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**UNITED STATES AIR FORCE
BOARD FOR CORRECTION OF MILITARY RECORDS**

RECORD OF PROCEEDINGS

IN THE MATTER OF:

Work-Product

DOCKET NUMBER: BC-2023-02062

COUNSEL: *Work-Product*

HEARING REQUESTED: NO

APPLICANT'S REQUEST

She receive Incentive Pay (IP) back pay for the period 1 Oct 22 – 31 May 23.

APPLICANT'S CONTENTIONS

On 29 Sep 22, she submitted her signed IP contract to her supervisor. However, after many emails, she discovered the Air Force Centralized Credentials Verification Office (AFCCVO) had lost her Joint Centralized Credentials Quality Assurance System (JCCQAS) record during the transition to a “new system” and, after many more emails, she was able to re-submit all of her credentialing information to re-create her JCCQAS record which was necessary in order for her supervisor to sign the IP contract. On 17 Nov 22, her supervisor signed the IP contract, and it was then submitted, as instructed, via myPers. In Jan 23, as she had not yet received her IP, she contacted her local finance office who recommended she wait another month; however, in Feb 23, she still had not received it. On 1 Mar 23, she re-submitted her IP contract via myPers, which provided a response on 24 Mar 23, stating she needed to submit her IP contract via myFSS. However, she was unable to find the proper link in myFSS, so she went to the “Ask a Question” portal which did not provide a response. Finally, on 16 May 23, the Air Force Institute of Technology (AFIT) provided slides with instructions on how to submit via myFSS which she did. However, her IP contract was denied because it was submitted more than 60 days after her supervisor signed.

She was eligible, and applied, for IP in the amount of \$49,000 annually and due to reasons out of her control, her signed IP contract submission was delayed and ultimately denied.

The applicant's complete submission is at Exhibit A.

STATEMENT OF FACTS

The applicant is an Air Force Medical Corps captain (O-3).

According to documentation provided by the applicant:

On 29 Sep 22, she signed a Consolidation of Special Pays (CSP) 1-year IP contract with an effective date of 1 Oct 22. According to the contract, she was to receive \$49,000 IP annually in equal monthly installments upon execution of this plan. Instructions on the bottom of the form reflects: “UPLOAD contract to myPers” and provides a link. Further, according to an email addressed to the AFIT/CIM, dated 29 Sep 22, she provided the IP form, medical licenses, Advanced Cardiovascular Life Support and Basic Life Support certificates.

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POC: SAF.MRBC.Workflow@us.af.mil

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On 4 Oct 22, she was notified via email the Credentials Manager was unable to locate the applicant's JCCQAS record and to work with the Credentials Verification Office (CVO) to create a record and upload all credentials. On 19 Oct 22, according to an email, the applicant provided a signed list of clinical privileges and credentials evaluations and asked if there was anything else required to complete her file. On 24 Oct 22, the AFIT Civilian Institution Manager (CIM) responded and informed the applicant the Credentials Manager (CM) was unable to locate her record in CCQAS, but that sometimes it "takes a week or two to show" and to keep checking with them. On 10 Nov 22, she was informed by the AFIT CIM that according to the CM there are no documents in her CCQAS record and to have her contact the CVO.

On 16 Nov 22, according to her FY22 CSP IP contract request, the CM signed and indicated they verified her credentials as "Current or Valid."

On 17 Nov 22, according to her FY22 CSP IP contract request, the Authorized Endorser (AE) approved and signed her request. On this same date, an email from the AFIT/CIM included the following: "On your CSP page two provides instructions on how to upload to myPers which is your last step."

On 1 May 23, according the myPers ticket, the applicant attached her special pay contract and requested she receive back pay to 1 Oct 22. On 24 May 23, the Total Force Service Center responded and informed the applicant she must submit her Medical Special Pay Contract through myFSS.

On 25 May 23, according to a myFSS email, *Medical Case Number* **Work-Product** she was notified they were unable to accept her FY22 IP contract as it was not in compliance with the requirements reflected in DAFI 41-110, *Medical Health Care Professions Scholarship Program* and FY23 CSP Medical Corps Pay Plan and if she desires to apply for a FY23 CSP, to submit a new application in accordance with the FY23 CSP Medical Corps Pay Plan.

On 14 Jun 23, the applicant signed a FY23 CSP IP Contract Request (Non-GMO), for a 1-year IP in the amount of \$49,000 with an effective date of 1 Jun 23, which was approved and signed by the Authorized Endorser on 15 Jun 23.

On 13 Jul 23, according to an email from AFPC/DPMSM, *Board of Corrections need for Medical Corps Case Number* **Work-Product** document provided by applicant, she was informed they were unable to accept her (FY22) contract as it was not in compliance with FY23 CSP Medical Corps Pay Plan, paragraph 1.4.2, which states "Contract Effective Date may be effective as early as the first day of the month in which the officer signed the contract as long as the officer was eligible on the date to be used as the effective date, the authorized endorser's signature is dated within 1 month of the officer's signature, and the contract is submitted to myFSS/received by AFPC Medical Special Pays within 2 months of the officer's signature." Further, the email stated there was no record of her submitting her FY22 IP contract via myPers.

For more information, see the excerpt of the applicant's record at Exhibit B and the advisory at Exhibit C.

APPLICABLE AUTHORITY/GUIDANCE

According to *United States Air Force Fiscal Year 2022 Medical Corps Consolidated Special Pay Plan (CSP)*:

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- These instructions are effective 1 Dec 21 and will remain until superseded by a new Special Pay Plan.
- Contracts may be effective as early as the first day of the month in which the officer signed the contract (no backdating to the previous month or further).
- The officer was eligible on the date used as the effective date.
- The authorized endorser's signature is dated within 1 month of the officer's signature, and the contract is submitted to myPers/received by AFPC Medical Special Pays within 2 months of the officer's signature.
- Contracts should be signed, scanned and submitted via myPers no earlier than 60 days prior to the requested effective date. All contracts are binding upon signature and submission to AFPC Medical Special Pay
- Individual officers must submit their own contract via myPers to ensure appropriate tracking and payment.
- Contract submissions are only accepted via the myPers website.

According to *United States Air Force Fiscal Year 2023 Medical Corps Consolidated Special Pay Plan (CSP)*:

- These instructions are effective 27 Oct 22 and will remain until superseded by a new Special Pay Plan.
- Contracts may be effective as early as the first day of the month in which the officer signed the contract (no backdating to the previous month or further).
- The officer was eligible on the date used as the effective date.
- The authorized endorser's signature is dated within 1 month of the officer's signature, and the contract is submitted to myPers/received by AFPC Medical Special Pays within 2 months of the officer's signature.
- Contracts should be signed, scanned and submitted via myFSS no earlier than 60 days prior to the requested effective date. All contracts are binding upon signature and submission to AFPC Medical Special Pay
- Individual officers must submit their own contract via myFSS to ensure appropriate tracking and payment.
- Contract submissions are only accepted via the myFSS website.

AIR FORCE EVALUATION

AFPC/DPMSSM recommends denying the request for back pay of IP. Her credentials and her Air Force Specialty Code (AFSC) were not updated in her military records until Nov 22. Therefore, on 1 Oct 22 she was not eligible for the fully qualified rate of IP due to her missing credentials and AFSC. She signed her initial contract on 29 Sep 22 with an effective start date of 1 Oct 22 and the Authorized Endorser (AE) signed on 17 Nov 22. However, she did not submit the contract to

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myFSS until 18 May 23. Therefore, her contract did not meet the submission timelines as the AE's signature must be dated within 1 month of the applicant's signature, and the contract must be submitted to myFSS/received by AFPC Medical Special Pays within 2 months of the applicant's signature.

Based on analysis of the facts, there is no evidence of an error or injustice on the part of the government as she was not eligible for special pay when she initially submitted her contract. Furthermore, her contract was not in compliance with the requirements reflected in the Department of Defense Instruction 6000.13, *Medical Health Care Professions Scholarship Program*, DAFI 41-110, and the FY23 Medical Corps Consolidated Special Pay Plan.

The complete advisory opinion is at Exhibit C.

APPLICANT'S REVIEW OF AIR FORCE EVALUATION

The Board sent a copy of the advisory opinion to the applicant on 2 Oct 23 for comment (Exhibit D), and the applicant replied on 3 Nov 23. In her response, the applicant contended she was eligible for the fully qualified rate of IP on 1 Oct 22 and due to process errors out of her control her credentials and AFSC were not updated until Nov 22. Additionally, email correspondence reflects from 29 Sep 22 to 9 Nov 22, she actively worked to re-send all her credentials to re-create her lost CCQAS file which is the reason her endorser was unable to sign within the 1 month timeline. When she finally received the signed form, she submitted it to myPers as instructed. Thus, she followed the submission timelines within her control.

Additionally, after submitting via myPers, she followed up with her base's finance office when she did not see the IP reflected in her Leave and Earnings Statement. However, they were unable to help beyond creating a "ticket."

Her submission must have gotten lost in the transition between myPers and myFSS. This can be attributed to a systemic failure on the part of the Air Force to effectively communicate to its members on how to submit documents to the many different portals they are supposed to be keeping records in. This is exemplified by her AFIT program manager, who as her point of contact for all things Air Force related, did not know how to submit the form. Of note, even the letter sent by the AFBCMR on 2 Oct 23 still cites myPers for referencing additional information even though myPers no longer exists.

Finally, she did her due diligence to identify and correct the problem and should not be penalized for systems failures that were far beyond her control and she deserves the IP to be back paid for the period of 1 Oct 22 to 31 May 23.

The applicant's complete response is at Exhibit E.

FINDINGS AND CONCLUSION

1. The application was timely filed.
2. The applicant exhausted all available non-judicial relief before applying to the Board.
3. After reviewing all Exhibits, the Board concludes the applicant is the victim of an error or injustice. While the Board notes the comments of AFPC/DPMSSM against granting relief, the Board believes a preponderance of the evidence substantiates the applicant's contentions. Specifically, the Board finds the applicant did her due diligence to identify and correct the issues

associated with her FY22 CSP contract request application; however, due to no fault of the applicant, systemic failures within the process, to include the transition from myPers to my FSS, directly contributed her inability to submit her application within the submission deadlines prescribed by the governing directives. Therefore, the Board recommends correcting the applicant records as indicated below.

RECOMMENDATION

The pertinent military records of the Department of the Air Force relating to APPLICANT be corrected to show on 1 Oct 22, she submitted a Consolidation of Special Pay (CSP) Incentive Pay (IP) Contract Request for the period 1 Oct 22 through 31 May 23, and competent authority approved her application for CSP IP in the amount of \$49,000 annually for the period 1 Oct 22 through 31 May 23.

CERTIFICATION

The following quorum of the Board, as defined in Department of the Air Force Instruction (DAFI) 36-2603, *Air Force Board for Correction of Military Records (AFBCMR)*, paragraph 2.1, considered Docket Number BC-2023-02062 in Executive Session on 9 Jan 24:

- Work-Product** Panel Chair
- Work-Product** Panel Member
- Work-Product** Panel Member

All members voted to correct the record. The panel considered the following:

- Exhibit A: Application, DD Form 149, w/atchs, dated 14 Jun 23.
- Exhibit B: Documentary evidence, including relevant excerpts from official records.
- Exhibit C: Advisory Opinion, AFPC/DPMSSP, w/atch, dated 20 Sep 23.
- Exhibit D: Notification of Advisory, SAF/MRBC to Applicant, dated 2 Oct 23.
- Exhibit E: Applicant’s Response, w/atchs, dated 3 Nov 23.

Taken together with all Exhibits, this document constitutes the true and complete Record of Proceedings, as required by DAFI 36-2603, paragraph 4.12.9.

4/30/2024

X **Work-Product**

Work-Product
Board Operations Manager, AFBCMR
Signed by: **Work-Product**