

Air Force Personnel Center



AF PEB Performance

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AFPC/DPFD
10 Dec 13***



Electronic Case Management

- **AF only service with end-to-end electronic case management--Right Now Technology (RNT)**
 - **From MTF PEBLO to IPEB to FPEB to SAFPC!**
 - **RNT allows 100% visibility on:**
 - **Production tracking**
 - **Case movement between Board Members**
 - **Communication tracking**
 - **Quality assurance**
 - **Work list notification**
 - **Open architecture allows for “real-time” modifications, effective utilization of personnel, is intuitive to use, & we own it**



Electronic Case File Transfer

- **AF uses Electronic Case File Transfer (eCFT) to electronically transfer records (OSD pilot)**
 - **Movement of scanned records (IPEB to FPEB to SAFPC)**
 - **Medical Records, SM letter, supporting documents, Commander's letter**
 - **LODs, SURFs, Admin Forms**
 - **VA documents/medical records**
- **RNT plus e-CFT impact:**
 - **Eliminated mail cost**
 - **Decreased processing time**
 - **Know where every case is all the time!**



FPEB Best Practices

- **Electronic case management/file transfer (RNT/eCFT)**
 - **MTF to FPEB to SAFPC**
 - **Medical records no longer mailed from MTFs or to SAFPC**
- **FPEB re-location from Lackland to Randolph**
 - **Allows manpower flexibility to cover leave, illness...**
- **Implemented advanced adjudication**
 - **Reduced TDYs, quicker case resolution, increased member satisfaction**
- **Implemented Quality Review (Pre/Post Adjudication)**
- **Increased communication with AFMOA, SAFPC, & VA**

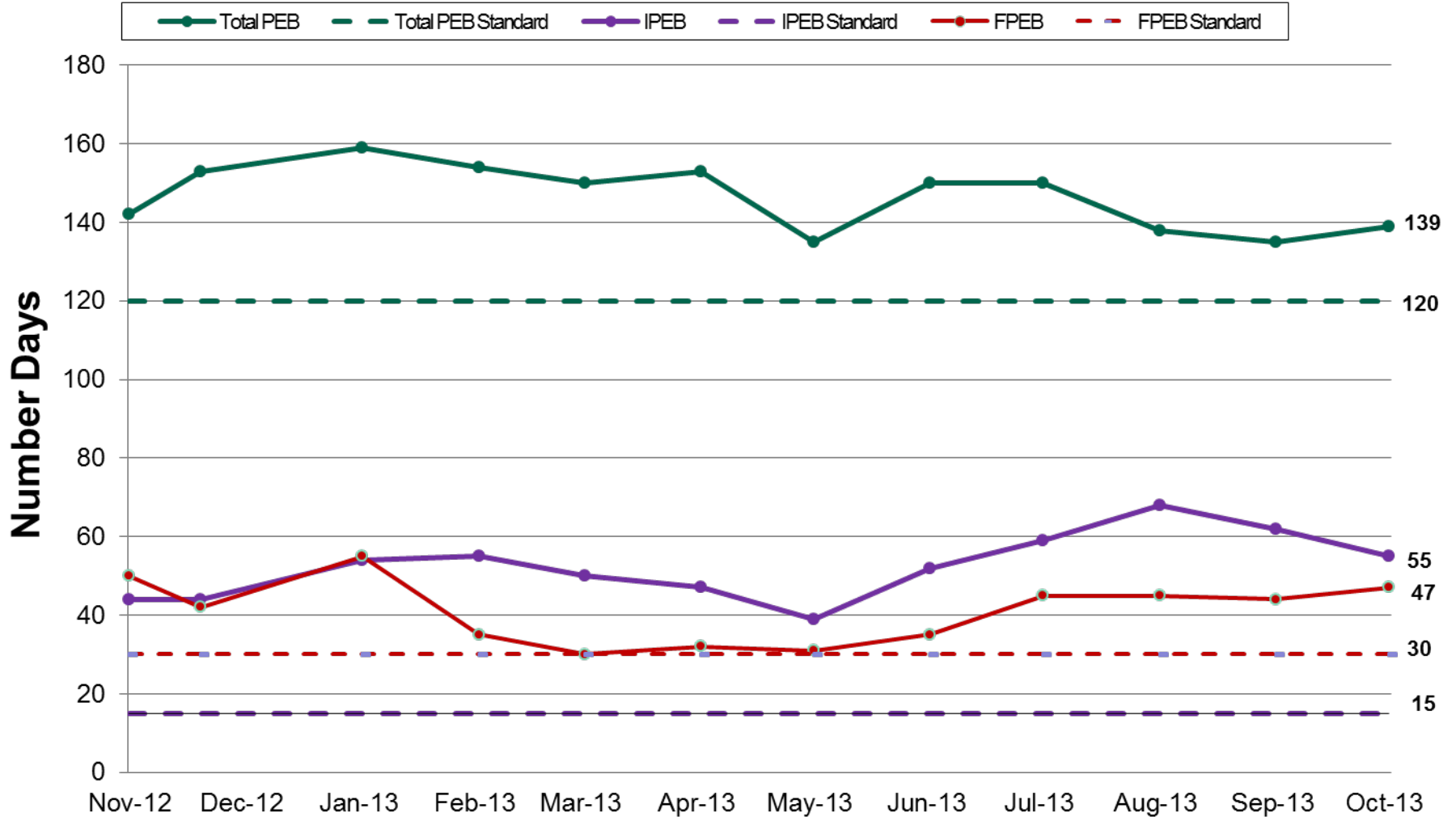


FPEB Timeliness Targets

- **Trend line for the FPEB reflecting downward trend, but slowed due to:**
 - **Installation of program fixes: hiring, training, IT installation/upgrades, relocation of FPEB and case flow reorganization**
 - **FPEB personnel changes--large impact on small office**
 - **Budget impact**
 - **Furloughs & government shutdown slowed fixes and cut case production capability**
 - **VA exams/ratings slowed**
 - **Mail stoppage for 2 weeks – total TDRL stoppage**



Physical Evaluation Board Timeliness Trends



Note: Stats from DoD FINAL IDES Performance Report for Oct 13 (VTA)



FPEB Process Improvements

- Relocated FPEB from Lackland to Randolph
 - Added manpower flexibility and allowed leadership visibility on all operations
- Additional Board President/Reserve
 - Increased hearing capacity
- New process - “Advanced Adjudication”
 - FPEB team does an oversight review on Appeals to see if the concerns can be resolved prior to the SM traveling for a hearing
- Cross trained additional administrative folks
- “Hot Team” cleaning up case management



FPEB Further Improvements

- **Stood up a second FPEB as of 3 Dec**
 - **Doubles hearing capacity**
- **Refine Advanced Adjudication Process**
- **Add quality loop to IPEB/FPEB**
- **Maximize manpower**
 - **Cross training IPEB/FPEB board members to increase “flex–up/down”**
- **Manpower Re-evaluation**
 - **If OSD targets are not achieved by Mar 14**



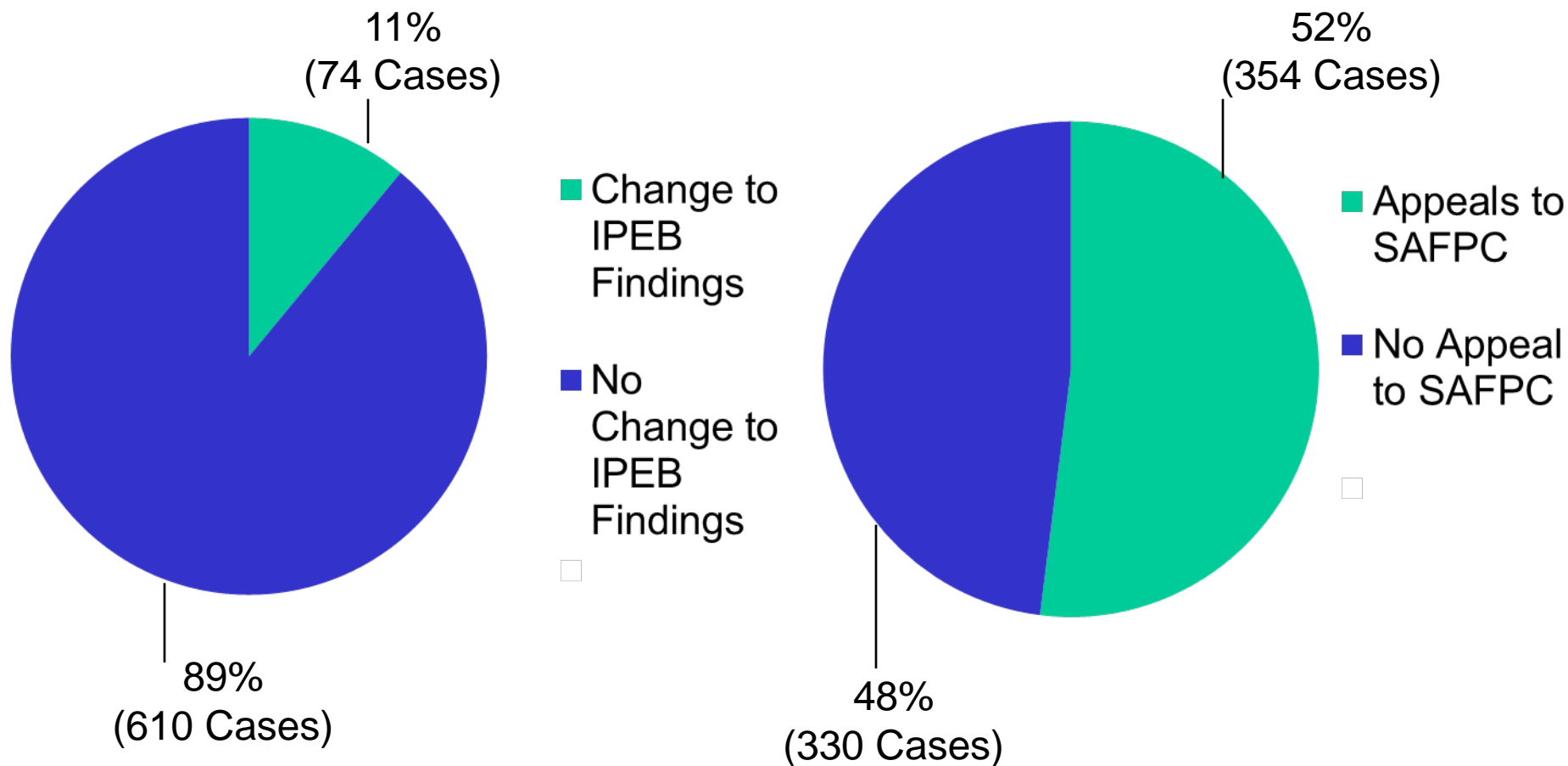
AFR/ANG Differences That Cause Delays

- **Difficult to schedule appts**
 - **Some SMs work civilian jobs & aren't as available**
- **SM's medical records**
 - **Tough to get complete private MD records where SM is being treated**
 - **“Stale” medical records**
- **“Non-participants”**
 - **Command may not have visibility of SM**
- **“Line of Duty” determination**
 - **Pending or not complete**
- **Must obtain “points” to complete benefits**
 - **Adds app 5 additional processing days**



FPEEB Hearings FY13

684 FPEEB hearings conducted in FY13





Holistic Reform of DES

- **Enterprise Wide Electronic Record**
 - **From MTF to PEB to VA to SAFPC**
 - **Include both case management & file transfer**
 - **Tracking capability that integrates (push/pull) data into AF personnel record storage system (ARMS)**
 - **Integration into VA's Veterans Tracking Application (VTA)**
 - **Report writing capability with trend analysis**



DES Reform Opinion

DoD vs VA Compensation

- Through the VA, veterans are compensated for disabilities that they incurred in the line of duty that make them unfit for continued active duty service
- Through the VA, veterans are also compensated for claimed conditions that do not make them unfit for continued active duty service
- Any compensation for “military career lost” would need to be addressed holistically as part of the DoD’s periodic review of all compensation programs

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10 Dec 13



AF IDES Pre-Screening: Early Results

- **Prior to pre-screen: when MEB did not recommend “Return to Duty,” case referred to IPEB**
 - **20% of cases referred to IPEB Returned to Duty**
 - **Potential source of processing delays for Recovering Warriors (RW) in the integrated DES**
- **Since pre-screen: 7,634 cases, Mar 2012 to Oct 2013**
 - **2.5% of cases referred to IPEB Returned to Duty**
 - **Pre-screened Airmen who meet retention standards are back to duty in days—not months**
- **Pre-screen enhances readiness, speeds RW to PEB**



Questions