



Welcome, Coast Guard National Retiree Council Members and Distinguished Guests!



Team RAS



Our Mission: To Serve Those Who Served



Team RAS



**We are honored and privileged to serve
those who served our Great Nation.**



Team RAS



We provide excellent and caring pay and personnel service to over 69,000 individuals.

***We are Human First
Do the Right Thing
Take Care of Your Shipmates***



Team RAS



In Support of Whom:

69,000 Customers

- **USCG (59,000), NOAA (500), USPHS (9,000)**
 - **Retirees: 59,000**
 - **Annuitants: 6,800**
 - **Former Spouses: 4,300**
- **Number of Retirees Receiving VA Comp: 39,000+**



Team RAS



What We Do:

We often act as the member him/herself.
We are the PERSRU/SPO/ADMIN Shop.
We are the Exceptions Team; if there's a problem we solve it.



Team RAS

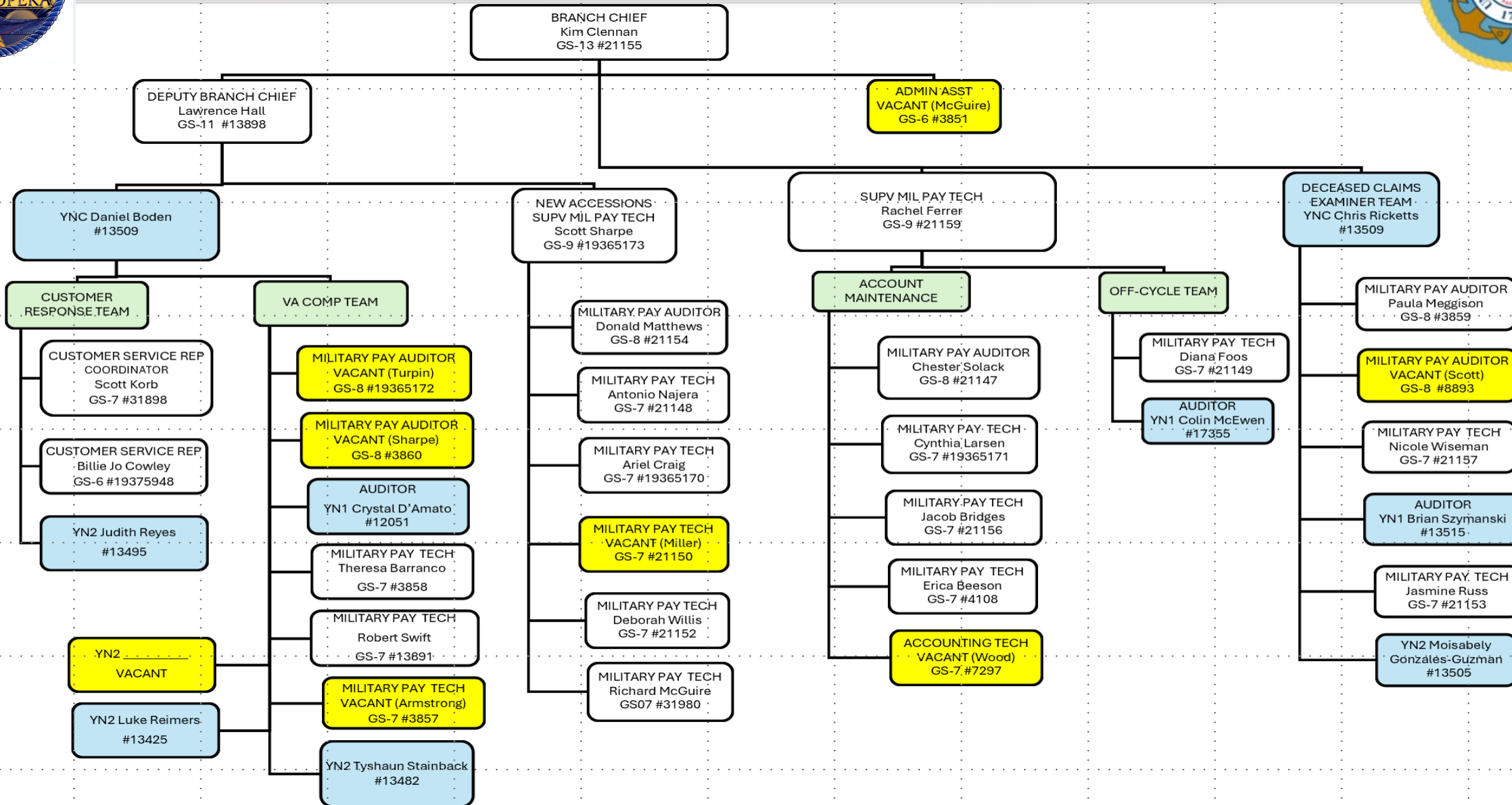


Our Specialty Teams:

- Customer Response Team
- New Retiree Accessions Team
- Account Maintenance/Accounting Tech Team
- Off-Cycle Team
- VA Compensation Team
- Deceased Claims Examiners Team



Team RAS





CUSTOMER RESPONSE TEAM
SUPERVISOR: CPO DAN BODEN
***(Support ALL RAS Customers:
Retirees, Annuitants, FSPAs, etc.)***

Customer Outreach

Review/Work/Reassign Ivanti Tickets
Respond to Customers: "We have your request/inquiry."
Review Forms/Reply to Customers (Valid/Invalid)
Allotment; Address Change; FITW/SITW; 1099R Duplicate;
Pay Slip Duplicate; Banking/EFT; Phone; E-Mail; Award Letter
Handle General Inquiries
Special Projects, as needed

TEAM MEMBERS (Call Rep GS 0303-06 & 07):

Scott Korb (Coordinator GS-07)

Billie Jo Cowley (GS-06)

YN2 Judith Reyes (FLPP)



Team RAS: CRT



Examples of Recent Improvements:

- Review frequently-asked questions and our responses to customers**
- Foreign Language Premium Pay (Spanish)**



Team RAS: CRT



Outlook/Forecast:

- Continue to encourage the use of DA Self-Service by customers**



NEW ACCESSIONS TEAM

SUPERVISOR: SCOTT SHARPE

New Retiree Accession (and their FSPA)
Blended Retirement System (BRS) Lump Sum Payments
TDRL to PDRL
TDRL Lapse/Separation
Civil Service Waiver
TERA/CSB-Age 62 Recalculation
Recall to AD/Return to Retirement
EFT Holds/Held Pays
Establish Debts in DA
Perform Duties for RET-2 to RET-1 Members
iPERMS System
Ivanti Ticket System
Special Projects, as needed

TEAM MEMBERS (MPT GS 0545-07):

Deborah Willis

VACANCY (vice Miller)

Ariel Craig

Antonio Najera

Richard McGuire

Assigned Auditor: Donald Matthews



Team RAS: New Accessions



Examples of Recent Improvements:

- Despite 33% reduced staffing past year, able to access all new retirees on time.**
- During the 43-day and 73-day federal shutdowns in FY 26, Team met the demand of all new accessions.**



Team RAS: New Accessions



Outlook/Forecast:

- **Working with Programmers to automate DD-2656 form and make available through DA**



ACCOUNT MAINTENANCE TEAM

SUPERVISOR: RACHEL FERRER

Process Death (Individuals **without** EMPLID)

FSPA

Tax Levy

Returned/Cancelled Payments (Codes 02, 10, 22, 60)

SBP (Deemed, 2-yr term, 70/360)

Divorce/Marriage/Child for SBP or non-SBP

SBP 18/22 Aged Out/Academic Recertification

Certificates of Eligibility (COE) Management

Records of Existence (ROE) Management

Form 3600

PAA

Garnishment

Document Request

SEP/SEV Maintenance

EFT Holds/Held Pays

1099R Corrections/Inquiries

Perform One-Time Positive Input (OTPI)

Allotment; Address Change; FITW/SITW; 1099R Duplicate;

Pay Slip Duplicate; Banking/EFT; Phone; E-Mail; Award Letter

Delivery Method for Pay Slips, LBL, 1099R

Establish Debts in DA

iPERMS System

Ivanti Ticket System

Special Projects, as needed

TEAM MEMBERS (MPT GS 0545-06/07):

Cindy Larsen

Jacob Bridges

Erica Beeson

Assigned Auditor: Chester Solack



Team RAS: Account Maint



Examples of Recent Improvements:

- Updated several reports and forms to assist the processing of SBP changes (members' dependents)
- Updated the process for how we handle and monitor and SEP/SEV deductions



Team RAS: Account Maint



Outlook/Forecast:

- Update the system for members to validate dependents and mailing address information when using DA Self-Service**



OFF-CYCLE SPECIALTY TEAM
SUPERVISOR: RACHEL FERRER

Reverse Calendar

Funds Final

Final Pay

Perform/Audit Off-Cycle Transactions in DA

TEAM MEMBERS (MPT GS 0545-07):

Diana Foos

Assigned Auditor: YN1 Colin McEwen





Team RAS: Off-Cycle Team



Example of Recent Improvement:

- Implemented this new specialty team in February—already showing benefits!**



Team RAS: Off-Cycle Team



Outlook/Forecast:

- This new team will always be looking for more efficient methods to perform transactions



RAS VA COMPENSATION TEAM
<i>SUPERVISOR: CPO DAN BODEN</i>
Combined Interface Files (CIFs);
NAN; Zero/Zero; GP (DA) Update; No Match; Method A;
Method B; Two-Year Breakdown; Full VA; Letters
AEW
Research/Recon
CRDP
CRSC
FSPA
VA Removed Spouses Confirmed w/Member
Establish Debts in DA
CRSC/CRDP Open Season (Jan-May)
iPERMS System
Ivanti Ticket System
Special Projects, as needed
<u>TEAM MEMBERS (MPT GS 0545-07):</u>
Techs: Robert Swift
Theresa Barranco
VACANCY (vice Armstrong)
VACANCY: (vice D'Amato)
YN2 Tyshaun Stainback
YN2 Luke Reimers
Assigned Auditors:
VACANCY (vice Sharpe)
VACANCY (vice Turpin)
YN1 Crystal D'Amato



Team RAS: VA Comp



Example of Recent Improvement:

**-Modernizing/Automating VA Compensation
AEW process**



Team RAS: VA Comp



Outlook/Forecast:

- Implementation of VA Compensation Automation will provide additional opportunities to reduce timeframe**



DECEASED CLAIMS EXAMINER TEAM

SUPERVISOR: CPO CHRIS RICKETTS

Process Death (Individuals **with** EMPLID)

Form DD-1300 (Active Duty Death)

New Annuitant Accession

Terminate Account

Establish Incapacitated Child/Abused Payee Account

Establish Guardian Rep Payee Trustee Account

Returned/Cancelled Payments (Code 06)

EFT Holds/Held Pays

Statute of Limitations

Perform One-Time Positive Input (OTPI)

Establish Debts in DA

iPERMS System

Ivanti Ticket System

Special Projects, as needed

TEAM MEMBERS (MPT GS 0545-07):

Nicole Wiseman

Jasmine Russ

YN2 Moisabely Gonzales Guzman

Assigned Auditor: Paula Meggison

Assigned Auditor: VACANCY (vice Scott)

Assigned Auditor: YN1 Brian Szymanski



Team RAS: DCE Team



Examples of Recent Improvements:

- Recent implementation of Off-Cycle Team has reduced burden on DCE Team: Able to spend more time processing deaths, Final Pays and beginning Annuities**



Team RAS: DCE Team



Outlook/Forecast:

- After PCS, new personnel on this team will provide new opportunities to identify process improvements



Team RAS



Our Customers → Our Partners



Team RAS



Additional Opportunities for Our Customers:

- **Using Direct Access Self-Service to perform 12 transactions with nearly immediate results**



Team RAS



We understand that there will ALWAYS be customers who are UNABLE to use Self-Service, and we will ALWAYS be happy to assist them in making changes to their DA accounts.



Team RAS: DA Self-Service

Password reset	Mailing address	E-mail
Phone number	Direct deposit	Allotment
Federal/State taxes	View/print pay slip	View/print tax forms
View final pay beneficiaries	Print award letter (pay verification)	Delivery method for pay slips, Long Blue Line, 1099R



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Customer Use of Direct Access Self-Service:

	2024	2025	2026
Mailing address	5,801	4,769	2,955
Email	3	3	2
Phone number	5,798	5,817	2,960
Direct deposit	1,668	1,577	1,005
Allotment	6,668	5,550	3,273
Federal taxes	7,224	17,750	12,906
State taxes	6,788	16,928	12,374
View/Print pay slip			
View/Print tax forms (W2)	9,626	5,656	3,559
View/Print tax forms (1099R)	18,995	23,820	21,873
Print award letter			
Delivery method for pay slips/Long Blue Line	12		
Delivery method for tax documents (1099R)	769	790	674
	63,352	82,660	61,581

61,581 identifies DA S-S usage during first six months of 2026



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Direct Access Self-Service:

- First six months of 2026 showed 61,581 transactions performed by customers using DA Self-Service**
- We're on track to surpass the results from 2025 for the entire year (82,660)**



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Direct Access Self-Service

- **We depend on you.**
- **When more of our customers use Self-Service, we are able to assist with complicated matters more quickly.**



Team RAS



So, what's next for RAS?

- **Continue to leverage system automation as much as possible to improve our processes**
- **Continue efforts to right-size Team RAS**



Team RAS



Remaining Mindful:

- **We will always have a heart for our customers**
- **We understand that every transaction we perform impacts real people**



Team RAS



**And we are ALWAYS committed to
maintaining connected to you,
our CG National Retiree Council!**



**Thank You for Your
Faithfulness to Our Customers
and for Your Excellent
Partnership with Team RAS!**

**We Promise to Always
Be Human First!**