

# USCG Pay & Personnel Center



# PPC Command Philosophy



- Be Human First
- Do the Right Thing
- Take Care of Your Shipmates



# Challenges

- Direct Access ("PPC does not own/control/manage . . .")
  - Lift & shift
  - Compromise
- VA Compensation
  - 90 > 120 > 180 days
- CRSP/COVID backpay
- Hiring Freeze -> Hiring Backlog
- Congressional/OIG inquiries
  - ~100 in past calendar year (active duty + retirees + beneficiaries)
- DEERS eligibility outage (NOV24)



# Successes

- Direct Access ("PPC does not own/control/manage . . .")
  - Increased Security
  - RET-2 Access to Self Service
- RAS Assistant Branch Chief
- VA Compensation
  - 22,000 Transactions Completed
  - 3,000 AEWs for \$40 Million



# Into the Future

- Workforce Requirements Determination
- Direct Access ("PPC does not own/control/manage...")
  - Multi Factor Authentication
- Human Resource Information Technology
- Automated VA Compensation Module
  - Updates to VA Disabilities will be automatic
  - Automation of USCG Payments
  - USCG Maintenance Support for Automated Solution
- FD28





**Questions?**