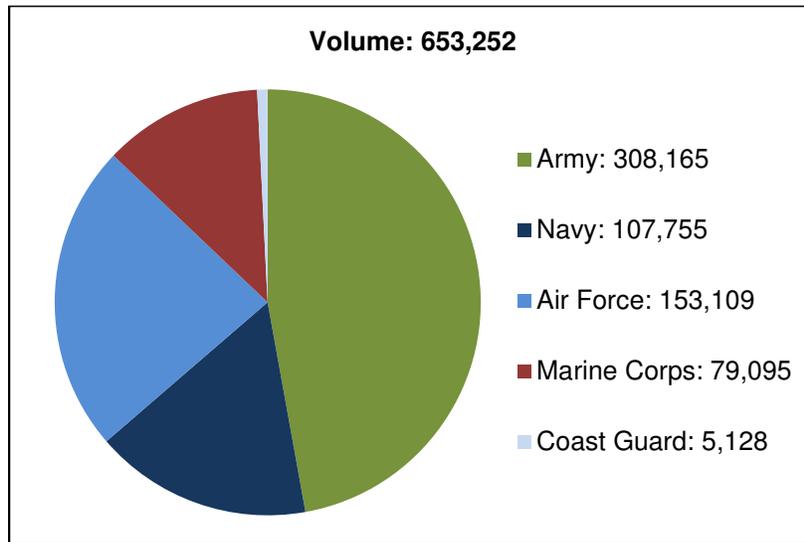
4.1 Volume

Volume represents a five-year (2008-2012) annual average volume of authenticated DD Form 214 / 215s issued by the Services. This includes both Active and Reserve Components. Metrics were derived from data calls during stakeholder interview sessions. Exhibit H, *Five-Year Annual Average Number of DD Form 214 / 215s Issued By Service*, shows the five-year annual average number of DD Form 214 / 215s issued by Service. The volume metric is a foundation for calculating distribution and receipt costs. Please refer to Appendix D, *Metrics*, for additional metric methodology and assumptions.

³ Due to historically low volume of DD Form 214 / 215 processing at NOAA (40-50/year) and PHS (200-400/year), they are not included in the metrics.

⁴ FY 2013 DoD Military Personnel Composite Standard Pay and Reimbursement Rates (published by the OUSD, Deputy Comptroller) and United States Office of Personnel Management 2012 General Schedule (GS) Locality Pay Tables.

Exhibit H: Five-Year Annual Average Number of DD Form 214 / 215s Issued By Service



4.2 Distribution Costs

Using the number of authenticated DD Form 214 / 215s, a distribution cost for each Service was established. The distribution metric represents DoD's total annual cost for distributing the DD Form 214 / 215. These costs include materials, postage, and manpower. The material costs include paper, ink, and mailing envelopes; postage costs include individual and batch mailing; and the manpower performing the mailing (this includes military and civilian personnel pay grades as reported by stakeholders). In cases where stakeholders reported two different pay grades performing the distribution process, the resource pay grades were equally weighted. Exhibit I, *Annual Distribution Costs for Delivery of DD Form 214 / 215s By Cost Category*, and Exhibit J, *Annual Distribution Costs for Delivery of DD Form 214 / 215s By Service*, show total annual distribution costs for DoD and Services, respectively. Please refer to Appendix D, *Metrics*, for additional metric methodology and assumptions.

Exhibit I: Annual Distribution Costs for Delivery of DD Form 214 / 215s By Cost Category

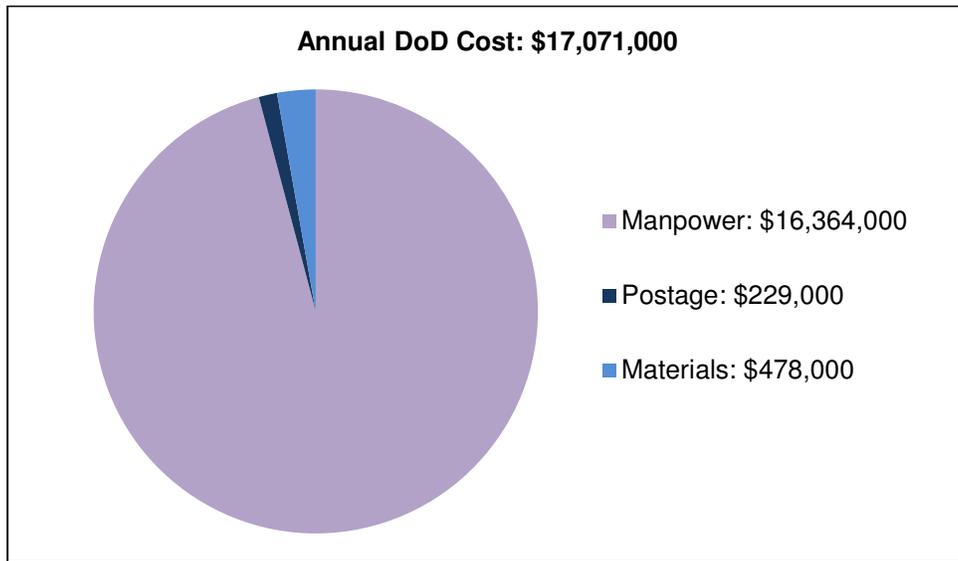
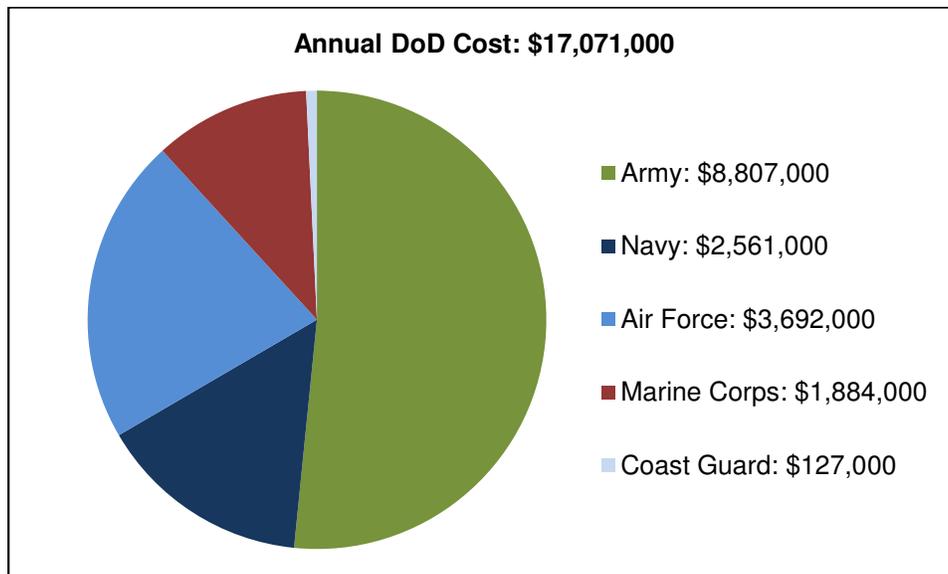


Exhibit J: Annual Distribution Costs for Delivery of DD Form 214 / 215s By Service



4.3 Receiving Costs

Receiving costs represent DoD and external stakeholder manpower costs of receiving the DD Form 214 / 215. These costs include the military and civilian manpower activities associated with shredding, scanning, storing, and/or data entry of DD Form 214 / 215, as applicable to stakeholders' internal processes. A total of 1,788,061 DD Form 214 / 215 are received by external stakeholders (616,573 to VA, 616,573 to DOL, and 554,915 collectively to all State DVAs). External stakeholders did not provide cost information; therefore, Service receipt processing cost information was used in an effort to present a rough order of magnitude of cost for the external stakeholder receipt process. Exhibit K, *Annual Receiving Costs of Paper DD Form 214 / 215 By Stakeholder*, and Exhibit L, *Annual Receiving Costs for DD Form 214 / 215*

By Service, show total annual receipt costs by recipient and Services, respectively. Please refer to Appendix D, *Metrics*, for additional metric methodology and assumptions.

Exhibit K: Annual Receiving Costs of Paper DD Form 214 / 215 By Stakeholder

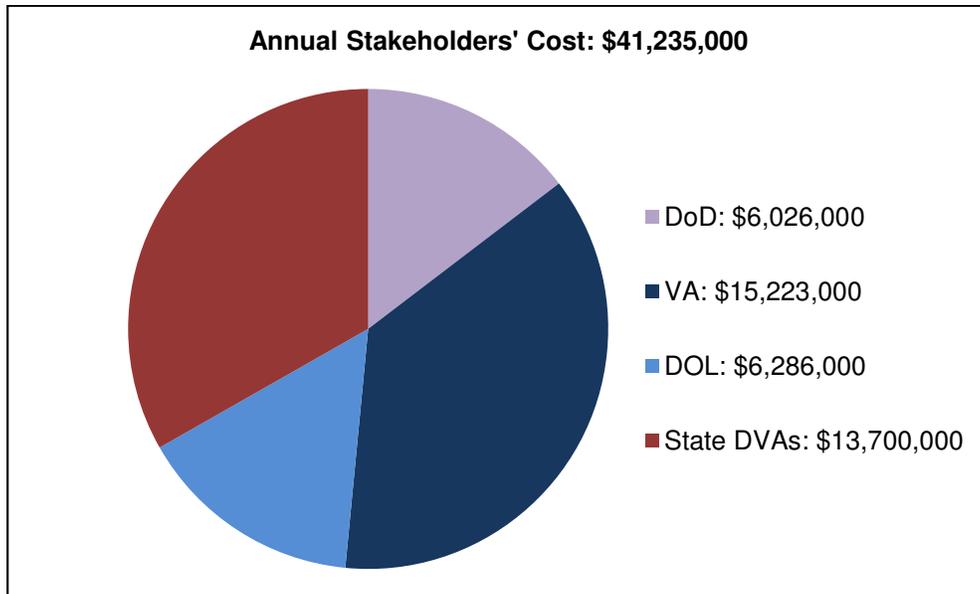
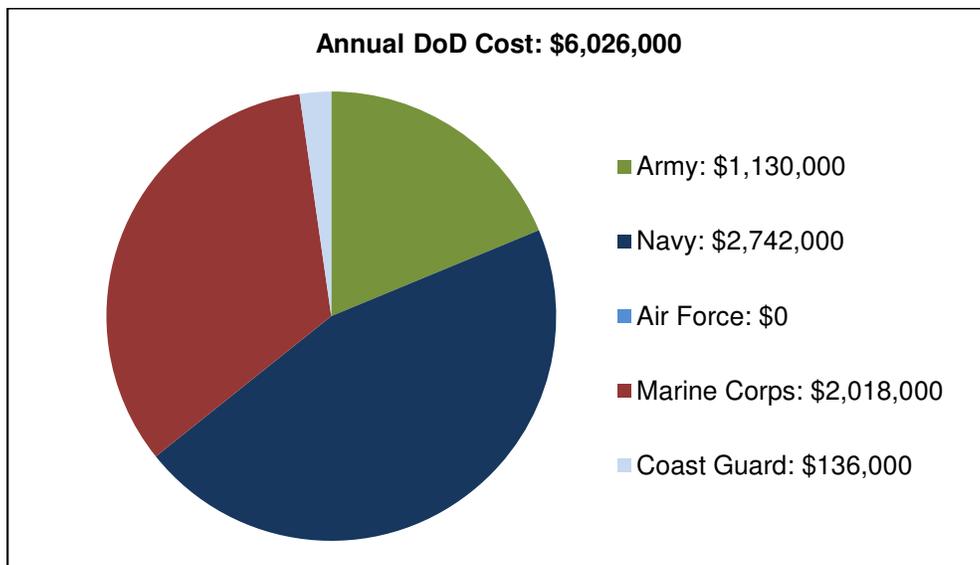


Exhibit L: Annual Receiving Costs of DD Form 214 / 215 By Service⁵



4.4 Delivery Time to OMPF

Exhibit M, *Delivery Time to OMPF By Service*, represents the time between when the Services issue an authenticated DD Form 214 / 215 to when it is available in the OMPF.

⁵ Only applies to Copies 2, 7, and 8

Exhibit M: Delivery Time to OMPF By Service

Service	Delivery Time to OMPF	Notes
Army	1 day	DD Form 214 / 215 is available in Interactive Personnel Electronic Records Management System (iPERMS) the next business day after the day of separation.
Navy	75 days	DD Form 214 / 215 is available in Electronic Military Personnel Records System (EMPRS) within two weeks from the date Navy Personnel Command (NAVPERSCOM) Millington, TN receives the DD Form 214 from the field (Personnel Support Detachment (PSD) or afloat personnel offices). Per studies done by the Navy the average DD Form 214 is available from EMPRS on average 75 days from Separation.
Air Force	1 day	DD Form 214 / 215 is available in Automated Records Management System (ARMS) within 24 hours after the day of separation. ⁶
Marine Corps	4-7 days	DD Form 214 / 215 is available in Optical Digital Imaging-Record Management System (ODI-RMS) in 4 to 7 days from the day of separation.
USCG	Up to 365 days	DD Form 214 / 215 is available in Image Now up to a year after separation.

5.0 FUTURE VISION

The future vision of the Interagency Paperless DD Form 214 Project will be realized when stakeholders change their current business and technology practices and move from sending and receiving paper copies of the DD Form 214 / 215 to sharing CSI. CSI will be the authoritative, computable data set of information DoD will share with authorized stakeholders, by agreement, for the purpose of conducting official government business such as benefits adjudication, outreach, and self-service that will lead to improved and timely service delivery to Service members, Veterans, beneficiaries, and/or designees. The DD Form 214 / 215 will be available as a visual representation of the CERRDAD, and will continue to be the authoritative source of separation information until all Services have implemented business processes and technologies that utilize CSI.

The information provided to DMDC for the CSI will need to be certified by the Service Secretary, Commandant, or Reserve Component Chief. CSI will include data reported to DMDC by Service components and Defense Finance and Accounting Service (DFAS).

- Automated Extract of Active Duty Military Personnel Records and Reserve Component Common Personnel Data Systems (RCCPDS) personnel transactions
- Pay information (e.g., Separation Pay, Severance Pay, and Retirement Pay)
- Dental Exam Indicator

The CSI will contain data from these DMDC repositories:

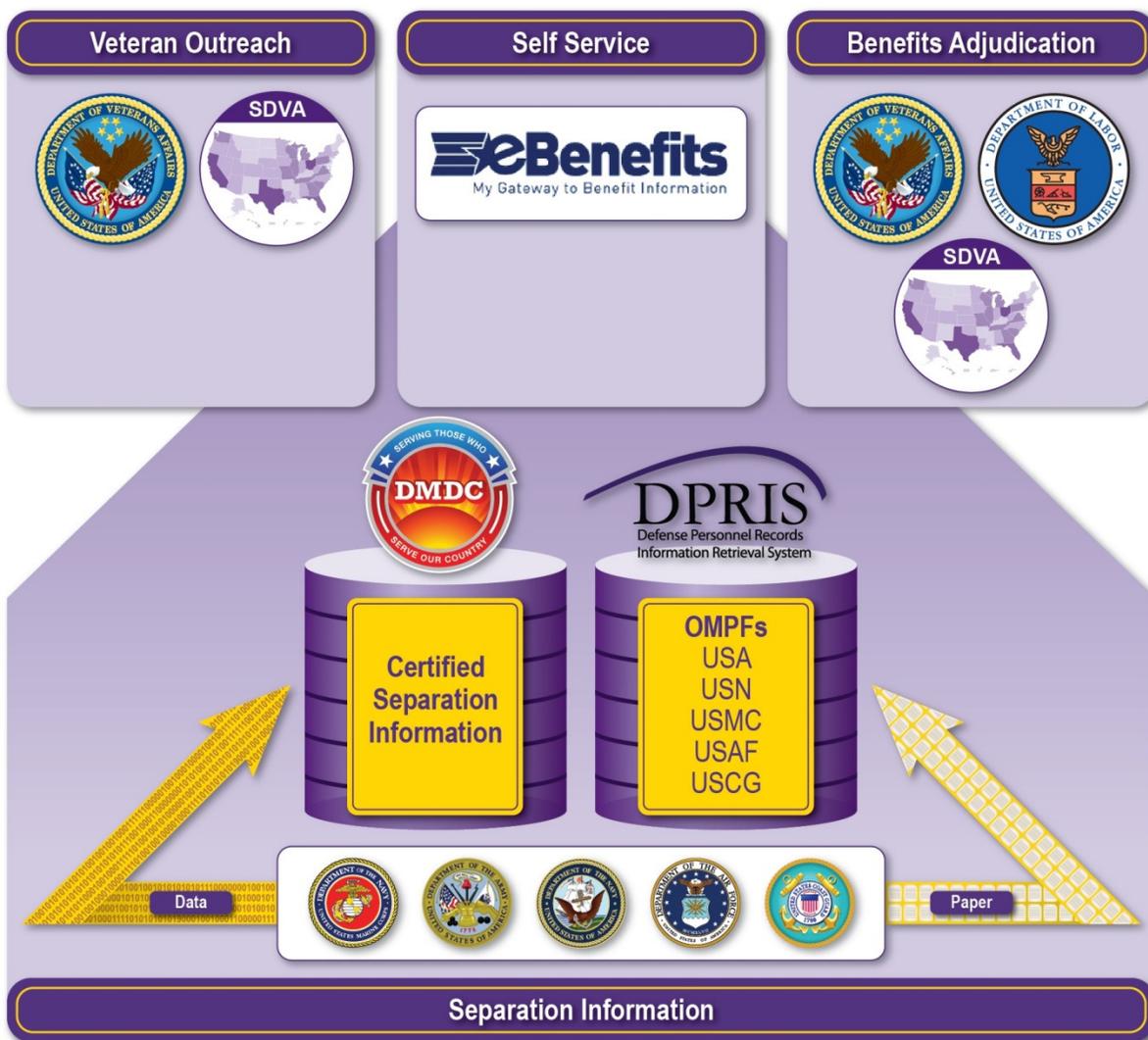
- Personnel Data Repository (PDR)
- CERRDAD

⁶ Air Force Reserve Component generates the DD Form 214 when a Service member serves Active Duty on a named contingency for only a single day of service, which is attributed to a substantial (123K+) backlog of DD Form 214s.

- Medals and Awards repository

The Service Secretary, Commandant, or Reserve Component Chief will direct the issuance of a CERRDAD in place of the current business practice of issuing eight paper copies of the DD Form 214 / 215. The CERRDAD will be a report that will serve as an integral component of DoD's CSI. It will be automatically transferred into each of the Services' OMPF information repository systems in the form of an image. Once the future vision is realized, benefits adjudicators will no longer rely on the paper DD Form 214 / 215 to make eligibility determinations.

Exhibit N: Future Vision



The following sections describe the future vision in terms of the authentication, distribution, and receipt business processes. The intent is to provide an overview of the future internal and external paperless distribution processes and illustrate how stakeholder business needs will be met in the future state.

5.1 Authentication

Authentication occurs when a Service member signs a record of release or discharge at the time of separation and an authenticating official signs the record. For the purposes of this report, “separation” is used as a general term that includes discharge, release from Active Duty, transfer to a Reserve component, or release from custody and control of the Services. The separation event is recorded as an official transaction certified by the respective Service Secretary, Commandant, or Reserve Component Chief.

In the future vision, the Services will prepare and assemble electronic records of release or discharge from Active Duty using verified official Service records. A separating Service member will review their record and digitally sign with a CAC. Once the authenticating official has digitally signed the record with their CAC, the CERRDAD will be created.

The CERRDAD will meet the legal requirement for issuing a discharge certificate and serve to:

- Provide the Services with information for administrative purposes
- Determine a Service member’s eligibility for reenlistment
- Provide separating Service members with a concise summarization of their active military service at time of transfer, release, discharge, or retirement
- Provide government agencies with information necessary to deliver Federal and State benefits for separated Service members

When corrections are necessary to a previously-issued CERRDAD, the respective Service will issue a new CERRDAD. All CERRDADs will be serialized sequentially to identify the most recent record, and the impacted stakeholders will be notified upon reissuance. If a DD Form 214 / 215 is issued in a format other than a CERRDAD, such as in a legacy issuance, a DD Form 215 will need to be completed.

5.2 Distribution

The Services currently distribute paper copies of the DD Form 214 / 215 to internal stakeholders and government agencies when a Service member separates. The future vision will eliminate the need to distribute paper copies of DD Form 214 / 215. This process will be replaced by the CERRDAD. The Service Secretary, Commandant, or Reserve Component Chief may issue paper copies to separating Service members or direct the Service member to a self-service portal capability (e.g., eBenefits/DPRIS) that will allow viewing and printing. This capability will also enable Service members to request changes to their certified record. The DD Form 214 / 215 will continue to be available as an image in the Services’ OMPF for authorized government agencies, Service members, and Veterans.

In terms of process, the Services will transmit the CERRDAD to DMDC and send the visual representation of the CERRDAD to the Service member’s respective electronic OMPF. They will also report personnel transactions to DMDC as required by policy. The Automated Extract of Active Duty Military Personnel Records and RCCPDS transactional reporting requirements currently include separation information and will be expanded to include the reporting of awards and medals. The transactional records from the Active and Reserve Component personnel data systems, along with the CERRDAD, will be distributed to DMDC and serve as the CSI for consumption by authorized stakeholders. If a DD Form 214 / 215 is issued in a format other than a CERRDAD, such as in a legacy issuance, a DD Form 215 will need to be completed.

In the future state, the distribution process will continue to meet the needs of the DoD stakeholders who receive CSI. Exhibit O, *DoD Business Needs Fulfillment*, outlines the business need and fulfillment method for each DoD stakeholder.

Exhibit O: DoD Business Needs Fulfillment

Recipient	Recipient Business Need	Fulfillment Method
Service member	To maintain certified proof of Active Duty service	eBenefits, Service-provided
Services	To retain certified proof of Active Duty service in OMPF	OMPF
DMDC	To distribute certified data on behalf of DoD	Data replication, Web services

Please refer to Appendix C, *Process Models*, for the OV-6c “To-Be” Distribution Business Process Models, which reflect the future vision for the Services to distribute separation information.

5.3 Receipt

Separation information is currently received in paper form by external stakeholders such as VA, DOL, and State DVAs. In the future vision, DMDC will serve as the Department’s trusted agent for electronic transmission of CSI to DoD external stakeholders. The Services will also maintain an image of the CERRDAD in their OMPF repository systems.

Specifically, DMDC will make CSI available to VADIR to support information delivery across the VA lines of business for the purpose of Veteran benefit adjudication and outreach activities. For outreach, VA will use projected separation information from VADIR as well as eBenefits to collect information (e.g., email addresses). Upon request, the Veterans Benefits Administration (VBA) can make outreach information available to State DVAs through VADIR. Each State DVA will have access to the authorized OMPF information from each of the Services’ repositories via DPRIS for state Veteran benefit adjudication activities. Acting as the DoD trusted agent for information dissemination, DMDC will make applicable CSI available to DOL’s FCCC to support automated adjudication of UCX benefits. CSI will also be made available to authorized stakeholders through an on-demand, Web Services capability. It will serve to satisfy business, fiduciary and legal requirements of stakeholders conducting benefits adjudication and outreach for Service members, Veterans, beneficiaries, and/or designees.

The receipt process will continue to meet the needs of the external stakeholders in the future state. Exhibit P, *External Stakeholder Business Needs Fulfillment*, outlines the business needs and fulfillment method for each recipient.

Exhibit P: External Stakeholder Business Needs Fulfillment

Recipient	Recipient Business Need	Fulfillment Method
VA	To perform benefits adjudication and “To Be” outreach	Computable data repository, Services’ OMPF through DPRIS
DOL	To perform benefits adjudication (UCX)	Computable data repository
State VA offices	To perform benefits adjudication and “To Be” outreach	Computable data repository, Services’ OMPF through DPRIS

Please refer to Appendix C, *Process Models*, for the OV-6c “To-Be” Receipt Business Process Models, the “To-Be” request and receipt of separation information by stakeholders.

6.0 BENEFITS OF FUTURE VISION

Implementation of the future vision will result in process efficiencies and cost reductions associated with distribution and receipt of CSI among stakeholders. Key benefits were identified through stakeholder interviews that captured both quantitative benefits, derived from stakeholder-provided metric information (see Section 4.0 “*As-Is*” *Metrics*) and qualitative benefits, identified from analyzing stakeholder interviews (see Appendix A, *Stakeholder Interview Meeting Summaries*).

6.1 Quantitative Benefits

Though implementation costs of the future vision are not part of this project, this report offers potential cost reductions associated with the authentication, distribution, and receipt processes of CERRDAD information. Specifically, these reductions include costs associated with the following:

- Printing eight paper copies of the DD Form 214 / 215
- Mailing paper DD Form 214 / 215 copies
- Receipt and handling of paper copies
- Manual data entry and scanning of paper copies

Ultimately, transitioning to a paperless distribution process for the DD Form 214 / 215 could avoid costs upwards of \$58M per year across all stakeholders. Please refer to Section 4.0 “*As-Is*” *Metrics*, for more detail on cost benefits.

6.2 Qualitative Benefits

From a qualitative benefits perspective, the future vision offers significant improvements including increased privacy and data quality, fraud reduction, and lower DD Form 214 / 215 cycle times.

6.2.1 Privacy

Increased privacy will result from eliminating the widespread circulation of the paper DD Form 214 / 215 copies. Electronic transfer of separation information will decrease the opportunity for

identity theft due to unauthorized access to paper copies that are currently filed and maintained by different parties in multiple locations that utilize a variety of security procedures. Most importantly, a single DoD distribution point for CSI will improve information assurance through access controls and dissemination of information to appropriate parties for authorized use; thus eliminating the sharing of information without an essential business purpose. As the trusted agent of CSI distribution, DMDC will administer access controls and permissions to the data to ensure the right authorized information is available to the right person at the right time.

6.2.2 Data Quality

Data quality will be improved by eliminating the dependency on paper distribution of the DD Form 214 / 215. Currently, information is often added manually into stakeholder systems from the paper DD Form 214 / 215, leading to issues with data quality. In the case of VA/DoD information sharing, the inaccurate data may be entered into VADS and propagated into BIRLS, which is used for VA's benefit adjudication. By replacing the paper copies with the CSI, there will no longer be a business need for stakeholders to continue the practice of duplicative data entry into their systems. In the future state, mailing paper copies of the DD Form 214 / 215 will be replaced with the electronic transfer of CSI from DMDC. This will eliminate the need to manually transfer information from paper into agency-specific, information processing systems.

As an added benefit, external stakeholders will no longer need to resolve data discrepancies, because data resolution will occur within DoD prior to external stakeholder distribution. The CERRDAD will enable the automated identification of data discrepancies between the CERRDAD and personnel transactional information reported through Automated Extract of Active Duty Military Personnel Records / RCCPDS for reconciliation by the owners of authoritative source data. This will result in more accurate, higher quality data.

6.2.3 Fraud Reduction

Benefit adjudicators are currently dependent upon the presentation of paper records as proof of military service. Once the paper DD Form 214 / 215 is eliminated, evidentiary proof will be based solely on the CSI. Additionally, benefit adjudicators will no longer be susceptible to fraudulent paper documents presented by individuals attempting to obtain benefits for which they are not entitled.

6.2.4 Cycle Times

The time it takes to transmit the CERRDAD to external stakeholders will be significantly reduced by replacing the paper mailing of the DD Form 214 / 215 with the CERRDAD transfer. The current process of mailing the DD Form 214 / 215 through first class mail causes significant delays in dissemination and receipt of separation information. For example, stakeholder interviews revealed mailing a hard copy to a State DVA can take up to 60 days.

In the future state, Service manpower previously allocated to distributing the DD Form 214 / 215 through traditional mail services will be available for reallocation to other business activities due to eliminating the time spent on mail distribution. Time and manpower allocated to DD 214 / 215 receipt processing (e.g., handling, scanning, and duplicative data entry) will be reduced because there will no longer be a need to process the paper copies. Additionally, the electronic images will be available in the Services' OMPF at the time a Service member/Veteran applies for a benefit. This will reduce delays in DD Form 214 / 215 verification time by the State DVAs.

7.0 IMPLEMENTATION STRATEGY

This section outlines an implementation strategy to guide the future development of an implementation plan. The goal is to outline a strategy that will ultimately bridge the gap between the current state and future vision to achieve a paperless DD Form 214 / 215 distribution solution that will provide CSI electronically and meet defined stakeholder business needs. This strategy outlines actions to achieve the future vision including defining a governance structure, developing an Interagency Paperless DD Form 214 / 215 Project Integrated Master Schedule (IMS), and planning and executing change management and strategic communications. It also outlines key activities aligned to the implementation schedule that must be completed in order to accomplish the future vision.

7.1 Project Management

7.1.1 Governance

A formal governance structure will ensure the implementation plan receives the appropriate attention by critical decision makers. Therefore, to achieve success, the Interagency Paperless DD Form 214 Project implementation plan will require execution and oversight by the DoD/VA Data Sharing Summit. Summit leads will report relevant status updates and progress on this effort up to the Joint Executive Committee (JEC). The implementation of the future vision will require coordination from all stakeholders (both distributors and recipients of the CERRDAD/CSI). Additionally, each key activity, categorized by policy, process, and technology, will be assigned a lead implementation agency to ensure accountability.

The Interagency Paperless DD Form 214 / 215 Project IMS will serve as a tool for planning, tracking, and executing the identified policy, process, and technology activities. It will integrate all Service-specific schedules, highlight task interdependencies, and provide a means to mitigate risks. IMS milestones will be reflected in the DoD/VA Data Sharing Summit action items.

7.1.2 Change Management and Strategic Communications

Change management will be a critical component across all stages of implementation. Throughout the implementation process, stakeholders will experience changes to their business and technology processes. As with any large-scale change project, this effort will require stakeholders to alter their behaviors and perceptions. Managing the human aspect of this change and ensuring that stakeholder needs are being met will be critical for successful and timely implementation of the interagency paperless DD Form 214 / 215 solution. An interagency change management plan will be developed and include enterprise, strategic communications strategies and tactics designed to fully engage stakeholders throughout the change process. This plan will serve as a framework for individual stakeholders to develop change management and communications plans specific to their respective agencies.

7.2 Key Activities

The following policy, process, and technology activities will need to be performed according to the implementation schedule to meet the key milestones necessary to achieve the future vision.

7.2.1 Policy

Personnel and Readiness (P&R) will coordinate all policy modifications with the appropriate stakeholders to support the execution of the future vision. It will issue a memorandum directing the Services to implement the paperless distribution of the DD Form 214 / 215. P&R will also modify the following policies:

- DoDI 1336.01 – Certificate of Release or Discharge from Active Duty (DD Form 214/5 Series), August 20, 2009
- DoDI 1336.05 – Automated Extract of Active Duty Military Personnel Records, February 26, 2013
- DoDI 7730.54 – Reserve Components Common Personnel Data System (RCCPDS), May 20, 2011

Additionally, the Services will need to update their respective Service regulations to execute the future vision as detailed in this report. Interagency agreements (e.g., MOU and Memorandum of Agreements (MOAs)) will need to be developed or updated as required.

7.2.2 Process

The success of the future vision will depend on the Services producing the CERRDAD and the stakeholders accepting the CSI as the authoritative source for determining benefit eligibility. Therefore, each stakeholder will need to adjust their current processes to support this vision. Specifically, the Services will need to change their authentication and distribution processes to accommodate distributing the CERRDAD upon the date of separation. They will need to continue to meet the established DoD reporting requirements (e.g., Automated Extract of Active Duty Military Personnel Records and RCCPDS). The Services will also need to inform separating Service members of self-service capabilities, such as eBenefits, which allow them to obtain an electronic copy of the DD Form 214 / 215 report that can be printed.

Receiving stakeholders will need to change their business processes to accept and utilize the electronic CSI that will be available from DMDC. DMDC will develop a data discrepancy resolution process that will include a feedback mechanism allowing external DoD stakeholders to report potential data discrepancies to DMDC.

DMDC will provide notification upon changes to previously issued CSI information to VBA and DOL. VBA will use the information in VADIR for outreach. VBA can give outreach information, germane to the State DVA, to the State DVAs from VADIR. Lastly, VBA will develop a process for obtaining NOAA's separation information outside the CSI; NOAA's technical infrastructure may not be ready to issue a CERRDAD by December 2014.

7.2.3 Technology

From a technology perspective, a Web Service solution will need to be established to access the CERRDAD and a process will need to be developed to identify data discrepancies between the CERRDAD and the transactional authoritative data sources. The Services will need to report separation information through the following mechanisms:

- CERRDAD to DMDC, the day following the date of separation⁷
- Automated Extract of Active Duty Military Personnel Records and RCCPDS reporting instructions, to include medals and awards as they are awarded throughout a Service member's career
- Imaged report of the CERRDAD to the Services' OMPFs
- Dental Indicator information from Armed Forces Health Longitudinal Technology Application (AHLTA) to DMDC
- Pay information from DFAS to DMDC

DoD Public Key Infrastructure (PKI) technologies will be leveraged for digital signature implementation across all Services. DMDC will provide authoritative CSI data to VADIR for VA's consumption.

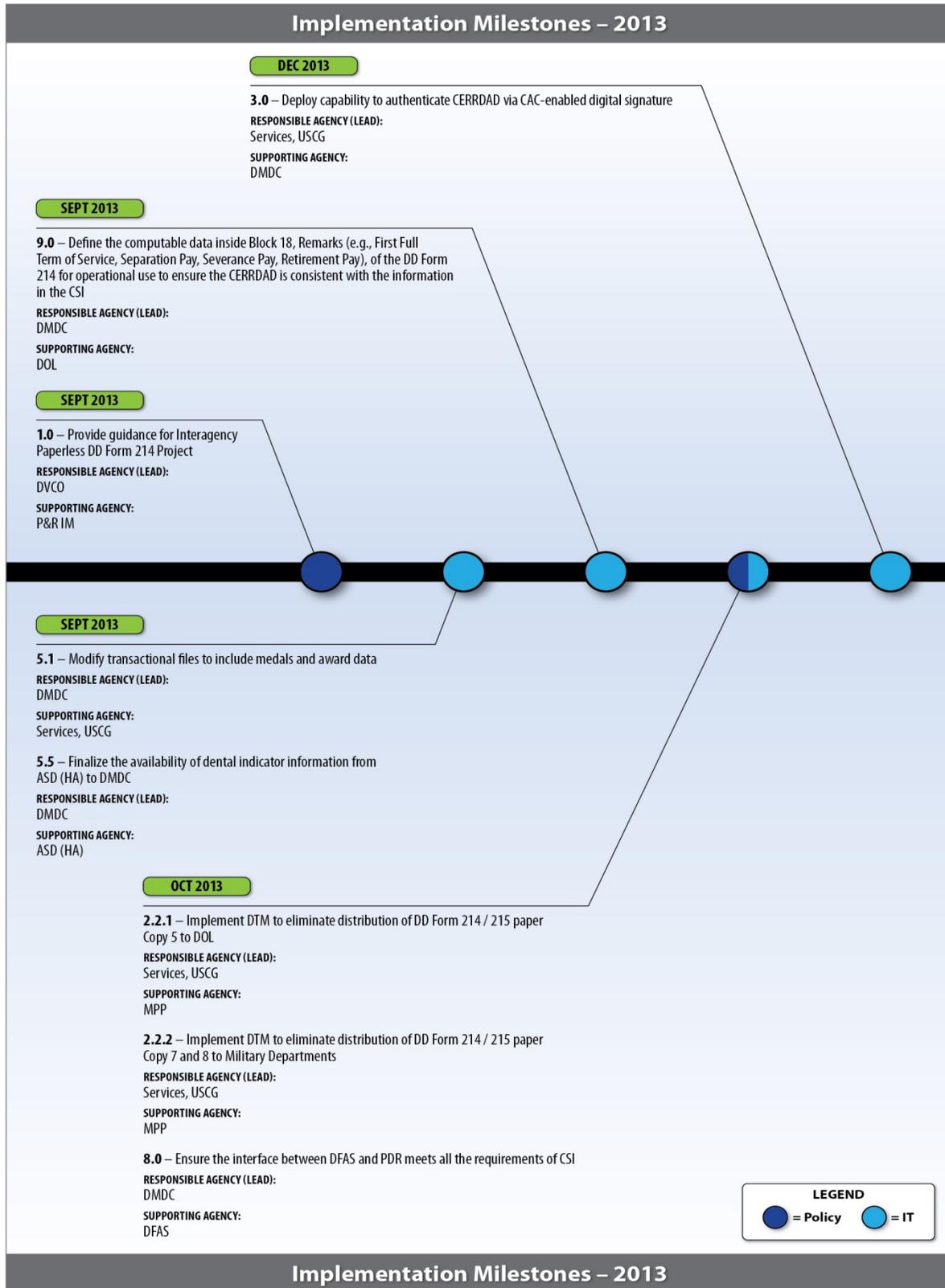
Please see Appendix E, *Implementation Milestones (Notional)*, for a complete list of key activities and sub-activities needed to meet the proposed timeline.

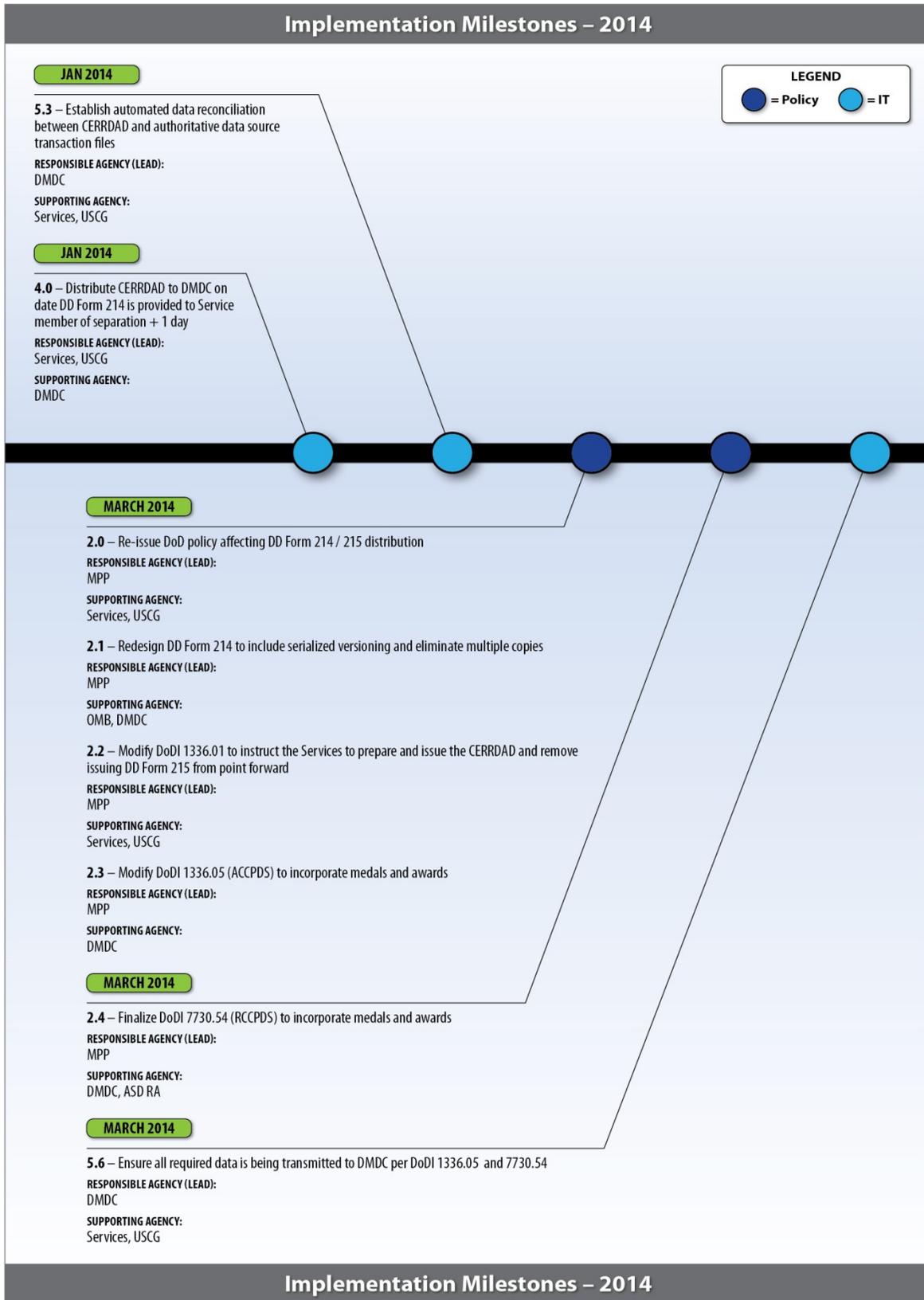
7.3 Implementation Schedule

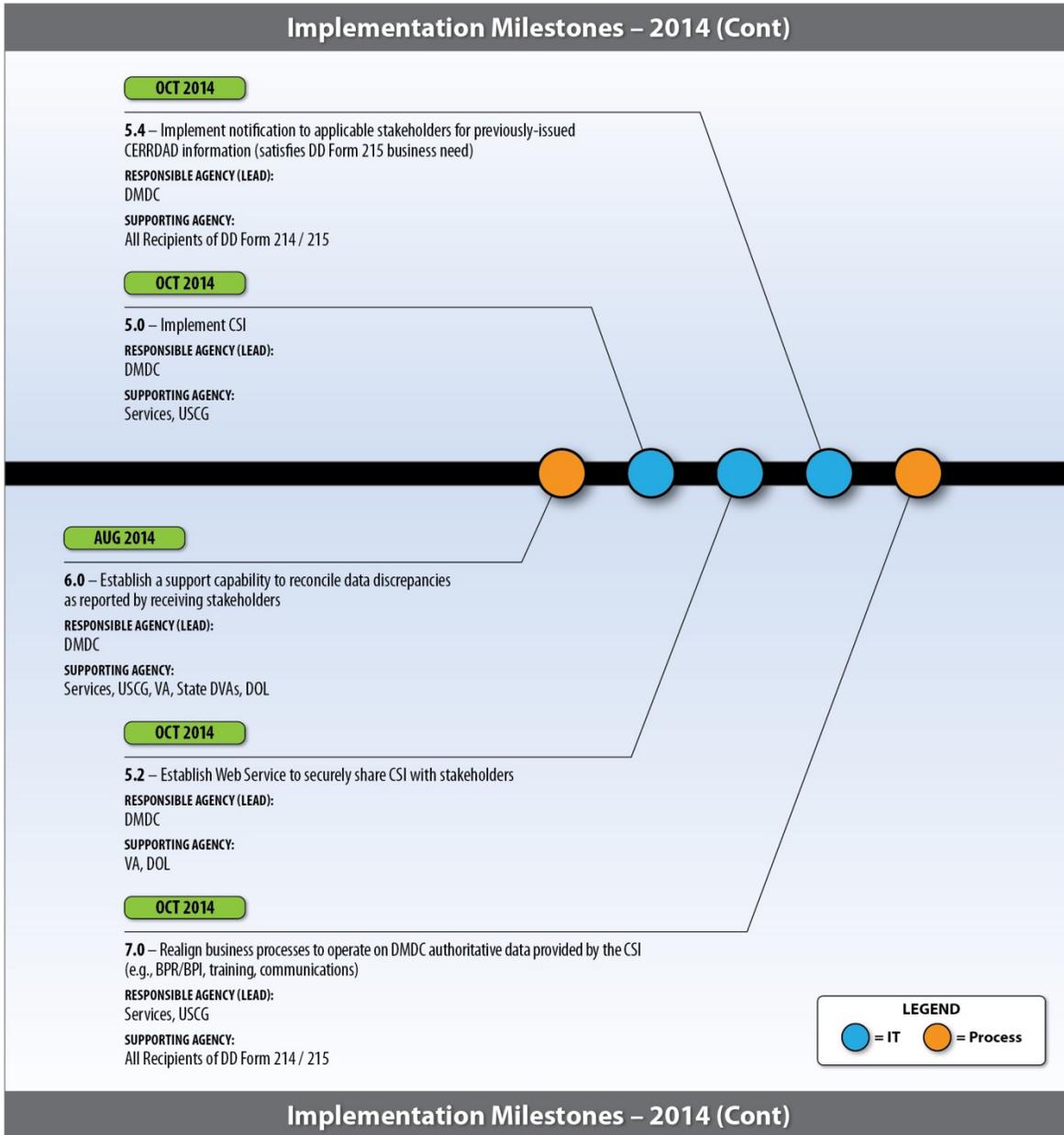
The project implementation schedule will ensure stakeholder coordination and timely delivery of the key activities needed to accomplish the future vision. Exhibit Q, *Implementation Milestones (Notional)*, depicts the proposed implementation strategy milestones by fiscal year quarter.

⁷ PHS plans to migrate to USCG's personnel systems by December 2014, which will allow PHS to report separation information/CERRDAD to DMDC.

Exhibit Q: Implementation Milestones (Notional)







APPENDIX A STAKEHOLDER INTERVIEW MEETING SUMMARIES

Included in this section are meeting summaries that captured stakeholder's current processes, policies, and information used for DD Form 214 / 215 authentication, distribution, and receipt. These interviews were held with stakeholders from January 2013-May 2013 and appear in chronological order.

Interagency Paperless DD Form 214 Project Kick-Off Meeting

Location: Mark Center (Alexandria, VA); Personnel and Readiness Information Management (P&R IM) Suite #05E22, Magnolia Conference Room and Teleconference: 1-800-767-1750, Participant Code: 62528
Facilitator: Ms. Paige Engebretson, P&R IM
Presenter: Mr. Keith Limbacher, P&R IM
Date: February 25, 2013

Opening Remarks

Mr. Mike Lincecum, P&R IM, Project Sponsor, welcomed participants to the meeting. He explained the significance of the effort and stated the goal is to transition the Defense Department (DD) Form 214/215 to a paperless environment by December 2014.

Meeting Goal and Objectives

Mr. Keith Limbacher, P&R IM, Effort Lead, echoed Mr. Lincecum's welcome and reviewed the meeting goal and objectives. He also asked participants to further determine who in their respective organizations would be essential to the effort and to provide those contacts to P&R IM. Mr. Limbacher indicated progress on the effort will be reported at the quarterly Benefits Executive Council (BEC) meetings. Regular updates will also be provided at the Department of Defense (DoD)/Department of Veterans Affairs (VA) Data Sharing Summit since this effort was assigned to P&R IM in Memorandum for Record (MFR) Action #19. Mr. Limbacher stated the Paperless DD Form 214 analysis and resulting implementation plan will determine the critical path for eliminating the paper distribution of the DD Form 214/215.

Please see the February 25, 2013, Interagency Paperless DD Form 214 Project Kick-Off Meeting presentation for more information.

Paperless DD Form 214 Effort Overview

Mr. Limbacher reviewed the effort background and stated it will be a Business Process Improvement (BPI) effort that will draw on various methodologies including Lean Six Sigma. He also provided a brief overview of the various inefficiencies, costs, and risks of personnel information exposure under the current DD Form 214/215 processes. Mr. Limbacher explained that electronic distribution of DD Form 214/215 information will allow DoD to control the flow of information in conjunction with reducing costs and maximizing efficiencies.

Mr. Limbacher shared that Mr. Jim Neighbors, Director of the DoD/VA Collaboration Office and Project Champion, emphasized that as the project progresses, we will begin to utilize the terminology of "separation information" versus "DD Form 214/215" to better meet the goals of the effort.

Ms. Kathy Flynn, Department of Labor (DOL), indicated the Department of Homeland Security (DHS) and U.S. Immigration and Customs Enforcement (ICE) should be included as stakeholders. She also stated that ICE will need to be pushed the information, as opposed to them pulling the information. P&R IM agreed to include them on the list of project stakeholders.

Mr. Neighbors addressed the group and stressed the importance and significance of the effort. He shared he recently observed the manual indexing process and the amount of errors that result in unnecessary costs. Mr. Neighbors shared that the State Departments of Veterans Affairs (DVA) are enthusiastic about this effort and looking forward to the cost and time savings that will occur as a result of electronic transmission of separation information. He also stated he is looking forward to an update at the next DoD/VA Data Sharing Summit on March 13, 2013, and asked the participants to let him know if there is anything he can do to further assist the effort.

Please see the February 25, 2013, Interagency Paperless DD Form 214 Project Kick-Off Meeting presentation for more information.

Project Charter/DMAIC Overview

Mr. Limbacher presented the overarching DMAIC (Define/Measure/Implement/Analyze/Control) methodology and associated tollgates walked through each phase in greater detail.

Phase 1: Define

Mr. Limbacher presented the effort SIPOC (Suppliers/Input/Process/Output/Customers). A question was asked to clarify whether it was in scope to determine the requirements for receiving the Guard and Reserve separation information since often they do not receive a DD Form 214/215 for periods of their Active Duty. Mr. Limbacher stated the requirements analysis will help determine the nuances of this issue. He also shared that P&R IM will consider this closely, and if applicable, it could be included in the problem statement.

Mr. Limbacher then reviewed the project metrics, and noted that P&R IM will be able to better analyze these metrics because of the work the Services have already done.

Phase 2: Measure

During the Measure Phase, P&R IM will determine the separation information requirements of stakeholders. Mr. Limbacher stated that the information gleaned from the Ohio Department of Veterans Services (ODVS) site visit was invaluable, and that Maryland, Utah, Maine, and North Dakota have all expressed an interest in becoming involved.

Mr. Mark Shaughnessy, Department of Veterans Affairs (VA), stated this effort is a broad one and expressed that the scope may go beyond the information included on DD Form 214/215. Mr. Limbacher explained the goal of the Paperless DD Form 214 Project is to meet all the requirements necessary to end the paper process and facilitate the electronic transmission of separation data. Once that is complete, it would be possible to further discuss the long-term applications for providing separation information, beyond the DD Form 214/215. Mr. Limbacher indicated the current project does have restraints, and is focused on meeting the objective of stopping paper mailing by December 2014. Mr. Neighbors agreed and stated that an analysis of VA's internal processes and the ways in which they could use computable data, may be an additional effort that could work in conjunction with the current effort. He then proposed that Mr. Shaughnessy compose a list of questions that would be useful to VA to further address this issue. Mr. Neighbors explained there would need to be an SES on the VA side to champion the effort; Secretary Hickey was mentioned as a possible option. Mr. Shaughnessy agreed there

were synergies between the two efforts, and he would explore these further. Mr. Pete Abraham, Defense Manpower Data Center (DMDC), concurred that we need to think beyond the replacement of DD Form 214/215. He also stated that based on data sharing summit requirements, DMDC is already looking at expanding the data that VA/DoD Identity Repository (VADIR) is sharing.

Phase 3: Analyze

Mr. Limbacher explained that in the Analysis Phase, P&R IM will analyze the information captured in the Measure phase and coordinate with stakeholders to clarify outstanding issues and questions. The deliverable at the end of this phase will be a recommendations report that will include the implementation strategy for going paperless. The implementation strategy will detail the steps that must be taken between May 31, 2013, and December 31, 2014, in order to meet all stakeholder requirements and end the paper process.

Phase 4: Improve

Mr. Limbacher again stated that P&R IM will change terminology from “DD Form 214” to “separation information” when referencing the effort outcome in this phase of the project. At this point, the recommendations report will have been drafted. Mr. Limbacher indicated we do not anticipate needing to have all the recommendations completed at once, but they will all have to be met before going paperless.

Phase 5: Control

After the paper mailing has ended (December 31, 2014), the Control Phase will begin. Mr. Limbacher explained this phase is designed to ensure everything is going smoothly, and P&R IM will work closely with all stakeholders to monitor and ensure the electronic sharing of information is satisfying all of their requirements.

Mr. Shaughnessy asked about potential outliers that still require paper transmissions as opposed to electronic transmission of data. He asked if this group has the power to mandate the elimination of paper. Mr. Limbacher explained that a key part of the strategy will be to address this from a policy perspective in order to ensure stakeholders are in agreement. He stated that everyone who is on the receiving end will need to be ready to receive information electronically and he was aware that many stakeholders are not yet capable of receiving the electronic information.

Please see the February 25, 2013, Interagency Paperless DD Form 214 Project Kick-Off Meeting presentation for more information.

Stakeholders

Mr. Limbacher indicated P&R IM would like to elevate DMDC to a Driver role, as opposed to a Contributor. Mr. Abraham responded that DMDC is considering this possibility. Please see the February 25, 2013, Interagency Paperless DD Form 214 Project Kick-Off Meeting presentation for more information.

Defense Personnel Records Information System (DPRIS) Overview and Updates

Mr. Limbacher provided an overview of DPRIS. He explained DPRIS is a secure portal that gives people access to requested information. Mr. Limbacher noted that over 240K requests for electronic images of DD Form 214s were made by DOL last year, and between DOL and VBA VAROs (two stakeholders of this effort) over 500K DPRIS requests were made in 2012. In total, over 1 million DPRIS request and over 28 million images were shared from the Military Service’s OMPF Repositories via DPRIS in 2012.

Ms. Jo Hogue, Air Force, asked if all information would be coming through DMDC versus the individual Services. Mr. Limbacher responded that this is still being determined, but that it is most likely DMDC will provide the data to agencies. Mr. Abraham indicated this is a possibility and will be further determined as the “To-Be” process is developed. He also stated that if a single place to go could be established for outside customers, the process would be more efficient.

Mr. Shaughnessy raised the potential issue of data inconsistencies. He indicated that the states should have a single place to go through with a single set of rules that can be applied to prevent Veterans from “shopping” benefits offices to find the best benefits deal.

Mr. Tim Espich, Ohio Department of Veterans Services (ODVS), noted that Ohio offers a financial benefit to Veterans moving back to the state of Ohio, but that without DPRIS it is not possible to see if the Veteran has had multiple discharges.

Mr. Limbacher explained that part of the reasoning behind the goal of controlling the data is to reduce fraud. Policy must be changed to implement this solution, but fraud is easier with a paper form than with electronic information coming from an authoritative source. He stated that as we continue to make improvements with electronic information sharing, fraud elements will be reduced.

Please see the February 25, 2013, Interagency Paperless DD Form 214 Project Kick-Off Meeting presentation for more information.

Next Steps

Ms. Kirsten Martin, Office of the Secretary of Defense (OSD), noted that P&R IM should consider including a state unemployment office as a stakeholder. Ms. Kathy Flynn, DOL, will provide Mr. Limbacher with a point of contact.

Ms. Andrea Lapinski, Navy, inquired if this effort was synchronized with the other DoD/VA data sharing efforts. Ms. Mary Corrigan, P&R IM, confirmed this effort complements all her work with the DoD/VA Data Sharing Summit, as well as other associated studies and working groups. Mr. Limbacher also indicated he and Ms. Corrigan are working closely together to ensure synchronization.

Mr. Abraham indicated DMDC is working with Coast Guard to capture DD Form 214/215 data elements. Mr. Limbacher stated that P&R IM will conduct stakeholder meetings with the Coast Guard and the NOA/Public Health Service to ensure their requirements are included. He also shared that P&R IM will establish a virtual collaboration site to post reference materials for stakeholders, including the previous DD Form 214 study, meeting summaries, and the effort charter.

P&R IM will include Homeland Security’s U.S. Immigration and Customs Enforcement (ICE) as stakeholders.

Meeting Close-Out

Mr. Limbacher closed the meeting by thanking all virtual and in-person participants for attending the meeting. He also shared his enthusiasm and commitment to move this effort forward. Mr. Limbacher indicated that he will be reaching out to stakeholders individually to launch the next phase of the project.

Meeting Attendees

Name	Organization	Email
Abraham, Peter	DMDC	peter.f.abraham.civ@mail.mil
Ashton, William	Navy	william.Ashton@navy.mil
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Beltran, Hector	P&R IM	hector.beltran.ctr@osd.pentagon.mil
Darcy, Tom	P&R IM	tom.darcey.ctr@osd.pentagon.mil
Fern, Christine	Coast Guard	christine.Fern@uscg.mil
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Johnson, J	TBD	TBD
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Morgan, Lance	TBD	TBD
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Percich, David	OSD	David.percich@osd.mil
Pfeiffer, Abby	DMDC	abby.l.pfeiffer.civ@mail.mil
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Interagency Paperless DD Form 214 Project Army Interview Session

Location: Mark Center (Alexandria, VA); Personnel and Readiness Information Management (P&R IM) Suite #05E22, Magnolia Conference Room and Teleconference

Facilitator: Mr. Jason Podgorski, P&R IM

Presenter: Mr. Keith Limbacher, P&R IM

Date: March 11, 2013

Meeting Attendees: Please see table at bottom for list of meeting attendees.

Background

Mr. Keith Limbacher, P&R IM, presented an overview of the effort background. He noted it is difficult for the Department of Veterans Affairs (VA) to complete the benefits adjudication process in a timely manner because of their inability to access information they need electronically. The goal of this effort is to eliminate the mailing of the DD Form 215/215 and to aid all stakeholders in getting the right data for the right person at the right time.

Mr. Limbacher indicated this interview session is the first of many that P&R IM will conduct with effort stakeholders, which in addition to the Services, will include the State Departments of Veterans Affairs (DVA), the Department of Labor (DOL), and VA. He stated the goal is to ensure we have correctly captured all stakeholder requirements. Mr. Limbacher clarified the effort will focus on determining how information is authenticated, distributed, and received today, and how it could potentially be authenticated, distributed, and received in the future.

Mr. Limbacher also noted Defense Manpower Data Center (DMDC) is partnering with P&R IM in this effort. Once separation information has made the transition to paperless, DMDC will serve as the conduit to make that data available to the stakeholder audiences.

Please see the March 11, 2013, Interagency Paperless DD Form 214 Project Army Interview Session presentation for more information.

Goals and Objectives

Paperless DD Form 214 Effort Goal and Objectives

Mr. Limbacher discussed the effort goal and objectives and noted separation information must be able to be captured and accessed electronically by December 31, 2014. He indicated the success of this effort will ensure significant resource savings and provide benefits for both senders and receivers of separation information.

DMDC DD Form 214 Goal and Objectives

Ms. Abby Pfeiffer, DMDC, reviewed the DMDC goal to build an electronic repository of DD Form 214 / 215 data that will serve as the distribution source for delivery of computable data to all the stakeholders. She indicated the consumer of the data will be VA so they can query the data when they need it as a supplement to Department of Veterans Affairs Defense Information Repository (VADIR). Ms. Pfeiffer also explained that VADIR will be the primary source for benefits adjudication data by September 30, 2013.

DMDC Medals and Awards Effort Goal and Objectives

Ms. Pfeiffer walked through the DMDC goal and objectives for setting up a separate repository of information for Medals and Awards (M&A). This would provide M&A information in real time

as awards are honored, so the data could be accessed without the DD Form 214 / 215 and before a Service member separates.

Meeting Goal and Objectives

Mr. Limbacher reviewed the meeting goal and objectives and shared some of the benefits of going paperless as a result of this initiative. He indicated the capability to capture and store separation information in an electronic repository would expedite benefits adjudication for Veterans, protect Personally Identifiable Information (PII), and help adjudicators eliminate fraud. Mr. Limbacher noted the Army has been scanning images of DD Form 214 / 215 into the Interactive Personnel Electronic Records Management System (iPERMS) for a long time. He also stated P&R IM is looking for assurance from the Army that the information Army provides to DMDC and the information stored in Army Official Military Personnel File (OMPF) repositories are the same.

Mr. Jim Tibbals, Army, concurred with Mr. Limbacher and indicated the Army has been planning to manage separation information electronically. He shared that fiscal constraints have left iPERMS in sustainment mode for the last four years. In Mr. Tibbals' view, the transition to a paperless environment is possible for the Army. He stated the Army produces the image of the DD Form 214 / 215 directly from the Transition Processing System (TRANSPROC). An interface between iPERMS and TRANSPROC already exists, and Mr. Tibbals indicated it should not be too difficult for DMDC to receive the stream from TRANSPROC.

Mr. Limbacher emphasized the hard work the Services have done to-date will enable DMDC to capture the information and ensure savings for DoD. The responsibility and credit for getting the right data into DMDC and the right images into iPERMS belongs to the Services. Hopefully, this effort will help streamline the way ahead, and P&R IM's recommendations report will show that a paperless environment by December 2014 will be possible because of the hard work the Services have done to maintain this information.

A question was raised about representation from a Service Transition Office. Mr. Limbacher indicated P&R IM will reach out to Army to schedule a site visit to a Transition Office located within the National Capital Region (e.g., Ft. Myer, Ft. Belvoir).

Please see the March 11, 2013, Interagency Paperless DD Form 214 Project Army Interview Session presentation for more information.

Army "As-Is" Business Process Model Review

Mr. Howard Jones, P&R IM, reviewed the Army "As-Is" Regular Active Duty Business Process Model (BPM) for validation by Army. He discussed the process model roles and activities assigned to the BPM.

Steps 1-6: Generation and Signature

Once the DD Form 214 is generated and signed, 8 copies are generated and distributed. All copies are mailed first class US Mail (not registered or certified).

Step 7: Distribution of Copies 1 & 4 to Member

Mr. Richard Brewer, Army, verified that Copies 1 and 4 are physically handed to the soldier in hard copy if he or she is available. He stated this is the case 90% of the time. If the Service member is not available, Copies 1 and 4 are mailed to his/her separation address. Mr. Brewer also indicated that if Copies 1 and 4 are returned to the sender, they are destroyed. If the

Service member is going on terminal leave, they are physically given Copies 1 and 4 before they leave, but the DD Form 214 is not effective until their separation date.

Step 8: Filing of Copy 2 in iPERMS

Mr. Brewer stated there is limited data electronically transferred to iPERMS from TRANSPROC utilizing the Enterprise Services Bus. When a new DD Form 214 is signed, it is released to iPERMS the next business day after the day of separation. When a Service member is on terminal leave, the image sits in TRANSPROC and then is transported to iPERMS the day after the separation day. Once Copy 2 has been saved in iPERMS by the Transition Office, personnel verify it has been saved correctly and then destroy the paper copy.

Step 9: Distribution of Copies 3 & 5 to Federal DVA and DOL

Mr. Brewer stated Copy 3 is provided to the DVA Data Processing center in Austin, Texas where the paper copies are stored in a warehouse. Copy 5 is sent to DOL. A question was asked if Army knows for sure that any of the copies arrive at the intended destination. Mr. Brewer indicated the Army does not have a way to validate receipt of the copy. He added this could lead to both human error and misplaced PII. Mr. Brewer noted the Department of Defense Instruction (DoDI) 1336.01, "Certificate of Release or Discharge from Active Duty (DD Form 214/5 Series)," dated August 2009, does require an additional copy of Copy 3 to be sent to the VA central office in DC (if the Service member elects), but VA does not send back a confirmation receipt.

Mr. Brewer also noted DD Form 214 / 215s for alien deserters (non-US citizens) are sent to the State Department although this happens very rarely (i.e., he has not seen one sent in 30 years). It was clarified that if the deserter is not an alien, no DD Form 214 / 215 is generated.

Mr. Mike Rosa, P&R IM, asked about the frequency of batch mailings from the Army installations. Mr. Brewer indicated the policy is to send these out within 5 days of the separation date. However, he does not believe installations are meeting those timelines due to budget cuts.

Step 13: Distribution of Copy 6 to State VA

Copy 6 is mailed to a state VA office of the Veteran's choice if the Service member wishes. According to Mr. Brewer, virtually all Veterans select this option. The Transition Office sends Copy 6 to the state based on the home of record address. He also stated there is some confusion in this step, as many state VA websites have confusing addresses and broken links. Because of this, there are many misdirected DD Form 214 / 215s sent out to the states.

Mr. Limbacher noted he conducted a site visit to the Ohio DVA, and Ohio now has access to the electronic DD Form 214 image from iPERMS via the Defense Personnel Records Information Retrieval System (DPRIS). He also shared that the VA Secretary, General Allison Hickey wants all the states to have electronic access to the information by the beginning of 2014. Mr. Limbacher stated this would allow the states to generate a copy when the Veteran visits the State DVA.

Mr. Brewer indicated a data pull is much easier logistically than a data push, but that a data pull would not satisfy the outreach needs of the states. States want to be able to reach out to the Veterans in their state to provide benefits support, information about educational or employment opportunities, etc. Mr. Limbacher noted this element of the initiative will be explored further, but indicated he envisions DMDC pushing limited information (like email or phone number) to the states for outreach purposes. Mr. Brewer added that the 2009 instruction gave the Services the

authority to capture an email address on the DD Form 214, but DoD did not make it a required block on the form; if the goal is to capture information for outreach purposes, there may need to be a requirement to add a specific block.

Steps 11-12: Distribution of Copy 7 to Installation Finance Center and Copy 8 to Installation Transition Center

Ms. Cindy Anderson, Army, noted that Copy 8 replaces Copy 7 when it is sent to the Transition Center. No postage is added; it is placed in a mailbox and sent internally on the installation.

A question was raised about the average time spent after the DD Form 214 has been authenticated to mail all the copies. Ms. Anderson stated it would depend on the installation and the size of the installation, but that it takes a substantial amount of time.

Please see the March 11, 2013, Interagency Paperless DD Form 214 Project Army Interview Session presentation and the Army "As-Is" Regular Active Duty Business Process Model for more information.

General Questions

A question was asked about the distribution differences for a DD Form 215 and DD Form 214. Mr. Brewer noted that a new DD Form 214 can be issued up to the separation day. He stated the DD Form 215 is entered into iPERMS the day after it is executed. It is possible for the DD Form 215 to beat the DD Form 214 into iPERMS which could lead to a potential confusion situation.

A second question was asked regarding when the separation data is sent to DMDC. Mr. Pete Abraham, DMDC, responded that DMDC normally receives the data within a week of the separation. DMDC receives the SPD date, RE code, and characterization of service, as required by the instruction. He also noted that DMDC receives information from the Army National Guard and Reserve.

Ms. Anderson noted that TAPDB feeds TRANSPROC, and it does not capture the most recent DD Form 214 information. TRANSPROC has all the information from the DD Form 214 / 215 back to 2005 and can be extracted if requested. Mr. Limbacher stated that it would be ideal if TRANSPROC made that data available to DMDC at the same time that someone is giving the hard copy to the member.

It was also stated that Transition Centers work use Military Personnel Data System (MILPDS) to make sure that all the information on the DD Form 214 is correct when the Service member is leaving, and that the corrected DD Form 214 matches the information in TRANSPROC.

Ms. Pfeiffer asked if a digital signature is captured if the member is available. Mr. Brewer responded that the member does sign it, as does a representative from the Transition Center.

An inquiry was made about any other ways that Army documents Active Duty periods other than a DD Form 214 / 215. Mr. Abraham responded there is an enclosure in DoDI 7730.54 which requires the reporting of all Active Duty periods to DMDC. It requires the begin date, the end date, and the status code. He added that while it's not being done yet, the DoDI also requested reenlistment code, character of service, and SPD code, as well as manpower funding information. This information is obtained through TAPDB, TAPDB-R, and TAPDB-G. An ongoing DMDC task within the DoD/VA Data Sharing Summit is to work on getting all this information for contingency. Mr. Abraham noted this has been discussed at the last two VA

Summits, and Mr. Limbacher will work with him to determine what is current and what will be a part of the “To-Be” plan.

Please see the March 11, 2013, Interagency Paperless DD Form 214 Project Army Interview Session presentation for more information.

DD Form 214 / 215 Policy Review

Mr. Jeff Blakely, P&R IM, listed some of the current DoD policy relating to this initiative, including DoDI 1336.01 for distribution and AR 635-5 for personnel separation and separation documents. He also referenced DoDI 1336.05 and DoDI 7730.54 policies that govern data reporting requirements. TRANSPROC’s ability to meet future DoD reporting requirements for Separation information is dependent upon the TRANSPROC CCB frequency. It was noted TRANSPROC has only two updates per year that occur in the July and December timeframe.

P&R IM indicated it had several policy questions that need to be addressed by the Army, including the amount of time it takes it to revise policy after a formal change to DoD policy. Mr. Limbacher indicated P&R IM will clarify the questions and reach out to Army after the meeting to capture this information.

The point was raised that the National Archives and Records Administration (NARA) requires the OMPF to be maintained for 62 years after the date of separation. Mr. Dan Clute, Army, stated that NARA refers to data objects as being encapsulated in a digital format that is designed for archival and is fully searchable. This is what they refer to as “digital paper.” It was noted that iPERMS can store PDFs. TRANSPROC takes data, creates an image file, saves it as a PDF, and then turns it into a TIF. A PDF DD Form 214 that is actually a digital object needs to be created.

Please see the March 11, 2013, Interagency Paperless DD Form 214 Project Army Interview Session presentation for more information.

Medals and Awards Questions

Ms. Pfeiffer indicated medals and awards are listed on the DD Form 214. She clarified this information is pulled from the Electronic Military Personnel Office (eMILPO) and stored in TAPDB, not in TRANSPROC.

Please see the March 11, 2013, Interagency Paperless DD Form 214 Project Army Interview Session presentation for more information.

Next Steps

Mr. Limbacher thanked participants for attending and reiterated the purpose of the meeting was to discuss authentication and distribution of the DD Form 214 / 215. He stated P&R IM will conduct a follow-up session with Army to discuss resource and lifecycle management aspects. Mr. Tibbals noted that Army already has connectivity to DMDC via the Enterprise Service Bus, which also has connectivity to TRANSPROC. Therefore, the level of effort should not be that great as it is just a redirect from one IP address to another. Mr. Limbacher agreed that because of all the great work that the Services and DMDC have already accomplished, this should be a fairly straightforward task.

Ms. Pfeiffer noted that the CCB for TRANSPROC will be held in mid-May so this will be DMDC’s target for getting all their requirements identified and submitted. Mr. Limbacher indicated P&R IM will reach out to the Army to ensure a POC from a Transition Office located within the NCR is included in all future discussions to address additional policy related questions.

Please see the March 11, 2013, Interagency Paperless DD Form 214 Project Army Interview Session presentation for more information.

Action Items

Action	Service/Agency	Suspense
Reach out to Army to schedule a site visit to a Transition Office located within the National Capital Region	P&R IM	In progress
Reach out to Army to determine a POC from an Army Transition Office located within the National Capital Region	P&R IM	In progress
Clarify outstanding questions and reach back to the Army to capture this information	P&R IM	In progress
Send invitation materials and conduct a follow-up interview session with the Army	P&R IM	In progress

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Interagency Paperless DD Form 214 Project Air Force Interview Session

Location: Mark Center (Alexandria, VA); Personnel and Readiness Information Management (P&R IM) Suite #05E22, Magnolia Conference Room and Teleconference
Facilitator: Mr. Jason Podgorski, P&R IM
Presenter: Mr. Keith Limbacher, P&R IM
Date: March 14, 2013
Meeting Attendees: Please see table at bottom for list of meeting attendees.

Background

Mr. Keith Limbacher, P&R IM, presented an overview of the effort background. He noted it is difficult for the Department of Veterans Affairs (VA) to complete the benefits adjudication process in a timely manner because of their inability to access information they need electronically. Mr. Limbacher stated the goal of this effort is to aid all stakeholders in getting the right data for the right person at the right time.

Mr. Limbacher indicated this interview session is the one of the first of many that P&R IM will conduct with effort stakeholders, which in addition to the Services, will include the State Departments of Veterans Affairs (DVA), the Department of Labor (DOL), and VA. He stated the goal of these sessions is to ensure we have correctly captured all stakeholder requirements. Mr. Limbacher clarified the effort will focus on determining how information is authenticated, distributed, and received today, and how it could potentially be authenticated, distributed, and received in the future. This meeting will focus on the requirements of the Air Force during the distribution of separation information. Because the Air Force is also a consumer of DD Form 214 information, P&R IM will hold a follow-on meeting with the Air Force to discuss Air Force requirements as a receiver.

Mr. Limbacher also noted Defense Manpower Data Center (DMDC) is partnering with P&R IM in this effort. He indicated that once separation information has made the transition to paperless, DMDC will serve as the conduit to make that data available to the stakeholders.

Please see the March 14, 2013, Interagency Paperless DD Form 214 Project Air Force Interview Session presentation for more information.

Goals and Objectives

Paperless DD Form 214 Effort Goal and Objectives

Mr. Limbacher discussed the effort goal and objectives and noted that separation information must be able to be captured and accessed electronically by December 31, 2014. He indicated the success of this effort will ensure significant resource savings and provide benefits for both senders and receivers of separation information.

DMDC DD Form 214 Goal and Objectives

Ms. Abby Pfeiffer, DMDC, reviewed the DMDC goal to build an electronic repository of DD Form 214 / 215 data that will serve as the distribution source for delivery of computable data to all the services. She indicated VA will be the consumer of the data, so they can query the data when needed as a supplement to Department of Veterans Affairs Defense Information Repository (VADIR). Ms. Pfeiffer also explained that VADIR will be the primary source for benefits adjudication data by September 30, 2013.

DMDC Medals and Awards Effort Goal and Objectives

Ms. Pfeiffer walked through the DMDC goal and objectives for setting up a separate repository of information for Medals and Awards (M&A). This would provide M&A information in real time as awards are disseminated, so the data could be accessed without the DD Form 214 / 215 and before a Service member separates.

Meeting Goal and Objectives

Mr. Limbacher reviewed the meeting goal and objectives and shared some of the benefits of going paperless as a result of this initiative. He indicated the capability to capture and store separation information in an electronic repository would expedite benefits adjudication for Veterans, protect Personally Identifiable Information (PII), and help adjudicators eliminate fraud.

Please see the March 14, 2013, Interagency Paperless DD Form 214 Project Air Force Interview Session presentation for more information.

General Questions

Mr. Limbacher asked Air Force about their existing challenges with the current DD Form 214 process. Mr. Kurt Pfitzner, Air Force, indicated there is a large Air Force backlog of DD Form 214s. He explained there has been no clear policy guidance on the amount of time each Service member must serve on Active Duty in order to warrant the generation of a DD Form 214. Currently, the Air Force creates a new DD Form 214 for period of active service when National Guard or Reserve Service member comes on or off Active Duty regardless of the length of active service. In some cases, this has resulted in the generation of hundreds of DD Form 214s per Service member. Mr. Pfitzner stated there is a cumulative Air Force backlog of 123,000 DD Form 214s; approximately 90,000 of these are from the Air Guard, and approximately 33,000 are from the Reserves. The Air Force indicated it needs to develop a methodology to mitigate the backlog and determine how to avoid future back-up of the DD Form 214s.

Ms. Pfeiffer inquired about the status of these back documents in regards to computable data. The Air Force shared that VA is currently receiving the separation information, but there is still a backlog getting the data into the Air Force repository. It was noted the repository data is only loaded into the Automated Records Management System (ARMS) once it has been authenticated and made official.

Mr. Limbacher asked the Air Force to send existing policy information so P&R could investigate potential policy changes. The Air Force agreed to send a brief that was developed in 2012 to provide an overview of the issue. Mr. Pfitzner requested to be included to ensure Air Force synchronization. The Air Force also stated it would be important to develop a top-down policy recommendation to be addressed at the Office of the Secretary of Defense (OSD) level. DMDC and P&R IM concurred.

P&R IM asked the Air Force what the impact would be of eliminating the paper copy of the DD Form 214 and to identify if there would be any negative impacts. It was confirmed that electronic signature information is included when transferring Air Force DD Form 214 data. In 2009, the Services were authorized to collect digital signatures, but Mr. Roger Alloway, Air Force, indicated 90% of current DD Form 214s are without electronic signature since the Service members are not there to sign in person. It was determined the electronic signature is captured for the authenticator, and the DD Form 214 worksheet digitally signed by the Service member is kept. DMDC stated they would be interested in collecting this electronic data and

willing to capture the data without electronic signature. The goal would be to add the data once it becomes available.

A question was raised about paper DD Form 214 worksheet storage. The Air Force indicated that currently, there are about 1.6 million pieces of paper being stored at a cost of over 1 million dollars. This figure includes the ink, stamps, and envelopes to produce one copy of the DD Form 214 but, does not include personnel costs, mailing costs, additional requests (for the DD Form 214), or other costs to federal and state agencies. The Air Force captures metrics on the human resources costs associated with the process, and agreed to send these metrics to Mr. Limbacher for review.

Mr. Alloway noted that National Guard Bureau (NGB) Form 22 data forms should also be discussed. He shared that the NGB Form 22 is the equivalent of the DD Form 214 for the National Guard. It is used largely for state-type benefits once an individual has separated. The NGB Form 22 can also be used to document Title 32 State Active Duty service.

Air Force “As-Is” Business Process Model Review

Mr. Howard Jones, P&R IM, reviewed the Air Force “As-Is” Regular Active Duty Business Process Model for validation by Air Force. He discussed the process model roles and activities assigned to each.

Mr. Matthew Pague, Air Force, clarified that Army Reserve and Guard use DD Form 220 to capture Active Duty time that is less than 89 days. The Air National Guard uses AF Form 526 instead of DD Form 220, but this form does not include character of service information.

Mr. Glen Garrison, Air Force, shared that Air Force has already been working to automate the DD Form 214 process for some time. It is currently working on an initiative known as ARC to Mission, with the goal of automating the activation and deactivation of an Air Force Service member. P&R IM indicated it was interested in learning more about this effort and appreciated the Air Force’s willingness to share this information. Mr. Limbacher agreed to work with the Air Force to ensure the appropriate P&R IM points of contact are included in the effort whenever possible.

Mr. Limbacher indicated the Paperless DD Form 214 Project is specifically focused on ensuring DMDC receives electronic separation information from its stakeholders. He reminded participants the goal of the effort is not to build a system, but to assist stakeholders in their own efforts to bring about a true, paperless process. Mr. Limbacher stated the current meeting would focus on the Air Force “As Is” authentication and distribution process of the DD Form 214 and separation information.

The Air Force noted the Reserve and Guard use the same application in Virtual Military Personnel Flight (vMPF) that the Air Force Active Duty uses, and that the process is the same for all three components. Air Force distribution of the paper DD Form 214 occurs weekly, via first class mail in bulk, and about 75 DD Form 214s are sent at a time.

The Air Force indicated that when the DD Form 214 is entered into ARMS, it is available within 24 hours. A copy is mailed first class to the Service member. For distribution to the VA, the DD Form 214s are mailed in bulk on a weekly basis and sent first class. They are distributed daily to DOL via first class mail. The Air Force agreed to send Mr. Limbacher metrics on the amount of DD Form 214s that were mailed to state VA offices in 2009-2012.

The Air Force clarified they are not distributing complete DD Form 214 data to DMDC. They provide Separation Program Designator (SPD) data and transaction data. The DD Form 214 worksheet is completed and validated by the individual Service member. The Air Force requires the DD Form 214 to be completed by the separation date.

In circumstances requiring the issuance of a DD Form 215, depending on the data elements, a hard copy is sent to DMDC. Mr. Abraham indicated he would investigate to determine which DMDC office manages this information. The Air Force stated the DD Form 215 information data is kept in ARMS and not stored as metadata. P&R IM asked if the Air Force would like to eliminate the DD Form 215 altogether. Mr. Garrison indicated they would like to get rid of the DD Form 215 and reissue a new DD Form 214 instead. The new DD Form 214 would always be current, and would thus remove the need for the DD Form 215.

The Air Force reiterated that an overwhelming volume and backlog has nearly paralyzed the entire DD Form 214 process. Mr. Limbacher noted that DOL does not want DD Form 214s mailed to them, and they do not want to have the data pushed to them. Instead, DOL wants to be able to receive relevant separation information based on their batch request. This information will be used to, to verify unemployment.

Please see the March 14, 2013, Interagency Paperless DD Form 214 Project Air Force Interview Session presentation and the Air Force "As-Is" Business Process Model for more information.

DD Form 214/215 Policy Review

Mr. Jeff Blakely, P&R IM, walked participants through the policy questions. He asked the Air Force to clarify what policies are unique to the component including lifecycle disposition of the record. He also asked how long it would take the Air Force to execute a policy change once DoD issues a new policy. The Air Force indicated it would take 2-3 years to change the Air Force Instruction (AFI) 36-3202 and between 2-3 weeks to change the policy in the field.

P&R IM indicated it may have additional policy questions that still need to be addressed by Air Force. Mr. Limbacher stated P&R IM will clarify the questions and reach out to Air Force after the meeting to capture this information.

Please see the March 14, 2013, Interagency Paperless DD Form 214 Project Air Force Interview Session presentation for more information.

Medals and Awards Questions

Ms. Pfeiffer walked participants through the M&A related questions. She clarified that while M&A are currently listed on the DD Form 214, DMDC wants to capture them as soon as they are issued in order to create a comprehensive and current database.

Please see the March 14, 2013, Interagency Paperless DD Form 214 Project Air Force Interview Session presentation for more information.

Next Steps

Mr. Limbacher thanked participants for attending and reiterated the purpose of the meeting was to discuss authentication and distribution of the DD Form 214 / 215. He stated P&R IM will conduct a follow-up session with Air Force to discuss resource and lifecycle management aspects. He also emphasized the importance of collecting the metrics discussed in the meeting

so P&R IM can understand the best way to leverage existing systems to increase efficiency without any new acquisitions.

Action Items

Action	Service/Agency	Suspense
Air Force to provide existing policy information so P&R IM can investigate potential policy changes – Air Force agreed to send a brief that was developed in 2012 to provide an overview of the issue	Air Force	In progress
Air Force to send human resources costs metrics to Mr. Limbacher	Air Force	In progress
Air Force to provide additional information on ARC to Mission to help P&R IM have a better understanding of the initiative	Air Force	In progress
P&R IM to work with the Air Force to ensure the appropriate points of contact are included in the effort whenever possible	P&R IM / Air Force	In progress
Air Force to send P&R IM metrics on the amount of DD Form 214s that were mailed to state VA offices in 2009-2012	Air Force	In progress
P&R IM to conduct a follow-up session with Air Force to discuss resource and lifecycle management aspects	P&R IM	In progress

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Interagency Paperless DD Form 214 Report

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Interagency Paperless DD Form 214 Project Navy Interview Session

Location: Mark Center (Alexandria, VA); Personnel and Readiness Information Management (P&R IM) Suite #05E22, Maple Conference Room and Teleconference

Facilitator: Mr. Jason Podgorski, P&R IM

Presenter: Mr. Keith Limbacher, P&R IM

Date: March 19, 2013

Meeting Attendees: Please see the table below for a list of meeting attendees.

Background

Mr. Keith Limbacher, P&R IM, presented an overview of the effort background. He noted it is difficult for the Department of Veterans Affairs (VA) to complete the benefits adjudication process in a timely manner because of their inability to access information they need electronically. Mr. Limbacher stated the goal of this effort is to aid all stakeholders in getting the right data for the right person at the right time.

Mr. Limbacher indicated this interview session is the first of many that P&R IM will conduct with effort stakeholders, which in addition to the Services, will include the State Departments of Veterans Affairs (DVA), the Department of Labor (DOL), and VA. He stated the purpose of these sessions is to ensure we have correctly captured all stakeholder requirements. Mr. Limbacher clarified the effort will focus on determining how information is authenticated, distributed, and received today, and how it could potentially be authenticated, distributed, and received in the future. Mr. Limbacher clarified the meeting would focus on the requirements of the Navy during the distribution of separation information. Because the Navy is also a consumer of DD Form 214 information, P&R IM will hold a follow-on meeting with the Navy to discuss Navy requirements as a receiver.

Mr. Limbacher also noted Defense Manpower Data Center (DMDC) is partnering with P&R IM in this effort. Once separation information has made the transition to paperless, DMDC will serve as the conduit to make that data available to external stakeholders.

Please see the March 19, 2013, Interagency Paperless DD Form 214 Project Navy Interview Session presentation for more information.

Goals and Objectives

Paperless DD Form 214 Effort Goal and Objectives

Mr. Limbacher discussed the effort goal and objectives noting the distribution of the paper copy of the DD Form 214 must end by December 31, 2014. He indicated the success of this effort will ensure significant resource savings and provide benefits for both senders and receivers of separation information.

DMDC DD Form 214 Goal and Objectives

Ms. Abby Pfeiffer, DMDC, reviewed the DMDC goal to build an electronic repository of DD Form 214 / 215 data that will serve as the authoritative source for delivery of computable data for all the Services. She indicated VA will be the consumer of the data, so they can query the data when needed as a supplement to Department of Veterans Affairs Defense Information Repository (VADIR). Ms. Pfeiffer also explained that VADIR will be the primary source for benefits adjudication data by September 30, 2013.

DMDC Medals and Awards Effort Goal and Objectives

Ms. Pfeiffer walked through the DMDC goal and objectives for setting up a separate repository of information for Medals and Awards (M&A). This would provide M&A information in real-time as awards are disseminated, so the data could be accessed without the DD Form 214 / 215 and before a Service member separates.

Meeting Goal and Objectives

Mr. Limbacher reviewed the meeting goal and objectives and shared some of the benefits of going paperless as a result of this initiative. He indicated the capability to capture and store separation information in an electronic repository would expedite benefits adjudication for Veterans, protect Personally Identifiable Information (PII), and help adjudicators eliminate fraud.

Please see the March 19, 2013, Interagency Paperless DD Form 214 Project Navy Interview Session presentation for more information.

Navy “As-Is” Business Process Model Review

Mr. Omurhu Onokpise, P&R IM, reviewed the Navy “As-Is” Regular Active Duty Business Process Model for validation by Navy.

Authentication Process

Once a separating Service member is notified to begin the DD Form 214 process, a Human Resources (HR) specialist will meet with the Service member and manually generate a DD Form 214 worksheet. This worksheet will be reviewed for accuracy and completeness and then will be approved and signed by the Service member. The Navy indicated that once the worksheet is complete, accurate, and signed, it is submitted by an HR specialist to be certified by the approval authority.

Distribution of Copies 1 & 4 to the Service Member

A question was raised by Ms. Dara Stock, P&R IM, about the percentage of copies that are mailed, as opposed to handed directly to the Service member. Mr. Bill Pappas, Navy, estimated that around 85-90% of the copies are signed at the personnel office and handed physically to the Service member at the Personnel Support Detachment (PSD). When a Service member goes on terminal leave, a copy of the DD Form 214 will be given to them in person, at the PSD, before their departure. Mr. Woodie Chewing, Navy, indicated about 20% of separations are handled by aircraft carrier and ship personnel, which distribute everything in the same way as the PSD.

Navy confirmed that mailing copies of the DD Form 214 / 215 during the distribution process is done through first class mail, not registered or certified. In terms of frequency, Navy noted the Navy Manual dictates distribution must occur the day after separation. However, these are probably batched and mailed out at the end of the week along with a transmittal letter that captures the documents sent in the package. The entire process takes approximately two weeks, once it is received at the personnel command to include being scanned into the Electronic Military Personnel Records System (EMPRS). Backlogs do occur at various times due to fluctuation in resources and in priorities.

Distribution of Copy 2 for Loading into OMPF

Ms. Andrea Lapinski, Navy, raised the point that Copy 2 is loaded into the Electronic Military Personnel Records System (EMPRS) so stakeholders can retrieve it through the Defense Personnel Records Information Retrieval System (DPRIS). Ms. Kathy Wardlaw, Navy, verified Copy 2 is mailed to her office to be loaded into EMPRS, the Navy's Official Military Personnel File (OMPF) repository. It was also noted it is especially important to get Copy 2 loaded into the system in a timely manner because of the connection to the Integrated Disability Evaluation System (IDES) process. A question was raised about how long Copy 2 takes to get loaded into EMPRS after separation. Ms. Wardlaw responded it takes about two weeks from date of receipt, and that she will send the metrics to P&R IM.

Distribution of Copy 3 to Federal VA

Navy stated that Copy 3 either goes to Providence, Rhode Island for IDES purposes, VA in St. Louis along with the Service Treatment Record (STR), and to Austin, TX for data entry into the Beneficiary Identification Records Locator Subsystem (BIRLS).

Ms. Stock asked if Copy 3 is mailed alone or sent along with different information. Mr. Pappas noted that Navy is required to wait 30 days for the Service Treatment Record (STR) information to arrive. Once it arrives, the DD Form 214 is included in the medical record, and the entire packet is mailed to VA. Mr. Limbacher noted that P&R IM would like to take an action item to further discuss this issue. LTC Dwight Brisbane, Navy, shared that Navy Bureau of Personnel Instruction (BUPERSINST) 1900.8D and Military Personnel (MILPERS) 6150.010 addresses this issue.

The Navy was asked to clarify what goes into BIRLS. Mr. Pappas took an action to determine this and report back to Mr. Limbacher. Ms. Wardlaw indicated a Navy Bureau of Medicine and Surgery (BUMED) representative may be able to answer this question, but there were no BUMED personnel currently involved in this effort. Mr. Limbacher stated he would follow-up with Ms. Frieda Eastman, Navy, and the Medical Records Working Group (MRWG) to clarify.

General Discussion

The Navy indicated that Copy 7 is destroyed per the BUPERS manual. It was noted that a DD Form 214 is only issued for periods of 90 days or Active Duty. A reservist who completed 89 days or less of Active Duty would not generate a DD Form 214. Mr. Pappas stated that to his knowledge, the process for the DD Form 215 is the same.

Distribution of Data

P&R IM asked where in this process data is distributed to DMDC. Navy responded that all Navy systems are transactional and will not accept a transaction with a future date. The transmission is received, and then another set of programs takes over and transforms the data into a format to be received by DMDC. This process takes approximately one day for processing and another day to get to DMDC.

Navy indicated it uses a PDF form to create, print, and sign DD Form 214s. Personnel then have to input the same data, including the SPD code and reenlistment eligibility (RE) code into the Navy Standard Integrated Personnel System (NSIPS) to provide the transaction. If the paper DD Form 214 and the data in NSIPS differ, the value on the paper DD Form 214 will supersede NSIPS.

Ms. Stock asked if NSIPS is updated when a DD Form 215 is issued. Navy responded that it is not automatically updated. The Service member would have to contact Ms. Wardlaw's office to

update the information. However, it was noted the transactional feed does not exist, so VA and DOL would not have access to that updated information.

Mr. Limbacher inquired where Navy is going in the future in terms of attempting to provide computable data on the DD Form 214 in EMPRS. Ms. Wardlaw responded Navy is working towards this effort and has just finished a functional requirements document with this goal in mind. She indicated it is possible this would be completed by the end of 2013, but no official timeline has been established.

Ms. Wardlaw noted users would access an electronic worksheet to verify separation information prior to distribution. It would then be prepared and distributed electronically. Navy indicated this method would push the DD Form 214 data to DMDC for distribution to stakeholders. Under the new system, the DD Form 214 / 215 would be populated from the personnel system.

Ms. Stock inquired about the average grade personnel who are doing the mailings of the paper copies of the DD Form 214. Navy responded they are generally a GS-5 or GS-6 for civilians and E-4 for enlisted sailors.

Mr. Dave Percich, Office of the Secretary of Defense (OSD) Reserve Affairs (RA), asked if the process would change for a Reserve Component Service member being released. Navy responded this process applies to anyone who is entitled to a DD Form 214, which is anyone who served 90 days or more of Active Duty. A follow up question was asked about how Navy accounts for periods Active Duty served that are less than 90 days. Mr. Abraham noted that for periods of Active Duty less than 90 days, there is an Enclosure 8 format requirement. It was noted the problem with this process is that Service members can get benefits for any period of active service, and VA will need data on those so they need to get it from DMDC. A Reserve Component member, who served less than 90 days of Active Duty, would have no documentation in EMPRS to document that Active Duty served.

Please see the March 19, 2013, Interagency Paperless DD Form 214 Project Navy Interview Session presentation and the Navy "As-Is" Business Process Model for more information.

DD Form 214 / 215 Policy Review

Mr. Jeff Blakely, P&R IM, walked participants through the policy questions. P&R IM indicated it may have additional policy questions that still need to be addressed by Navy. Mr. Limbacher stated P&R IM will clarify the questions and reach out to Navy after the meeting to capture this information.

Mr. Blakely inquired how long it would take Navy to revise its policy after a change in DoD policy occurs. Ms. Wardlaw estimated it would take approximately 120 days. Mr. Limbacher asked Ms. Wardlaw to share a draft of what Navy is working on in terms of new policy guidance for the paperless transition. She agreed to provide the information to P&R IM.

Please see the March 19, 2013, Interagency Paperless DD Form 214 Project Navy Interview Session presentation for more information.

Medals and Awards Questions

Ms. Pfeiffer walked participants through the M&A related questions. She clarified that while M&A are currently listed on the DD Form 214, DMDC wants to capture them as soon as they are issued in order to create a comprehensive and current database.

Navy indicated they do not store medals and award information in NSIPS, however there is a requirement for this information in the Functional Requirements Document (FRD) for a future capability. Today medals and awards are a function of the Chief of Naval Operations (CNO) rather than the personnel community.

Please see the March 19, 2013, Interagency Paperless DD Form 214 Project Navy Interview Session presentation for more information.

Next Steps

Mr. Limbacher thanked participants for attending and reiterated the purpose of the meeting was to discuss authentication and distribution of the DD Form 214 / 215. Mr. Podgorski reviewed next steps and stated P&R IM will conduct a follow-up session with Navy to discuss receipt and record lifecycle management aspects. Mr. Limbacher emphasized the importance of collecting the metrics discussed in the meeting so P&R IM can understand the best way to leverage existing systems to increase efficiency without any new acquisitions.

Action Items

Action	Service/Agency	Suspense
Navy (Ms. Wardlaw) to send metrics to P&R IM surrounding timelines to get data into EMPRS after the Service member's separation date.	Navy	TBD
Navy (Mr. Pappas) to clarify what information goes into BIRLS and send information to P&R IM. In conjunction, P&R IM (Mr. Limbacher) to follow-up with Ms. Frieda Eastman, Navy, and the Medical Records Working Group (MRWG) to clarify.	Navy / P&R IM	TBD
Navy (Ms. Wardlaw) to send a draft of what Navy is working on in terms of new policy guidance for the paperless DD Form 214 / 215 transition to P&R IM.	Navy	TBD

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Interagency Paperless DD Form 214 Report

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Interagency Paperless DD Form 214 Project Marine Corps Interview Session

Location: Mark Center (Alexandria, VA); Personnel and Readiness Information Management (P&R IM) Suite #05E22, Magnolia Conference Room and Teleconference

Facilitator: Mr. Jason Podgorski, P&R IM

Presenter: Mr. Keith Limbacher, P&R IM

Date: March 21, 2013

Meeting Attendees: Please see table at bottom for list of meeting attendees.

Background

Mr. Keith Limbacher, P&R IM, presented an overview of the effort background. He noted it is difficult for the Department of Veterans Affairs (VA) to complete the benefits adjudication process in a timely manner because of their inability to access information they need electronically. The goal of this effort is to eliminate the mailing of the DD Form 214 / 215 and to aid all stakeholders in getting the right data for the right person at the right time.

Mr. Limbacher indicated this interview session is the first of many that P&R IM will conduct with effort stakeholders, which in addition to the Services, will include the VA, Department of Labor (DOL), and several State Departments of Veterans Affairs (DVA). He stated the goal is to ensure we have correctly captured all stakeholder requirements. Mr. Limbacher clarified the effort will focus on determining how information is authenticated, distributed, and received today, and how it could potentially be authenticated, distributed, and received in the future.

Mr. Limbacher also noted Defense Manpower Data Center (DMDC) is partnering with P&R IM in this effort. Once separation information has made the transition to paperless, DMDC will serve as the conduit to make that data available to the stakeholder audiences.

The Marine Corps inquired about potential Office of the Secretary of Defense (OSD) funding for the paperless transition, and Mr. Limbacher responded that there are no plans for OSD to provide funding. He further clarified the goal of the effort is to leverage existing resources to provide substantial cost savings for the Marine Corps. Mr. Limbacher noted the Marine Corps is already providing a data feed to DMDC. The Marine Corps shared they have developed a version of the DD Form 214 that is populated electronically and are working to capture electronic signatures. In the final phase of their effort, the Marine Corps will move to electronic distribution, but this will likely not be possible until October 2014. Mr. Limbacher noted he does not envision any additional paperless DD Form 214 / 215 requirements, and the plan is to highlight the work the Marine Corps has already done.

The Marine Corps noted that once the DD Form 214 / 215 is paperless, there will still be a requirement to have a copy of the DD Form 214 in the Service member's Official Military Personnel Record (OMPF) and to deliver a hard copy to the Veteran. Mr. Limbacher clarified the goal of this effort is not to eliminate the DD Form 214 but rather to eliminate the mailing of hard copies to other government agencies. He indicated that in this age of protecting Personally Identifiable Information (PII), it is important to provide stakeholders with only the separation information needed to meet their business requirements as opposed to sending unnecessary information to multiple locations.

Please see the March 21, 2013, Interagency Paperless DD Form 214 Project Marine Corps Interview Session presentation for more information.

Goals and Objectives

Paperless DD Form 214 Effort Goal and Objectives

Mr. Limbacher discussed the effort goal and objectives and noted separation information must be able to be captured and distributed electronically by December 31, 2014. He indicated the success of this effort will ensure significant resource savings and provide benefits for both senders and receivers of separation information.

DMDC DD Form 214 Goal and Objectives

Mr. Limbacher reviewed the DMDC goal to build an electronic repository of DD Form 214 / 215 data that will serve as the distribution source for delivering computable data to all the stakeholders. He indicated DMDC will provide computable data to the VA so they can query the data from Department of Veterans Affairs Defense Information Repository (VADIR). Mr. Limbacher also explained that VADIR will be the primary source for benefits adjudication data by September 30, 2013.

DMDC Medals and Awards Effort Goal and Objectives

Mr. Limbacher walked through the DMDC goal and objectives for setting up a separate repository of information for Medals and Awards (M&A). This would provide M&A information in real time as awards are honored, so the data could be accessed without the DD Form 214 / 215 and before a Service member separates.

Meeting Goal and Objectives

Mr. Limbacher reviewed the meeting goal and objectives and shared some of the benefits of going paperless as a result of this initiative. He indicated the capability to capture and store separation information in an electronic repository would expedite benefits adjudication for Veterans, protect PII, and help adjudicators eliminate fraud.

Mr. Limbacher emphasized the hard work the Services have done to-date will enable DMDC to capture the information and ensure savings for DoD. The responsibility and credit for getting the right data into DMDC belongs to the Services. Hopefully, this effort will help streamline the way ahead, and P&R IM's recommendations report will show that a paperless environment by December 2014 will be possible because of the hard work the Services have done to maintain this information.

Please see the March 21, 2013, Interagency Paperless DD Form 214 Project Marine Corps Interview Session presentation for more information.

Marine Corps "As-Is" Business Process Model Review

Mr. Omurhu Onokpise, P&R IM, reviewed the Marine Corps authentication, issuance, and distribution "As-Is" Business Process Model (BPM) for accuracy and completeness. He discussed the process model roles and activities assigned to the BPM.

The Marine Corps shared they have fully automated the entire separations process through Marine Online. The data to populate the electronic DD Form 214 is pulled from Marine Corps Total Force System (MCTFS), the authoritative data source for Marine Corps personnel information. Another system, the Document Tracking Management System (DTMS), then generates the actual DD Form 214. If a change is required, the changes will be made in MCTFS and a new DD Form 214 will be generated. The Marine Corps stated that 90% of the form is automatically populated. They also noted that a change, such as an upgrade to Character of Service would lead to a new DD Form 214 being generated as opposed to generation of a DD Form 215.

Ms. Dara Stock, P&R IM, asked how many DD Form 214s are reconstructed (i.e., manually created) over a year. Mr. Jeff Shattuck, Marine Corps, agreed to get that information to Mr. Limbacher. Mr. Limbacher noted that DMDC will need updated data as changes are made, and indicated P&R IM would like to learn more about the process to ensure the updated information is transmitted to DMDC.

Mr. Limbacher asked if the process was the same for Reservists. The Marine Corps responded that anyone with access to the DTMS can use the automated system, but this process is new and some of the details are still being worked out. They noted that Reservists rely on a different form, the D600, to record when they begin and end their Active Duty service.

Distribution of Copies 1 & 4 to a Service Member

The Marine Corps confirmed that Copies 1 and 4 are either handed personally to the Service member in hard copy or individually mailed first class. Mr. Limbacher asked what percent of DD Form 214s are mailed, as opposed to personally given to the Service members in hard copy. The Marine Corps responded that at the headquarters level, 100% are mailed (i.e., reconstructed DD Form 214s). However, this is different for the Installation Personnel Administrative Centers (IPAC) which is the typical point of distribution. The Marine Corps agreed to provide to P&R IM the additional details surrounding the process at the IPAC.

Copy 2 to Manpower Management Support Branch (MMSB)

The Marine Corps indicated Copy 2 is saved as an image at the Manpower Management Support Branch (MMSB). They clarified that the IPACs scan updated material into Optical Digital Imaging-Record Management System (ODI-RMS). The Reserve sites don't have access to this yet, but the Marine Corps is working on enabling this process. In the meantime, Reserve sites can upload the images to a shared server or send them by secure email for uploading into ODI-RMS. If they cannot access the server or email them, a third means of delivery is by first class mail and manual scanning into the system. The Marine Corps stated that once Copy 2 is successfully scanned and ingested into the OMPF, the local copy is destroyed.

Mr. Limbacher inquired about the turnaround of the manually scanned copies. The Marine Corps responded these are loaded/scanned into ODI-RMS within one to two days of receipt, but they do not know how long it takes before they are scanned. They offered to put out a data call to determine this information and respond back to P&R IM. The Marine Corps indicated that DD Form 214 is available in (ODI-RMS) in 4-7 days from the day of separation.

In response to P&R IM questions about metrics, the Marine Corps shared they have been processing between 36,000 and 38,000 DD Form 214s per year. They further clarified that around 15% of DD Form 215s are manually created at the headquarters level. Units can also create DD Form 215s, but the number created is unknown. The Marine Corps noted the 36,000 to 38,000 figure does not include Reserve DD Form 214 / 215s. They offered to collect additional information on Reserve DD Form 214 / 215s and send back to P&R IM.

Distribution of Copies 3 & 5 to Federal VA and DOL

The Marine Corps confirmed that Copies 3 and 5 are batch mailed first class to State DVAs and DOL. They clarified the batch mailing occurs on a weekly basis, but it may vary by installation. A Marine Corps representative offered to provide statistics about the batching process and send to P&R IM.

It was also noted that a reproduction of Copy 3 is added to the Service Treatment Record (STR) and sent to the VA Records Management Center (RMC) in St. Louis, MO.

Distribution of Copy 6 to State VA (if requested by the Service Member)

The Marine Corps indicated that if requested by the Service member, Copy 6 is sent via first class mail on an individual basis to state VA offices. A question was asked about the percentage of Service members who request Copy 6 to be mailed to their respective state VA offices. The Marine Corps responded that for the reconstruction process, 100% of the forms from headquarters are mailed to the state VA offices. Mr. Shattuck offered to gather more information regarding what happens in the field and send to P&R IM.

Copy 7 Destroyed

The Marine Corps confirmed Copy 7 is destroyed. It is no longer sent to Marine Forces Reserve (the former mobilization command).

Copy 8 Retained in MCTFS

The Marine Corps agreed Copy 8 is retained in MCTFS. It is also archived in the DTMS.

A question was raised about which personnel create a DD Form 214. The Marine Corps indicated that at headquarters, DD Form 214s are prepared by civilians at the GS-7 level. At the IPACS and Reserve Units, they are prepared largely by military personnel at the E-3 or E-4 grade. They further clarified that with automation, the DD Form 214 can be prepared in about 30 minutes.

A question was raised about how data is currently being transmitted to DMDC. The Marine Corps stated there is currently a daily feed from MCTFS/ODSE to DMDC. However, a few data elements are missing, and the Marine Corps is looking into how to best fill those gaps. Mr. Limbacher asked if there was a chance the data on the paper DD Form 214 and the data uploaded to DMDC could be different. The Marine Corps responded that MCTFS is the authoritative data source, and the automation feeds directly from MCTFS. If there is a discrepancy, the correction will be made in MCTFS, and the DD Form 214 will be updated. They also noted that if something is manually keyed onto the DD Form 214, it is highlighted in a different color so the approver is made aware of the manual entry. Once an error is corrected in MCTFS, it will be updated at DMDC by early the next day.

The data in MCTFS is maintained as long as the member is on contract and kept for 18 months past the last time that record was last modified. The Marine Corps uses the Total Force Data Warehouse as a long term repository that contains about 40 years of data stored.

Please see the March 21, 2013, Interagency Paperless DD Form 214 Project Marine Corps Interview Session presentation and the Marine Corps "As-Is" Business Process Model for more information.

DD Form 214 / 215 Policy Review

Mr. Jeff Blakely, P&R IM, listed some of the current DoD policy relating to this initiative, including DoD Instruction (DoDI) 1336.01. He also referenced DoDI 1336.05 and DoDI 7730.54 policies that govern data reporting requirements. Mr. Blakely requested the Marine Corps provide any additional regulations that may be related to this effort. He also inquired as to how long it would take the Marine Corps to alter their regulations after a change in DoD policy. The Marine Corps responded that it would depend on how significant the change is from a systems perspective, but that it would be possible to release a message out to the field and direct them to make a change while the official Marine Corps policy was in the process of revision. Additionally, Marine Corps stated software releases occur twice a year (April and October).

Please see the March 21, 2013, Interagency Paperless DD Form 214 Project Marine Corps Interview Session presentation for more information.

Medals and Awards Questions

With regards to M&A data, the Marine Corps noted it is currently working with DMDC to determine the way forward to capture the M&A data that is currently included on the DD Form 214 within the DMDC repository. It was explained that the Marine Corps cannot push that data to DMDC merely at their request. They need a DoD policy to direct them to include that additional data.

Please see the March 21, 2013, Interagency Paperless DD Form 214 Project Marine Corps Interview Session presentation for more information.

Next Steps

Mr. Podgorski reviewed next steps. Mr. Limbacher thanked participants for attending and reiterated the purpose of the meeting was to discuss authentication and distribution of the DD Form 214 / 215. He stated P&R IM will conduct a follow-up session with Marine Corps to discuss resource and lifecycle management aspects.

Please see the March 21, 2013, Interagency Paperless DD Form 214 Project Marine Corps Interview Session presentation for more information.

Action Items

Action	Service/Agency	Suspense
Marine Corps to provide P&R IM with following metrics: <ul style="list-style-type: none"> • Number of DD Form 214s reconstructed per year • Type of mailing done by IPACs (first class, etc.) • Number of DD Form 214 / 215s created by the Reserve Units • Number of copies per batch sent to VA and DOL • The number of DD Form 214s (Copy 6) from the field that are sent to state VA offices 	Marine Corps	TBD

Meeting Attendees

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Interagency Paperless DD Form 214 Report

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Vern	TBD	TBD

Interagency Paperless DD Form 214 Project Coast Guard Interview Session

Location: Mark Center (Alexandria, VA); Personnel and Readiness Information Management (P&R IM) Suite #05E22, Magnolia Conference Room and Teleconference
Facilitator: Mr. Jason Podgorski, P&R IM
Presenter: Mr. Keith Limbacher, P&R IM
Date: March 22, 2013
Meeting Attendees: Please see the table below for a list of meeting attendees.

Background

Mr. Keith Limbacher, P&R IM, presented an overview of the effort background. He noted it is difficult for the Department of Veterans Affairs (VA) to complete the benefits adjudication process in a timely manner because of its inability to access information they need electronically. The goal of this effort is to eliminate the mailing of the DD Form 214 / 215 and to aid all stakeholders in getting the right data for the right person at the right time.

Mr. Limbacher indicated this interview session is the first of many that P&R IM will conduct with effort stakeholders, which in addition to the Services, will include VA, the Department of Labor (DOL), and several State Departments of Veterans Affairs (DVA). He stated the goal is to ensure we have correctly captured all stakeholder requirements. Mr. Limbacher clarified the effort will focus on determining how information is authenticated, distributed, and received today, and how it could potentially be authenticated, distributed, and received in the future.

Mr. Limbacher also noted Defense Manpower Data Center (DMDC) is partnering with P&R IM in this effort. As the Services provide separation information to DMDC, DMDC will serve as the conduit to make that data available to the stakeholders.

Mr. Limbacher emphasized the goal of this effort is not to eliminate the DD Form 214, but rather to get away from the mailing of hard copies to other government agencies. In this age of protecting Personally Identifiable Information (PII), the Office of the Secretary of Defense (OSD) wants to provide stakeholders with only the separation information they need to meet their business requirements, as opposed to sending lots of unnecessary information to multiple locations.

Please see the March 22, 2013, Interagency Paperless DD Form 214 Project Coast Guard Interview Session presentation for more information.

Goals and Objectives

Paperless DD Form 214 Effort Goal and Objectives

Mr. Limbacher discussed the effort goal and objectives and noted separation information must be able to be captured and accessed electronically by December 31, 2014. He indicated the success of this effort will ensure significant resource savings and provide benefits for both senders and receivers of separation information.

DMDC DD Form 214 Goal and Objectives

Ms. Abby Pfeiffer, DMDC, reviewed the DMDC goal to build an electronic repository of DD Form 214 / 215 data that will serve as the distribution source for delivery of computable data to all the stakeholders. She indicated the consumer of the data will be VA so they can query the data when they need it. Ms. Pfeiffer also explained that VA Defense Information

Repository (VADIR) will be the primary source for benefits adjudication data by September 30, 2013.

DMDC Medals and Awards Effort Goal and Objectives

Ms. Pfeiffer walked through the DMDC goal and objectives for setting up a separate repository of information for Medals and Awards (M&A). This would provide M&A information in real time as awards are honored, so the data could be accessed without the DD Form 214 / 215 and before a Service member separates.

Meeting Goal and Objectives

Mr. Limbacher reviewed the meeting goal and objectives and shared some of the benefits of going paperless as a result of this initiative. He indicated the capability to capture and store separation information in an electronic repository would expedite benefits adjudication for Veterans, protect PII, and help adjudicators eliminate fraud.

Please see the March 22, 2013, Interagency Paperless DD Form 214 Project Coast Guard Interview Session presentation for more information.

Coast Guard “As-Is” Business Process Model Review

Mr. Omurhu Onokpise, P&R IM, reviewed the Coast Guard “As-Is” Business Process Model (BPM) for validation by Coast Guard. He discussed the process model roles and activities assigned to the BPM.

The Coast Guard shared that once the DD Form 214 is prepopulated with data, adjustments must be made in order to comply with policy described in DoD Instruction (DoDI) 1336.01, “Certificate of Release or Discharge from Active Duty (DD Form 214/5 Series).” The DD Form 214 is then finalized as an Adobe document and printed. The prepopulated data needs to be reformatted to eliminate abbreviations. The result of this is that the copy the Service member receives is slightly different than the version that goes to DMDC. Ms. Dara Stock, P&R IM, inquired as to which fields on the form will need to be changed. Coast Guard responded that each office is different, but the primary specialty and awards documentation blocks are two examples. Mr. Pete Abraham, DMDC, noted the importance of emphasizing that any field can be updated in Adobe before it is printed, and those changes would not necessarily be captured in the data that comes to DMDC.

The transaction database that populates the worksheet is the same database that sends data to DMDC. Mr. Limbacher inquired if Mr. Abraham had noticed those different abbreviations coming into DMDC. Mr. Abraham clarified that he had not, since many of the abbreviations being discussed are located in fields that are not currently sent to DMDC, such as educational and M&A information.

Mr. Limbacher asked if Coast Guard has considered changing the format to a more uniform one. LCDR Christine Fern, Coast Guard, responded that she was not aware of any discussions involving format changes. She also clarified that Coast Guard does not have the capability to capture electronic signatures on the DD Form 214. The electronic signature can go on the Adobe printout, but it will not go back into the transactional system.

Mr. Jeff Blakely, P&R IM, inquired as to the percentage of DD Form 214s that have continuation sheets attached. Coast Guard responded that they do not know, but that the individuals with continuation sheets are likely retired since they have the most information in their packets.

Coast Guard offered to identify and send metrics to P&R IM on how many DD Form 214s and DD Form 215s they process in one year. Reservists who served more than 90 days or were part of a contingency operation should also be taken into account, since they are also entitled to a DD Form 214.

A question was raised to determine whether or not the process is the same for the DD Form 215. Coast Guard responded that the DD Form 215 process is a manual process and is done differently than the DD Form 214 process. They also indicated that data from the DD Form 215 is not updated in the transactional database or transmitted to DMDC. LCDR Fern explained that the DD Form 215 image is scanned into a system called Image Now, which is also used to capture the images of the DD Form 214s. The scans are sent to the personnel office from various field locations, scanned in the personnel office, and then uploaded into the Service member's electronic record.

Distribution of Copy 1 & 4 to the Service Member

Coast Guard shared that approximately 90% of DD Form 214 Copies 1 and 4 are given to the Service member physically, as opposed to mailed.

Distribution of Copy 3 and 5 to Federal VA and DOL

P&R IM asked what type of mailing is done when sending Copies 3 and 5. LCDR Fern indicated she would identify this and send a sample size of the percentages for Mr. Limbacher.

Distribution of Copy 6 to State VA

For Copy 6, LCDR Fern stated that most are individually mailed, but she has heard of some units that do the mailing in bulk. Mr. Mike Rosa, P&R IM, asked what percentage of Service members chooses to have their DD Form 214 mailed to their state. Coast Guard indicated about 90% of Service members elect to have their forms mailed to the State DVA offices.

Copies 2, 7, 8 Scanned into Image Now

P&R IM asked what happens to Copies 2, 7, and 8 after they are scanned into the Image Now system. LCDR Fern was unsure of the process for Copies 7 and 8, but indicated she believed Copy 2 ends up in records. Currently, there is a significant delay in the scanning, and Coast Guard shared there is a backlog of documents from a year ago. Coast Guard also indicated it takes approximately one week for the documents to get from the field to the personnel office. The average grade of the individual doing the processing is between E-3 and E-5. Coast Guard further clarified that the backlog is in the military records shop, potentially because the DD Form 214s are mixed in with all the other personnel records. Coast Guard confirmed the databases and processes are the same for Reserve component records.

Other Distribution Questions

Mr. Abraham noted that DoDI 7730.54 requires all periods of Active Duty to be reported to DMDC. He indicated all separation information is coming to DMDC in a timely manner, but the Coast Guard currently does not provide Reenlistment Eligibility (RE) codes, Separation Program Designator (SPD) codes, or character of service information.

A question was raised regarding the length of the process from the time when copies are printed out to the time when they are distributed. Coast Guard responded the length of this process depends on multiple factors, including the type of the field unit and separation type.

Coast Guard reported their total backlog of documents that need to be scanned into electronic records, including DD Forms 214 / 215, is approximately 65,000 documents and again emphasized this is about a one year backlog. They indicated that due to a significant backlog,

the DD Form 214 is available in Electronically Image Personnel Data Records System (EIPDR) one year from the day of separation. The DD Form 214 is stored in EIPDR for six months and then sent to the National Personnel Records Center (NPRC) for long-term archiving. Mr. Limbacher reiterated that it would be helpful to know the number of DD Form 214 / 215 issued in a given year, and Coast Guard agreed to provide this metric to P&R IM.

Please see the March 22, 2013, Interagency Paperless DD Form 214 Project Coast Guard Interview Session presentation and the Coast Guard "As-Is" Business Process Model for more information.

DD Form 214 / 215 Policy Review

Mr. Jeff Blakely, P&R IM, listed some of the current DoD policy relating to this initiative, including DoDI 1336.01 for distribution. He also referenced DoDI 1336.05 and DoDI 7730.54 policies that govern data reporting requirements. Mr. Blakely indicated that P&R IM is aware of M1900.4D, and asked the Coast Guard to provide any additional regulations that would be relevant to this effort. He also inquired as to how long it would take the Coast Guard to alter their regulations after a change in DoD policy. The Coast Guard responded that ideally, it would take approximately 3-4 months.

Mr. Blakely asked if the Coast Guard utilized a Configuration Control Board (CCB) schedule that outlined system modification priorities and timelines. The Coast Guard responded they do not have a set release schedule, but policy changes from DoD always are a top priority.

Please see the March 22, 2013, Interagency Paperless DD Form 214 Project Coast Guard Interview Session presentation for more information.

General Questions

Mr. Limbacher asked if the Coast Guard is committed to moving towards a paperless environment for the DD Form 214. The Coast Guard confirmed it wants to move in that direction. However, they indicated that Coast Guard decision makers have not yet officially established this as a priority.

Based on a question from the Coast Guard, P&R IM confirmed this effort is for paperless distribution only, and the Service member will still receive a hard copy. Mr. Limbacher reiterated the consistency of information is crucial. Ms. Stock asked if the system or lack of procedures causes the PDF copy and data in the system to be different. Coast Guard agreed that both of these issues can lead to discrepancies.

Please see the March 22, 2013, Interagency Paperless DD Form 214 Project Coast Guard Interview Session presentation for more information.

Medals and Awards Questions

Mr. Abraham indicated there was no need to walk participants through the M&A questions. He just wanted to ensure participants are aware of the effort.

Please see the March 22, 2013, Interagency Paperless DD Form 214 Project Coast Guard Interview Session presentation for more information.

Next Steps

Mr. Limbacher thanked participants for attending and reiterated the purpose of the meeting was to discuss authentication and distribution of the DD Form 214 / 215. He stated P&R IM will

conduct a follow-up session with Coast Guard to discuss resource and lifecycle management aspects.

Please see the March 22, 2013, Interagency Paperless DD Form 214 Project Coast Guard Interview Session presentation for more information.

Action Items

Action	Service/Agency	Suspense
<ul style="list-style-type: none"> • Coast Guard to provide Mr. Limbacher with requested metrics: <ul style="list-style-type: none"> ○ Number of DD Form 214 / 215s issued per year ○ Type of mailing done for copies sent to Federal VA and DOL 	Coast Guard	In progress

Meeting Attendees

Name	Organization	Email
Abraham, Peter	DMDC	peter.f.abraham.civ@mail.mil
Beltran, Hector	P&R IM	hector.beltran.ctr@osd.pentagon.mil
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Tyler, Lynnae	Coast Guard	TBD
Nerissa	Coast Guard	TBD

Interagency Paperless DD Form 214 Project Air Force Interview Session Part 2

Location: Mark Center (Alexandria, VA); Personnel and Readiness Information Management (P&R IM) Suite #05E22, Magnolia Conference Room and Teleconference

Facilitator: Mr. Jason Podgorski, P&R IM

Presenter: Mr. Keith Limbacher, P&R IM

Date: March 26, 2013

Meeting Attendees: Please see table at bottom for list of meeting attendees.

Background

Mr. Keith Limbacher, P&R IM, presented an overview of the effort background, noting that the majority of individuals participating had been present at the first Interagency Paperless DD Form 214 Air Force Interview Session, which occurred on March 14, 2013. While the previous session was focused on Air Force's role as a sender of separation information, this session is focused on Air Force's requirements as a receiver of separation information.

Mr. Limbacher also re-emphasized the role of the Defense Manpower Data Center (DMDC) as the co-driver of this effort. Once separation information has made the transition to paperless, DMDC will serve as the conduit to make that data available to the stakeholder audiences.

Mr. Limbacher reiterated the goal of this effort is not to eliminate the DD Form 214, but rather to get away from the mailing of hard copies to other government agencies. In this age of protecting Personally Identifiable Information (PII), the Office of the Secretary of Defense (OSD) wants to provide stakeholders with only the separation information they need to meet their business requirements, as opposed to sending lots of unnecessary information to multiple locations.

Please see the March 26, 2013, Interagency Paperless DD Form 214 Project Air Force Interview Session presentation and the March 14, 2013, Interagency Paperless DD Form 214 Air Force Interview Session Summary for more information.

Goals and Objectives

Mr. Limbacher reviewed the goals and objectives for the meeting and noted the purpose of this interview session is to discuss Air Force requirements as a receiver of separation data.

"As-Is" DD Form 214 Process Review Discussion

Ms. Patrice Tartt, P&R IM, walked participants through the "As-Is" DD Form 214 receipt and processing architecture models.

Copy 2

Air Force confirmed that Copy 2 is submitted electronically through the Virtual Military Personnel File (vMPF) and automatically loaded into the Automated Records Management System (ARMS) within 24 hours. The system transferring the image to ARMS uses the same database (Military Personnel Data System (MILPDS)) that provides data to DMDC. Verification is done to ensure the image loaded correctly in ARMS, and the DD Form 214 is re-sent if there is no confirmation provided. The Air Force noted that a manual scan capability exists if necessary, but it is rarely utilized. This process is identical for all components of the Air Force.

Air Force National Guard NGB Form 22 is also generated and stored out of the vMPF. The data that populates both the NGB Form 22 and the DD Form 214 originates within MILPDS. Mr. Jeff

Blakely, P&R IM, inquired as to what additional data fields would need to come from the Service member. Air Force responded that the information would need to include the change of address, family contact information, which state VA office the member would prefer Copy 6 to be mailed to, etc. In the future state, this information will be in the system that provides data to DMDC.

The Air Force further clarified NGB Form 22 records Air Force National Guard service, but not Active Duty, since for periods of 24 hours or more, the Air Force National Guard creates a DD Form 214. The Air Force indicated it is still waiting for clarification on DD Form 214 issuance for the Air Force National Guard. They have proposed a continuous DD Form 214 that would be available on the system, and as an individual went on and off Active Duty, that information would be continuously updated so a new DD Form 214 for each period would not be required. This would also eliminate the requirement for the statement of service. The Air Force Reserve has a mandatory requirement of 90 days of Active Duty service in order for a DD Form 214 to be issued.

Air Force confirmed the current DoD Instruction (DoDI) 1336.01, "Certificate of Release or Discharge from Active Duty" (DD Form 214/215 Series) and Title 10 prohibit the Air Force regular components from producing DD Form 214 for anything other than 90 days of Active Duty or more, or when required by the Secretary of the Military Department concerned for shorter periods. Mr. Pete Abraham, DMDC, indicated a purpose of Closure 8 is to capture periods of Active Duty service regardless of length of service. Once DMDC receives the data and processes it, this requirement will be met. Mr. Limbacher stated he wants to ensure that the information stored in the Official Military Personnel File (OMPF) is the same information that is transferred to DMDC. DMDC indicated it collects other data that is not included on DD Form 214 in ARMS in order to meet Reserve Components Common Personnel Data System (RCCPDS) requirements.

Mr. Limbacher asked if a paper copy of Copy 2 is ever printed. Air Force indicated a copy of Copy 2 is placed in the medical record, and a hard copy can be produced out of ARMS and given to the Service member if requested.

Copy 7

The Air Force confirmed that Copy 7 is created at the local Transition Center and kept on file. These copies are to be used at the discretion of the Service, but Air Force indicated Copy 7 is no longer utilized. The Air Force further clarified that ARMS stores the information for 62 years, and then it is transferred to the National Archives and Records Administration (NARA), where it will reside permanently.

Please see the March 26, 2013, Interagency Paperless DD Form 214 Project Air Force Interview Session presentation for more information.

DD Form 214 / 215 Policy Review

Mr. Blakely asked if there were any additional changes in Air Force policy that need to occur as we move to a paperless scenario. Mr. Kurt Pfitzner, Air Force, indicated there was nothing else at this time.

It was confirmed the DD Form 215 is scanned in as a TIFF file. Air Force indicated there should not be any problems in sending the DD Form 215 data to DMDC, although the DD Form 215 is not included in the virtual system.

Please see the March 26, 2013, Interagency Paperless DD Form 214 Project Air Force Interview Session presentation for more information.

Metrics Questions

Mr. Michael Rosa, P&R IM, reviewed the metrics questions. Mr. Limbacher inquired as to the potential impact of serializing the DD Form 214 in order to do away with the DD Form 215. Air Force noted they could see this as a possibility in the future, although there is not currently a plan to do this. Air Force would have to conduct some assessment to fully consider the impacts of doing so.

It was also discussed that Copy 2 includes 3 blocks which are not normally provided to the VA. P&R IM asked about the future state for Copy 1, and Air Force responded they see no future changes to the current practice of giving Copy 1 to the Service member. Mr. Limbacher raised the idea that an ideal future state would be to get rid of a paper copy altogether, which could be done through the Domain Service (DS) Logon, which would give them access to eBenefits and Defense Personnel Records Information Retrieval System (DPRIS).

The Air Force indicated the Service member can currently access the copies themselves through Virtual Military Personnel Flight (vMPF). Service members are given a grace period of 90 days when they no longer have a Common Access Card (CAC) but can still access the vMPF and pull their own DD Form 214 out of the system. Currently, hard copies are only mailed if a Service member isn't physically present when he or she separates. The Air Force mails over 60,000 of these out per year, and to change this would require a policy change.

Mr. Limbacher thanked all participants and stated that Air Force should reach out to him with any further questions or comments.

Please see the March 26, 2013, Interagency Paperless DD Form 214 Project Air Force Interview Session presentation for more information.

Action Items

No action items were captured during the meeting.

Meeting Attendees

Name	Organization	Email
Abraham, Peter	DMDC	peter.f.abraham.civ@mail.mil
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Interagency Paperless DD Form 214 Report

Marshall, Kris	Air Force	TBD
Miller, Sam	Air Force	TBD
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Reed, Sherry	Air Force	TBD
Westmoreland, Steve	Air Force	TBD

Interagency Paperless DD Form 214 Project Army Interview Session Part 2

Location: Mark Center (Alexandria, VA); Personnel and Readiness Information Management (P&R IM) Suite #05E22, Magnolia Conference Room and Teleconference
Facilitator: Mr. Jason Podgorski, P&R IM
Presenter: Mr. Keith Limbacher, P&R IM
Date: March 26, 2013
Meeting Attendees: Please see the table below for list of meeting attendees.

Background

Mr. Keith Limbacher, P&R IM, presented an overview of the effort background, noting that the majority of individuals participating had been present at the Interagency Paperless DD Form 214 Army Interview Session, which occurred on March 11, 2013. He thanked participants for their continued involvement and clarified that while the previous interview session was focused on Army's role as a sender of separation information, this session will focus on Army's requirements as a receiver of separation information.

Mr. Limbacher also re-emphasized the role of the Defense Manpower Data Center (DMDC) as the co-driver of this effort. He indicated that once separation information has transitioned to the paperless environment, DMDC will serve as the conduit to make that data available to the stakeholder audiences.

Mr. Limbacher reiterated the goal of this effort is not to eliminate the DD Form 214 / 215, but rather to eliminate mailing hard copies to other government agencies. He further clarified that to better protect Personally Identifiable Information (PII), the Office of the Secretary of Defense (OSD) wants to provide stakeholders with only the separation information needed to meet their business requirements, as opposed to sending unnecessary information to multiple locations.

Please see the March 26, 2013, Interagency Paperless DD Form 214 Project Army Interview Session presentation and the March 11, 2013 Interagency Paperless DD Form 214 Army Interview Session Summary for more information.

Goals and Objectives

Mr. Limbacher reviewed the goals and objectives for the meeting and emphasized the purpose of this interview session is to discuss Army requirements as a receiver of separation data.

Please see the March 26, 2013, Interagency Paperless DD Form 214 Project Army Interview Session presentation for more information.

Army "As-Is" Business Process Model Review

Ms. Patricia Jackson, P&R IM, walked participants through the Army "As-Is" DD Form 214 receipt and processing architecture models for Army validation.

Copy 2

The Army indicated that once Copy 2 is generated in the Transition Point Processing System (TRANSPROC), it is loaded into Interactive Personnel Electronic Records Management System (iPERMS) automatically and without human intervention. It is available on the date of separation or the following day. Copy 2 is then printed and used to verify that the DD Form 214 has been successfully loaded into iPERMS.

Army shared that there are a few situations in which Copy 2 must be mailed in hard copy to another location. If there is an Individual Ready Reserve (IRR), Individual Mobilization Augmentee (IMA), or Retiree Recall, Copy 2 will be mailed to the Army Human Resources Command (HRC). If the Service member is a Reservist, the copy will be mailed to the Reserve office. If they are a part of the Army National Guard, a copy will be mailed to the state. The Army clarified that if the Service member is in none of these categories, Copy 2 will be destroyed. Army also indicated that all these special case distributions are done in hard copy. Mr. Jim Tibbals, Army, noted the Army does not use iPERMS to notify the state that a Service member of the Army National Guard has separated due to a lack of functionality. He also noted that since iPERMS is in sustainment mode, no additional functionality can be built into the system at this time.

Ms. Jackson reiterated that the Reserve and Army National Guard required a manual notification of separation, as the DD Form 214 creation does not automatically trigger notification. Mr. Tibbals reminded participants that making this an automated process is not planned for future development in the system. He also confirmed that hard Copy 2 is only destroyed for regular Active Duty. Mr. Mike Rosa, P&R IM, asked if there is a policy that dictates where this copy is sent. Army indicated there is a draft regulation in development and a copy has been sent to P&R IM for review. Mr. Pete Abraham, DMDC, asked if this process would change when Army moves to the Integrated Personnel and Pay System - Army (IPPS-A). The Army indicated it probably will change, though the details are not yet known.

Mr. Limbacher asked if the Army was still completing manual DD Form 214 / 215s. The Army indicated the DD Form 214 / 215s are all completed through digital transactions. They further clarified the Reserve is handled just like Active Duty, but that the Army National Guard utilizes its own system called Twin Engines. The Army stated the Twin Engines system does not communicate with any other systems, but it can generate 8 copies of the DD Form 214 / 215. Currently, there is a plan to move the Army National Guard to TRANSPROC, but the timeline has not yet been determined. P&R IM asked how many DD Form 214 / 215s are scanned in from Army National Guard domains. Army indicated it was unsure, but thought that Ms. Jan Berry would know. P&R IM indicated it would reach out to Ms. Berry for additional clarification. Army also stated that different states and territories may have different processes.

Ms. Pfeiffer asked the Army to clarify the situation in the case of a gap from TRANSPROC to DMDC, since there is no data from the Army National Guard in TRANSPROC. Since iPERMS is an image repository, DMDC further indicated it needs data distribution from TRANSPROC. The Army stated the Enterprise Service Bus (ESB) will be the conduit to move data from the Army to DMDC from TRANSPROC. They clarified that TRANSPROC produces a PDF with the data embedded to DMDC. Army then asked if DMDC will need to pull the authentication data in the form of a Common Access Card (CAC) signature. DMDC agreed this would be ideal, and reiterated there needs to be 100% matching data from what is transferred in TRANSPROC to DMDC.

Mr. Limbacher indicated he would reach out to Mr. Dean Hiza, Army, to obtain further clarification on metrics to better determine cost of production, mailing, etc. The Army stated that about half of the Army National Guard states are using TRANSPROC, though some of these also utilize the Twin Engines system depending on the circumstances. Ms. Dara Stock, P&R IM, reminded participants that the date located on the Twin Engines system will need to be removed from the metrics Army provided from iPERMS. The Army agreed to complete this task and provide the updated DD Form 214 / 215 data to P&R IM.

Ms. Stock asked if it is clear to the Transition Centers that additional copies of Copy 2 need to be made to send for Reserves and Army National Guard. The Army indicated the hard copies are already made so this is not a problem.

Mr. Limbacher inquired if there was a launch schedule for IPPS-A. The Army stated that at this time, no schedule has officially been released.

Ms. Pfeiffer asked if the Army National Guard form is a substitute for the DD Form 214. The Army stated this is just a substitution process and would not replace the DD Form 214. The Army further clarified that the Army National Guard separation form is only for Service members who have been chaptered out of the Army and are therefore leaving their Army status. This is a separate action, and the DD Form 214 will become a separate document of reason to discharge them from their state status.

Mr. Limbacher asked Army about the possibility of P&R IM visiting a local Transition Center and if so, could a review of the finance elements be provided during the site visit. The Army indicated they would help P&R IM schedule a site visit to a local Transition Center and confirmed that most bases have the finance group on site, including Ft. Myer, so meeting with a finance group should not be a problem.

Copy 7 & 8

The Army confirmed there is no reason to develop hard copies of Copy 7 and 8 once this process is automated and on one system since the copies would be destroyed anyway. The Army further clarified there is no business need for a file copy to sit in the Transition Center if Copy 2 is stored in iPERMS. Army stated that the way ahead is that there will no longer be a Copy 8. Mr. Jeff Blakely, P&R IM, inquired as to whether the finance center would still need Copy 7 in the "To-Be" state. Army clarified that Copy 7 is currently used by the finance center, but that once Army is all on a common personnel system, there would be no reason for Copy 7 either. Mr. Rich Brewer, Army, noted that Army would need to speak to someone from the Defense Finance Accounting Service (DFAS) to confirm this.

Please see the March 26, 2013, Interagency Paperless DD Form 214 Project Army Interview Session presentation and the Army "As-Is" Business Process Model for more information.

DD Form 214 / 215 Policy Review

Mr. Jeff Blakely, P&R IM, walked participants through the policy questions and asked if there were other policy recommendations. He inquired about Army regulation 635-XX. Army indicated it is a new regulation that does not yet have an official number and is tracking to be sent for legal review.

Mr. Blakely asked Army on average how long it takes to implement policy changes. Army indicated it is about a 2-3 year timeframe for Army to fully respond to policy changes. Officially, this should be an 18 month process, but it generally takes longer. The Army stated that Military Personnel (MILPERS) messages are published as interim policy until official regulation can be published and indicated these can be implemented in a matter of weeks.

Mr. Dave Percich, OSD Reserve Affairs, inquired if the Army did go paperless, would they need a policy change to produce a DD Form 214 / 215 for Army National Guard and Reserve members who served on Active Duty for less than 90 days. The Army confirmed this would probably be the case, but indicated there is no proven advantage to developing a DD Form 214

/ 215 for Service members who have completed short-term duty. For a typical Reserve soldier who has short term service, there is no evidence to show a Service member has ever had benefits denied as a result of not having a DD Form 214 / 215.

Mr. Limbacher reiterated the goal is to have the data at DMDC match what is in iPERMS. He stated that this should be authoritative data and match what is in the Official Military Personnel File (OMPF) repository.

Please see the March 26, 2013, Interagency Paperless DD Form 214 Project Army Interview Session presentation for more information.

Metrics Questions

Mr. Michael Rosa, P&R IM, reviewed the metrics questions and noted that many of them had already been answered. Mr. Hector Beltran, P&R IM, indicated it may need to contact HRC to ensure the Army National Guard and Reserve receive a copy of the DD Form 215 once a paper copy is no longer issued. Mr. Limbacher agreed and indicated he would determine a point of contact (POC) from HRC.

As a follow-up to a previously asked question, the Army indicated the DD Form 214 is retained in iPERMS for 62 years, and then transferred to the National Archives and Records Administration (NARA) where it remains permanently.

A final question was asked as to the possibility of eliminating the DD Form 215 in favor of an updated DD Form 214. P&R IM added it will be important to ensure the systems have the correct information so multiple paper copies will not have to be relied on. The Army stated this would require a change in the DoDI, and all agreed this would need to be version controlled or serialized in some way to ensure the right copy is being used. P&R IM emphasized that having this data electronically would provide an improved tracking mechanism and help eliminate fraud.

Mr. Limbacher thanked all attendees for participating in the meeting and asked the Army to reach out to him with any further questions or comments.

Please see the March 26, 2013, Interagency Paperless DD Form 214 Project Army Interview Session presentation for more information.

Action Items

Action	Service/Agency	Suspense
Reach out to Ms. Berry to ascertain how many DD Form 214s are scanned into TRANSPROC from Army National Guard domains	P&R IM	In progress
P&R IM to work with Army to schedule a Transition Center site visit	P&R IM / Army	In progress
Army to revise previously delivered metrics to remove Twin Engines data	Army	In Progress
P&R IM to identify an HRC POC	P&R IM	In Progress

Meeting Attendees

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Interagency Paperless DD Form 214 Report

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Interagency Paperless DD Form 214 Project Marine Corps Interview Session Part 2

Location: Mark Center (Alexandria, VA); Personnel and Readiness Information Management (P&R IM) Suite #05E22, Magnolia Conference Room and Teleconference
Facilitator: Mr. Jason Podgorski, P&R IM
Presenter: Mr. Keith Limbacher, P&R IM
Date: March 27, 2013
Meeting Attendees: Please see table at bottom for list of meeting attendees.

Background

Mr. Keith Limbacher, P&R IM, presented an overview of the effort background, noting that the majority of individuals participating had been present at the first Interagency Paperless DD Form 214 Marine Corps Interview Session, which occurred on March 21, 2013. While the previous session was focused on Marine Corps' role as a sender of separation information, this session was focused on Marine Corps' requirements as a receiver of separation information.

Mr. Limbacher also re-emphasized the role of the Defense Manpower Data Center (DMDC) as the co-driver of this effort. Once separation information has made the transition to paperless, DMDC will serve as the conduit to make that data available to the stakeholder audiences.

Mr. Limbacher reiterated the goal of this effort is not to eliminate the DD Form 214, but rather to get away from the mailing of hard copies to other government agencies. To protect Personally Identifiable Information (PII), the Office of the Secretary of Defense (OSD) wants to provide stakeholders with only the separation information they need to meet their business requirements, as opposed to sending unnecessary information to multiple locations.

Please see the March 27, 2013, Interagency Paperless DD Form 214 Project Marine Corps Interview Session presentation and the March 21, 2013, Interagency Paperless DD Form 214 Marine Corps Interview Session Summary for more information.

Goals and Objectives

Mr. Limbacher reviewed the goals and objectives for the meeting and noted the purpose of this interview session is to discuss Marine Corps requirements as a receiver of separation data.

"As-Is" DD Form 214 Process Review Discussion

Mr. Omurhu Onokpise, P&R IM, walked participants through the "As-Is" DD Form 214 receipt and processing architecture models for Marine Corps validation.

Copy 2:

The Marine Corps indicated that receipt of Copy 2 could happen either electronically or on paper. Many units have electronic capabilities, but those who do not, either mail the DD Form 214 in hard copy or upload it to a shared server. Mr. Jeff Shattuck, Marine Corps, noted that many documents are batched together in hard copy, including the DD Form 214. A verification check is performed to ensure all documents in the batch processed correctly.

Mr. Shattuck also noted the Marine Corps does not index at the document level at this time, so there is a potential for a duplicate DD Form 214 to be scanned and loaded into the Official Military Personnel File (OMPF).

Ms. Abby Pfeiffer, DMDC, asked if the DD Form 214 data is in the Document Tracking Management System (DTMS). Mr. Shattuck responded that while they are using DTMS, it does not have signature capabilities, so the DD Form 214 still has to be signed on paper and then scanned into the system. He clarified the scanned copy is not computable data, but rather an actual image of the form in TIFF format.

After Copy 2 is scanned, it is retained until verification of the image is loaded into the system. Following verification, Copy 2 is shredded. The individuals processing the DD Form 214 in the field are made up of Marines (about 90%). At Marine Corps Headquarters, they are civilians at the GS-5 or GS-6 level. Civilian supervisors are typically GS-9 or GS-11. The supervisors manage the process and ensure all batches have processed properly. The Marine Corps indicated that currently, there is not much of a backlog. If a DD Form 214 is received electronically, it takes between 3-5 days from the time of receipt to the time when it is available in the OMPF. The Marine Corps does not index down to the document level. Mr. Shattuck shared he was not sure how long the paper is retained before it is destroyed. He also clarified this process is the same for DD Form 215 and for Marine Corps Reservists.

Copy 7 and Copy 8

Mr. Shattuck noted the Marine Corps processes for Copy 7 and Copy 8 have changed. When the Marine Corps were still maintaining a paper field record, they would send Copy 7 to Marine Forces Reserve (MARFORRES), formerly known as Marine Corps Mobilization Command (MOBCOM). Since the paper record is no longer used, this process no longer occurs. Marine Corps Reserve has the capability to pull any information that they need from Optical Digital Imaging-Record Management System (ODI-RMS).

The Marine Corps indicated the unit is still required to keep a hard copy for 2 years in their local files, and Copy 8 is used for this purpose. Mr. Arne Johnson, Marine Corps, noted the Marine Corps probably does not keep a file copy since the DTMS can retain those documents. He noted that there is an effort to start purging documents at 6 years plus 3 months, but this isn't happening yet. Mr. Limbacher indicated he was pleased to note the Marine Corps has already taken many of the critical steps required to move to a paperless environment.

DD Form 214 / 215 Policy Review

Mr. Jeff Blakely, P&R IM, asked if there were any additional changes in Marine Corps policy that need to occur as we move to a paperless scenario from a receiver perspective. Marine Corps shared that there is a new manual underway, Marine Corps Orders "P" Directive (MCO-P) 1900, and P&R IM requested a copy. Mr. Johnson asked if DoD would consider re-evaluating the number of copies generated once the Services move to a paperless process. Mr. Limbacher responded it would, and noted that P&R IM will work with Military Personnel Policy (MPP) to ensure the DoD Instruction reflects our strategy for moving to a paperless environment.

Mr. Johnson also noted there aren't too many employers today that will accept Copy 1 as proof of service, including the government. With regards to capturing electronic digital signatures, the Marine Corps shared they have not yet found the right software that will meet their needs. At a DoD level, they would like to see the guidance to develop an electronic signature and the specifics regarding the system that DoD wants them to use. DMDC noted that not having the digital signature does not hold up any of their goals under the Virtual Lifetime Electronic Record (VLER) contract. Once the electronic signature data is available, DMDC would like to capture it. Mr. Limbacher noted there may be some answers offered by some of the other Services. He indicated the next Joint Personnel Records Information Group (JPRIG) will take place in April 2013, and this would be a good issue to discuss during the working group.

Please see the March 27, 2013, Interagency Paperless DD Form 214 Project Marine Corps Interview Session presentation for more information.

Metrics Questions

Mr. Michael Rosa, P&R IM, reviewed the metrics questions and inquired about the potential impacts of moving away from the DD Form 215 in favor of a revised DD Form 214. The Marine Corps responded that it would potentially be much more time consuming to regenerate the DD Form 214, as opposed to generating a DD Form 215. They also have significant concerns about version control with multiple issuances of the DD Form 214. Mr. Limbacher requested the metrics on how many DD Form 215s are created for both Active Duty and Reserve, and the Marine Corps agreed to provide six months of data on this topic.

Mr. Limbacher thanked all participants and stated that Marine Corps should reach out to him with any further questions or comments.

Please see the March 27, 2013, Interagency Paperless DD Form 214 Project Marine Corps Interview Session presentation for more information.

Action Items

Action	Service/Agency	Suspense
P&R IM to reach out to other Services regarding software to capture electronic signature data and discuss this topic at the next JPRIG	P&R IM	In progress
Marine Corps to provide P&R IM with DD Form 215 metrics from the last six months	Marine Corps	In progress
Marine Corps to provide P&R IM with MCO P1900 draft copy	Marine Corps	In progress

Meeting Attendees

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Interagency Paperless DD Form 214 Project Navy Interview Session Part 2

Location: Mark Center (Alexandria, VA); Personnel and Readiness Information Management (P&R IM) Suite #05E22, Magnolia Conference Room and Teleconference

Facilitator: Mr. Jason Podgorski, P&R IM

Presenter: Mr. Keith Limbacher, P&R IM

Date: March 27, 2013

Meeting Attendees: Please see the table below for a list of meeting attendees.

Background

Mr. Keith Limbacher, P&R IM, presented an overview of the effort background, noting the majority of individuals participating had been present at the first Interagency Paperless DD Form 214 Navy Interview Session, which occurred on March 19, 2013. He indicated that while the previous session was focused on Navy's role as a sender of separation information, this session would be focused on Navy's requirements as a receiver of separation information.

Mr. Limbacher also re-emphasized the role of the Defense Manpower Data Center (DMDC) as the co-driver of this effort. Once separation information has made the transition to paperless, DMDC will serve as the conduit to make that data available to the stakeholder audiences.

Mr. Limbacher reiterated the goal of this effort is not to eliminate the DD Form 214, but rather to eliminate the mailing of hard copies to other government agencies. To protect Personally Identifiable Information (PII), the Office of the Secretary of Defense (OSD) wants to provide stakeholders with only the separation information they need to meet their business requirements, as opposed to sending unnecessary information to multiple locations.

Please see the March 27, 2013, Interagency Paperless DD Form 214 Project Navy Interview Session presentation and the March 19, 2013, Interagency Paperless DD Form 214 Navy Interview Session Summary for more information.

Goals and Objectives

Mr. Limbacher reviewed the goals and objectives for the meeting and reiterated the purpose of this interview session is to discuss Navy requirements as a receiver of separation data.

"As-Is" DD Form 214 Process Review Discussion

Mr. Omurhu Onokpise, P&R IM, walked participants through the "As-Is" DD Form 214 receipt and processing architecture models for Navy validation.

Copy 2

Navy indicated that Copy 2 is always received in hard copy. Ms. Kathy Wardlaw, Navy, shared that the scanning of the DD Form 214 / 215s is done at the Navy Personnel Command NAVPERSCOM (PERS-313) office in Millington, TN. She stated it takes approximately 10 business days for the DD Form 214 / 215 to be processed and scanned into the Electronic Military Personnel Record System (EMPRS) after the hard copy is received. Ms. Wardlaw shared that the facility processes approximately 100,000 documents a week, which are not solely composed of DD Form 214s. Approximately 30 contractors work to receive the document, scan it into EMPRS, validate that it has been received into EMPRS, and then destroy the hard copy.

Copy 7

Navy confirmed Copy 7 is destroyed.

Copy 8

Mr. Bill Pappas, Navy, confirmed that Copy 8 is filed at the local office for 2 years and then destroyed. Currently, the entire separation file is saved in hard copy, but Navy is moving towards an electronic retrieval system called Total Records and Information Management (TRIM) that would allow the information to be saved electronically and viewed from other locations. The system will be used by the Navy to store all documents, not just DD Form 214 / 215s. Once TRIM is universally utilized, Navy would scan in the DD Form 214 / 215s into the system and then destroy the hard copies. Navy indicated the individuals that handle Copy 8 are generally civilians at the GS-5 level or contractors at the Personnel Support Activity Detachments (PSD). It takes an individual about 30 minutes to 1 hour to process an individual separating and an additional 15 minutes to store the hard copy of the file. Navy also confirmed that the DD Form 215 process is the same as the process for the DD Form 214.

Please see the March 27, 2013, Interagency Paperless DD Form 214 Project Navy Interview Session presentation for more information.

DD Form 214 / 215 Policy Review

Mr. Jeff Blakely, P&R IM, asked if there were additional changes in Navy policy that need to occur as we move to a paperless scenario from a receiver perspective. Navy responded that there were not.

The question of eliminating the DD Form 215 in favor of an updated DD Form 214 was raised by P&R IM. In conjunction, Mr. Pappas raised the issue of version control. Ms. Wardlaw inquired as to what would stop a Veteran from using an earlier, incorrect version of the DD Form 214. Mr. Limbacher responded that in the current state, there is nothing to stop a Veteran from not providing DD Form 215 in addition to the DD Form 214. Additionally, the updated DD Form 214 would also be available from the authoritative data source. He also noted that a few studies have shown that most changes to the DD Form 214 are to the betterment of the Veteran, not to his or her detriment.

Another question was raised regarding the capture of digital signatures as the process moves toward the paperless environment. Ms. Wardlaw noted that Navy will have the capability to capture digital signatures in the future.

Please see the March 27, 2013, Interagency Paperless DD Form 214 Project Navy Interview Session presentation for more information.

Metrics Questions

Mr. Michael Rosa, P&R IM, reviewed the metrics questions, and noted they had all been previously covered.

Mr. Limbacher thanked all participants and stated that Navy should reach out to him with any further questions or comments.

Please see the March 27, 2013, Interagency Paperless DD Form 214 Project Navy Interview Session presentation for more information.

Action Items

There were no new action items captured during the meeting.

Meeting Attendees

Name	Organization	Email
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Interagency Paperless DD Form 214 Project Department of Labor (DOL) Interview Session

Location: Mark Center (Alexandria, VA); Personnel and Readiness Information Management (P&R IM) Suite #05E22, Magnolia Conference Room and Teleconference
Facilitator: Mr. Jason Podgorski, P&R IM
Presenter: Mr. Keith Limbacher, P&R IM
Date: March 29, 2013
Meeting Attendees: Please see table at bottom for list of meeting attendees.

Background

Mr. Keith Limbacher, P&R IM, presented an overview of the effort background. Mr. Limbacher stated the goal of this effort is to aid all stakeholders in getting the right data for the right person at the right time.

Mr. Limbacher indicated this interview session is one of many that P&R IM is in the process of conducting with effort stakeholders, which in addition to DOL include the Services, the State Departments of Veterans Affairs (SDVA), and the VA. He stated the purpose of these sessions is to ensure we have correctly captured all stakeholder requirements for separation information. Mr. Limbacher clarified the effort will focus on determining how information is authenticated, distributed, and received today, and how it could potentially be authenticated, distributed, and received in the future.

Mr. Limbacher also emphasized the role of the Defense Manpower Data Center (DMDC) as the co-driver of this effort. Once separation information has made the transition to paperless, DMDC will serve as the conduit to make that data available to the stakeholder audiences.

Mr. Limbacher reiterated the goal of this effort is not to eliminate the DD Form 214, but rather to eliminate mailing hard copies of the form to government agencies. To protect Personally Identifiable Information (PII), the Office of the Secretary of Defense (OSD) wants to provide stakeholders with only the separation information needed to meet their business requirements versus sending unnecessary information to multiple locations.

Please see the March 29, 2013, Interagency Paperless DD Form 214 Project DOL Interview Session presentation for more information.

Goals and Objectives

Paperless DD Form 214 Effort Goal and Objectives

Mr. Limbacher reviewed the goals and objectives for the meeting and noted the purpose of this interview session is to discuss DOL requirements as a receiver of separation data.

DMDC DD Form 214 Goal and Objectives

Ms. Abby Pfeiffer, DMDC, reviewed the DMDC goal to build an electronic repository of DD Form 214 / 215 data that will serve as the distribution source for delivery of computable data to all the stakeholders.

“As-Is” DD Form 214 Process Review Discussion

Mr. Omurhu Onokpise, P&R IM, walked participants through the “As-Is” DD Form 214 receipt and processing architecture models for DOL validation.

“As-Is” Federal Claims Control Center (FCCC) DD Form 214 Process

P&R IM reviewed the existing process model. According to the model, when FCCC receives Copy 5 of the DD Form 214 from the Services, the form is sorted and prepared for data entry. FCCC personnel then manually input the data, which includes Name, Social Security Number (SSN), and Separation Date. If a state requests DD Form 214 information for UCX claims adjudication, all the required elements are manually entered and verified for accuracy. The form is then scanned for archival purposes and the paper copy of the DD Form 214 destroyed.

Ms. Kathy Flynn, DOL, noted the current process model has some inaccuracies. She stated the FCCC no longer uses the paper DD Form 214 as the source to key in data into their system, but rather they use the DD Form 214 image retrieved through Defense Personnel Records Information Retrieval System (DPRIS) to key in the data. All DD Form 215s or reissued DD Form 214s undergo the process as documented on the model.

Mr. Limbacher emphasized that in the “To-Be” process/paperless environment DOL will request the computable data from DMDC so nothing would need to be manually entered. Ms. Flynn noted that P&R IM should reach out to Alex Jackson, the FCCC Claims Manager responsible for data entry oversight, for further clarification on the process.

“As-Is” State DD Form 214 Process

Ms. Flynn reviewed the process for UCX. First, the FCCC checks the request to make sure all the required data is provided. If it is not, the request is rejected and the state is notified. The FCCC also checks to ensure they do not already have a claim for this SSN on file. If there is already a claim on file, they check to see if UCX wages have been assigned and notify the state there is another claim on file. Due to multiple activations, Ms. Flynn indicated it is possible someone could have filed a claim the previous year, and then had a newer activation and is now filing a claim from the newer activation. In that case, DOL must notify the second state about the first state’s claim, and then check to see if they have another DD Form 214 that has not been assigned that they can use to file a more current claim with the more recent state.

Ms. Flynn stated that as the keeper of the records, it is the FCCC’s job to make sure everything is correct so the states can process their claims. The states come back to FCCC and let them know if wage and separation information is usable and assignable.

Ms. Pfeiffer indicated DMDC is working with Defense Finance and Accounting Service (DFAS) to provide some of these data elements directly in the repository so DOL would not have to glean anything from the remarks block. Ms. Diane Ball, DFAS, noted the DD Form 214 authorizes separation or severance pay for a certain amount. That information is then entered manually into the DFAS pay system, and sent to DMDC. Ms. Ball asked Ms. Pfeiffer if she believes that DMDC could bundle that information with the other information DMDC sends to DOL in the future. Ms. Pfeiffer responded that it should not be a problem, but stated there may be a time lag based on when all the information is available in the system.

Ms. Flynn noted some Services indicate that severance or retirement information is not always available for typing in Block 18, Remarks, of the DD Form 214. She clarified the FCCC does not get that information at all if it is not in the Remarks block. Ms. Stephanie Garcia, DOL, noted the states contact their military liaison from the specific Service to try to get this information. If there is no response, they base the pay on whatever information is available. Mr. Limbacher noted that getting the right data to DOL quickly saves DoD money, because if DOL does not have all the right information, DoD will end up overpaying.

Ms. Pfeiffer asked if it would be worth it for DMDC to provide this supplemental information even if it was 30 days after the issuance of the DD Form 214. DOL responded that even if it was a separate feed later on, the information would be helpful.

Ms. Flynn shared that in the past, if a claim was filed and DOL did not have the necessary information within 50 days after the claim, DOL would send a paper request to the Service for the information. However, this is no longer the case. There is now a process in place where the FCCC goes to DPRIS at three separate time intervals to retrieve the information. If the state has already processed a claim, the FCCC would try a fourth time. Ms. Dara Stock, P&R IM, inquired about the percentage of the time that the FCCC needs to request the DD Form 214 from the Service because it is not in DPRIS. Ms. Flynn indicated she was not sure, but stated that it is fairly common occurrence. Mr. Limbacher requested a current metrics report, and Ms. Flynn agreed to provide one.

Ms. Pfeiffer asked about the process for the Coast Guard, National Oceanic and Atmospheric Administration (NOAA), and the Public Health Service (PHS). Ms. Flynn responded that currently, this is a paper process, because they are not in DPRIS. She further stated that FCCC personnel have to sort these forms out of the paper files with the reissued DD Form 214 and all DD Form 215s.

Data Elements Discussion

Mr. Hector Beltran, P&R IM, reviewed the data elements required by DOL to adjudicate claims and inquired if anything has changed since the Unemployment Compensation for Ex-Service Members (UCX) Information Needs report was agreed by DOL earlier in March 2013. Ms. Flynn responded that to her knowledge, the slides created by P&R IM accurately reflect the information that is needed at the FCCC. However, the recommendations for Block 18, Remarks, needed further discussion. She indicated, First Full Term in Block 18 of the DD Form 214, is still a challenge for FCCC and the states. This information is rarely completed and would help states immensely if it was mandatory. Ms. Pfeiffer noted she would review the issue with Mr. Pete Abraham, DMDC. Mr. Limbacher stated this is an area where P&R IM could possibly recommend a policy change that would ensure this block is completed. He agreed to take this as an action and to work toward defining standard terminology for all the Services. Mr. Dave Percich, OSD Reserve Affairs, said he would review DoDI 1336.01 to determine if it offers any kind of definition.

Ms. Flynn also noted that on slide 11 of the deck, the 2nd sub-bullet on Item 10 which reads, *“For regular Component, DOL uses the Narrative Reason for Separation (data # 17) along with Character of Service (data # 16), when data # 10 is not reported,”* may be incorrect. She clarified the FCCC does not use other blocks to extrapolate missing information on the DD Form 214, they just capture what DoD gives them. Ms. Flynn also expressed concern that the bullet states there is no need to transmit data #10, First Full Term, and she believed it is needed. Mr. Limbacher noted P&R IM would take an action to define First Full Term and its computation/derivation. A participant stated that First Full Term is not applicable to Guard and Reserve, and that for the Regular component, one could look at Blocks 16 and 17 to determine if the Service member completed their first full term. Ms. Flynn disagreed on the statement for the Regular component, but agreed with the previous Guard and Reserve statement. Mr. Percich recommended that this issue be discussed further with Mr. Mike Pachuta, Military Personnel Policy (MPP).

With regards to #7, Block 12 C “Net Active Service This Period,” Ms. Flynn asked Ms. Sherry Anderson, Wisconsin State DOL, if this information would be helpful to the states. Ms.

Anderson noted that it is helpful to get this information. Ms. Anderson also stated that when her office is contacted by a Service member who provides DD Form 214 information that says their separation date is in the future, they send the member a letter saying that they need to contact them again after their separation date. Individuals on terminal leave sometimes file before the separation date on the DD Form 214. If the Service member does not yet have their DD Form 214, they can provide their orders and release of orders. Ms. Anderson indicated she would contact the Services directly to verify the information.

Mr. Limbacher shared that P&R IM has started an Interface Support Agreement (ISA) with DOL, and would like to bring DMDC on board. Ms. Pfeiffer noted she reviewed this with her privacy team, and indicated there would need to be a Memorandum of Understanding (MOU) between DMDC and DOL in addition to an updated System of Records Notice (SORN).

DD Form 214 / 215 Policy Review

Mr. Jeff Blakely, P&R IM, walked through several policy questions and asked participants if there were additional policy changes that would be necessary in order to move to a paperless environment. Mr. Limbacher indicated that many of the issues had been discussed earlier in the meeting, and reiterated that he would share the ISA between DoD and DOL with the group.

A question was raised to determine whether or not a law exists that mandates the DD Form 214 information must be provided in a paper format. Ms. Garcia responded she has researched this issue, and there is no law that mandates the paper format.

Ms. Pfeiffer asked what would happen, in the case of reissued DD Form 214 / 215, if a claim is denied and then the updated information is received. Ms. Flynn clarified that an amended response would be sent to the state so the state could correct the claim.

Please see the March 29, 2013, Interagency Paperless DD Form 214 Project DOL Interview Session presentation for more information.

Action Items

Action	Service/Agency	Suspense
P&R IM to reach out to Alex Jackson for clarification on process and metrics	P&R IM	Completed (P&R IM, DMDC, RA and DOL held a conference call with Ms. Jackson, FCCC)
P&R IM to work with DMDC, DFAS and DOL to define pay requirements currently captured in Block 18, Remarks, of the DD Form 214	P&R IM, DMDC, DMDC, and DOL	In progress
DOL to provide P&R IM with updated metrics information in coordination with Alex Jackson	DOL	In progress
P&R IM to define "First Full Term" item #10 (Remarks block in DD Form 214) and define its computation/derivation in coordination with Mr. Percich and Mr. Pachuta, DMDC, and DOL	P&R IM, MPP, RA, DMDC, and DOL	In progress
P&R IM to share the ISA between DoD and DOL with the meeting participants	P&R IM	In progress

Interagency Paperless DD Form 214 Report

P&R IM to update the UCX Information Needs Report to be consistent with the meeting discussion and outcomes and provide the report to UCX stakeholders for further review/comment	P&R IM	Completed
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Meeting Attendees

Name	Organization	Email
Abraham, Peter	DMDC	peter.f.abraham.civ@mail.mil
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**Interagency Paperless DD Form 214 Project
Department of Veterans Affairs (VA) Interview Session**

Location: Mark Center (Alexandria, VA); Personnel and Readiness Information Management (P&R IM) Suite #05E22, Magnolia Conference Room and Teleconference
Facilitator: Mr. Jason Podgorski, P&R IM
Presenter: Mr. Keith Limbacher, P&R IM
Date: April 12, 2013
Meeting Attendees: Please see table at bottom for list of meeting attendees.

Background

Mr. Keith Limbacher, P&R IM, presented an overview of the effort background. He noted it is difficult for the Department of Veterans Affairs (VA) to complete the benefits adjudication process in a timely manner because of their inability to access information they need electronically. Mr. Limbacher stated the goal of this effort is to aid all stakeholders in getting the right data for the right person at the right time.

Mr. Limbacher indicated this interview session is one of many that P&R IM is in the process of conducting with effort stakeholders, which in addition to VA, include the Services, the State Departments of Veterans Affairs (DVA), and the Department of Labor (DOL). He stated the purpose of these sessions is to ensure we have correctly captured all stakeholder requirements for separation information. Mr. Limbacher clarified the effort will focus on determining how information is authenticated, distributed, and received today, and how it could potentially be authenticated, distributed, and received in the future.

Mr. Limbacher also emphasized the role of the Defense Manpower Data Center (DMDC) as the co-driver of this effort. Once separation information has made the transition to paperless, DMDC will serve as the conduit to make that data available to the stakeholder audiences.

Mr. Limbacher reiterated the goal of this effort is not to eliminate the DD Form 214, but rather to eliminate the mailing of hard copies to government agencies. To protect Personally Identifiable Information (PII), the Office of the Secretary of Defense (OSD) wants to provide stakeholders with only the separation information they need to meet their business requirements, as opposed to sending a lot of unnecessary information to multiple locations.

Please see the April 12, 2013, Interagency Paperless DD Form 214 Project VA Interview Session presentation for more information.

Goals and Objectives

Paperless DD Form 214 Effort Goal and Objectives

Mr. Limbacher reviewed the goals and objectives for the meeting and noted the purpose of this interview session is to discuss VA requirements as a receiver of separation data.

DMDC DD Form 214 Goal and Objectives

Ms. Abby Pfeiffer, DMDC, reviewed the DMDC goal to build an electronic repository of DD Form 214 / 215 data that will serve as the distribution source for delivery of computable data to all the stakeholders.

“As-Is” DD Form 214 Process Review Discussion

Mr. Omurhu Onokpise, P&R IM, walked participants through the “As-Is” DD Form 214 receipt and processing architecture models for VA validation.

Hard Copy DD Form 214 Model

Mr. Limbacher inquired about the length of time from the receipt of the DD Form 214 to the time it is loaded into the Veterans Assistance Discharge System (VADS). Mr. Andrew Bodyk, VA, responded that the process takes approximately five days from start to finish and indicated it is a manual batched process. He explained that when DD Form 214s arrive, they are sorted in the mail room and separated out into two groups. The first group is for Veterans who completed less than two years of Active Duty service, and the second group is for Veterans who served for more than two years. Mr. Bodyk clarified the main purpose for sorting the forms is to prioritize Veterans with two years or more service due to their greater amount of entitlements. When a pile reaches 25 forms, it is processed. This typically occurs seven days a week. Mr. Bodyk also confirmed the forms are usually received via first class mail.

A question was asked about the length of time between a Service member’s separation and the time when the DD Form 214 arrives at the VA processing facility. Mr. Bodyk responded that he has a VADS report from 2008 that may provide some insight into that question, and he would share the report with the group.

Once VADS accepts the information, it is updated into the Beneficiary Identification Record Locator Subsystem (BIRLS), and the hard copy is destroyed. Contractors enter the data into BIRLS. VADS personnel check to ensure the information was entered correctly and then make any necessary changes. Mr. Limbacher inquired as to the cost metrics for this effort, and Mr. Bodyk stated he would attempt to obtain that information. He also confirmed that once a paperless process is in place, this manual process would end. Mr. Limbacher indicated a key benefit of the paperless effort would be cost and resource savings gleaned from not needing to fund these types of efforts. He also indicated he would follow-up with VA to determine the specific cost drivers.

A question was raised about how long the hard copy is filed before being destroyed once it has been validated and entered into BIRLS. VA responded that the hard copy is immediately destroyed once it has been validated in BIRLS. Mr. Limbacher inquired as to how duplicate or reissued DD Form 214s are handled. VA explained that BIRLS only holds three separation events. If three separation events are already stored in the system and a fourth arrives, the oldest one has to be manually deleted to create a space for the newer information.

VA also noted that the Veteran Service Representatives (VSRs) in the field can manually enter a certified copy of the DD Form 214 into BIRLS. Within BIRLS itself, an individual can file either under the verified path, as the VSRs do, or under the VADS path.

It was asked how far back in time the documentation in BIRLS goes, and Mr. Bodyk responded he believed it goes back to the 1970s.

VA confirmed the process for the DD Form 215 is the same batch process as the DD Form 214. Mr. Limbacher asked if there is any way for a Veterans Affairs Regional Office (VARO) adjudicator to know that a DD Form 215 has been added to a file that he/she previously adjudicated. Mr. Bodyk responded there is no notification issued by the system, and this is a critical issue with the “As-Is” environment. The only way the adjudicator would know about an added DD Form 215 would be if it was added during the claims process, or if the Veteran personally notified the office there was a DD Form 215.

DPRIS Request Process Models Discussion

P&R IM inquired as to what the VAROs need for adjudication purposes. Mr. Bodyk responded they need access to the entire Official Military Personnel File (OMPF), including the DD Form 214. The type of claim coming in will inform what information they are looking for to adjudicate the claim. Mr. Limbacher took an action to look in Defense Personnel Records Information Retrieval System (DPRIS) and see what information VBA Education Services have requested from DPRIS.

The example of the Army was raised, and it was noted that information for an Army Veteran who was discharged from military service after October 1, 1994, would be stored in DPRIS. If the discharge occurred before that time, a request would have to be submitted to the National Personnel Record Center (NPRC). Mr. Limbacher noted that in the future paperless environment, the plan would be to utilize VA Department of Defense Identity Repository (VADIR) data for benefits adjudication. If the Veteran presented information that was contrary to the VADIR data, VA could use DPRIS to pull out the official DD Form 214 from the OMPF for verification.

Mr. Limbacher also stated that the Services are close to having the data they use to populate the DD Form 214 transmitted to DMDC to share with external stakeholders such as the VA. Mr. Bodyk inquired about the future state, as to what would happen if there was a discrepancy between the DD Form 214 and the VADIR data; would the data be pulled from the OMPF or from DMDC? Mr. Pete Abraham, DMDC, responded that the goal is to keep VADIR data current and to push DMDC data to VADIR. Mr. Limbacher noted he would like to get the representatives from DMDC and the Services together at the upcoming Joint Personnel Records Information Group (JPRIG) to discuss this issue. Mr. Abraham noted it would be useful if VA could send cases or examples of situations where a Veteran's DD Form 214 and the VADIR data do not align. He further indicated that analyzing these cases would help develop a long-term process to approach this issue in the future.

Mr. Limbacher emphasized we need to get personnel communities to move towards a certified electronic record. He also clarified that the DD Form 214 would simply serve as a report that contained a portion of the certified electronic record. Mr. Bodyk concurred and stated that currently, when there is a data discrepancy, VA has to go back to the Service to determine which information is correct. He further emphasized that having a definitive, certified record would be very helpful.

Mr. Dave Percich, OSD Reserve Affairs, posed a question to DMDC and VA, regarding the data exchange agreement that governs VADIR. Ms. Pfeiffer indicated there are agreements between DMDC and VA and several special project attachments for the kinds of data that are being exchanged. Mr. Percich asked if it would be possible to create a formal agreement with the Services and DMDC to certify this data. This would be similar to a Computer Matching Agreement (CMA) that requires coordination with the Privacy Office to ensure that any proposed matching program is in compliance with the DoD Privacy Program (DoD 5400.11-R) to ensure compliance with the Privacy Act of 1974. Ms. Pfeiffer responded that to do so, she will need to speak with the DMDC Privacy Office, but indicated that DMDC is moving towards being able to provide digital signatures.

DD Form 214 / 215 and VA Business Needs – Benefits Adjudication

It was noted this group also needs to address Reserve components. Those data elements will be transferred from DMDC to VADIR. It is not everything on a DD Form 214, but it is enough information to know that this individual was on Active Duty for specified period(s) of time. Mr.

Abraham noted this data is from the personnel entitlement condition, and that DMDC provides information on 30 days or more of Active Duty service. He also stated that Item 12 in the DoD/VA Data Sharing Summit addresses this issue. At the next summit, Mr. Abraham indicated he will provide a detailed implementation schedule for at least six Reserve or Guard components.

DD Form 214/215 and VA Business Needs – Outreach

Mr. Limbacher asked VA what it considers “outreach.” Mr. Bodyk responded that VA uses the VADS process to send welcome home letters to Service members, including Guard and Reserve, when they get off an Active Duty period. Names and addresses are also often released to Congress, and the data is used for a wide variety of activities. Mr. Limbacher noted that P&R IM would like to bring this up at the next DoD/VA Data Sharing Summit to learn more about the VA outreach requirements and ensure they are being addressed. This additional task would potentially become a critical path action item under Action Item 19, the Interagency Paperless DD Form 214 Project. Ms. Megan Warren, VA, offered to reach out to VA leadership, to help inform the request for the summit.

DD Form 214 / 215 Policy Review

Mr. Jeff Blakely, P&R IM, walked through several policy questions. It was determined that most of the policy questions had already been addressed during the meeting. A question was raised to determine if a law exists that mandates whether or not DD Form 214 information must be provided in a paper format, or if VA must rely on a specific form for benefits adjudication. VA responded that there is no mandate and it relies on whatever record DoD supplies.

Please see the April 12, 2013, Interagency Paperless DD Form 214 Project VA Interview Session presentation for more information.

Action Items

Action	Service/Agency	Suspense
VA to share 2008 VADS report with the meeting participants	VA	In progress
VA to share cost metrics for VADS process with meeting participants	VA	In progress
P&R IM and DMDC to work together to coordinate OMPF authoritative source discussion with OMPF owners at the next JPRIG	P&R IM/DMDC	In progress
DMDC to investigate best method to communicate their status as the authoritative data source of separation information to VA	DMDC	In progress
VA to provide information about when outreach is performed	VA	In progress
VA to provide the list of data elements required for each occurrence of outreach	VA	In progress
VA to deliver case examples of misaligned DD Form 214 and VADIR data for DMDC analysis	VA/DMDC	In progress

Meeting Attendees

Name	Organization	Email
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**Interagency Paperless DD Form 214 Project
Defense Manpower Data Center (DMDC) Future State Discussion**

Location: Mark Center (Alexandria, VA); Personnel and Readiness Information Management (P&R IM) Suite #05E22, Magnolia Conference Room and Teleconference
Facilitator: Mr. Jason Podgorski, P&R IM
Presenter: Mr. Keith Limbacher, P&R IM
Date: May 02, 2013
Meeting Attendees: Please see table at bottom for list of meeting attendees.

Background

Mr. Keith Limbacher, P&R IM, thanked Mr. Pete Abraham, DMDC for participating and clarified the purpose of the meeting was to obtain DMDC's concurrence on the future state, "To-Be" models before we move forward with developed the Paperless DD Form 214 / 215 Recommendations Report and implementation strategy.

Future State Discussion

Mr. Omurhu Onokpise, P&R IM, indicated he would walk DMDC through the "To-Be" state to discuss distribution, transaction, and possibly a retrieving model if time allowed. He asked Mr. Abraham if he had any models to share with P&R IM. Mr. Abraham indicated he probably had the models but they were in development and not yet finalized for distribution.

"To-Be" Distribution/Separation Model Overview

Mr. Abraham discussed making data available upon request for view but not storage if the Veteran presents data that conflicts with Department of Veterans Affairs Department of Defense Identity Repository (VADIR) data. DMDC's long term goal is to goal for a Services request versus storing though VA. However, this is a future plan that is still far down the path. For DOL, DMDC would send data from DEERS augmented by any data elements exclusive to the DD Form 214. For VA, since they already have the data from Person Data Repository (PDR)/VADIR, DMDC would give them a view of the DD Form 214 but not send from storage. Coming from TAPs to DMDC may not be what's in TRANSPROC. Mr. Abraham indicated we need to get over this disconnect in DoD. The VA is using a different source of data to make benefits determination. He stated we need to use a single system instead. We need a single source to use data and augment the request for data not in PDR. Any DD Form 215s received could be used to update PDR. Data needs to be corrected one time in VADIR. If a discrepancy arrives from VA, data will need to be compared form personnel data bases or engage with the Services to make the correct data determination. If the DD Form 214 data is correct, the PDR can be corrected – that is the direction DMDC is wanting to go. The data will ultimately reside in a satellite. The goal is to take key pieces of data given by the Services and match up with data in PDR to determine which is correct. Mr. Limbacher indicated from a modeling standpoint, we will not distinguish between PDR data and the data between other sources. Mr. Abraham indicated the replication is immediate (near real-time, within the hour). From a Web service perspective, we appreciate giving people the data when they need it versus pushing the data so the person has the data when they need it. The Services need to ensure the same data on the DD Form 214 is the same data the Services provide to the PDR. This includes character of Services and SPD code. The Services need to ensure the proper changes are made in the system and sent to DMDC. Mr. Limbacher indicated this conversation would be very appropriate at the JPRIG. Mr. Abraham agreed.

Ms. Data Stock indicated in the future state if VADIR will be fed with data. DD Form 214 data will be made available via Web service. Data received by VA is based on what VA indicated it needed several years ago during the gap analysis. Discrepancies for the DD Form 214 for what VA needs will be put into VADIR this summer. Additional information on the DD Form 214 is not necessarily made available in the PDR and/or VADIR. Mr. Abraham indicated if there is a piece of information VA needs (chances are VA doesn't need all the data in the form). For Web services, we don't want a wholesale replacement for the current service. Web services are still in development, but the goal will always be VADIR to be the authoritative source for their claims.

The importance of submitting data completely and correctly is on the Services. The Service data and the information on the DD Form 214 is not always correct. Moving forward, we should go off of the data in Services personnel systems and go from there. DMDC will not make a match against the paper image but just take data from the Service systems. Mr. Limbacher indicated, the MC has it right, the other 3 Services have different people/chains of commands who work the Service systems and enter in the data. Often times the Service member does not authenticate what is in the Service personnel system but does authenticate what is on the DD Form 214. Mr. Abraham shared that Web Services is for when VA needs additional information, they can request additional information when they need it based on what is in the PDR. We can't rely on the DD Form 214 as being the authoritative source. Mr. Limbacher indicated it won't be about which data is right and wrong but more about what data is complete and not missing any information. DMDC will store what they receive on the DD Form 214 in the PDR.

Mr. Hector Beltran asked if a claim was adjudicated by VA and a new DD Form 214 was received this year, would a new DD Form 214 override the data utilized the previous year. Mr. Abraham replied that both DD Form 214s would be stored and available if needed and would be searchable within PDR.

Mr. Limbacher thanked Mr. Abraham for this discussion as it provided a lot of insight into what will be available in PDR. Mr. Abraham indicated we need to resolve what becomes the authoritative source. The current data is out of synch and this must be corrected.

Mr. Beltran asked if we look at PDR as being the mother of all databases, inside would be a personnel data base, DD Form 214 snapshot and a metals and awards repository. Mr. Abraham indicated this is correct for the most part. This is a series of databases. The DD Form 214s would definitely be a separate database. Data is replicated from VA satellite versus PDA.

"To-Be" Retrieving Separation Information (Web Services Model)

Mr. Abraham indicated he is uncomfortable including this type of model into the report since it is still in development. Mr. Limbacher indicated the "what" is that before 2014, we want to provide data from the PDR to DOL via a Web services capability (via request). We will write the report at the higher "what" level and not get into the details.

This could refer to anyone DMDC would have Web services relationships with. Mr. Abraham indicated the intent is to evaluate the request and put the data together to meet that request. If the data is available in the PDR, then the data would come from there combined with any elements that are not in PDR but in the DD Form 214 and send out. Mr. Blakely asked if there had been any discussion to include all Automated Extract of Active Duty Military Personnel Records /RCCPDS to include that are not on the DD Form 214. Mr. Abraham indicated (for ex.) metals and awards will be included per summit actions. Another example is the dental date. Where the data is not available in the personnel systems, the data will be provided from somewhere else. This is for something/data that has been identified as a key requirements.

Mr. Abraham indicated as a part of this exercise we need to evaluate all data on the personnel systems and DD Form 214 to determine what exactly is needed. The goal would be to eliminate inconsistency issues in the future. Mr. Limbacher asked about if there are any actions planned to put an email address. Mr. Abraham indicated this is being investigated. DMDC captures military email addresses from everyone. An individual can enter 2-3 additional email addresses and are encouraging people to enter in that information. DMDC is trying to go to an e-correspondence model and capture civilian email addresses.

Meeting Attendees

Name	Organization	Email
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APPENDIX B STAKEHOLDER IT SYSTEMS

Service	System Name	Description	Function
Air Force	MILPDS	Military Personnel Data System (MILPDS) is an Air Force wide, enterprise-scale military system that supports personnel information for Active, Retired, Guard and Reserve members of the Air Force.	To support the creation of DD Form 214 and DoD transaction reporting requirements
Air Force	ARMS	Automated Records Management System (ARMS) retains the Air Force's OMPF.	To serve as the service's OMPF Repository
Army	TRANSPROC	Military Personnel Transition Point Processing System (TRANSPROC) is used by all Army components, to include the Army National Guard, to produce DD Form 214 (Certificate of Release from Active Duty or Discharge).	To support the creation of DD Form 214
Army	ITAPDB	Integrated Total Army Personnel Database (ITAPDB) is a fully integrated human resources personnel database that is used to manage Active, Reserve and National Guard members of the Army.	To support the DoD transaction reporting requirements
Army	IPERMS	Interactive Personnel Electronic Records Management System (IPERMS) retains the Army's OMPF.	To serve as the service's OMPF Repository
Coast Guard	DIRECT ACCESS	Direct Access is the authoritative source for all Coast Guard human resources and personnel management data.	To support the creation of DD Form 214 and DoD transaction reporting requirements
Coast Guard	IMAGE NOW	Image Now stores PDF versions of DD Form 214s for Coast Guard personnel.	To serve as the service's OMPF Repository
Marine Corps	MCTFS	The Marine Corps Total Force System (MCTFS) is the single, integrated, personnel and pay system supporting both Active Duty and Reserve components of the Marine Corps.	To support the creation of DD Form 214 and DoD transaction reporting requirements
Marine Corps	ODI-RMS	Optical Digital Imaging Records Management System (ODI-RMS) contains the official OMPF for the Marine Corps.	To serve as the service's OMPF Repository
Navy	NSIPS	The Navy Standard Integrated Personnel System (NSIPS) is the Navy's single, field-entry, electronic pay and personnel system and data repository for all Active Duty and reserve sailors.	To support the DoD transaction reporting requirements
Navy	EMPRS	The Electronic Military Personnel Records System (EMPRS) contains the official OMPF for the Navy.	To serve as the service's OMPF Repository

APPENDIX C PROCESS MODELS

Please refer to the associated Compact Disk (CD) to view Operational View (OV)-6c “As-Is” Distribution, As-Is” Receiving, “To-Be” Distribution, and “To-Be” Receiving Business Process Models for the Interagency Paperless DD Form 214 Project. The CD contains the models and corresponding dictionaries that provide high-level descriptions of tasks within the models.

APPENDIX D METRICS

Volume: Average Annual Number of DD Form 214s / 215s Issued

Service	CY 2008	CY 2009	CY 2010	CY 2011	CY 2012	Average Annual Number of DD Form 214s / 215s Issued By Service	Methodology	Notes and Assumptions
Army	308,165	363,437	309,079	279,418	280,726	308,165	<p>Calendar Year (CY): Represents either one total sum for all components or the addition of multiple components for the entire Service.</p> <p>Average Annual Number of DD Form 214s / 215s Issued by Service: An average of all calendar years was calculated for each Service.</p> <p>Average Annual Total for All Services: A sum of each Services average annual number of DD Form 214s / 215s was used to calculate a total annual number of DD Form 214s / 215s Issued for all Services.</p>	1. CY 2009 - 2012 data was provided by U.S. Army Resources Command for both Active and Reserve Component data. 2. An assumption was made that CY 2008 would be best represented by average of CY 2009 - 2012 due to data not being available for CY 2008.
Navy	112,150	162,429	134,974	74,957	54,267	107,755		1. CY 2008 - 2011 data was provided by NPC, Pers-34. FY 2012 data was provided by NCIC HQ, N14 for both Active and Reserve Component Data 2. 2008 - 2011 data was based on number of DD Form 214 / 215s based on given EMPRS Form counts. 3. A complete set of CY 2012 data was not received. Data for October, November, and December of 2012 was not received so an assumption was made that the data reported the previous year was used for these months.
Air Force	153,109	172,731	202,316	137,376	100,012	153,109		1. CY 2008 - 2012 OMPF data was provided by USAF AFPC for Active Component data. 2. An Air National Guard Policy Reconsideration Document was provided for Reserve Component data.
Marine Corps				77,407	80,782	79,095		1. MCPRD provided a three month sample of data from December 1, 2012 to February 28, 2013 for Reserve Component. 2. An assumption was made that the three-month total number of DD Form 214 / 215's issued for Reserve Component would be representative for the unavailable quarters of CY 2012. 3. Active Component data was provided by DMDC for CY 2011-2012.
Coast Guard	5,114	4,678	5,601	5,117	5,128	5,128		1. CY 2008 - 2011 data was provided by the Personnel Service Center (bops-c) for both Active and Reserve Components 2. An assumption was made that CY 2012 would be best represented by an average of CY2008 - 2011 due to data not being available for CY 2012.
Average Annual Total for All Services						653,251		

Distribution Costs: Annual Material Costs (Paper, Ink, Envelope) for the Paper Distribution of DD Form 214 / 215

Service	DD Form 214/215 Copy Number	Paper Cost	Ink Cost	Envelope Cost	Material Cost Per copy	Average Annual Number of DD Form 214/215's Issued	Total Material Cost Per Copy	Total Annual Material Cost Per Service	Methodology	Assumptions:
Army	Copy 1	\$0.02	\$0.02	\$0.01	\$0.05	308,165	\$16,640.91	\$228,042.10	<p>Paper cost: Calculated by using an estimated paper cost of \$10.29 per 500 sheets of paper arriving at a cost of \$0.02 per piece of paper.</p> <p>Ink costs: Calculated by using an estimated cost of \$169.99 per cartridge that supplies ink for approximately 10,500 sheets of paper arriving at a cost of \$0.02 per piece of paper.</p> <p>Envelope costs: Calculated by using an estimated cost of \$14.49 per 100 envelopes arriving at a cost of \$0.14 per envelope.</p> <p>Material Cost Per Copy: Calculated by adding the associated paper, ink, and envelope costs for each copy as provided by the Air Force. Material costs will vary for each copy based on where and percentage of time that the specific copy is distributed via first class mail.</p> <p>Total Annual Material Cost Per Copy: Calculated by multiplying the total material cost per copy by the number of separations arriving at a total material cost per copy per Service.</p> <p>Total Material Cost Per Service: Calculated by adding the total material cost per copy for Copies 1 to Copy 8.</p>	<ol style="list-style-type: none"> 1. Army prints all 8 copies even if a copy is not used. 2. The Army mails Copy 1 and Copy 4 together 10% of the time; envelope costs for both copies are allocated to Copy 1. 3. Copy 2 is destroyed after ingestion into the Army's OMPF, thus eliminating the envelope costs for Copy 2. 4. Copy 3 and 5 are mailed 100% of the time to VA and DOL respectively. 5. Copy 6 is mailed to the Service member's respective State DVA 90% of the time, thus reducing the envelope costs for Copy 6 by 10%. 6. Copy 7 and Copy 8 was assumed to be a "sunk" cost at the internal distribution, thus no envelope costs for Copy 7 or Copy 8.
	Copy 2	\$0.02	\$0.02	\$0.00	\$0.04	308,165	\$12,326.60			
	Copy 3	\$0.02	\$0.02	\$0.14	\$0.18	308,165	\$55,469.70			
	Copy 4	\$0.02	\$0.02	\$0.00	\$0.04	308,165	\$12,326.60			
	Copy 5	\$0.02	\$0.02	\$0.14	\$0.18	308,165	\$55,469.70			
	Copy 6	\$0.02	\$0.02	\$0.13	\$0.17	308,165	\$51,155.39			
	Copy 7	\$0.02	\$0.02	\$0.00	\$0.04	308,165	\$12,326.60			
	Copy 8	\$0.02	\$0.02	\$0.00	\$0.04	308,165	\$12,326.60			
Navy	Copy 1	\$0.02	\$0.02	\$0.01	\$0.05	107,755	\$5,818.79	\$94,824.79	<p>Paper cost: Calculated by using an estimated paper cost of \$10.29 per 500 sheets of paper arriving at a cost of \$0.02 per piece of paper.</p> <p>Ink costs: Calculated by using an estimated cost of \$14.49 per 100 envelopes arriving at a cost of \$0.14 per envelope.</p> <p>Material Cost Per Copy: Calculated by adding the associated paper, ink, and envelope costs for each copy as provided by the Air Force. Material costs will vary for each copy based on where and percentage of time that the specific copy is distributed via first class mail.</p> <p>Total Annual Material Cost Per Copy: Calculated by multiplying the total material cost per copy by the number of separations arriving at a total material cost per copy per Service.</p> <p>Total Material Cost Per Service: Calculated by adding the total material cost per copy for Copies 1 to Copy 8.</p>	<ol style="list-style-type: none"> 1. Navy prints all 8 copies even if a copy is not used. 2. The Navy mails Copy 1 and Copy 4 together 10% of the time; envelope costs for both copies are allocated to Copy 1. 3. Copy 2 is mailed for ingestion into the Navy's OMPF at a centralized location. 4. Copy 3 and 5 are mailed 100% of the time to VA and DOL respectively. 5. Copy 6 is mailed to the Service member's respective State DVA 90% of the time, thus reducing the envelope costs for Copy 6 by 10%. 6. Copy 7 is destroyed, thus eliminating the envelope costs for Copy 7. 7. Copy 8 was assumed to be a "sunk" cost at the internal distribution, thus no envelope costs for Copy 8.
	Copy 2	\$0.02	\$0.02	\$0.14	\$0.18	107,755	\$19,395.97			
	Copy 3	\$0.02	\$0.02	\$0.14	\$0.18	107,755	\$19,395.97			
	Copy 4	\$0.02	\$0.02	\$0.00	\$0.04	107,755	\$4,310.26			
	Copy 5	\$0.02	\$0.02	\$0.14	\$0.18	107,755	\$19,395.97			
	Copy 6	\$0.02	\$0.02	\$0.13	\$0.17	107,755	\$17,887.40			
	Copy 7	\$0.02	\$0.02	\$0.00	\$0.04	107,755	\$4,310.22			
	Copy 8	\$0.02	\$0.02	\$0.00	\$0.04	107,755	\$4,310.22			
Air Force	Copy 1	\$0.00	\$0.00	\$0.00	\$0.00	153,109	\$0.00	\$80,535.20	<p>Paper cost: Calculated by using an estimated paper cost of \$10.29 per 500 sheets of paper arriving at a cost of \$0.02 per piece of paper.</p> <p>Ink costs: Calculated by using an estimated cost of \$14.49 per 100 envelopes arriving at a cost of \$0.14 per envelope.</p> <p>Material Cost Per Copy: Calculated by adding the associated paper, ink, and envelope costs for each copy as provided by the Air Force. Material costs will vary for each copy based on where and percentage of time that the specific copy is distributed via first class mail.</p> <p>Total Annual Material Cost Per Copy: Calculated by multiplying the total material cost per copy by the number of separations arriving at a total material cost per copy per Service.</p> <p>Total Material Cost Per Service: Calculated by adding the total material cost per copy for Copies 1 to Copy 8.</p>	<ol style="list-style-type: none"> 1. The Air Force has moved to electronic delivery of the DD Form 214/215 for internal distribution processes, thus eliminating any material costs for Copy 1, Copy 2, Copy 4, Copy 7, or Copy 8. 2. Copy 3 and 5 are mailed 100% of the time to VA and DOL respectively. 3. Copy 6 is mailed to the Service member's respective State DVA 90% of the time, thus reducing the envelope costs for Copy 6 by 10%.
	Copy 2	\$0.00	\$0.00	\$0.00	\$0.00	153,109	\$0.00			
	Copy 3	\$0.02	\$0.02	\$0.14	\$0.18	153,109	\$27,559.58			
	Copy 4	\$0.00	\$0.00	\$0.00	\$0.00	153,109	\$0.00			
	Copy 5	\$0.02	\$0.02	\$0.14	\$0.18	153,109	\$27,559.58			
	Copy 6	\$0.02	\$0.02	\$0.13	\$0.17	153,109	\$25,416.05			
	Copy 7	\$0.00	\$0.00	\$0.00	\$0.00	153,109	\$0.00			
	Copy 8	\$0.00	\$0.00	\$0.00	\$0.00	153,109	\$0.00			
Marine Corps	Copy 1	\$0.02	\$0.02	\$0.01	\$0.05	79,095	\$4,271.13	\$69,603.60	<p>Paper cost: Calculated by using an estimated paper cost of \$10.29 per 500 sheets of paper arriving at a cost of \$0.02 per piece of paper.</p> <p>Ink costs: Calculated by using an estimated cost of \$14.49 per 100 envelopes arriving at a cost of \$0.14 per envelope.</p> <p>Material Cost Per Copy: Calculated by adding the associated paper, ink, and envelope costs for each copy as provided by the Air Force. Material costs will vary for each copy based on where and percentage of time that the specific copy is distributed via first class mail.</p> <p>Total Annual Material Cost Per Copy: Calculated by multiplying the total material cost per copy by the number of separations arriving at a total material cost per copy per Service.</p> <p>Total Material Cost Per Service: Calculated by adding the total material cost per copy for Copies 1 to Copy 8.</p>	<ol style="list-style-type: none"> 1. Marine Corps prints all 8 copies even if a copy is not used. 2. The Marine Corps mails Copy 1 and Copy 4 together 10% of the time; envelope costs for both copies are allocated to Copy 1. 3. Copy 2 is mailed for ingestion into the Navy's OMPF at a centralized location. 4. Copy 3 and 5 are mailed 100% of the time to VA and DOL respectively. 5. Copy 6 is mailed to the Service member's respective State DVA 90% of the time, thus reducing the envelope costs for Copy 6 by 10%. 6. Copy 7 and Copy 8 was assumed to be a "sunk" cost at the internal distribution, thus no envelope costs for Copy 7 or Copy 8.
	Copy 2	\$0.02	\$0.02	\$0.14	\$0.18	79,095	\$14,237.10			
	Copy 3	\$0.02	\$0.02	\$0.14	\$0.18	79,095	\$14,237.10			
	Copy 4	\$0.02	\$0.02	\$0.00	\$0.04	79,095	\$3,163.80			
	Copy 5	\$0.02	\$0.02	\$0.14	\$0.18	79,095	\$14,237.10			
	Copy 6	\$0.02	\$0.02	\$0.13	\$0.17	79,095	\$13,129.77			
	Copy 7	\$0.02	\$0.02	\$0.00	\$0.04	79,095	\$3,163.80			
	Copy 8	\$0.02	\$0.02	\$0.00	\$0.04	79,095	\$3,163.80			
Coast Guard	Copy 1	\$0.02	\$0.02	\$0.01	\$0.05	5,128	\$276.91	\$4,512.64	<p>Paper cost: Calculated by using an estimated paper cost of \$10.29 per 500 sheets of paper arriving at a cost of \$0.02 per piece of paper.</p> <p>Ink costs: Calculated by using an estimated cost of \$14.49 per 100 envelopes arriving at a cost of \$0.14 per envelope.</p> <p>Material Cost Per Copy: Calculated by adding the associated paper, ink, and envelope costs for each copy as provided by the Air Force. Material costs will vary for each copy based on where and percentage of time that the specific copy is distributed via first class mail.</p> <p>Total Annual Material Cost Per Copy: Calculated by multiplying the total material cost per copy by the number of separations arriving at a total material cost per copy per Service.</p> <p>Total Material Cost Per Service: Calculated by adding the total material cost per copy for Copies 1 to Copy 8.</p>	<ol style="list-style-type: none"> 1. Coast Guard prints all 8 copies even if a copy is not used. 2. The Coast Guard mails Copy 1 and Copy 4 together 10% of the time; envelope costs for both copies are allocated to Copy 1. 3. Copy 2 is mailed for ingestion into the Coast Guard's OMPF at a centralized location. 4. Copy 3 and 5 are mailed 100% of the time to VA and DOL respectively. 5. Copy 6 is mailed to the Service member's respective State DVA 90% of the time, thus reducing the envelope costs for Copy 6 by 10%. 6. Copy 7 and Copy 8 was assumed to be a "sunk" cost at the internal distribution, thus no envelope costs for Copy 7 or Copy 8.
	Copy 2	\$0.02	\$0.02	\$0.14	\$0.18	5,128	\$923.04			
	Copy 3	\$0.02	\$0.02	\$0.14	\$0.18	5,128	\$923.04			
	Copy 4	\$0.02	\$0.02	\$0.00	\$0.04	5,128	\$205.12			
	Copy 5	\$0.02	\$0.02	\$0.14	\$0.18	5,128	\$923.04			
	Copy 6	\$0.02	\$0.02	\$0.13	\$0.17	5,128	\$851.25			
	Copy 7	\$0.02	\$0.02	\$0.00	\$0.04	5,128	\$205.12			
	Copy 8	\$0.02	\$0.02	\$0.00	\$0.04	5,128	\$205.12			
Total for all Services								\$477,518.33		

Distribution Costs: Annual Postage Costs for the Paper Distribution of DD Form 214 / 215

Service	DD Form 214/215 Copy Number	Average Annual Number of DD Form 214/215's Issued	Cost of Batch One	Cost of Batch Two	Cost of Batch Three	Individual Distribution	Total Postage Cost Per Copy	Total Annual Postage Cost Per Service	Methodology	Assumptions
Army	Copy 1	308,165	N/A	N/A	N/A	\$14,175.59	\$14,175.59	\$102,256.54	Overall Distribution: Calculated by using three batches per month to cover regular separations, retirements at the end of the month, and last minute separations based on non-judicial punishment or other reasons requiring a member to be separated to cover 90% of the DD Form 214/215 distributions. The remaining 10% of DD Form 214/215 distributions were calculated at the individual rate. The individual rate was also used to calculate the 10% of time that each Service uses to distribute Copy 1 and Copy 4 when the Service member is not available for hand distribution, with the exception of the Air Force. The batch distributions were estimated for Copy 3, Copy 5, and Copy 6. Batch One: Estimated to cover approximately 50% of the respective Service DD Form 214/215 issued.	1. The Army mails Copy 1 and Copy 4 together 10% of the time; postage costs for both copies are allocated to Copy 1. 2. Copy 2 is uploaded into the Army's OMPF and is not distributed. 3. Copy 3 and Copy 5 were assumed to be distributed as provided in the methodology column. 4. Copy 6 is sent to the Service members respective State 90% of the time using the same methodology as Copy 3 and Copy 5. 5. The postage cost for Copy 7 and Copy 8 was assumed to be a "sunk" cost at the internal distribution has no realized postage cost.
	Copy 2	308,165	N/A	N/A	N/A	\$0.00	\$0.00			
	Copy 3	308,165	\$8,998.42	\$5,399.05	\$1,799.68	\$14,175.59	\$30,372.74			
	Copy 4	308,165	N/A	N/A	N/A	\$0.00	\$0.00			
	Copy 5	308,165	\$8,998.42	\$5,399.05	\$1,799.68	\$14,175.59	\$30,372.74			
	Copy 6	308,165	\$8,098.58	\$4,859.15	\$1,619.72	\$12,758.03	\$27,335.47			
	Copy 7	308,165	N/A	N/A	N/A	\$0.00	\$0.00			
	Copy 8	308,165	N/A	N/A	N/A	\$0.00	\$0.00			
Navy	Copy 1	107,755	N/A	N/A	N/A	\$4,956.75	\$4,956.75	\$46,376.20	calculated at the individual rate. The individual rate was also used to calculate the 10% of time that each Service uses to distribute Copy 1 and Copy 4 when the Service member is not available for hand distribution, with the exception of the Air Force. The batch distributions were estimated for Copy 3, Copy 5, and Copy 6. Batch One: Estimated to cover approximately 50% of the respective Service DD Form 214/215 issued.	1. The Navy mails Copy 1 and Copy 4 together 10% of the time; postage costs for both copies are allocated to Copy 1. 2. The Navy mails Copy 2 for ingestion into the Navy's OMPF at a centralized cell. 3. Copy 3 and Copy 5 were assumed to be distributed as provided in the methodology column. 4. Copy 6 is sent to the Service members respective State 90% of the time using the same methodology as Copy 3 and Copy 5. 5. Copy 7 is destroyed, thus eliminating any postage costs. 6. The postage cost for Copy 8 was assumed to be a "sunk" cost as the internal distribution has no realized postage cost.
	Copy 2	107,755	\$3,146.46	\$1,887.87	\$629.29	\$4,956.75	\$10,620.37			
	Copy 3	107,755	\$3,146.46	\$1,887.87	\$629.29	\$4,956.75	\$10,620.37			
	Copy 4	107,755	N/A	N/A	N/A	\$0.00	\$0.00			
	Copy 5	107,755	\$3,146.46	\$1,887.87	\$629.29	\$4,956.75	\$10,620.37			
	Copy 6	107,755	\$2,831.81	\$1,699.09	\$566.36	\$4,461.07	\$9,558.34			
	Copy 7	107,755	N/A	N/A	N/A	\$0.00	\$0.00			
	Copy 8	107,755	N/A	N/A	N/A	\$0.00	\$0.00			
Air Force	Copy 1	153,109	N/A	N/A	N/A	\$0.00	\$0.00	\$43,762.16	Batch Two: Estimated to cover approximately 30% of the respective Service DD Form 214/215 issued. Batch Three: Estimated to cover approximately 10% of the respective Service DD Form 214/215 issued. Batch Postage Calculation: Used a calculation of approximately 50 sheets per 1 batch (8 ounces) at \$2.92 per batch using first class postage rate. Individual Postage Calculation: Used a first class mailing rate of \$0.46 multiplied by 10% of the respective Service DD Form 214/215 issued.	1. 1. The Air Force has moved to electronic delivery of the DD Form 214/215 for internal distribution processes, thus eliminating any postage costs for Copy 1, Copy 2, Copy 4, Copy 7, or Copy 8. 2. Copy 3 and Copy 5 were assumed to be distributed as provided in the methodology column. 3. Copy 6 is sent to the Service members respective State 90% of the time using the same methodology as Copy 3 and Copy 5.
	Copy 2	153,109	N/A	N/A	N/A	\$0.00	\$0.00			
	Copy 3	153,109	\$4,470.78	\$2,682.47	\$894.16	\$7,043.00	\$15,090.40			
	Copy 4	153,109	N/A	N/A	N/A	\$0.00	\$0.00			
	Copy 5	153,109	\$4,470.78	\$2,682.47	\$894.16	\$7,043.00	\$15,090.40			
	Copy 6	153,109	\$4,023.70	\$2,414.22	\$804.74	\$6,338.70	\$13,581.36			
	Copy 7	153,109	N/A	N/A	N/A	\$0.00	\$0.00			
	Copy 8	153,109	N/A	N/A	N/A	\$0.00	\$0.00			
Marine Corps	Copy 1	79,095	N/A	N/A	N/A	\$3,638.35	\$3,638.35	\$34,041.01	Used a calculation of approximately 50 sheets per 1 batch (8 ounces) at \$2.92 per batch using first class postage rate. Individual Postage Calculation: Used a first class mailing rate of \$0.46 multiplied by 10% of the respective Service DD Form 214/215 issued.	1. The Marine Corps mails Copy 1 and Copy 4 together 10% of the time; postage costs for both copies are allocated to Copy 1. 2. The Marine Corps mails Copy 2 for ingestion into the Marine Corps' OMPF at a centralized cell. 3. Copy 3 and Copy 5 were assumed to be distributed as provided in the methodology column. 4. Copy 6 is sent to the Service members respective State 90% of the time using the same methodology as Copy 3 and Copy 5. 5. Copy 7 is destroyed, thus eliminating any postage costs. 6. The postage cost for Copy 8 was assumed to be a "sunk" cost as the internal distribution has no realized postage cost.
	Copy 2	79,095	\$2,309.56	\$1,385.74	\$461.91	\$3,638.35	\$7,795.55			
	Copy 3	79,095	\$2,309.56	\$1,385.74	\$461.91	\$3,638.35	\$7,795.55			
	Copy 4	79,095	N/A	N/A	N/A	\$0.00	\$0.00			
	Copy 5	79,095	\$2,309.56	\$1,385.74	\$461.91	\$3,638.35	\$7,795.55			
	Copy 6	79,095	\$2,078.60	\$1,247.16	\$415.72	\$3,274.51	\$7,016.00			
	Copy 7	79,095	N/A	N/A	N/A	\$0.00	\$0.00			
	Copy 8	79,095	N/A	N/A	N/A	\$0.00	\$0.00			
Coast Guard	Copy 1	5,128	N/A	N/A	N/A	\$235.87	\$235.87	\$2,206.79	1. The Coast Guard mails Copy 1 and Copy 4 together 10% of the time; postage costs for both copies are allocated to Copy 1. 2. The Coast Guard mails Copy 2 for ingestion into the Coast Guard's OMPF at a centralized cell. 3. Copy 3 and Copy 5 were assumed to be distributed as provided in the methodology column. 4. Copy 6 is sent to the Service members respective State 90% of the time using the same methodology as Copy 3 and Copy 5. 5. Copy 7 is destroyed, thus eliminating any postage costs. 6. The postage cost for Copy 8 was assumed to be a "sunk" cost as the internal distribution has no realized postage cost.	
	Copy 2	5,128	\$149.72	\$89.83	\$29.94	\$235.87	\$505.37			
	Copy 3	5,128	\$149.72	\$89.83	\$29.94	\$235.87	\$505.37			
	Copy 4	5,128	N/A	N/A	N/A	\$0.00	\$0.00			
	Copy 5	5,128	\$149.72	\$89.83	\$29.94	\$235.87	\$505.37			
	Copy 6	5,128	\$134.75	\$80.85	\$26.95	\$212.28	\$454.83			
	Copy 7	5,128	N/A	N/A	N/A	\$0.00	\$0.00			
	Copy 8	5,128	N/A	N/A	N/A	\$0.00	\$0.00			
Total for all Services								\$228,642.70		

Distribution Costs: Annual Manpower Costs for the Paper Distribution of DD Form 214 / 215

Service	Average Pay Grade	Annual Costs	Hourly Cost	Time Dedicated Solely to the Distribution of DD Form 214/215 (Hour)	Cost Per DD Form 214/215 Issuance	Average Annual Number of DD Form 214/215's	Cost Per Pay Grade Processing DD Form 214/215's	Total Annual Distribution Manpower Costs Per Service	Methodology	Assumptions
Army	E5	\$76,283.00	\$36.67	0.75	\$27.51	308,165	\$8,476,352.41	\$8,476,352.41	<p>Annual Costs: Based on Military and Civilian Pay rates provided below: - Military pay rates: Based on annual totals from the "FY 2013 Department of Defense (DoD) Military Personnel Composite Standard Pay and Reimbursement Rates" published by the OUSD, Deputy Comptroller. - Civilian pay rates: Based on the average Civilian base and locality pay using United States Office of Personnel Management 2012 General Schedule (GS) Locality Pay Tables which can be found at: http://archive.opm.gov/occa/12tables/indexGS.asp for each grade (step 5). Each rate was multiplied by a factor of 1.47 to account for benefits not included in base or locality pay such as retirement. Hourly Cost: Calculated by dividing annual costs by 2080 hours (40 hours per day, 52 weeks per year) Time dedicated solely to the distribution of DD Form 214/215 (Hour): Based on the percentage of an hour or number of hours as provided by the respective Service. Cost Per DD Form 214/215 Issuance: Calculated by multiplying Time dedicated solely to the distribution of DD Form 214/215 (Hour) by the hourly cost. Cost Per Pay Grade Processing DD Form 214/215's: Calculated by multiplying average annual number of DD Form 214/215's by the Cost Per DD Form 214/215 Issuance. Total Annual Distribution Manpower Costs Per Service: Calculated by adding the cost per pay grade for each Service.</p>	<ol style="list-style-type: none"> The Army provided that an E5 was the average pay grade of an individual processing the DD Form 214/215. An annual composite rate of \$76,283 was used as described in the methodology section. The Navy provided that either an E4 or GS 6, Step 5 is the average pay grade of an individual processing the DD Form 214/215's. The division of labor was equal between the E4 and GS 6, Step 5, each allocated a 50% weight of the total DD Form 214/215's issued. An annual composite rate of \$66,402 was used for the E4 and an annual cost of \$58,153 (\$39,560 multiplied by 1.47) was used for the GS 6, Step 5. The Air Force provided that a GS 7, Step 5 was the average pay grade of an individual processing the DD Form 214/215. An annual cost of \$64,627 (\$43,964 multiplied by 1.47) was used for the GS 7, Step 5. The Marine Corps provided that either an E4 or GS 7 is the average pay grade of an individual processing the DD Form 214/215's. The division of labor was equal between the E4 and GS7, each allocated a 50% weight of the total number of DD Form 214/215's issued. An annual composite rate of \$60,214 was used for the E4 and an annual cost of \$64,627 (\$43,964 multiplied by 1.47) was used for the GS 7, Step 5. The Coast Guard provided that either an E3 or E5 is the average pay grade of an individual processing the DD Form 214/215's. The division of labor was equal between the E3 and E5, each allocated a 50% weight of the total number of DD Form 214/215's issued. An average of all Services annuals pays were use to calculate the E3 and E5 because the Coast Guard did not have military pay rates assigned in the "FY 2013 Department of Defense (DoD) Military Personnel Composite Standard Pay and Reimbursement Rates" published by the OUSD, Deputy Comptroller. An average annual rate of \$52,360 was used for the E3 and \$77,376 was used for the E5.
Navy	E4	\$66,402.00	\$31.92	0.75	\$23.94	53,878	\$1,289,990.54			
	GS6	\$58,153.00	\$27.96	0.75	\$20.97	53,878	\$1,129,737.35	\$2,419,727.89		
Air Force	GS7	\$64,627.00	\$31.07	0.75	\$23.30	153,109	\$3,567,893.94	\$3,567,893.94		
Marine Corps	GS7	\$64,627.00	\$31.07	0.75	\$23.30	39,548	\$921,575.58			
	E4	\$60,214.00	\$28.95	0.75	\$21.71	39,548	\$858,646.57	\$1,780,222.16		
Coast Guard	E3	\$52,360.00	\$25.17	0.75	\$18.88	2,564	\$48,407.83			
	E5	\$77,376.00	\$37.20	0.75	\$27.90	2,564	\$71,535.60	\$119,943.43		
Total for all Services						653,252		\$16,364,139.82		

Receiving Costs: Annual DoD Manpower Costs for Receiving the Paper DD Form 214 / 215

Service	DD Form 214 / 215 Copy Number	Average Pay grade	Annual Costs	Hourly Cost	Time dedicated solely to productions of the DD Form 214/215 per DD Form 214/215 issuance (Hour):	Cost Per DD Form 214/215 Issuance	Average Annual Number of DD Form 214/215's Received	Annual Receiving Manpower Costs per Copy	Total Annual Receiving Costs Per Service	Methodology	Assumptions
Army	Copy 7	E5	\$76,283.00	\$36.67	0.05	\$1.83	308,165	\$565,090.16	\$1,130,180.32	<p>Annual Costs: Based on Military and Civilian Pay rates provided below: Military pay rates: Based on annual totals from the "FY 2013 Department of Defense (DoD) Military Personnel Composite Standard Pay and Reimbursement Rates" published by the OUSD, Deputy Comptroller. Civilian pay rates: Based on the average Civilian base and locality pay for each grade multiplied by a factor of 1.47 to account for benefits not included in either pay such as retirement.</p>	<p>1. The Army provided that an E5 was the average pay grade of an individual processing the DD Form 214/215. 2. An annual composite rate of \$76,283 was used as described in the methodology section.</p>
	Copy 8	E5	\$76,283.00	\$36.67	0.05	\$1.83	308,165	\$565,090.16			
Navy	Copy 2	E4 (50%) / GS6 (50%)	\$62,278.00	\$29.94	0.75	\$22.46	107,755	\$2,419,747.32	\$2,742,380.29	<p>Civilian pay rates: Based on the average Civilian base and locality pay for each grade multiplied by a factor of 1.47 to account for benefits not included in either pay such as retirement.</p>	<p>1. The Navy provided that either an E4 or GS 6, Step 5, is the average pay grade of an individual processing the DD Form 214/215's. 2. The division of labor was equal between the E4 and GS6, each allocated a 50% weight of the total DD Form 214/215's issued. 3. An annual composite rate of \$66,402 was used for the E4 and a annual cost of \$58,153 (\$39,560 multiplied by 1.47). These rates were weighted equally to arrive at an average annual cost of \$62,278.</p>
	Copy 7	E4 (50%) / GS6 (50%)	\$62,278.00	\$29.94	0.05	\$1.50	107,755	\$161,316.49			
	Copy 8	E4 (50%) / GS6 (50%)	\$62,278.00	\$29.94	0.05	\$1.50	107,755	\$161,316.49			
Air Force	Copy 7	N/A	N/A	N/A	N/A	N/A	153,109	\$0.00	\$0.00	<p>Hourly Cost: Calculated by dividing annual costs by 2080 hours (40 hours per day, 52 weeks per year)</p>	<p>1. The Air Force has no manpower costs associated with receiving Copy 2, Copy 7, or Copy 8 as they have moved to an electronic solution.</p>
	Copy 8	N/A	N/A	N/A	N/A	N/A	153,109	\$0.00			
Marine Corps	Copy 2	E4 (50%) / GS7 (50%)	\$62,421.00	\$30.01	0.75	\$22.51	79,095	\$1,780,225.16	\$2,017,588.52	<p>Time dedicated solely to productions of the DD Form 214/215 per DD Form 214/215 issuance (Hour): Based on the percentage of an hour or number of hours as provided by the respective Service. Cost Per DD Form 214/215 Issuance: Calculated by multiplying time dedicated solely to production of the DD Form 214/215 per separation by the hourly cost.</p>	<p>1. The Marine Corps provided that either an E4 or GS 7, Step 5, is the average pay grade of an individual processing the DD Form 214/215's. 2. The division of labor was equal between the E4 and GS 7, Step 5, each allocated a 50% weight of the total number of DD Form 214 issued. 3. An annual composite rate of \$60,214 was used for the E4 and a annual cost of \$64,627 (\$43,964 multiplied by 1.47) was used for the GS 7, Step 5. These rates were weighted equally to arrive at an average annual cost of \$62,421.</p>
	Copy 7	E4 (50%) / GS7 (50%)	\$62,421.00	\$30.01	0.05	\$1.50	79,095	\$118,681.68			
	Copy 8	E4 (50%) / GS7 (50%)	\$62,421.00	\$30.01	0.05	\$1.50	79,095	\$118,681.68			
Coast Guard	Copy 2	E3 (50%) / E5 (50%)	\$64,868.00	\$31.19	0.75	\$23.39	5,128	\$119,943.43	\$135,935.88	<p>Cost Per Pay Grade: Calculated by multiplying average annual number of DD Form 214/215's by the Cost Per DD Form 214/215 issuance. Total Service Cost: Calculated by adding the cost per pay grade for each Service.</p>	<p>1. The Coast Guard provided that either an E3 or E5 is the average pay grade of an individual processing the DD Form 214/215's. 2. The division of labor was equal between the E3 and E5, each allocated a 50% weight of the total number of DD Form 214/215's issued. 3. An average of all Services annuals pays were use to calculate the E3 and E5 because the Coast Guard did not have military pay rates assigned in the "FY 2013 Department of Defense (DoD) Military Personnel Composite Standard Pay and Reimbursement Rates" published by the OUSD, Deputy Comptroller. 4. An average annual rate of \$52,360 was used for the E3 and \$77,376 was used for the E5. These rates were weighted equally to arrive at an annual cost of \$64,868.</p>
	Copy 7	E3 (50%) / E5 (50%)	\$64,868.00	\$31.19	0.05	\$1.56	5,128	\$7,996.23			
	Copy 8	E3 (50%) / E5 (50%)	\$64,868.00	\$31.19	0.05	\$1.56	5,128	\$7,996.23			
Total for all Services							653252		\$6,026,085.02		

Receiving Costs: Annual External Manpower Costs for Receiving the Paper DD Form 214 / 215

Stakeholder	DD Form 214/215 Copy Number	Average Pay grade	Annual Costs	Hourly Cost	Time Dedicated Solely to the Receiving DD Form 214/215 (Hour)	Cost Per Copy	Average Annual Number of DD Form 214/215 Received	Total Annual Receiving Manpower Costs Per Stakeholder	Methodology	Assumptions
VA	Copy 3	GS7	\$64,627.00	\$31.07	0.75	\$23.30	653,252	\$15,222,728.67	<p>Annual Costs: Based on the average Civilian base and locality pay using United States Office of Personnel Management 2012 General Schedule (GS) Locality Pay Tables which can be found at: http://archive.opm.gov/oca/12tables/indexGS.asp for each grade (step 5). Each rate was multiplied by a factor of 1.47 to account for benefits not included in base or locality pay such as retirement. VA, DOL, State DVA: A flat base and locality pay of \$43,964 was calculated incorporating the standard 14.16% locality pay using the GS 7, Step 5 rate.</p>	<p>1. Multiple requests for DD Form 214/215 contracted processing costs for VA and DOL were initiated without a response. An average pay grade of GS 7, Step 5 was used to provide an estimated manpower costs for VA, DOL, and State DVA due to a lack of response from VA and DOL. 2. To calculate DOL's processing costs a combination of both image retrieval and paper DD Form 214 / 215 handling manpower costs was used. Image retrieval costs were calculated by using the 45 minutes per copy Service benchmark to arrive at an annual cost of \$5,271,512.54. Paper handling of the DD Form 214 / 215 was calculated by using the Service benchmark of 3 minutes per copy to arrive at an annual cost of \$1,014,848.58. 3. Based on stakeholder feedback, it was assumed that the State DVA's received Copy 6 90% of the time.</p>
DOL	Copy 5	GS7	\$64,627.00	\$31.07	0.75	\$23.30	226,216	\$6,286,361.11		
	Copy 5	GS7	\$64,627.00	\$31.07	0.05	\$1.55	653,252			
State DVA	Copy 6	GS7	\$64,627.00	\$31.07	0.75	\$23.30	587,927	\$13,700,461.05		
Total For All External Stakeholders								\$35,209,550.83		

APPENDIX E IMPLEMENTATION MILESTONES (Notional)

Milestone Number	Implementation Milestone	Responsible Agency (Lead)	Supporting Agency	Completion Date (Proposed)
1.0	Provide guidance for Interagency Paperless DD Form 214 Project	DVCO	P&R IM	Sep-13
2.0	Re-issue DoD policy affecting DD Form 214 / 215 distribution	MPP	Services, USCG	Mar-14
2.1	Redesign DD Form 214 to include serialized versioning and eliminate multiple copies	MPP	Office of Management and Budget (OMB), DMDC	Mar-14
2.2	Modify DoDI 1336.01 to instruct the Services to prepare and issue the CERRDAD and remove issuing DD Form 215 from point forward	MPP	Services, USCG	Mar-14
2.2.1	Implement DTM to eliminate distribution of DD Form 214 / 215 paper Copy 5 to DOL	Services, USCG	MPP	Oct-13
2.2.2	Implement DTM to eliminate distribution of DD Form 214 / 215 paper Copy 7 and 8 to Military Departments	Services, USCG	MPP	Oct-13
2.3	Modify DoDI 1336.05 (ACCPDS) to incorporate medals and awards	MPP	DMDC	Mar-14
2.4	Finalize DoDI 7730.54 (RCCPDS) to incorporate medals and awards	MPP	DMDC, ASD RA	Mar-14
3.0	Deploy capability to authenticate CERRDAD via CAC-enabled digital signature	Services, USCG	DMDC	Dec-13
4.0	Distribute CERRDAD to DMDC on date DD Form 214 is provided to Service member of separation + 1 day	Services, USCG	DMDC	Jan-14
5.0	Implement CSI	DMDC	Services, USCG	Oct-14
5.1	Modify transactional files to include medals and award data	DMDC	Services, USCG	Sep-13
5.2	Establish Web Service to securely share CSI with stakeholders	DMDC	VA, DOL	Oct-14
5.3	Establish automated data reconciliation between CERRDAD and authoritative data source transaction files	DMDC	Services, USCG	Jan-14
5.4	Implement notification to applicable stakeholders for previously-issued CERRDAD information (satisfies DD Form 215 business need)	DMDC	All Recipients of DD Form 214 / 215	Oct-14
5.5	Finalize the availability of dental	DMDC	ASD (HA)	Sep-13

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	indicator information from ASD (HA) to DMDC			
5.6	Ensure all required data is being transmitted to DMDC per DoDI 1336.05 and 7730.54	DMDC	Services, USCG	Mar-14
6.0	Establish a support capability to reconcile data discrepancies as reported by receiving stakeholders	DMDC	Services, USCG, VA, State DVAs, DOL	Aug-14
7.0	Realign business processes to operate on DMDC authoritative data provided by the CSI (e.g., BPR/BPI, training, communications)	Service, USCG	All Recipients of DD Form 214 / 215	Oct-14
8.0	Ensure the interface between DFAS and PDR meets all the requirements of CSI	DMDC	DFAS	Oct-13
9.0	Define the computable data inside Block 18, Remarks (e.g., First Full Term of Service, Separation Pay, Severance Pay, Retirement Pay), of the DD Form 214 for operational use to ensure the CERRDAD is consistent with the information in the CSI	DMDC	DOL	Sep-13

APPENDIX F BUSINESS GLOSSARY

Term	Description
CERRDAD	The Certified Electronic Record of Release or Discharge from Active Duty (CERRDAD) is an authenticated (CAC digitally signed) record providing an accurate and complete summation of active military personnel service. The CERRDAD provides the Service member a clear concise summary of active service with the Military Services at the time of transfer, release, discharge, or Service member change of component or status while on Active Duty. The CERRDAD is electronically distributed at time of separation to DMDC and to the respective Service OMPF repository, eliminating the distribution of eight paper copies of the DD Form 214 / 215.
CSI	<p>The Certified Separation Information (CSI) is the authoritative record DoD shares with authorized stakeholders for the purpose of conducting official government business. DMDC as the trusted agent on behalf of DoD, is the single distribution point for CSI. The CSI is certified by the Service Secretary, Commandant, or Reserve Component Chief and is composed of the following:</p> <ul style="list-style-type: none"> • PDR • Automated Extract of Active Duty Military Personnel Records /RCCPDS personnel transactions • CERRDAD • Medals and Awards repository • Pay information (e.g., Separation Pay, Severance Pay, and Retirement Pay) • Dental Exam Indicator • Data reconciliation between the PDR and CERRDAD
DD Form 214	Certificate of Release or Discharge from Active Duty.
DD Form 215	Correction to DD Form 214 Certificate of Release or Discharge from Active Duty.
Person Data Repository (PDR)	The Person Data Repository (PDR) contains files of personnel and certain medical data for all veterans, living or deceased with surviving spouses, Uniformed Service members (Active Duty, Retired or Reserve Component), US-Sponsored foreign military, DoD and Uniformed Services civilians, other personnel as directed by the DoD (including the patient population serviced through the Military Health Services System) and their eligible family members. DMDC maintains the PDR.
Separation	A general term that includes discharge, release from Active Duty, transfer to a Reserve component, or release from custody and control of the Services.

APPENDIX G ACRONYM LIST

Acronym	Definition
AFRC	Air Force Reserve Command
AHLTA	Armed Forces Health Longitudinal Technology Application
ANG	Air National Guard
ARMS	Automated Records Management System
ASD	Assistant Secretary of Defense
BIRLS	Beneficiary Identification Records Locator Subsystem
BPI	Business Process Improvement
CAC	Common Access Card
CD	Compact Disk
CERRDAD	Certified Electronic Record of Release or Discharge from Active Duty
CP	Critical Path
CSI	Certified Separation Information
DD	Defense Department
DFAS	Defense Finance and Accounting Service
DMAIC	Define, Measure, Analyze, Improve, and Control
DMDC	Defense Manpower Data Center
DoD	Department of Defense
DoDI	Department of Defense Instruction
DOL	Department of Labor
DPRIS	Defense Personnel Records Information Retrieval System
DUSD	Deputy Under Secretary of Defense
DVA	Department of Veterans Affairs
DVCO	Director, DoD/VA Collaboration Office
EMPRS	Electronic Military Personnel Records System
FCCC	Federal Claims Control Center
GS	General Service
HA	Health Affairs
IMS	Integrated Master Schedule
iPERMS	Interactive Personnel Electronic Records Management System
JEC	Joint Executive Council
IT	Information Technology
ITAPDB	Integrated Total Army Personnel Database
MCTFS	Marine Corps Total Force System
MfR	Memorandum for Record
MILPDS	Military Personnel Data System
MOA	Memorandum of Agreement
MPP	Military Personnel Policy
NAVPERSCOM	Navy Personnel Command
NOAA	National Oceanic and Atmospheric Association
NSIPS	Navy Standard Integrated Personnel System
ODI-RMS	Optical Digital Imaging-Records Management System
OMB	Office of Management and Budget
OV	Operational View
P&R	Personnel and Readiness
P&R IM	Personnel and Readiness Information Management
PDR	Personnel Data Repository
PHS	Public Health Service
PKI	Public Key Infrastructure
PSD	Personnel Support Detachment
RA	Reserve Affairs

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RC	Reserve Components
RCCPDS	Reserve Components Common Personnel Data System
SIPOC	Supplier, Input, Process, Output, Customer
SME	Subject Matter Expert
SPD	Service Program Designator
TRANSPROC	Transition Point Processing System
U.S.C.	United States Code
UCX	Unemployment Compensation for Ex-Servicemembers
USCG	United States Coast Guard
USMC	United States Marine Corps
VA	Department of Veterans Affairs
VADIR	VA/DoD Identity Repository
VADS	Veterans Assistance Discharge System