

# BASE-LEVEL PERSONNEL SERVICES DELIVERY EXECUTION, ORGANIZATION, AND RESPONSIBILITIES

Changes / additions are identified by an “\*” at the beginning of the paragraph or item; the actual change is reflected in a red font.

## *Section 1A--General Information*

**1A-1. Scope of Chapter.** This chapter contains information on the Personnel Services Delivery application / execution, organization, and responsibilities. The items contained in this document serve as the authoritative source for sustainment of military personnel programs and procedures. Programs that have been moved to other sections or elements within or outside of the Military Personnel Section (MPS) are responsibility of the owning agency. Ownership includes manpower, resources, day-to-day management, and inspection programs.

**1A-2. Definitions.** The following definitions apply only to terms used in this Chapter.

**1A-2.1. Commander** - A commissioned officer designated as the commander of the organization which is at the lowest level within the chain of command to which the officer is assigned. For example, a GSU with only enlisted personnel assigned is an operating location of a detachment commanded by a commissioned officer. The commander of the GSU would be the detachment commander.

**1A-2.2. MPS** - Is the strategic advisor for military personnel policies and programs. The mission of the MPS is to provide quality personnel support in both peacetime and wartime to commanders, Air Force members and their families.

**\*1A-2.3. Geographically Separated Unit (GSU)** - A unit that is not within 1 hour driving time (one way) of its servicing MPS is normally considered to be geographically separated. Exceptions to these guidelines for determining whether a unit is collocated with or geographically separated from its servicing MPS are forwarded through the Major Command (MAJCOM) management activity to Air Force Personnel Center (AFPC) / **DPTS**, 550 C Street West, Suite 37, Randolph AFB TX 78150-4739, for resolution.

**1A-2.4. Consolidated Geographically Separated Unit Personnel Office (CGSUPO)** - Is a single office at any GSU location with the mission of providing unit personnel service to two or more units, regardless of command affiliation.

**1A-2.5. Member** - Any military person assigned to a unit or a GSU.

**1A-2.6. Base Level Service Delivery Model (BLSDM)** - The organizational model which centralizes all personnel assets whether Commander's Support Staffs (CSSs) or MPS (regardless of MAJCOM affiliation) into a single base personnel service unit.

**\*1A-2.6.1.** CSS Duties transferred to the MPS as a result of BLSDM are located in Appendix A, CSS Duties Transferred to the MPS under BLSDM.

**\*1A-2.6.2.** CSS - The office which provides direct support to the commander (unit commander or squadron section commander) at the unit level. Under BLSDM specific CSSes were exempted / ineligible from merging with the MPS (Joint, Defense Health Program, Intel, etc.).

**\*1A-2.6.3.** IAW the BLSDM Concept of Operations (CONOPS) organizations and units that retain 3S0 CSS authorizations for the purpose of performing CSS work will continue to perform those CSS duties and be vulnerable to higher headquarter inspection of those duties, unless an agreement is established with the MPS to service that population in a particular program. Without formalized agreements between both squadron commanders / directors, CSS responsibilities / functions will only be provided by the MPS to commanders and military / Individual Mobilization Augmentee (IMA) populations that did not retain CSS manning as indicated during the MAJCOM / Field Operating Agency (FOA) / Direct Reporting Unit (DRU) validations. Results were published via Change 1 to PAD 07-11, A1 Transformation.

**1A-2.7. Satellite Personnel Activity (SPA)** - Is an extension of the MPS at locations where the Air Force population does not warrant establishing an MPS. SPAs will not be established on the same base as the host MPS.

**\*1A-2.8. Satellite Operations (SO)** - Is a forward extension of manpower from within the MPS detailed to another organization / unit / location on the same base as the MPS to better support the base population. SO personnel will continue to be assigned to an authorization within the MPS and rating chains will be within the MPS. The establishment of a SO must be approved by the MPS' owning MAJCOM A1.

### **1A-3. Responsibilities for AFPC, Major Commands (MAJCOMs), Field Operating Agencies (FOAs), Direct Reporting Units (DRUs), and MPSs:**

**\*1A-3.1. AFPC / DPTS:** The **Service Center Support Division** is the focal point for all functional issues which affect personnel manning in MPSes. Whenever a proposal is initiated which would impact military personnel functions or increase workload, the proposal would be accomplished in the manpower community and would require AFPC / **DPTS** review and approval. AFPC / **DPTS** is responsible for:

1A-3.1.1. Functional management of active duty MPSs.

1A-3.1.2. Acts as liaison between the personnel and manpower communities for MPS manpower issues.

1A-3.1.3. Provides guidance and training packages on various personnel-related programs as deemed appropriate.

1A-3.1.4. Responds to issues raised by MPSes.

1A-3.1.5. Coordinates Staff Assistance Visit (SAV) support to Force Support Squadrons (FSSes) upon request of FSS Commander.

\*1A-3.1.5.1. Request must be submitted in writing to AFPC / **DPTS**, with information copy to owning MAJCOM A1.

1A-3.1.5.2. SAV request should be limited to areas on the FSS Military Personnel Checklist. Any request related to an area outside of the FSS Military Personnel Checklist should be fully justified.

1A-3.1.5.2.1. Must specifically identify program(s) / process(es) to be SAVed with supporting justification for the request.

1A-3.1.5.2.2. Cannot be within six (6) months of a scheduled AF / MAJCOM level inspection (Unit Compliance Inspection (UCI), Operational Readiness Inspection (ORI), Nuclear Surety Inspection (NSI), etc.).

1A-3.1.5.3. Funding must be provided by the requesting base or owning MAJCOM.

1A-3.1.6. Managing the standardization and evaluation program to monitor the health of personnel programs and related processes at base level and within AFPC.

### **1A-3.2. MAJCOM / FOA / DRU Management Activities:**

1A-3.2.1. Act as the functional Office of Primary Responsibility (OPR) for base-level MPSes within their purview.

\*1A-3.2.2. Provide guidance to the field and, when deemed appropriate, feedback to AFPC / **DPTS** on personnel-related programs administered in MPSes.

### **1A-3.3. FSS:**

\***1A-3.3.1. FSS Commander / Director** (see **Appendix B, Authority Matrix for Civilian Directors**) - responsible for full scope of military personnel program management and assigned personnel. Is the strategic advisor to wing, group, and squadron commanders and will serve as the functional manager for equitable distribution of 38F officers assigned to their base (when there is a civilian leader this duty is handled by the military deputy). FSS leadership will, within one week of a new commander taking command, initiate contact with the new commander to set the stage for Human Resource (HR) systems training and FSS program review. At a minimum, FSS leadership will provide a short overview of the flights in your squadron and the services / support available from the FSS organization. In addition, FSS leadership is responsible for ensuring the following actions take place:

**1A-3.3.1.1.** Within 48 hours of a new commander taking command will ensure MPS leadership validates the member has appropriate access to the various HR systems / Information Technology (IT) tools necessary for a commander to mentor and lead their organization. Systems training will include, at a minimum: Airmen Development Plan (ADP), Assignment Management System (AMS), Base Level Services Delivery Model (BLSDM) IT Tool, Case Management System (CMS), Fitness, Personal Records Display Application (PRDA), and Virtual Military Personnel Flight (vMPF).

**1A-3.3.1.2.** Within one week of a new commander taking command, ensure MPS leadership schedules HR systems training with the commander. MPS should provide hands-on training on the systems outlined in paragraph 1A-3.3.1.1.

**1A-3.3.1.3.** Within 30 days of a new commander taking command, FSS leadership will ensure their subordinate flight commanders (or a designated flight representative) get on the commander's calendar and provide a detailed overview of the specific programs and services they provide.

**1A-3.3.1.4.** In addition to initial HR systems and program orientation training, FSS leadership will ensure recurring annual training is accomplished with all commanders. At a minimum, they will ensure the commanders are updated on significant program changes, HR system enhancements / changes, and solicit feedback on improving manpower, personnel, and services support.

**1A-3.3.2. The FSS Operations (Ops) Officer** - is responsible for all aspects of the unit's readiness mission.

**1A-3.3.3. The FSS Superintendent** - will serve as the senior enlisted advisor for assigned enlisted personnel.

#### **1A-3.4. MPSes:**

1A-3.4.1. The MPS chief will serve as the focal point for base level personnel programs. They must maintain an open line of communication with all unit commanders on matters concerning personnel-related programs.

1A-3.4.2. The MPS chief or superintendent will serve as the functional manager for 3S0X1 personnel. Works with the Ops Officer to ensure equitable distribution of Personnel Support for Contingency Operations (PERSCO) training allocations and deployment taskings.

**\*1A-3.4.2.1. Personnel (3S0X1) resources for tenant units will be managed by their owning MAJCOM.**

\*1A-3.4.3. MPSEs will report any functional personnel problems of significance to the MAJCOM and AFPC / **DPTS**.

\*1A-3.4.4. The MPS chief or superintendent will serve as the focal point for MPS training (and any CSS / GSU serviced by the MPS).

\*1A-3.4.5. MPS will conduct:

\*1A-3.4.5.1. An annual Self-Inspection using the most current FSS Military Personnel Self-Inspection Checklist of all personnel processes regardless of where located in the FSS (Functional Responsibilities Tables C-1 thru C-7).

\*1A-3.4.5.2. An annual Staff Assistance Visit (SAV) of any CSS serviced by the MPS to evaluate status of training and compliance with personnel programs. MPSEs will not conduct SAVs to evaluate non-personnel programs.

\*1A-3.4.5.3. A periodic SAV on GSUs serviced by the MPS.

### ***Section 1B--MPS Mission and Policy***

**1B-1. MPS Mission.** The MPS is the strategic manager of military personnel programs for all units and members being serviced, whether on base or geographically separated from the MPS for maximum economy, efficiency, and service. The mission of the MPS is to provide quality personnel support, through the administration of personnel programs, in both peacetime and wartime, to commanders, Air Force members and their families. As a minimum, MPSEs normally provide customer service throughout normal duty hours every duty day. The MPS will be closed during normal duty hours in support of in-house training programs, personnel development, and the Learning Organization. The closure must be thoroughly advertised to the serviced population and can be advertised in the Afterburner to allow the retired population to be informed.

**1B-2. MPS Consolidation Policy.** The procedures in this handbook are oriented toward a consolidated and standardized operation.

1B-2.1. At 200K call-up or partial mobilization, consolidation of reserve component MPFs with active duty MPSEs will not occur. However, upon full mobilization, these MPFs and MPSEs may consolidate within 30 calendar days following the duty status change of reserve component deployed units or elements from TDY to PCS, and in accordance with the following additional guidelines.

1B-2.2. ANG or AFRC MPFs collocated with an active duty MPS may consolidate their operations. This consolidation will require the concurrence of the Air National Guard (ANG) or Air Force Reserve Command (AFRC) gaining MAJCOM A1 and the host MAJCOM of the active duty MPS into which they will be consolidated. Additionally, the consolidation agreement will specifically identify which command owns the resources. For ANG and AFRC: Prior coordination is required through ANGRC / NGB and AFRC / A1.

Additionally, the consolidation agreement will specifically identify which command owns the resources.

1B-2.3. Single ANG and AFRC MPFs mobilized at their location may be consolidated with the nearest active duty MPS. The decision to consolidate must be based on the total force operational support needs at the single ANG or AFRC location and the mission requirements of the active duty MPS. Such consolidation will require the concurrence of both the ANG and AFRC gaining MAJCOM and the consolidated MPS's host MAJCOM.

1B-2.4. If consolidation of ANG and AFRC MPFs with an active duty MPS should occur:

1B-2.4.1. Prior to consolidation – MPF Commanders and MPS Chiefs of the respective MPF and the MPS will develop detailed consolidation plans, ensuring support for all forces. The plan will include the activation of an ANG /AFRC Affairs Section that will remain in existence for 90-180 days after consolidation or until the MPF commander and MPS chief determine it is no longer needed. An ANG or AFRC officer and a number (to be mutually agreed by the respective MPF commander and MPS chief prior to consolidation) of enlisted personnel (combined active and ANG / AFRC personnel) will be assigned to be ANG / AFRC Affairs Section.

1B-2.4.2. ANG and AFRC personnel will be integrated into the existing work units of the active duty MPS after direction from the gaining MAJCOM.

1B-2.4.3. Responsibilities of the activated ANG / AFRC Affairs Section are as follows:

1B-2.4.3.1. Serves as the focal point and action office for all issues that arise with regard to ANG and AFRC mobilized members and their families.

1B-2.4.3.2. Ensures the timely close-out of pre-mobilization and plans for and initiates demobilization actions.

\*1B-2.4.4. The specific details of all MPS consolidation should be described in the base mobilization plan required by AFI 10-402, Vol 1, *Mobilization Planning and Personnel Readiness*, with appropriate gaining MAJCOM concurrence. Waivers to this policy will be forwarded thru AFPC / **DPTS** to HQ USAF / A1PR for approval.

1B-2.4.5. On full mobilization, active duty MPSes will provide technical guidance as required. MAJCOMs that gain non-located ANG or AFRC MPFs will predestinate an active duty MPS to provide technical guidance on mobilization.

**\*1B-3. MPS Servicing Policy:** Air Force members collocated on an installation with a host command MPS are serviced by the collocated host MPS, regardless of command affiliation. Air Force members assigned to a unit geographically separated from any MPS (a GSU) are serviced by the MPS that is nearest to the duty location of that unit. MPS servicing responsibility must be aligned so that the same military population is supported for personnel and pay service to the

maximum extent practicable. Request to change servicing MPS and Finance Service Office (FSO) must be coordinated with current and projected MPS, FSO and MAJCOMs of all parties. A mutual agreement must be arrived at before transfer. Ensure MAJCOM / A1, **MAJCOM / Financial Management (FM)**, AFPC / **DPTS**, Defense Finance and Accounting Service (DFAS), and Air Force Account and Finance Office (AFAFO) are addressees on all correspondence.

1B-3.1. If GSU members are receiving pay support from a collocated FSO, personnel support is furnished from the nearest MPS. If GSU members do not receive collocated FSO support, they are furnished personnel support from the nearest MPS that has a collocated FSO, provided the distance is not significantly greater than the nearest MPS or FSO.

1B-3.2. Where the distance from the collocated MPS and FSO is significantly greater than from the nearest MPS or FSO, the GSU is furnished personnel service from the nearest MPS.

1B-3.3. When a clear-cut MPS cannot be determined or there is significant distances between a GSU and the closest MPS occur, deviations may be processed according to paragraph **1C.6**. The primary determinant of MPS assignment must be communication lines in the precedence specified below:

1B-3.3.1 Surface mail and normal distribution routes.

1B-3.3.2 Time zones and telecommunications.

1B-3.3.3 Command lines, location of detachment commander (squadron commander if no officer is assigned to the GSU).

1B-3.4. Usually, all units located on an installation separated from an MPS (GSUs) are serviced by the MPS that is nearest the installation, regardless of command affiliation.

1B-3.5. The host GSU provides the liaison between the servicing MPS and other GSUs at the installation, including accomplishment of personnel administration tasks. When a change in servicing MPS is made without PCS, the losing servicing MPS or FSO (when FSO changes) is responsible to inform those personnel affected by the change. IMA reservists are serviced by Air Reserve Personnel Center (ARPC). However, active duty MPSEs and AFRC MPFs provide information and assistance to IMA reservists seeking aid. Types of service which must be provided include technical assistance in completing forms and responding to inquiries, and referral to appropriate agencies on base for assistance not available within the MPS, and those actions specified in paragraph **1C-8**.

**\*1B-4. Establishing or Changing Servicing MPS for Units.** The parent MAJCOM determines the servicing MPS for a newly established unit based on the criteria contained in paragraph **1B-3**. Special care must be taken to ensure there is coordination between the servicing MPSEs and FSOs and that both service the same military population. The parent MAJCOM informs the MPSEs and MAJCOMs involved by electronic means. It must provide an information copy to the MAJCOM FSO and Personnel Accounting Symbol (PAS) manager, AFPC / **DPTS**, and AFPC / **DPDOD**. The information of the electronic medium must contain unit designation to

include: PAS Codes, Administrative PAS, unit military authorizations, and effective date of the action. The action is considered approved unless the gaining MAJCOM or AFPC informs the parent MAJCOM of its disagreement.

**1B-5. MPS Top Secret Access Requirements:** There is no requirement for TOP SECRET access.

**1B-6. Human Resources Systems (HRS) Source Documentation Policy:**

**1B-6.1. Source Document Location:** **Figure B-1** lists the source documents and location of source documents used for verification purposes. HRS data elements not listed in **Figure B-1** are verified by using source documents authorized for file in the field record group by AFI 36-2608, *Military Personnel Records Systems*, or by other base-level records systems as authorized by prescribing directives. Flying data is verified from individual flight records.

**1B-7. Definition of Approved Correspondence:** A document that establishes or changes the content of a HRS data item, signed by a competent authority (which in certain instances may be the affected individual) and authorized for file in the personnel record groups by AFI 36-2608, *Military Personnel Records Systems*.

1B-7.1. The document does not have to reflect data item content in code form or identify a related action, but this must be able to be derived from the document. For example, a PCS declination statement could result in change to promotion eligibility or assignment availability without a specific reference to any additional action. Other examples include control roster correspondence, correspondence approving an extension of a tour, a signed copy of a nomination message, and so forth. For ease in future reference, such correspondence must be annotated when filed to reflect the changed content of the data items affected.

**Figure B-1. Source Document Location for HRS Data Elements.**

Data Element	Applicability: O-Off A-Amn, B-Both	Source Document Location for Verification Purposes
Academic specialty—method obtained	O	Transcript repository—WPAFB OH
Current grade	B (Note 1)	MPerRGp
Date of rank—current grade	B (Note 1)	MPerRGp
Date of birth	B	State bureau of vital statistics or individual
Place of birth	B	State bureau of vital statistics or individual
Extended active duty date	B (Note 1)	MPerRGp
Home of record	B (Note 1)	MPerRGp
Name	B	MPerRGp
Pay date	B	MPerRGp

Data Element	Applicability: O-Off A-Amn, B-Both	Source Document Location for Verification Purposes
Place from which entered active duty	B (Note 1)	MPerRGp
Permanent grade	O	MPerRGp
Promotion category	O	MPerRGp
Promotion service date	O	MPerRGp
Reason for establishment of date of separation except:	O (Note 1)	MPerRGp
Force reductions	O (Notes 1 and 2)	AFPC / DPSOS
Separation required by law or policy, such as promotion passover, age, or length of service	O	MPerRGp
Social security number	B	Social Security Administration
Source of commission	O	MPerRGp
Aviation service date	O	MPerRGp
Total active federal military service date	B	MPerRGp
Total federal commissioned service date	O	MPerRGp
Total years service date or promotion list service date	O	MPerRGp
Years active commissioned and warrant officer service	B (Note 3)	MPerRGp

**NOTE 1:** Applicable only to EAD members.

**NOTE 2:** Source document for airman reductions in grade is found in the MPerRGp.

**NOTE 3:** Not applicable to non-EAD airmen.

***Section 1C--Active Duty MPS Establishment and Organization***

**1C-1. MPS Responsibilities.** The MPS is responsible for military personnel programs involved in records maintenance, data reporting, and strength accounting. The MPS administers personnel actions on an individual basis for USAF personnel. The MPS conducts specified personnel programs as announced in appropriate Air Force and MAJCOM directives.

**1C-2. FSS Standardized Duty Titles.** Duty titles have been standardized under the Force Support Squadron to reflect an individual's actual duties and level of responsibility within the organization. The following rules were used in determining the flight commander and MPS personnel duty titles.

**1C-2.1. Officer:**

**1C-2.1.1. Flight Commander:** In charge of a flight, i.e., Manpower and Personnel Flight Commander.

**1C-2.1.2. Chief:** In charge of a section or element, i.e.; Chief, Military Personnel Section.

**1C-2.1.3. Program Manager / Manager:** Second officer in a section or element not in charge, i.e., Military Personnel Program Manager.

**1C-2.2. Enlisted:**

**\*1C-2.2.1. Superintendent:** Used for SNCOs in charge of a wing-, group-level functions, or in a squadron when having either oversight of functions within other squadrons or within the same squadron, i.e., Superintendent, Military Personnel Section. To carry the superintendent duty title the member must be a SNCO.

**1C-2.2.2. Non-Commissioned Officer in Charge (NCOIC):** Used only for NCOs and SNCOs in charge of an element or workcenter. NCOICs typically have subordinate supervisors, i.e., NCOIC, Customer Support. Also used for NCOs whose primary duty is management of a program or functions, such as unit training management or resource management, even if they do not directly supervise personnel.

**1C-2.2.3. Supervisor:** Used for NCOs and Airmen who are first line supervisors, i.e., Customer Support Supervisor. Airmen will not have the duty title "Supervisor" unless they are at least a SrA, an ALS graduate, and supervise the work of others.

**1C-2.2.4. Section Chief:** Used for NCOs and SNCOs in charge of a section with subordinate work elements or centers. Section Chiefs are typically SNCOs and the rank will vary depending upon the size of the section.

**1C-2.2.5. Others:** When enlisted personnel do not meet the criteria of the above they will have a duty title that most accurately reflects their day-to-day duties, i.e., Customer Support Apprentice, Customer Support Journeyman, Customer Support Craftsman.

**1C-2.3. Civilian:**

**\*1C-2.3.1. Chief:** In charge of a flight, section, or element, i.e.; Chief, Manpower, and Personnel Flight; Chief, Military Personnel Section; or Chief, Customer Support Element.

**1C-2.3.2. Program Manager / Manager:** Leaders below section or element without being in charge of an element or above, i.e., Military Personnel Program Manager.

**1C-2.3.3. Specialist:** Individuals with advanced (as determined by the local flight leadership) technical experience, i.e., Customer Support Specialist.

**1C-2.3.4. Technician:** Individual with basic (as determined by the local flight leadership) technical experience, i.e., Customer Support Technician.

**Figure C-1. MPS Leadership Duty Titles.**

Office Symbol	Officer / Civilian (note 1 and 2)	Enlisted (note 3)
FSMP	Chief, Military Personnel Section	Superintendent, Military Personnel Section
FSMPS	Chief, Customer Support Element	Superintendent, Customer Support Element
FSMPM	Chief, Force Management Element	Superintendent, Force Management Element
FSMPD	Chief, Career Development Element	Superintendent, Career Development Element

**Note 1:** When more than one officer is assigned to the same area, only one will be given the Chief duty title. Additional officers will be given the office name followed by Program Manager.

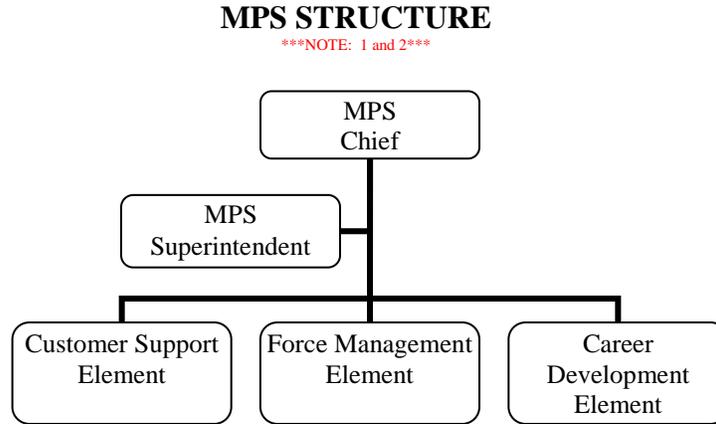
**Note 2:** When additional civilians are assigned to the same area, only one will be given the Chief duty title. Additional civilians will be given the office name follow by:

- Leader for an entire activity or function.
- Leader without being in charge of the element or above.
- Specialist for individuals with in depth technical experience.
- Technician for individual with technical experience.

**\*Note 3:** To carry the superintendent duty title, the member must be a SNCO. Under no circumstances will the superintendent duty title be awarded to a TSgt or below. If an individual is assigned to the position as a TSgt or below they will be denoted with NCO following the office description. **The Personnel Enlisted Career Field Manager has determined that the reflected positions are authorized to use Superintendent within the duty title.**

**1C-3. Organization Placement and Manning.** The active duty MPSs are established according to AFI 38-101, *Air Force Organization* and will be organized according to the organization structure depicted in **Figure C-2**. They will be manned within the limits of approved manpower standards according to, AFI 38-201, *Determining Manpower Requirements* and MPS AF Manpower Standard (AFMS 16B1).

**Figure C-2. Military Personnel Section (MPS) Structure.**



Note 1: Installation Personnel Readiness (previously PRU) is aligned under the FSS Operations Officer (FSS/FSO)  
 Note 2: Information Technology Support (previously PSM) is aligned under the FSS Resource Management (FSS/FSR)

**Figure C-3. MPS Office Symbols.**

**MPS OFFICE SYMBOLS**

Chief, Military Personnel Section .....	FSMP
Superintendent, Military Personnel Section .....	FSMP-1
Customer Support Element .....	FSMPS
Force Management Element .....	FSMPM
Career Development Element .....	FSMPD

**1C-4. Establishment and Discontinuance.** Each MAJCOM, as appropriate, will do the following:

1C-4.1. Establish MPSes to service personnel assigned or complete arrangements with other MAJCOMs for cross-servicing MPS support.

\*1C-4.2. At least 10 months before the proposed effective date of an MPS’s establishment or discontinuance, the MAJCOM will send the information listed below to AFPC / **DPTS**, 550 C Street West, Suite 37, Randolph TX 78150-4739.

**Figure C-4. To establish an MPS:**

- ◆ Location.
- ◆ Effective date.
- ◆ Reason for proposed action.
- ◆ Units to be serviced.
- ◆ Number of officers and airmen authorized in each unit to be serviced.
- ◆ Current servicing MPS for personnel assigned to units that will be serviced by the new MPS.
- ◆ Number of personnel, by grade and AFSC, required to operate the new MPS (reference AFI 38-201, *Determining Manpower Requirements*).
- ◆ Source of manpower authorizations to meet the new MPS manpower requirements.
- ◆ Description of facility in which the MPS will be housed.

**Figure C-5. To discontinue an MPS:**

- ◆ Location.
- ◆ Effective date.
- ◆ Reason for proposed action.
- ◆ Designation of new servicing MPS for each unit serviced by the MPS to be discontinued.
- ◆ Proposed disposition of assigned MPS personnel.
- ◆ Proposed disposition of manpower spaces authorized in the MPS to be discontinued (indicate spaces saved).
- ◆ Date system support will be transferred and where.
- ◆ Which MPS will pick-up servicing responsibilities (where relocation folder will be sent).

**Note:** When a request to establish or discontinue an MPS has been approved, the MAJCOM will be informed. The notice will contain proposed effective date, number of authorized and assigned personnel in affected activity, justification, and manpower impact.

**1C-5. MPS Organization.** The MPS organizational structure consists of one standard configuration and only one manpower standard (AFMS 16B1). This gives the MPS chief the autonomy to align authorizations, where needed.

1C-5.1. The MPS is comprised of three areas: Career Development Element, Customer Support Element, and Force Management Element. (**Figure C-2.**)

**Note:** Due to A-76, some MPSes have restructured. MAJCOM management activities are responsible for organizational structure deviations that take place under the A-76 initiative. All deviations that occur under A-76 will be documented at the MAJCOM level and a copy of the approved organizational structure will be forwarded to AFPC / **DPTS**, 550 C Street West, Suite 37, Randolph AFB TX 78150-4739. MPSes are required to maintain a copy of the approved organization structure. Use **Figures C-2.** and **C-3.** for the MPS structure and office symbols.

**\*1C-6. Deviations from Established Servicing Policy, Procedures, and Organizational Structures.** MPS chiefs will not permanently deviate from the standard functional structure alignment without prior AFPC / **DPTS** approval, thus promoting standardization for all MPSEs throughout the Air Force. If they deviate, no manpower authorization changes will be made as a result of the deviation nor will AFPC / **DPTS** deviate from standard office symbols or the routing of products in HR Systems.

**1C-6.1. MPS Work Unit Procedure or Task Deviations--Air Force Wide.** MPS chiefs may deviate from the standard functional alignment, on an interim basis, in addition to deviations mentioned in paragraphs **1C-5.1.** provided the following apply:

1C-6.1.1. Such deviations are made for the purpose of testing more effective methods of MPS support for Air Force members and commanders.

1C-6.1.2. No manpower authorization changes are made before or during the test deviation period.

\*1C-6.1.3. Approvals for the deviations are requested at least 60 days in advance of the desired implementation date. All deviation requests will be sent to AFPC / **DPTS** (with informational copy to owning MAJCOM A1) as a proposed "MPS Functional Realignment Test." A test plan must accompany the request, to include objectives and benefits to be derived. Additionally, if the test involves MPS changes, the information required by AFI 38-101, *Air Force Organization*, will be included in the request (AFPC / **DPTS**, working with the 1 Manpower Requirements Squadron (MRS), will provide the information required by AFI 38-101, *Air Force Organization*, and obtain HQ USAF / A1 Manpower Office approval to conduct the test, if appropriate).

\*1C-6.1.4. The test will not exceed a period of 12 months unless a longer test period is approved by AFPC / **DPTS**.

\*1C-6.1.5. If approved, AFPC / **DPTS** will, on review and internal coordination of the test plan, provide the requesting MPS specific instructions for conducting the test. Status reports during the test period and a final evaluation of the test will be provided to AFPC / **DPTS**.

\*1C-6.1.6. On completion of the test, the MPS may remain in the test configuration until final decision is announced by AFPC / **DPTS**. After announcing the decision AFPC / **DPTS** will do one of the following:

1C-6.1.6.1. Adjust tasks or procedures in this handbook and the MPS manpower standards in AFI 38-204, *Programming USAF Manpower* (in coordination with AFMA) when the test results clearly indicate benefits for worldwide application; or

1C-6.1.6.2. Approve in writing, a permanent deviation for the test location when worldwide application is not appropriate; or

1C-6.1.6.3. Inform the MPS of disapproval, after evaluation of test results.

**\*1C-6.2. MPS Work Unit Procedure or Task Deviations--Limited Application.** This paragraph applies to situations where a MPS chief feels a procedure or task deviation is warranted that would not apply Air Force wide. Such deviations must be submitted to AFPC / **DPTS** (with informational copy to owning MAJCOM A1) at least 60 days in advance of desired implementation date. The request must include the specific procedure or task deviation desired and complete justification for the deviation.

\*1C-6.2.1. Approval for these deviations will not exceed 6 months and are requested at least 60 days in advance of the desired implementation date. All deviation requests will be sent to AFPC / **DPTS** (with informational copy to owning MAJCOM A1) as a temporary "MPS Work Unit Procedure or Task Deviations--Limited Application."

**1C-6.3. Tenant ANG or AFRC MPFs.** Tenant ANG or AFRC MPFs are normally manned to provide complete personnel support for the members they service. However, under certain circumstances, some support must be provided by the host base active duty FSS.

1C-6.3.1. The support provided is normally restricted to normal duty day technical assistance, host Information Technology Support office (previously PSM [Personnel Systems Management]) data systems support, classification board support (provide technical advisors as required), limited normal duty day testing support (as defined in AFI 36-2605, *Air Force Military Personnel Testing Systems*), and casualty support (as defined in AFI 36-3002, *Casualty Services*). This must also include mutual loan of test materials between the ANG or AFRC MPFs and active duty FSS Education and Training Section when needed, making the active duty test facilities available for ANG or AFRC use on a unit training assembly (UTA), and individual normal duty day personal affairs counseling and assistance.

1C-6.3.2. ANG or AFRC MPFs will administer their own testing programs and may obtain common usage and seldom administered tests on a loan basis from the collocated active duty test control officer (TCO), if necessary, to meet unusual testing requirements. When it is more economical in the judgment of the Force Development Flight Chief, selected ANG or AFRC personnel may be scheduled for testing with active duty members during normal weekday duty hours by the active duty testing facility when common usage and seldom administered tests are being conducted; for example, Air Force Officer Qualifying Test, Armed Forces Classification Test, and so on.

1C-6.3.3. ANG or AFRC MPF commanders are encouraged to work with the FSS leadership to ensure that the support identified is provided, if such support is not available within their units. These agreements will be documented IAW AFI 25-201, *Support Agreements Procedures*. An example of an AFI 25-201 requirement would be to document the continuing weekend use of an active duty test facility by the ANG or AFRC MPFs, whereas the one-time use of an active duty facility, if mutually agreed on by base personnel, would not require an AFI 25-201 agreement.

1C-6.3.4. Host and Tenant AFI 25-201, *Support Agreements Procedures Requirements*. In lieu of existing Host Tenant Agreement, the guidance in this directive will ensure proper support is provided to ANG or AFRC units. However, any support to be provided by host base active duty MPSs for tenant ANG or AFRC MPFs which is not clearly described by the provisions of this directive must be defined in an AFI 25-201 agreement. To ensure a successful operation and essential HRS support, a host or tenant support agreement between the ANG and AFRC and cooperative relationship between the ANG / AFRC units and active duty FSS. The host FSS must provide for the unique support requirements of the ANG and AFRC MPFs.

**1C-7. Responsibility Statements.** The elements in the MPS are responsible for the tasks as outlined in **Tables C-1., C-2., and C-3.**

**1C-7.1. FOR MPSes:**

**1C-7.1.1. Career Development:** The functions / processes within this element focus on the member's career development. In most cases the personnel community will initiate programs / actions that impact the member.

**1C-7.1.2. Customer Support:** The functions / processes within this element focus more on the customer's individual needs. In most cases the customer will initiate contact with the personnel community.

**\*1C-7.1.3. Force Management:** This element is the primary interface between organizations / leaders and the personnel community.

**\*1C-8. Functional Responsibilities.** Military personnel programs functional responsibilities are described below. **Tables C-1., C-2., C-3., C-4., C-5., C-6., and C-7.** prescribe specific functional responsibilities.

**1C-8.1. The Resource Management Office:** Responsible to the commander / director for supporting the resources and system management of the FSS.

1C-8.1.1. Monitors preparation, distribution, and use of Human Resources Systems (HRS) output products.

1C-8.1.2. Ensures that unit commanders and first sergeants are informed on the proper use of HRS output products.

1C-8.1.3. Will exempt sufficient personnel from local exercises to ensure necessary personnel services to on- and off-base personnel and responds to MAJCOM and HAF suspense actions. Necessary personnel services will include the availability of Information Technology Systems Support personnel during all periods of HRS operation.

**1C-8.2. The Airman and Family Services Flight:** Responsible to commander / director for supporting casualty services.

1C-8.2.1. Will exempt sufficient personnel from local exercises to ensure necessary personnel services to on- and off-base personnel and responds to MAJCOM and HAF suspense actions. Necessary personnel services will include all necessary casualty services.

**1C-8.3. The Force Development Flight:** Responsible to the commander / director for supporting the testing function (WAPS, FLPP, CDC, etc.).

1C-8.3.1. Will exempt sufficient personnel from local exercises to ensure necessary personnel services to on- and off-base personnel and responds to MAJCOM and HAF suspense actions. Necessary personnel services will include the availability of test proctors for all scheduled testing.

**1C-8.4. The MPS Chief:** Individual in charge of the MPS and is responsible to the Manpower and Personnel Flight Commander. For tenant MPS: The commander of the organization to which the MPS is functionally assigned under the provisions of AFI 38-101, *Air Force Organization*.

1C-8.4.1. The following are primary responsibilities of the MPS chief or the MPS Superintendent:

1C-8.4.1.1. Exercises complete managerial responsibility in planning, organizing, operating, and controlling MPS operations and resources.

1C-8.4.1.2. Ensures coordination among all elements of the MPS and resolves any differences. Monitors customer awareness and satisfaction.

1C-8.4.1.3. Ensures equal service is given to each host and tenant organization and member supported by the MPS.

1C-8.4.1.4. Ensure a standardized orientation is provided to Wing / Group / Unit commanders on services the MPS provides, as outlined below:

1A-8.4.1.4.1. Within 48 hours of a member taking command, the MPS will validate the new commander has appropriate access to the various HR systems / IT tools necessary for a commander to mentor and lead their organization, such as: Airmen Development Plan (ADP), Assignment Management System (AMS), Base Level Services Delivery Model (BLSDM) IT Tool, Case Management System (CMS), Fitness, Personal Records Display Application (PRDA), and Virtual Military Personnel Flight (vMPF).

1A-8.4.1.4.2. Within one week of a member taking command, MPS leadership will schedule HR systems training with the new commander. At a

minimum, the MPS will provide the new commander hands-on training on the systems outlined in paragraph 1A-8.4.1.4.1.

1A-8.4.1.4.3. Within 30 days of a member taking command, MPS leadership (or a designated flight representative) will get on the new commander's calendar and provide a detailed overview of the key MPS programs and services they provide, as discussed in **Tables C-1** through **C-3**.

1A-8.4.1.4.4. In addition to initial HR systems and personnel program orientation training, MPS leadership will conduct recurring annual training with all commanders. At a minimum, they will ensure the commanders are updated on significant program changes, HR system enhancements / changes, and solicit feedback on improving personnel programs and services support.

1C-8.4.1.5. Budgets TDY funds to perform staff assistance visits to GSUs and members supported by the MPS.

1C-8.4.1.6. Monitors, with the Information Technology System Support office (previously PSM) assistance, the overall accuracy and reliability of all data entered and maintained within HRS.

1C-8.4.1.7. Establishes and maintains a vigorous self-assessment program that includes quality data analysis and control reviews designed to eliminate the causes for data inaccuracy, to improve the quality of personnel data, and to maintain systems integrity. Gives special attention to the following areas and initiates corrective action, where applicable:

1C-8.4.1.7.1. Analyzes all personnel data errors or rejects conditions noted on the reject and file monitor transaction register (TR) to determine trends and the underlying causes of these TR remarks.

1C-8.4.1.7.2. Monitors strength reconciliation Unit Manning Document / Unit Personnel Management Roster (UMD / UPMR), as required.

1C-8.4.1.7.3. Analyzes Management Assessment Products (MAPs).

1C-8.4.1.7.4. Analyzes data reconciliations.

1C-8.4.1.7.5. Analyzes HRS output products to ensure compatibility with established standards. Submits recommended modifications or changes to existing programs to appropriate OPRs.

1C-8.4.1.8. Monitors flow of data and electronic applications (e.g., CMS) to ensure accurate and timely processing.

1C-8.4.1.9. Reviews frequent samplings of source documents to determine accuracy, completeness, and validity of data input in the HRS.

1C-8.4.1.10. Ensures all MPS work centers comply with procedures established in this Handbook and other directives related to the MPS mission.

1C-8.4.1.11. Monitors MPS participation in all personnel mobility or contingency, exercise, or rotation matters.

1C-8.4.1.12. Will exempt sufficient personnel from local exercises to ensure necessary personnel services to on- and off-base personnel and responds to MAJCOM and HAF suspense actions. Necessary personnel services will include, but not be limited to, ID card applications (including retirees), short-notice separations or retirements, humanitarian reassignment processing, all queries from GSU personnel (in person or by telephone).

1C-8.4.1.13. Ensures all personnel assigned duty within the MPS, CSS (for those CSSes exempted from BLSDM), GSUs, and SPAs are properly trained and fully qualified to perform duties in their respective work centers, as prescribed in the appropriate table of functional responsibilities. Ensures all personnel assigned duties within the MPS are qualified to update, maintain, and retrieve data under HRS operation, as appropriate.

1C-8.4.1.14. Ensures appropriate support, as reflected in the functional tables, is provided to assigned or attached IMAs.

**\*1C-8.5. Element Chief / Superintendent:** Ensure all applicable assigned tasks listed in the functional responsibility tables are accomplished. They also monitor daily HRS updates for the **elements** which they are responsible to ensure each data item is reported accurately at the time of initial input and in a timely manner.

**Table C-1. Customer Support Element, Military Personnel Section Functional Responsibilities.**

<b>I T E M</b>	<b>A</b>	<b>B</b>
	<b>Responsibilities</b>	<b>Primary Directives</b>
<b>1</b>	Update incoming allocation briefs.	AFCSM 36-699, Vol 1
<b>2</b>	Manage Sponsorship Program (except sponsorship training).	AFI 36-2103; AFCSM 36-699, Vol 1
<b>3</b>	Schedule newcomers for the installation newcomer's orientation.	AFI 36-2103
<b>4</b>	Perform in-processing actions. (Including: arrival / overdue arrival confirmations).	AFI 36-2102; AFCSM 36-699, Vol 1
<b>5</b>	Update accession data.	AFI 36-2002; AFI 36-2004; AFI 36-2005; AFI 36-2008; AFI 36-2013; AFI 36-2019; AFI 36-2022; AFI 36-2102; AFI 36-2604; AFI 36-2608; AFMAN 65-116, v1; PSD Guide; AFPD 36-20; MPFM 04-13
<b>6</b>	Manage the Basic allowance for Subsistence (BAS) and Essential Station Messing (EMS) Programs.	AFI 34-241; AFMAN 65-116, v2
<b>*7</b>	<b>Direct the Line of Duty (LOD) determination to require authorities and make final distribution of documentation.</b>	<b>AFI 36-2910</b>
<b>8</b>	Perform special duty application actions.	AFI 36-2110, PSD Guide
<b>9</b>	Provide assistance to retired and separated members.	AFI 36-3106
<b>10</b>	Update and ensure data accuracy of HRS using standard MAPS / Data Reconciliation provided by AFPC or local Discoverer to review the officer and airman data for errors or incompatible conditions (for example, duplicate AFSCs, skill or grade mismatch, missing or overdue officer upgrade actions, erroneous conversion actions, missing prerequisite AFSC, and so forth. <i>*This process is shared with Force Management Element, Career Development Element, and AFPC.</i>	AFI 36-2101; AFCSM 36-699, Vol 1 and 6

I T E M	A	B
	Responsibilities	Primary Directives
*11	Act as focal point for IMAs when Base Individual Mobilization Augmentee Administrator (BIMAA) is not available.	<b>Base Level Service Delivery Execution, Organization, and Responsibility Document</b>
12	Monitor strength and personnel information on IMAs.	AFMAN 36-8001; AFCSM 36-699, Vol 1
13	Process indebtedness claims to include dependent paternity.	AFI 36-2906
14	Administer surveys.	AFI 36-2601
15	Process Defense Joint Military Pay System (DJMS) status reconciliation roster. <i>*This process is shared with Force Management Element and Career Development Element.</i>	AFMAN 65-116, v1
16	Process ID card requests in DEERS and RAPIDS.	AFI 36-3026(I)
17	Retrieve ID cards.	AFI 36-3026(I)
*18	<b>Destroy TESLIN identification cards.</b>	<b>AFI 36-3026(I)</b>
*19	<b>Dispose of Common Access Cards (CAC) by mailing expired / invalid CACs to appropriate facility.</b>	<b>AFI 36-3026(I)</b>
*20	<b>Verify eligibility for Agent Letter.</b>	<b>AFI 36-3026(I)</b>
*21	Process Serviceman's Group Life Insurance (SGLI), Family Servicemember's Group Life Insurance (FSGLI), Veterans' Group Life Insurance (VGLI), and Traumatic Service Member's Group Life Insurance (TSGLI).	AFI 36-3008
*22	<b>Performs ration card actions; issue, audit, and dispose of ration cards United State European Command (USEUCOM) (geographic area of responsibility only).</b>	<b>USAFE Instruction 34-101</b>
*23	Provide customer assistance (e.g., visitors, appointments, inquiries, phone calls other than those within other processes, or vMPF self-service applications).	<b>Base Level Service Delivery Execution, Organization, and Responsibility Document</b>
24	Disseminate new and existing personnel program publicity.	PSD Guide
25	Administer policy guidance on military leave, permissive TDY, and liberty pass programs.	AFI 36-3003
26	Manage leave requests.	AFI 36-3003; AFMAN 65-116, Vol 2

I T E M	A	B
	Responsibilities	Primary Directives
*27	Review / certify / distribute permissive TDY requests.	AFI 36-3003
*28	Prepare Environmental Morale Leave (EML) Orders.	AFI 36-3003
29	Act as focal point for actions pertaining to personnel and their dependents—Active Duty and Retired.	AFI 36-3006, AFI 36-3106
30	Process marriage / divorce personnel actions.	AFI 36-3026(I),
*31	Process reimbursement for adoption application and submit to Defense Finance and Accounting.	DoDI 1341.9., DoD Adoption Reimbursement Policy
32	Process name / SSN / sex / birth / ethnic / race / religious denomination change requests.	AFI 36-2608, AFI 52-101, vMPF
33	Process reports of investigation, inquiries, including incident, complaint, and Line of Duty (LOD) determination reports.	AFI 36-2910, AFI 37-128, and local directives
*34	Indoctrinates unit commanders, first sergeants, and DET / OL chiefs on Family Care Programs objectives.	AFI 36-2908
35	Administer dress and appearance program.	AFI 36-2903
36	Assist project officers in the conduct of fund raising within the Department of the Air Force.	AFI 36-3101
37	Administer USAF Savings Bond program.	AFI 36-3102
38	Administer memorialization program.	AFI 36-3108
*39	Liaisons between AFPC and the Installation Project Officer for the Voting Program.	AFI 36-3101
40	Provide policy and procedures for foreign government employment.	AFI 36-2913
41	Assist / process applications for United States Citizenship and Immigration. <i>* This process is shared with AFPC.</i>	PSD Guide
*42	Process requests for visas and / or passports (Can also be located in Career Development depending on wing mission).	AFI 36-2102, DODD 1000.21, DODD 4500.54, DOD 1000.21-R, DOD 4500.54G

I T E M	A	B
	Responsibilities	Primary Directives
43	Recover official passports. <i>(Can also be located in Career Development depending on wing mission).</i>	AFI 36-2102
*44	Take required actions to dispose of No-Fee passports. <i>(Can also be located in Career Development depending on wing mission).</i>	AFI 36-2102
*45	Process Tourist passports request (overseas locations only) <i>(Can also be located in Career Development depending on wing mission).</i>	AFI 36-2102
46	Maintain the CD-ROM with the Air Force Worldwide Personnel Locator.	AFI 33-332
47	Manage office administrative communications. <i>*This process is shared with Force Management Element, Career Development Element, and AFPC.</i>	AFMAN 33-104; AFMAN 33-326; AFI 33-328; AFI 33-332; AFI 33-364; AFSUPDODR 5400.7; RDS ( <a href="https://afrims.amc.af.mil">https://afrims.amc.af.mil</a> )
48	Manage documentation and forms requirements and distribution. <i>*This process is shared with Force Management Element, Career Development Element, and AFPC.</i>	AF e-Publishing website
49	Control classified material. <i>*This process is shared with Customer Support Element, Force Management Element, and AFPC.</i>	AFI 31-401
50	Protect all personal data, as required by the Privacy Act of 1974. <i>*This process is shared with Customer Support Element, Force Management Element, and AFPC.</i>	AFI 33-332
51	Perform transaction register (TR) actions. <i>*This process is shared with Customer Support Element, Force Management Element, and AFPC.</i>	AFCSM 36-699, Vol 1
52	Provide information and training in functional area of responsibility. <i>*This process is shared with Customer Support Element, Force Management Element, and AFPC.</i>	PSD Guide

**Table C-2. Force Management Element, Military Personnel Section Functional Responsibilities**

I T E M	A	B
	Responsibilities	Primary Directives
1	Manage the Special Duty Assignment Pay (SDAP) program.	AFI 36-3017; AFCSM 36-699, Vol 1
2	Update / cancel intrabase Permanent Change of Assignment (PCA).	AFI 36-2102; AFI 36-2110; AFCSM 36-699, Vol 1
*3	Manage Personnel Reliability Program (PRP) for those bases <i>with</i> a Nuclear program. <i>*This process is shared with AFPC.</i>	AFI 36-2102; DoD 5210.42R; AFMAN 10-3902; AFCSM 36-699, Vol 1
4	Process Education Leave of Absence authorization.	AFI 36-3003
5	Process all officer and enlisted classification updates.	AFI 36-2101; AFCSM 36-699, Vol 1; PSD Guide
6	Process officer and enlisted Special Experience Identifier (SEI) actions.	AFI 36-2101, Air Force Enlisted Classification Directive (AFECD), Air Force Officer Classification Directive (AFOCD)
7	Process officer and enlisted direct and indirect AFSC conversions.	AFI 36-2101; AFCSM 36-699, v1; AFECD; AFOCD
8	Process waivers of mandatory enlisted / officer AFSC requirement.	AFI 36-2101, AFECD, AFOCD
9	Complete in-processing actions. Any AFSC / SDI / RI / SEI actions.	AFI 36-2101
10	Perform Voluntary / Involuntary CAFSC changes.	AFI 36-2101, AFI 36-2201, Vol 3
*11	Process enlisted / officer AFSC / SDI / RI disqualifications. Process all requests using provisions in AFI 36-2101, Chapter 4. Ensure that processing of retraining application submitted as a result of loss of awarded AFSC is a coordinated effort between training and classification personnel. <i>*This process is shared with AFPC.</i>	AFI 36-2101, AFI 36-2626, PSD Guide

I T E M	A	B
	Responsibilities	Primary Directives
12	Update and ensure data accuracy of HRS using standard MAPS / Data Reconciliation provided by AFPC or local Discoverer to review the officer and airman data for errors or incompatible conditions (for example, duplicate AFSCs, skill or grade mismatch, missing or overdue officer upgrade actions, erroneous conversion actions, missing prerequisite AFSC, and so forth. <i>*This process is shared with Customer Support Element, Career Development Element, and AFPC.</i>	AFI 36-2101; AFCSM 36-699, Vol 1 and 6
13	Establish and monitor officer upgrade suspense actions to ensure timely award of qualified AFSCs.	AFI 36-2101, AFOCD
14	Counsel individuals on procedures to be followed and documentation required when recommending AFSC changes to AFECD / AFOCD.	AFECD / AFOCD
15	Review AFSC pre-conversion listings.	AFCSM 36-699, Vol 1
16	Update CAFSC and CAFSC effective loldates. Distribute notification RIPs to individuals assigned.	AFI 36-2101; AFCSM 36-699, Vol 1; AFECD
17	Monitor, coordinate, and update duty information change requests. <i>*This process is shared with AFPC.</i>	AFI 36-2110; AFCSM 36-699, Vol 1
*18	<b>Process Duty-Out-Of-Control AFSC actions as required</b>	<b>PSD Guide</b>
19	Update Unit Personnel Management Roster (UPMR).	AFCSM 36-699, Vol 1
20	Report / Update Desertion and unauthorized absence. <i>*This process is shared with AFPC.</i>	AFI 36-2134; AFI 36-2911; AFCSM 36-699, Vol 1; PSD Guide
21	Maintain, and correct Duty Status Availability data in HRS. <i>*This process is shared with AFPC.</i>	PSD Guide
22	Report, monitor expired Duty Status codes and correct Duty Status codes associated with Lost Time. <i>*This process is shared with AFPC.</i>	AFI 36-2134, PSD Guide

I T E M	A	B
	Responsibilities	Primary Directives
23	Introduce, maintain, delete, and correct (Non-Contingency) Unit Duty Status Availability data. Includes historical database and TDY event accuracy.	AFI 36-2134, PSD Guide
24	Process enlisted performance reports (EPRs), officer performance reports (OPRs), and training reports. <i>*This process is shared with AFPC.</i>	AFI 36-2406, PSD Guide, MPFM 07-44, MPFM 07-45
*25	Forward Performance Feedback notification RIPs (ratee and rater).	AFI 36-2406
26	Process missing performance reports.	AFI 36-2406, PSD Guide
*27	Process evaluation appeals.	AFI 36-2401, AFI 36-2603, AFI 36-2406, PSD Guide
28	Monitor requirements or suspense's for evaluation reports.	AFI 36-2406, PSD Guide
29	Process changes of reporting official (CROs).	AFI 36-2406, PSD Guide
30	Process letters of evaluation (LOEs). <b>(Note 1)</b> <i>*This process is shared with AFPC.</i>	AFI 36-2406, PSD Guide
31	Provide performance report statistical data.	AFI 36-2406, PSD Guide
32	Maintain stock of decoration elements.	AFI 36-2803
*33	Perform decoration actions for PCSes (departing and arriving) / PCAs / separations / retirements to include update of awards and decoration discrepancies. <b>(Note 2)</b>	AFI 36-2803, AFPAM 36-2801, AFPAM 36-2802, PSD Guide
34	Perform Air Force Outstanding Unit Award (AFOUA) / Air Force Organizational Excellence Award (AFOEA) actions. <i>*This process is shared with AFPC.</i>	AFI 36-2803, AFPAM 36-2801, AFPAM 36-2802, PSD Guide
35	Manage awards and special programs.	AFI 36-2803, AFI 36-2805, AFI 36-2819, AFI 36-2830, AFI 36-2845
36	Perform in- and out-processing actions for evaluations.	AFI 36-2102, AFI 36-2406, PSD Guide
37	Manages Unfavorable Information Files (UIFs) and Control Rosters.	AFI 36-2907

I T E M	A	B
	Responsibilities	Primary Directives
38	Prepare, coordinate, publish, distribute, and maintain G-Series orders (AF IMT 35).	AFI 33-238, AFI 38-101, AFI 51-604, PSD Guide, G-Series Orders Procedures
39	Amend special orders (incoming persons).	AFCSM 36-699, Vol 1
40	Process DJMS status reconciliation roster. <i>*This process is shared with Customer Support Element and Career Development Element.</i>	AFMAN 65-116, v1
41	Manage office administrative communications. <i>*This process is shared with Customer Support Element, Career Development Element, and AFPC.</i>	AFMAN 33-104; AFMAN 33-326; AFI 33-328; AFI 33-332; AFI 33-364; AFSUPDODR 5400.7; RDS ( <a href="https://afrims.amc.af.mil">https://afrims.amc.af.mil</a> )
42	Manage documentation and forms requirements and distribution. <i>*This process is shared with Customer Support Element, Career Development Element, and AFPC.</i>	AF e-Publishing website
43	Control classified material. <i>*This process is shared with Customer Support Element, Force Management Element, and AFPC.</i>	AFI 31-401
44	Protect all personal data, as required by the Privacy Act of 1974. <i>*This process is shared with Customer Support Element, Force Management Element, and AFPC.</i>	AFI 33-332
45	Perform transaction register (TR) actions. <i>*This process is shared with Customer Support Element, Force Management Element, and AFPC.</i>	AFCSM 36-699, Vol 1
46	Provide information and training in functional area of responsibility. <i>*This process is shared with Customer Support Element, Force Management Element, and AFPC.</i>	PSD Guide

**Note 1:** Deployed commander Letters of Evaluation are processed by AFPC.

**Note 2:** Except for the planning and execution of presentation ceremonies.

**Table C-3. Career Development Element, Military Personnel Section Functional Responsibilities.**

<b>I T E M</b>	<b>A</b>	<b>B</b>
	<b>Responsibilities</b>	<b>Primary Directives</b>
<b>1</b>	Process AFPC assignment allocations (including prisoners and patients).	AFI 36-2102; AFI 36-2110; AFCSM 36-699, Vol 1; MPFM 05-05
<b>2</b>	Validate requests for release from assignment levy.	AFI 36-2102; AFI 36-2110; AFCSM 36-699, Vol 1; PSD Guide
<b>3</b>	Process requests for assignment deferment.	AFI 36-2102; AFI 36-2110; AFCSM 36-699, Vol 1
<b>4</b>	Process assignment declination statements.	AFI 36-2102; AFI 36-2110; AFCSM 36-699, Vol 1
<b>5</b>	Process changes in assignment actions.	AFI 36-2102; AFI 36-2110; AFCSM 36-699, Vol 1
<b>6</b>	Formulate replies to assignment processing discrepancy inquiries.	AFI 36-2102; AFI 36-2110; AFCSM 36-699, Vol 1
<b>7</b>	Process / update assignment availability codes.	AFI 36-2102; AFI 36-2110; AFCSM 36-699, Vol 1
<b>8</b>	Process / update assignment limitation codes.	AFI 36-2102, AFI 36-2110
<b>9</b>	Process Voluntary assignment applications. <i>*This process is shared with AFPC.</i>	AFI 36-2110; AFCSM 36-699, Vol 1; PSD Guide
<b>10</b>	Process MAJCOM-controlled special duty assignment applications.	AFI 36-2110, AFI 36-3203, PSD Guide
<b>11</b>	Process HQ USAF / MAJCOM nominations of individuals for special duty assignments.	AFI 36-2110, AFI 36-3203, PSD Guide
<b>12</b>	Process AFPC-controlled special duty assignments.	AFI 36-2110, AFI 36-3203, PSD Guide
<b>13</b>	Process senior officer assignments.	AFI 36-2110, AFI 36-3203, PSD Guide
<b>14</b>	Process requests for Secretary of the Air Force waivers.	AFI 36-2110, AFI 36-3203, PSD Guide
<b>15</b>	Manage overseas tour data.	AFI 36-2110, AFCSM 36-699, Vol 1
<b>*16</b>	<i>Process request for Command Sponsorship.</i>	<i>AFI 36-2110</i>
<b>*17</b>	<i>Process Concurrent Travel (CCTRVL) request.</i>	<i>AFI 36-3020</i>
<b>*18</b>	<i>Process DEROS Curtailment request</i>	<i>AFI 36-2110</i>

I T E M	A	B
	Responsibilities	Primary Directives
*19	Process DEROS Exception to Policy (ETP) request (extension / curtailment).	AFI 36-2110
*20	Update overseas tour data.	AFI 36-2110
*21	Process Consecutive Overseas Tour (COT) and In-Place COT (IPCOT) orders.	AFI 36-3003
*22	Process Dependent Student Travel request.	AFI 36-3020
*23	Process Dependents Remaining Overseas (DRO) request.	AFI 36-3020
*24	Process Early Return of Dependent (ERD) request.	AFI 36-3020
25	Declare individuals surplus.	AFI 36-2101
26	Process assignment notifications.	AFI 36-2110; AFI 36-2102; AFCSM 36-699, Vol 1
*27	Process requests for visas and / or passports (Can also be located in Customer Support depending on wing mission).	AFI 36-2102, DODD 1000.21, DODD 4500.54, DOD 1000.21-R, DOD 4500.54G
*28	Recover official passports. (Can also be located in Customer Support depending on wing mission).	AFI 36-2102
*29	Take required actions to dispose of No-Fee passports. (Can also be located in Customer Support depending on wing mission).	AFI 36-2102
*30	Process Tourist passports request (overseas locations only) (Can also be located in Customer Support depending on wing mission)	AFI 36-2102
31	Process manning assistance requests.	AFI 36-2110; AFCSM 36-699, Vol 1
32	Publish special orders and amendments for assignment (other than PCA.)	AFI 36-2102
*33	Process North Atlantic Treaty Organization (NATO) travel orders.	AFI 36-2110
34	Provide departure notification listing to base agencies for separation, retirement, and PCS.	AFI 36-2102, PSD Guide
35	Conduct relocation processing procedures.	AFI 36-2102

I T E M	A	B
	Responsibilities	Primary Directives
*36	Counsel member on Active Duty Service Commitment (ADSC), obtain member signature, and make appropriate distribution of AF IMT 63. <i>*This process is shared with AFPC.</i>	PSD Guide
37	Process high year of tenure (HYT) extensions. <i>*This process is shared with AFPC.</i>	AFI 36-2110; AFI 36-2606; AFI 36-3203; AFI 36-3208; AFCSM 36-699, Vol 1
38	Process administrative discharges. <i>*This process is shared with AFPC.</i>	AFI 36-2604, AFI 36-3202, AFI 36-3203, AFI 36-3204, AFI 36-3205, AFI 36-3206, AFI 36-3207, AFI 36-3208
*39	Process requests for Appellate Review Leave.	AFI 36-3003, PSD Guide
40	Perform preliminary normal separation actions (Note 1). <i>*This process is shared with AFPC.</i>	AFI 36-3204, AFI 36-3205, AFI 36-3206, AFI 36-3207, AFI 36-3208, PSD Guide
41	Maintain relocation folders; and prepare necessary documents for separation, permanent change of station (PCS), and training.	AFI 36-2102, AFI 36-3202, PSD Guide
42	Process separation requests (approved or disapproved). <i>*This process is shared with AFPC.</i>	AFI 36-3204; AFI 36-3205; AFI 36-3206; AFI 36-3207; AFI 36-3208; AFI 36-2102; AFCSM 36-699, Vol 1; PSD Guide
43	Process suspended discharges related to Probation / Rehabilitation (P&R).	AFI 36-3208
44	Process vacated suspensions related to P&R.	AFI 36-3208
45	Obtain leave balances from FSO for each member separated or discharged.	AFMAN 65-116, Vol 2

I T E M	A	B
	Responsibilities	Primary Directives
46	Process Career Status Bonus (CSB) Program.	USAF / DP R302327Z Mar 01, USAF Career Status Bonus (CSB) and Related Retired Pay; MPFM 01-01 Apr 01; MPFM 02-08, Jan 02, USAF / DP R021643Z Oct 02; MPFM 02-41, Oct 02; AFPC / DPP R142040Z May 03, CSB Updated Guidance and Information <a href="http://www.afpc.randolph.af.mil/RETS/EP/csb.htm">www.afpc.randolph.af.mil/RETS/EP/csb.htm</a>
47	Accomplish required relocation updates for Permanent Change of Station (PCS), and training.	AFI 36-2102; AFCSM 36-699, Vol 1; PSD Guide
*48	Manage Personnel Reliability Program (PRP) for those bases <i>without</i> a Nuclear program. <i>*This process is shared with AFPC.</i>	AFI 36-2102; DoD 5210.42R; AFMAN 10-3902; AFCSM 36-699, Vol 1
*49	Manage the virtual out-processing (vOP) account (receive request for addition / deletion, change in level of access, etc.).	MPFM 06-32
50	Perform final out-processing actions for separation, retirement, PCS, and training.	AFI 36-2102, PSD Guide
*51	Process enlisted selective and voluntary retraining. <i>*This process is shared with AFPC.</i>	AFI 36-2626, PSD Guide
52	Process reserve personnel completing active duty training.	AFMAN 36-8001
53	Update and ensure data accuracy of HRS using standard MAPS / Data Reconciliation provided by AFPC or local Discoverer to review the officer and airman data for errors or incompatible conditions (for example, duplicate AFSCs, skill or grade mismatch, missing or overdue officer upgrade actions, erroneous conversion actions, missing prerequisite AFSC, and so forth. <i>*This process is shared with Customer Support Element, Force Management Element, and AFPC.</i>	AFI 36-2101; AFCSM 36-699, Vol 1 and 6

I T E M	A	B
	Responsibilities	Primary Directives
54	Counsel former commissioned officers on provisions for award of enlisted AFSC(s) and appropriate skill level.	AFI 36-2101
55	Process commanders Career Job Reservation (CJR) override requests. <i>*This process is shared with AFPC.</i>	AFI 36-2606, PSD Guide
56	Distribute reenlistment / eligibility roster.	AFI 36-2606, PSD Guide
57	Monitor the Transaction Reporting and Control (TRAC) program.	AFI 36-2606, PSD Guide
58	Process SRP actions.	AFI 36-2606, PSD Guide
59	Determine reenlistment eligibility.	AFI 36-2606, AFI 36-2612, AFI 36-3208, AFI 48-123
60	Process enlistment / reenlistment / extension / extension cancellation documents. <b>(Note 2)</b>	AFI 36-2002; AFI 36-2110; AFI 36-2604; AFI 36-2612; AFMAN 65-116, v1
*61	<b>Update Reenlistment / Promotion Eligibility Status codes.</b>	<b>AFI 36-2502, AFI 36-2606</b>
62	Identify and validate authorization for an Initial Enlistment Bonus (IEB).	AFI 36-2002
63	Recoup reenlistment bonuses.	AFI 36-2606, AFI 36-2612
64	Manage Air Force appointment program. <i>*This process is shared with AFPC.</i>	AFI 36-2610
65	Manage selective continuation.	AFI 36-2006, AFI 36-2501
66	Process specified period of time contracts.	AFI 36-2133
67	Process Statement of Understanding for SNCO (18 year or more service).	AFI 36-2502
68	Perform officer promotion actions.	AFI 36-2501
*69	Perform Airman through Chief Master Sergeant promotion actions.	AFI 36-2502
70	Perform senior airman below-the-zone (BTZ) promotion actions.	AFI 36-2502
71	Process non-weighables.	AFI 36-2502
72	Process stripes for exceptional performance (STEP).	AFI 36-2502
73	Process administrative demotions.	AFI 36-2503, PSD Guide
74	Disseminate computerized promotion products.	AFCSM 36-699, Vol 1

I T E M	A	B
	Responsibilities	Primary Directives
75	Process DJMS status reconciliation roster. <i>*This process is shared with Customer Support Element and Force Management Element.</i>	AFMAN 65-116, v1
76	Retrieve ID cards. <i>*This process is shared with Customer Support Element.</i>	AFI 36-3026(I)
77	Manage office administrative communications. <i>*This process is shared with Customer Support Element, Force Management Element, and AFPC.</i>	AFMAN 33-104; AFMAN 33-326; AFI 33-328; AFI 33-332; AFI 33-364; AFSUPDODR 5400.7; RDS ( <a href="https://afirms.amc.af.mil">https://afirms.amc.af.mil</a> )
78	Manage documentation and forms requirements and distribution. <i>*This process is shared with Customer Support Element, Force Management Element, and AFPC.</i>	AF e-Publishing website
79	Control classified material. <i>*This process is shared with Customer Support Element, Force Management Element, and AFPC.</i>	AFI 31-401
80	Protect all personal data, as required by the Privacy Act of 1974. <i>*This process is shared with Customer Support Element, Force Management Element, and AFPC.</i>	AFI 33-332
81	Perform transaction register (TR) actions. <i>*This process is shared with Customer Support Element, Force Management Element, and AFPC.</i>	AFCSM 36-699, Vol 1
82	Provide information and training in functional area of responsibility. <i>*This process is shared with Customer Support Element, Force Management Element, and AFPC.</i>	PSD Guide

**Note 1:** Preliminary counseling is an integral part of processing administrative discharges

**Note 2:** After enlistment of former officers, refer them to Customer Support Element for actions according to AFI 36-2110.

**Table C-4. Information Technology Systems Support Element of the Resource Management Office Functional Responsibilities.**

<b>I T E M</b>	<b>A</b>	<b>B</b>
	<b>Responsibilities</b>	<b>Primary Directives</b>
<b>1</b>	Advise the MPS Chief and MPS Superintendent on HRS technical matters.	AFCSM 36-699, Vol 1; AFCSM 36-699, Vol 6
<b>2</b>	Analyze HRS output products to evaluate data integrity.	
<b>3</b>	Assist MPS personnel with hands-on training on HRS applications.	AFCSM 36-699, Vol 6
<b>4</b>	Assist other base functional activities with HRS training and interpretation of HRS applications.	AFCSM 36-699, Vol 6
<b>5</b>	Evaluate requests for Discoverer inquiries, consolidating requests if possible to eliminate duplicate requests.	AFCSM 36-699, Vol 6
<b>6</b>	Create Discoverer Work Books to assist MPS work centers and base agencies with data management and ensure Privacy Act is applied.	AFCSM 36-699, Vol 6
<b>7</b>	Schedule, produce, and suspend the Management Assessment Products (MAPs) from the AFPC web page to assist the MPS work centers with data integrity clean up.	AFCSM 36-699, Vol 6
<b>8</b>	Maintain a master file copy of all transaction registers according to current EIM reference.	AFCSM 36-699, Vol 6
<b>9</b>	Accomplish a transaction analysis on a weekly basis to determine potential system problems or MPS training problems and advise the MPS chief and MPS superintendent of results.	AFCSM 36-699, Vol 6
<b>10</b>	Review all TRs (Transaction Registers) to identify problem areas and assist work centers in implementing corrective action.	AFCSM 36-699, Vol 6
<b>11</b>	Review and distribute TRs to the appropriate work center.	AFCSM 36-699, Vol 6
<b>12</b>	Validate system related problems and provide appropriate documentation to AFPC / DPDOST (PSOCC).	AFCSM 36-699, Vol 6
<b>13</b>	Build and maintain local tables and applicable List of Values (LOVs) used in HRS.	AFCSM 36-699, Vol 6
<b>14</b>	Evaluate requirements for new products or modifications to existing products. Forward recommendations to MAJCOM / AFRC / NGB, as applicable.	AFCSM 36-699, Vol 6
<b>15</b>	Ensure DEPCON / EOM is setup to distribute print products from HRS according to user's requirements.	AFCSM 36-699, Vol 6

<b>I T E M</b>	<b>A</b>	<b>B</b>
	<b>Responsibilities</b>	<b>Primary Directives</b>
<b>16</b>	Maintain liaison with AFPC / DPDOST (PSOCC) which provides computer support, MAJCOM Personnel Systems Division, other base activities, other MPSs serviced by the same computer and all MPS work centers.	AFCSM 36-699, Vol 6
<b>17</b>	Monitor, train, and coordinate corrective actions for all DJMS rejects with the appropriate work center, IAW AFCSM 36-699, Vol 1, Chapter 8.	AFCSM 36-699, Vol 1
<b>18</b>	Train MPS personnel on how to read and use the DJMS TR (RRW0Q).	AFCSM 36-699, Vol 6
<b>19</b>	Ensure appropriate MPS work centers and PSM have MMPA access through coordination and approval of local FSO. Provide MMPA training to work centers as necessary.	AFCSM 36-699, Vol 6
<b>20</b>	Provide the appropriate MPS work centers a copy of the DJMS TR (RRW0Q).	AFCSM 36-699, Vol 6
<b>21</b>	Provide the local AFO a copy of the DJMS TR (RRW0Q).	AFCSM 36-699, Vol 6
<b>22</b>	Monitor and assist appropriate MPS work centers with the monthly DJMS Reconciliation files.	AFCSM 36-699, Vol 6
<b>23</b>	Ensure all authorized HRS users are informed of any system releases to include system changes.	AFCSM 36-699, Vol 6
<b>24</b>	Ensure that HRS software is loaded correctly and working properly on all authorized systems.	AFCSM 36-699, Vol 6
<b>25</b>	Assist Force Management with any missing manpower authorizations.	AFCSM 36-699, Vol 6
<b>26</b>	When produced, provide the RIP RRASVL (Report of AAC 31, 37, and 81) to Career Development for forwarding to the medical facility.	AFCSM 36-699, Vol 6
<b>27</b>	Assist MPS work centers and base agencies with loading, using and processing HRS Batch Templates.	AFCSM 36-699, Vol 6
<b>28</b>	Provide initial and changes to DSA Appointment letter IAW AFCSM 36-699 Vol 6, Chapter 25.	AFCSM 36-699, Vol 6
<b>29</b>	Provide initial and changes to Discover Access letter IAW AFCSM 36-699 Vol 6, Chapter 22.	AFCSM 36-699, Vol 6
<b>30</b>	Evaluate requests for system access and when appropriate, add users.	AFCSM 36-699, Vol 6
<b>31</b>	End date responsibilities or user accounts for HRS as appropriate.	AFCSM 36-699, Vol 6
<b>32</b>	Ensure requests for resetting passwords are authentic.	AFCSM 36-699, Vol 6

<b>I T E M</b>	<b>A</b>	<b>B</b>
	<b>Responsibilities</b>	<b>Primary Directives</b>
<b>33</b>	Review and distribute bi-weekly current problems and reports from AFPC / DPDOST IAW AFCSM 36-699 Vol 6, Chapter 10.	AFCSM 36-699, Vol 6
<b>34</b>	All PSMs are required to subscribe to the AFPC PSM, HRS and RI List Server Messages.	AFCSM 36-699, Vol 6
<b>35</b>	Manage documentation and forms requirements and distribution.	Current EIM reference
<b>36</b>	Maintain unit publications and publications library.	AFI 33-360, Current EIM reference
<b>37</b>	Manage office administrative communications.	AFMAN 33-104; AFMAN 33-326; AFI 33-328; AFI 33-332; AFI 33-364; AFSUPDODR 5400.7; RDS <a href="https://afrims.amc.af.mil">https://afrims.amc.af.mil</a>
<b>38</b>	Manage documentation and forms requirements and distribution.	AF e-Publishing website
<b>39</b>	Control classified material.	AFI 31-401
<b>40</b>	Protect all personal data, as required by the Privacy Act of 1974.	AFI 33-332
<b>41</b>	Perform transaction register (TR) actions.	AFCSM 36-699, Vol 1
<b>42</b>	Provide information and training in functional area of responsibility.	PSD Guide

**Table C-5. Installation Personnel Readiness Element; Readiness and Plans Office Functional Responsibilities.**

<b>I T E M</b>	<b>A</b>	<b>B</b>
	<b>Responsibilities</b>	<b>Primary Directives</b>
<b>1</b>	Serve as the FSS war planner for the personnel facet of all contingencies, exercises, and deployments.	AFI 36-3802
<b>2</b>	Maintain familiarity with all tasked OPLANs and other taskings requiring movement of personnel.	AFI 36-3802
<b>3</b>	Develop personnel inputs to base deployment plans, Continuity of Operations plans (COOP), and emergency action plans.	AFI 36-3802
<b>4</b>	Work with Installation Deployment Officer (IDO), the FSS commander and the Personnel Deployment Function (PDF) chief in developing centralized in / out- processing procedures in support of plans requiring mass movement of forces.	AFI 36-3802
<b>5</b>	Serve as a focal point for gathering and reporting accountability data.	AFI 36-3802
<b>6</b>	Develop out-processing and in-processing deployment checklists and ensure they are included in the Installation Deployment Plan (IDP).	AFI 36-3802
<b>7</b>	Coordinate with the IDO to ensure the reception processing plan contains adequate measures to in-process and account for all inbound forces.	AFI 36-3802
<b>8</b>	Provide the Personnel Support for Contingency Operations (PERSCO) Team chief with information for any deployment operations the PERSCO Team (PT) may be tasked to support.	AFI 36-3802
<b>*9</b>	Provide Deliberate and Crisis Action Planning and Execution Segments (DCAPES) training to PTs and core upgrade for all 3S0X1 personnel).	AFI 36-3802
<b>10</b>	Train PTs on Global Command and Control System (GCCS)-AF systems.	AFI 36-3802
<b>11</b>	Manage the GCCS-AF systems assigned to the FSS.	AFI 36-3802
<b>12</b>	Maintain personnel strength accountability using the GCCS-AF system, currently DCAPES, and the HRS (currently MilPDS).	AFI 36-3802
<b>12</b>	Review the DCAPES Deployed Personnel Change Log (Dep Chg Log) and Daily Transaction Registers (DTR) at least twice each duty day to determine the changes to their plan file and personnel deployed.	AFI 36-3802
<b>*13</b>	Receive and validate eligibility for Extended Deployment (365 days).	AFI 36-2110

I T E M	A	B
	Responsibilities	Primary Directives
14	Establish procedures to ensure personnel are identified to fill requirements confirmed and validated by the base-level manpower office.	AFI 36-3802
*15	Processes waivers and exception to policy request, if member does not meet all qualification requirements.	AFI 36-3802
16	Assign persons to requirements within DCAPEs.	AFI 36-3802
17	Ensure the initial personnel deployment processing briefing is provided to tasked personnel within 3 duty days of receiving the tasked personnel information from the unit commander.	AFI 36-3802
18	Prepare Contingency, Exercise, and Deployment (CED) orders when individual meets final deployment qualifications for all contingencies, exercises, or rotational TDYs, as required.	AFI 36-3802
*19	Process CED order amendment.	AFI 36-3802
20	Must out-process departing individuals.	AFI 36-3802
*21	Process delayed reporting request.	
22	Update the individual's departure in DCAPEs which will depart the individual in the HRS.	AFI 36-3802
23	Maintain accountability of deployed personnel.	AFI 36-3802
24	Establish procedures for units to report the return to home station of deploying personnel.	AFI 36-3802
25	Deploy Department of the Air Force (DAF) civilians will process in the same manner as military members.	AFI 36-3802
26	Establish interface with the Civilian Personnel Section (CPS) readiness focal point, to review processes, procedures, and policies for deploying civilians.	AFI 36-3802
27	Follow up on personnel functional area discrepancies within 72 hours of receipt; e.g., incorrect CED / NATO orders, etc. Updates and follow-up information will be input via the web-based Deployment Processing Discrepancy Reporting Tool (DPDRT) for AEF taskings.	AFI 36-3802
28	Process requests for Secretary of the Air Force (SAF) 179-day TDY waivers.	AFI 36-2110
*29	Ensure deploying contractor employees process IAW Defense Federal Acquisition Regulation Supplement (DFARS) and requirements specified in the contract.	AFI 36-3802, Defense Federal Acquisition Regulation Supplement
30	Prepare NATO orders (when applicable).	AFI 36-3802, Foreign Clearance Guide

I T E M	A	B
	Responsibilities	Primary Directives
31	Advise commanders when personnel selected for deployment are ineligible to deploy, any special personnel program(s) in effect, and the reporting instructions / processing guidance issued by the component command.	AFI 10-403, AFI 36-2110, AFI 36-3802
32	Work with the base IDO to establish procedures to out-process deploying personnel who meet all eligibility requirements.	AFI 10-403, AFI 36-3802
33	Ensure GCCS-AF equipment is loaded by the designated equipment custodian into a deployable ITAMS account	AFI 33-112, AFI 36-3802
34	Process personnel taskings for contingency, OPLAN exercise, or manning assistance TDYs; help tasked individuals conduct relocation processing procedures.	AFI 10-401, AFI 10-403, AFI 36-3802
35	Write personnel portions of base deployment plan, continuity of operations plan (COP), and emergency action plans.	AFI 10-208, AFI 10-218, AFI 10-401, AFI 10-403
36	Provide support for personnel tasked to AF Emergency Operations Center (AFEOC) reconstitution teams and various Offices of the Joint Chiefs of Staff (OJCS) positions.	HQ USAF A1 Emergency Action Book (EAB), War Mobilization Plan-1 (WMP-1)
37	To implement or respond to EAB items when required.	HQ USAF A1 EAB
38	Prepare identification tags.	AFI 36-3103
39	Serve as OPR for personnel portion of Status of Resources and Training System (SORTS).	AFI 10-201, AFI 36-3802
40	Participate in operation of Deployment Control Center, Noncombatant Evacuation Control Center, and Reception Processing Unit, as required; develop and maintain appropriate operational guides.	AFI 10-218, AFI 10-403, AFI 36-3802
41	Activate and operate the Personnel Control Center (PCC) when directed; develop and maintain operational guides.	AFI 10-401
42	Assist in overseeing the activation and operation of the Personnel Deployment Function (PDF); develop and conduct appropriate training.	AFI 10-401
*43	<b>Administers the Air Force Personnel Accountability and Assessment System (AFPAAS).</b>	<b>PSD Guide</b>
44	Update Air Expeditionary Force (AEF) association for each airman upon arrival at the base in HRS.	AFI 10-401

I T E M	A	B
	Responsibilities	Primary Directives
45	Manage unit administrative communications.	AFMAN 33-104; AFMAN 37-123; AFMAN 33-326; AFI 33-328; AFI 33-332; AFI 33-364; AFSUPDODR 5400-7; RDS ( <a href="https://afirms.amc.af.mil">https://afirms.amc.af.mil</a> ); Additional guidance will be in the <i>PSD Guide</i> chapter entitled “Objectives, Principles and Policies”
46	Manage documentation and forms requirements and distribution.	AF e-Publishing website
47	Maintain unit publications and publications library.	AFI 33-360, AF e-Publishing website
48	Control classified material.	AFI 31-401
49	Protect all personal data, as required by the Privacy Act of 1974.	AFI 33-332
50	Perform transaction register (TR) actions.	AFCSM 36-699, Vol 1
51	Provide information and training in functional area of responsibility.	PSD Guide

**Table C-6. Airman and Family Readiness Section; Airman and Family Services Flight Functional Responsibilities.**

<b>I T E M</b>	<b>A</b>	<b>B</b>
	<b>Responsibilities</b>	<b>Primary Directives</b>
<b>1</b>	Plan, organize, and coordinate the installation newcomer's orientation (except scheduling newcomers to attend).	AFI 36-2103
<b>2</b>	Provides Sponsorship training for appointed Sponsor.	AFI 36-2103
<b>3</b>	Administer active duty casualty services program.	AFI 36-3002
<b>4</b>	Administer Emergency Family Member Travel program.	AFI 36-3002
<b>5</b>	Provide Survivor Benefit Plan (SBP) briefing and complete appropriate actions.	AFI 36-3006
<b>6</b>	Manage office administrative communications.	AFMAN 33-104; AFMAN 33-326; AFI 33-328; AFI 33-332; AFI 33-364; AFSUPDODR 5400.7; RDS ( <a href="https://afrims.amc.af.mil">https://afrims.amc.af.mil</a> )
<b>7</b>	Manage documentation and forms requirements and distribution.	AF e-Publishing website
<b>8</b>	Control classified material.	AFI 31-401
<b>9</b>	Protect all personal data, as required by the Privacy Act of 1974.	AFI 33-332
<b>10</b>	Provide information and training in functional area of responsibility.	PSD Guide

**Table C-7. Education and Training Section; Force Development Flight Functional Responsibilities.**

I T E M	A	B
	Responsibilities	Primary Directives
1	Process Education Leave of Absence request.	AFI 36-3003, AFELA Policy 2002-09
*2	Process <b>Training Allocation Notification RIPs</b> .	AFI 36-2301; AFCSM 36-699, Vol 1
3	Prepare and process Squadron Officer School (SOS) applicants.	AFI 36-2110; AFCSM 36-699, Vol 1; <a href="https://etca.randolph.af.mil/">https://etca.randolph.af.mil/</a>
4	Process officer professional education.	AFI 36-2110; AFI 36-2301; AFCSM 36-699, Vol 1; <a href="https://etca.randolph.af.mil/">https://etca.randolph.af.mil/</a>
5	Process school declinations.	AFI 36-2110
*6	<b>Establish ADSC for officers using Tuition Assistance and update the Air Force Automated Education Management System (AFAEMS).</b> <i>*This process is shared with AFPC.</i>	AFI 36-2107, AFI 36-2110
7	Process applications for undergraduate navigator / pilot / space training, USAF test pilot school, and fighter intercept weapons school and counsel individuals accordingly.	AFI 36-2110, AFI 36-2205, AFI 99-107, <a href="https://etca.randolph.af.mil/">https://etca.randolph.af.mil/</a>
9	Process formal training quotas.	AFI 36-2102; AFCSM 36-699, Vol 1; <a href="https://etca.randolph.af.mil/">https://etca.randolph.af.mil/</a>
10	Schedule / administer and update special tests.	AFI 36-2605
11	Inventory / secure testing products.	AFI 36-2605
12	Reschedule valid Weighted Airman Promotion System (WAPS) testing no-shows.	AFI 36-2605
13	Manage WAPS material and testing.	AFI 36-2605
14	Requisition WAPS testing materials.	AFI 36-2605
15	Request special order testing materials.	AFI 36-2605
16	Schedule personnel for WAPS testing.	AFI 36-2605
17	Administer WAPS tests.	AFI 36-2605
18	Process subject matter expert and board member TDYs.	AFI 36-2605 and letter or message directing TDY
19	Process foreign language proficiency pay (FLPP).	AFI 36-2605
20	Prepare for and conduct training program assistance visits.	AFI 36-2201

<b>I T E M</b>	<b>A</b>	<b>B</b>
	<b>Responsibilities</b>	<b>Primary Directives</b>
<b>21</b>	Assess findings and out brief appropriate personnel.	AFI 36-2201
<b>22</b>	Prepare and forward summaries of findings and assist with corrective actions.	AFI 36-2201
<b>23</b>	Identify, analyze, and monitor training capability / capacity.	AFI 36-2201
<b>24</b>	Determine needs for training assistance from outside agencies.	AFI 36-2201
<b>25</b>	Define training requirements, develop training materials and measurement devices, determine instruction methods, conduct training, and evaluate training materials provided.	AFI 36-2201
<b>26</b>	Advise inspection or evaluation agencies of effective training evaluation methods.	AFI 36-2201
<b>27</b>	Identify and determine applicability of training sources.	AFI 36-2201
<b>28</b>	Manage annual MAJCOM functional area (3S2X1) course screening.	AFI 36-2201
<b>29</b>	Brief responsibilities and give training to unit training managers.	AFI 36-2201
<b>30</b>	Manage the mandatory Career Development Course (CDC) program and mandatory CDC examination test control office.	AFI 36-2201
<b>31</b>	Serve as OPR for and manage enlisted specialty training, training feedback, external training analysis, and computer-based instruction programs.	AFI 36-2201
<b>32</b>	Review training publications and publications libraries.	AFI 36-2201
<b>33</b>	Maintain training information files.	AFI 36-2201
<b>34</b>	Conduct training meetings.	AFI 36-2201
<b>35</b>	Evaluate actions and process documents related to skill-level upgrade award and training and training-related classification actions.	AFI 36-2201
<b>36</b>	Coordinate training for wartime tasks.	AFI 36-2201
<b>37</b>	Conduct the 3S2X1 retraining interview program.	AFI 36-2201

<b>I T E M</b>	<b>A</b>	<b>B</b>
	<b>Responsibilities</b>	<b>Primary Directives</b>
<b>38</b>	Request automated background products, maintain computer data related to training actions, and manage automated training products and rosters.	AFCSM 36-699 Vol 1 and 6
<b>39</b>	Manage office administrative communications.	AFMAN 33-104, AFMAN 33-326, AFI 33-328, AFI 33-332, AFI 33-364, AFSUPDODR 5400.7, RDS ( <a href="https://afrims.amc.af.mil">https://afrims.amc.af.mil</a> )
<b>40</b>	Manage documentation and forms requirements and distribution.	AF e-Publishing website
<b>41</b>	Control classified material.	AFI 31-401
<b>42</b>	Protect all personal data, as required by the Privacy Act of 1974.	AFI 33-332
<b>43</b>	Perform transaction register (TR) actions.	AFCSM 36-699, Vol 1
<b>44</b>	Provide information and training in functional area of responsibility.	PSD Guide

**1C-9. MPS and Geographically Separate Unit (GSU) Functional Interface Relationship.**

1C-9.1. MPSes are given manpower authorizations through Air Force manning standards, based on the number of manpower authorizations in units serviced by the MPS, to include GSUs. Although an Air Force manning standard has not been developed for the GSU personnel staff, most MAJCOMs have developed a manning standard for this function at large GSUs and have personnel technicians assigned.

1C-9.2. Throughout this manual, functional responsibilities have been assigned to both MPS and GSU personnel. Through mutual agreement of the MPS chief and the GSU commander, deviations from these functional responsibilities may occur and will be documented in a memorandum of agreement when necessary for efficient operation of MPSs and GSUs.

1C-9.3. Where personnel are assigned to a GSU, and through mutual agreement of the MPS chiefs and the GSU commander, the GSU can accomplish all personnel actions; for example, relocation processing, preparation of reenlistment packages, and so forth. However, in the absence of such an agreement, MPSs provide necessary personnel support.

1C-9.4. Where personnel are not assigned to a GSU or the GSU has no administrative capability; the MPS accomplishes all personnel actions. For example, small GSUs without administrative capability may provide necessary information by telephone or other informal written means for the purpose of accomplishing the action; for example, duty status changes, personnel action requests, and so forth.

1C-9.5. Responsibility for accuracy and completion of the action in all cases remains with the appropriate MPS work center.

**\*1C-10. Satellite Personnel Activity (SPA).** At locations where the Air Force population does not warrant establishing an MPS, the MAJCOM may desire to establish a satellite of the MPS. Satellite Personnel Activities will not be established on the same base as the host MPS. Requests to establish a Satellite Personnel Activity must be submitted to: AFPC / **DPTS**, 550 C Street West, Suite 37, Randolph AFB TX 78150-4739 for approval not later than 10 months prior to the desired implementation date.

**1C-10.1. Following are the basic parameters for the SPA:**

1C-10.1.1. The Satellite Personnel Activity must belong to the host MPS; it is an extension or operating location of the MPS. The satellite will be referred to as the SPA.

1C-10.1.2. The OIC or NCOIC of the SPA will work directly for the host MPS chief.

**\*1C-10.1.3.** The host MPS chief will determine which military personnel responsibilities will be performed by the SPA; he or she will submit a letter through the parent MAJCOM to AFPC / **DPTS**.

1C-10.1.4. Accessibility to HRS will be thru the host MPS.

1C-10.1.5. HRS update exceptions must be identified in request for opening the SPA.

1C-10.1.6. Manpower needs at the SPA must be worked among MAJCOMs involved.

1C-10.1.7. As a minimum, the SPA will provide military personnel support to all collocated Air Force personnel.

**1C-11. Training Policy and Procedures.** MPS chief must emphasize the need to conduct and attend training. Training will focus on employee development to support the learning organization and ensure breadth of experience for the military personnel. A plan must be developed by each MPS to ensure this development and rotation of members (approximately every two years) on the installation. MPS chief must ensure appropriate professional development of all personnelists. Each MPS chief or designated representative is responsible for the following:

1C-11.1. Establishing a training program for all personnelists to ensure their currency in the procedures for operation of HRS and the interrelationship between each personnel program and the system and how they affect the MPS. This training should be done at least quarterly or more often if the need arises.

1C-11.2. Ensuring training is conducted on a regularly scheduled basis.

1C-11.3. Element supervisors conduct training for the entire MPS when the subject is of general interest. They also conduct or select an individual to conduct training for personnel assigned to the section.

\*1C-11.4. Training should ensure awareness and accurate execution of new programs / initiatives applications as announced by AFPC / **DPTS**, and ensure all personnel assigned to the MPS are aware of / understand the new guidance.

1C-11.5. Each member must remain current in the operations of HR systems (using the master training plan as a guide), changes to these HR systems, the interrelationship between HR systems and each personnel program.

1C-11.6. Inspect all personnel (3S0XX) training records and master training plans (MTP) focusing on qualification training and time-lines as defined in local training plans. Every attempt must be made to have a SNCO perform this task prior to it being delegated below the SNCO level.

1C-11.7. Leadership / supervisors must audit newly assigned / reassigned personnelists to verify training to the go / no go level IAW the MTP. Every attempt must be made to have a SNCO perform this task prior to it being delegated below the SNCO level.

**NOTE:** Expectation is that training is verifiable through appropriate documentation. Upon full operational capability of the HR Advanced Distance Learning Service (ADLS); MPS Superintendents may utilize Air Force Training Records (AFTR) (online OJT Records) and review assigned personnelists' transcripts to satisfy audit requirements.

### ***Section 1D--MPS Wartime Actions***

**1D-1. Wartime Responsibilities.** There are five categories of basic functions that are defined as mission-essential personnel functions in wartime:

**1D-1.1. Personnel Accountability:** Activities necessary to maintain accurate strength data on personnel resources, gains to strength, losses to strength, and force movements. Creation of force status information in this function depends heavily on knowledge of force manpower requirements.

**1D-1.2. Personnel Reporting:** Activities necessary to provide personnel data to commanders and other decision maker, in the form they need to use and can understand.

**1D-1.3. Preparation of Movement:** Activities involved in basic interchanges and recording of information between the individual, other agencies and the personnel function necessary to ensure timely and accurate movement and reception of personnel resources at the times and the places they are needed.

**1D-1.4. Force Sustainment:** Activities necessary to maintain forces in place at adequate levels to meet mission requirements. This includes the basic personnel accountability, reporting and preparation for movement activities, and additional functions during and after surge workload periods essential to maintain force levels for prolonged periods. Focus of these activities is on mission and organizational requirements.

**1D-1.5. Personal Support:** Activities necessary to maintain the legal, fiscal, morale, and information needs of Air Force members. To the extent these activities directly support the mission requirements of commanders, they are considered as force sustainment activities. The focus of personal support activities will normally be on the individual, rather than the unit or organization.

**1D-2. MPS Responsibilities during Periods of Increased Readiness:** During contingencies (including wartime), emergency management operations, and periods of increased readiness, MPSs will provide the full range of personnel services to military personnel and their families until directed otherwise by HQ USAF or AFPC / **DPTS**. When world situations dictate a change to Air Force personnel programs, these changes will be announced, using HQ USAF Emergency Action Book (EAB) messages and AFPC personnel directives. Equally important, MPSs are expected to provide timely responses to requests from deployed PERSCO teams and MPSs who support their deployed personnel. Refer to AFI 36-3802, *Personnel Readiness Operations* for additional guidance.

**\*APPENDIX A****CSS Duties Transferred to the MPS Under BLSDM**

(BLSDM CONOPS, Appendix B, Figure B1)

1. PSD Advisors - customer assistance
2. Administrative Actions
a. UIFs (Build Folders, update, file, manage / review, annual reviews / change of command reviews, first sergeant, and legal reviews)
b. Demotion Letters
c. Control Rosters
d. Transactional Registers
3. Processes Duty Status Updates
a. Updates
b. Track departures / returns
c. TEMPO Tracking
4. In / Out Processing Checklists (Create and monitor completion--manage vMPF checklists)
a. Retirements (Obtains letter and certificates)
5. Schedule Newcomers
6. EPRs / OPRs (Order RIPs, suspense, route, track, update MilPDS, create CMS cases, forward to AFPC)
7. MilPDS / CMS Actions
a. Create / Print or E-Mail Rosters as necessary
b. Complete Updates
c. Coordinate on pending actions
d. Request RIPS (EPRs / OPRs, Decorations, AMJAMs, etc.)
e. Update CROs
f. Update Duty Title Changes
g. Manage UPMR (Update / coordinate duty position changes [roster provided via BLSDM Tool])
h. Manage Alpha rosters / CEMRs, etc. (roster provided via BLSDM Tool)
i. 2098 updates
j. 2096 updates
8. Manage INTRO / Unit Sponsor Program
a. Complete Initial Duty Assignment (IDA) worksheet (coordinate with duty section)
b. Update confirmation of arrival / general duty information screens
9. Essential Station Messing (ESM) / Basic Allowance for Subsistence (BAS)
a. Type AF IMT 220, Request, Authorization, and Pay Order Basic Allowance for Subsistence; coordinate signatures to start / stop ESM / BAS
b. Conduct Monthly / Annual audits (coordinate with Services / Finance)
10. Manage Promotion Rosters
a. Officer / Enlisted Eligibility, Ineligibility, Select, Nonselect Rosters
b. Manage / coordinate actions on Below-the-Zone (BTZ) eligibility rosters
11. Coordinate Special Duty Pay / CRP Rosters
12. Career Status Bonus Forms (Counsel member and obtains signature)

13. G-Series Orders
14. Miscellaneous Personnel Actions
a. Submit request for special clothing allowances (pregnancy and duty related requirements)
b. Recruiter assistance
c. Off-Duty employment
15. Leave Program Managers
a. Update leave numbers daily
b. Closes out leave blocks
c. Obtains commanders certification on block closure
d. Informs / tracks on use / lose program including compiling list of all individuals within unit requiring restoration of leave
e. Create Leaveweb accounts
f. Reset Leaveweb passwords
g. Routes, reviews, advises on Permissive Temporary Duty (PTDY) and Terminal Leave
16. Monitors / distributes feedback forms to duty sections
17. Classification Actions
a. Special Experience Identifier (SEI) / Skill Level Changes
b. Duty Out-of-Control AFSC request
18. Weighted Airman Promotion System (WAPS)
a. Sends out / monitors completion of test
b. Advises Testing Office of deployments / TDYs, ineligibility factors, etc.
c. Receives Professional Development Guides (PDGs) / pick-up boxes, contacts each individual to sign for PDGs, mails PDGs to deployed location for deployed members
d. Receives / accounts for distribution of all WAPS Skill Knowledge Training (SKT) study material
e. Advises / routes requests for non-receipt of WAPS material to the distribution center
f. Counsels members on testing responsibilities
19. Assignment Notification
a. Contact member and monitor for completion
b. Route through unit for signatures and maintains file copy
c. Processes Personnel Reliability Program (PRP) and Personnel Processing Code (PPC) actions (completes letters, obtain signatures)
20. Filling Personnel Support for Contingency Operations (PERSCO) taskings (deployment credit
OCONUS SPECIFIC
21. Ration Card Program
22. DEROS Management
23. Command Sponsorship
24. Processes Environmental Morale Leave
25. OCONUS specific orders (IPCOT, COT leave)

**\*APPENDIX B**

**Authority Matrix for Civilian Directors**  
**Consult Local Staff Judge Advocate for Additional Guidance**

<b>Item</b>	<b>Issue</b>	<b>Can Civilian Director Perform</b>
<b>1.</b>	Can a civilian director issue a barment letter?	Yes, if civilian director is person in charge.
<b>2.</b>	Can a civilian director direct investigations?	Yes
<b>3.</b>	Can a civilian director issue Article 15s?	No
<b>4.</b>	Is a civilian director subject to an Article 138 complaint?	No
<b>5.</b>	Can a civilian director prefer court-martial charges?	No
<b>6.</b>	Can a civilian director respond to Congressional Inquiries?	Yes
<b>7.</b>	Can a civilian director issue a "lawful order"?	No
<b>8.</b>	Can a military member be punished for failing to comply with the directive of a civilian director?	Yes
<b>9.</b>	Can a civilian director issue LOAs / LOCs / LORs?	Yes
<b>10.</b>	Can a civilian director sign off on SF 450s and SF 278s?	Yes
<b>11.</b>	Can a civilian director initiate LODs? <b>AFI 36-2910, para 2.4.</b>	Yes
<b>12.</b>	Can a civilian director investigate / document unauthorized absences? <b>AFI 36-2911, para 2.2.</b>	Yes
<b>13.</b>	Can a civilian director initiate and / or authorize decorations? <b>AFI 36-2803, para 1.7 and 3.1.</b>	Yes, but only for Air Force decorations
<b>14.</b>	Can a civilian director review / sign OPRs / EPRs? <b>AFI 36-22406, para 3.1.</b>	Yes
<b>15.</b>	Can a civilian director authorize leave, liberty, permissive TDY / and grant 3 and 4 day passes? <b>AFI 36-3003, para 1.</b>	Yes
<b>16.</b>	Can a civilian director be the Show Cause Authority for officer discharges? <b>AFI 36-3206, para 1.1.</b>	No
<b>17.</b>	Can a civilian director promote enlisted personnel? <b>AFI 36-2502, para 1.5.</b>	Yes

<b>18.</b>	Can a civilian director be a Report of Survey appointing authority? <b>AFMAN 23-220, para 9.2.6.</b>	Yes
<b>19.</b>	Can a civilian director direct a mental health evaluation? <b>AFI 44-109, para 4.2.</b>	No
<b>20.</b>	Can a civilian director initiate a unit drug sweep / inspection testing and order a command-directed drug test? <b>AFI 44-120, para 4.7.6.</b>	No
<b>21.</b>	Can a civilian director perform ADAPT responsibilities? <b>AFI 44-121, para 3.8.</b>	No
<b>22.</b>	Can a civilian director make a recommendation regarding officer retirement grade? <b>AFI 36-3203, para 7.5.2.</b>	Yes
<b>23.</b>	Can a civilian director be the appointing authority for conscientious objector cases? <b>AFI 36-3204, para 3.1.1.</b>	No