

SUPPORT SERVICES

1. **Objective of this Air National Guard Manpower Standard (ANGMS).** As prescribed in AFR 8-10, this guide quantifies the full-time manpower requirements to accomplish the tasks described in the work center description for varying levels of workload volume.

2. **Authority.** AFM 30-130 and AFR 50-23 contain USAF and ANG policy and procedural guidance for the Support Services work center. This manpower guide has been developed in accordance with procedures contained in AFR 25-5.

3. **Applicability.** This guide applies to all non-flying mission support units operating a Support Services work center (Administration, Personnel and Training). Bases undergoing AFR 26-1 cost comparison studies will be exempt from guide application. This guide does not apply to locations that have completed cost comparisons and remained in-house.

4. **Standard Data.**

a. **Classification.** Command Manpower Guide.

b. **Approval Date.** 6 January 1989

c. **Man-Hour Data Source.** Non-measurement technique, functional model equation.

d. **Man-Hour Equation:** $Y = 267.0 + 0.9363X$

e. **Workload Factor (Peacetime Operations Only):**

(1) **Title.** Population Supported.

(2) **Definition.** The average monthly number of personnel supported by Support Services (authorized UMD strength), to include ANG collocated tenants and geographically separated units.

(3) **Source.** Servicing Consolidated Base Personnel Office (CBPO) monthly strength reports.

5. Application Instructions.

a. Apply this guide using an average monthly value based on 12 months historical workload data.

b. The AF Form 1113, Standard Manpower Table, is an aggregate of total manpower by specialty title and AFSC. To use this manpower table:

- (1) Determine the total population supported by Support Services.
- (2) Substitute the appropriate figures into the man-hour equation for X.
- (3) Divide the resulting total man-hours by 145.3 to arrive at the total number of required authorizations for the work center. Any fraction will be rounded up to the next whole number.
- (4) Find the column in which the number of required authorizations falls; then read up and across the column to determine total manpower by AFSC.

c. The valid man-hour range indicated on the AF Form 1113 will not be exceeded for guide application.

6. **Statement of Conditions.** This work center's normal hours of operation are 8 hours a day, 5 days a week. There are no other standard of living constraints which affect the daily operations of this work center.

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- 2 Attachments
1. Work Center Description
 2. Standard Manpower Table

WORK CENTER DESCRIPTION

Support Services

DIRECT:

1. ORDERLY ROOM:

1.1. PROCESSES DUTY STATUS CHANGE. Ensures accuracy of duty status of assigned personnel, and makes change as necessary. Types form and forwards to Consolidated Base Personnel Office (CBPO). Maintains suspense, posts change when returned from CBPO, and updates status board or local strength document. Distributes copies to appropriate personnel:

1.1.1. PROCESSES AF FORM 2096, CLASSIFICATION/ON-THE-JOB TRAINING ACTION.

1.1.2. PROCESSES AF FORM 2098, DUTY STATUS CHANGE.

1.2. PROCESSES ENLISTMENT ACTION. Reviews documentation provided by individual, recruiting activity, and Military Entrance Processing Station, MEPS, to ensure enlistment eligibility. Prepares necessary enlistment documentation. Forwards complete package to the servicing CBPO. Forwards DD Form 4-1-2 and DD Form 4-3, Enlistment/Reenlistment Contract - Armed Forces of the United States, to the losing unit when appropriate.

1.3. PROCESSES INCOMING MEMBER. Prepares documentation for in-processing member. Forwards the medical record, supply record, and training record to the appropriate work center.

1.4. PROCESSES OUTGOING MEMBER. Prepares documentation for out-processing member and forwards to CBPO.

1.5. MAINTAINS PERSONNEL RECORD. Creates and maintains a Geographically Separated Unit (GSU) personnel record. Updates record as change occurs. Assists member with annual review.

1.6. MONITORS UNIT MANNING DOCUMENT. Reviews unit manning document for currency and accuracy. Takes corrective action when necessary.

1.7. MONITORS PERSONNEL UTILIZATION. Reviews unit personnel utilization and recommends assignment/reassignment action when necessary. Prepares appropriate documentation.

- 1.8. PROCESSES OFFICER PERFORMANCE REPORT (OPR). Receives listing and screens for OPR due date. Establishes and maintains suspense. Forwards required form to rater for preparation, and ensures OPR is forwarded to additional rater and indorser. Provides guidance to rater and performs quality review of draft OPR. Prepares and forwards completed OPR to the CBPO.
- 1.9. PROCESSES MILITARY DUTY PERSONNEL PERFORMANCE RATING. Receives listing and screens for rating due date. Establishes and maintains suspense. Forwards required form to rater for preparation, and ensures rating is forwarded to additional rater and indorser. Provides guidance to rater and performs quality review of draft rating. Prepares and forwards completed rating to the CBPO.
- 1.10. MONITORS WEIGHT/FITNESS PROGRAM. Conducts weigh-in, schedules weight evaluation, prepares documentation and monitors individual on the weight management program. Documents the fitness testing result, and updates the personnel data system. Processes annual physical fitness questionnaire.
- 1.11. MONITORS DEPENDENT CARE. Processes change in member's dependent care arrangement. Notifies the Commander and CBPO. Processes annual recertification.
- 1.12. PROCESSES LINE OF DUTY (LOD) DETERMINATION ACTION. Obtains information for NGB Form 348, Line of Duty Determination, coordinates with the unit's Medical Services work center, and prepares the LOD form.
- 1.13. PROCESSES REENLISTMENT AND EXTENSION OF ENLISTMENT. Receives listing and screens for eligibility. Forwards listing to the member's immediate supervisor for recommendation. Forwards recommendation to the commander for concurrence and signature. Prepares and forwards required documentation and completed eligibility roster to the CBPO.
- 1.14. MONITORS INCENTIVE PROGRAM. Determines member's eligibility. Notifies unit commander. Prepares and forwards documentation to the Base Career Advisor (BCA).
- 1.15. PROCESSES VOLUNTARY SEPARATION. Assists member with application, screens personnel record for eligibility and requests discharge order from the CBPO. Forwards application requiring higher authority approval through appropriate channel.

1.16. PROCESSES INVOLUNTARY SEPARATION. Prepares required documentation and forwards to the CBPO. Monitors status of package. Requests discharge order and prepares required documentation.

1.17. PROCESSES APPLICATION FOR CONDITIONAL RELEASE. Prepares conditional release application and forwards to the CBPO.

1.18. PROCESSES VOLUNTARY RETIREMENT. Prepares AF Form 131, Application for Transfer to the Retired Reserve, and other required documentation. Forwards to the CBPO.

1.19. PROCESSES INVOLUNTARY RETIREMENT. Prepares and forwards notification letter to member. Prepares letter requesting separation order from the CBPO. Prepares AF Form 131 and forwards to the CBPO.

1.20. PROCESSES ANG OFFICER COMMISSIONING AND APPOINTMENT. Screens individual's prior service military record, determines eligibility for commission and appointment, and schedules the Air Force Officer Qualification Test (AFOQT) and the commissioning physical. Forwards appointment package through appropriate channels to appointment approval authority. Prepares application for training, requests Federal recognition board and appointment special order.

1.21. PROCESSES APPLICATION FOR ENLISTED PROMOTION. Receives recommendation for promotion and verifies member's qualification. Prepares necessary documentation. Forwards through appropriate channel and approval authority. Submits completed promotion package to the CBPO.

1.22. PROCESSES E4 NCO STATUS LISTING. Receives listing. Verifies member's qualification and annotates roster. Submits to unit commander for consideration. Prepares and forwards documentation to the CBPO.

1.23. PROCESSES APPLICATION FOR OFFICER PROMOTION. Determines eligibility and assists the unit commander with preparation of the promotion recommendation. Forwards recommendation through appropriate channel and promotion authority.

1.24. PROCESSES DEMOTION ACTION. Notifies member of pending demotion and compiles unfavorable correspondence. Requests demotion action through CBPO, maintains suspense file pending approval, and publishes demotion when approved.

- 1.25. PROCESSES MILITARY DECORATION. Assists initiator in preparing justification. Requests decoration Report on Individual Personnel (RIP) from CBPO. Prepares citation, obtains initiator's signature and forwards documentation to CBPO.
- 1.26. PROCESSES SERVICE AWARD. Screens award presentation listing and notifies unit commander of award recipient. Forwards approval roster to CBPO. Receives and prepares award for presentation to member.
- 1.27. MAINTAINS AWARD AND DECORATION SUPPLY. Prepares required form requesting award and decoration from Base Supply, CBPO or State Headquarters. Receives award and decoration and stores.
- 1.28. COORDINATES MEDICAL, DENTAL AND IMMUNIZATION SCHEDULE. Monitors medical, dental and immunization examination due-date. Coordinates appointment schedule and follows-up on missed appointment. Reschedules as necessary. Notifies commander of overdue physicals.
- 1.29. MANAGES FREEDOM OF INFORMATION AND PRIVACY ACT PROGRAMS. Advises personnel of applicable regulation, and disseminates appropriate information. Prepares AF Form 771, Accounting of Disclosures, screens correspondence for compliance with regulation and prepares annual report of disclosure.
- 1.30. PREPARES, PROCESSES AND MAINTAINS ADMINISTRATIVE ORDER. Receives request, and prepares order. Obtains fund cite, and authenticates, publishes and distributes military/civilian order.
- 1.31. DRAFTS CORRESPONDENCE AND REPORT. Drafts letter, message, report, regulation, operating instruction, plan, roster and form. Drafts other correspondence.
- 1.32. TYPES. Types letter, message, report, regulation, operating instruction, plan, roster and form. Types other correspondence.
- 1.33. PROCESSES TIME AND ATTENDANCE DOCUMENTATION. Processes AF Form 988 and forwards to the appropriate agency.
- 1.34. PROCESSES AND MAINTAINS OFF-DUTY EMPLOYMENT REQUEST FOR ACTIVE GUARD/RESERVE, (AGR) PERSONNEL.
- 1.35. MAINTAINS AND ORDERS OFFICE MACHINE AND SUPPLIES. Initiates AF Form 9, Request for Purchase, for equipment not under contract, and forwards to base contracting. Files billing receipt in support of service.

- 1.36. MAINTAINS UNIT LOCATOR FILE. Prepares unit locator file, updates as change occurs.
- 1.37. PREPARES DOCUMENTATION FOR NONJUDICIAL ACTION. Prepares required documentation, forwards completed action to CBPO.
- 1.38. PREPARES FOR UNIT COMMANDER'S CALL. Coordinates activity, assembles material, schedules and prepares facility.
- 1.39. PROCESSES ADVANCE PAY REQUEST. Prepares request and forwards to Accounting and Finance Office, AFO, inventories and secures check upon receipt, distributes check to member.
- 1.40. PROCESSES DOCUMENTATION FOR PHYSICAL PROFILE CHANGE. Forwards medical documentation to base Medical Services for initiation of AF Form 422, Physical Profile Serial Report. Maintains unit copy, notifies appropriate unit personnel of member's status, monitors order request for compliance with restriction.
- 1.41. PREPARES AND PROCESSES MILITARY IDENTIFICATION (ID) CARD. Safeguards controlled item. Receives request, and determines eligibility. Prepares photograph and fingerprint, laminates card, logs in and issues card. Collects expired ID card and destroys.
- 1.42. SCHEDULES MEMBER FOR OFFICIAL PHOTOGRAPH. Receives notification of official photograph requirement. Coordinates appointment. Forwards completed photograph to CBPO.
- 1.43. PROCESSES AF FORM 526, ANG/USAFR POINT CREDIT SUMMARY. Receives summary, reviews for discrepancy and forwards to member. Takes corrective action when necessary.
- 1.44. REPORTS DISCREPANCY IN MILITARY PERSONNEL RECORD. Prepares letter requesting correction with source document attached, and forwards to CBPO.
- 1.45. ASSISTS MEMBER ON THE SURVIVOR BENEFIT PLAN (SBP). Counsels member and assists in preparing necessary documentation.
- 1.46. REPORTS CASUALTY. Verifies status of casualty, provides assistance to member's family, and notifies the CBPO.
- 1.47. MAINTAINS UNIT ALERT ROSTER. Prepares unit alert roster, updates as change occurs.

1.48. PROCESSES DD FORM 93, RECORD OF EMERGENCY DATA. Prepares DD Form 93. Reviews with member for accuracy and currency. Updates or reaccomplishes form, when necessary. Files unit copy and forwards remaining copies to CBPO or appropriate agency.

1.49. MONITORS UNSATISFACTORY PARTICIPATION. Prepares unsatisfactory participation letter. Forwards to member, monitors receipt of the certified letter. Initiates request for separation, and administrative board/hearing, as necessary. Prepares required documentation.

1.50. PROCESSES ATTENDANCE ROSTER:

1.50.1. RECEIVES ROSTER. Receives roster prior to UTA, reviews for accuracy and completeness. Prepares NGB Form 633 for members omitted on original.

1.50.2. COMPLETES ROSTER. Totals attendance roster after UTA, verifies data, and obtains unit commander signature. Forwards to the AFO.

1.50.3. PREPARES AND PROCESSES AF FORM 40, AUTHORIZATION FOR INACTIVE DUTY TRAINING, FOR RESCHEDULED UTA.

1.51. PROCESSES SEPARATE UNIT TRAINING ASSEMBLY (SUTA), RESCHEDULED UNIT TRAINING ASSEMBLY (RUTA), AND EQUIVALENT TRAINING (EQT). Receives RUTA/SUTA/EQT request, reviews and verifies accuracy of data. Forwards to unit commander, and forwards copy to appropriate work center. Maintains suspense copy. Prepares NGB Form 105, Authorization for Individual Inactive Duty Training, and forwards to the AFO.

1.52. PROCESSES PROFICIENCY TRAINING (PT). Receives request for PT, reviews and verifies accuracy of data, and verifies the availability of workdays. Forwards to the unit commander and to the appropriate work center. Suspends the request. Completes NGB Form 105 and forwards to the CBPO.

1.53. PROCESSES ACTIVE DUTY PAY:

1.53.1. PROCESSES AF FORM 458, STATEMENT OF TOUR OF DUTY.

1.53.2. PROCESSES AF FORM 1745, ADDRESS CHANGE FORM. Provides assistance to member, and forwards to the CBPO.

1.53.3. PROCESSES SF 1199A, DIRECT DEPOSIT SIGN-UP FORM. Provides assistance to member, and forwards to the CBPO.

1.53.4. PROCESSES AF FORM 594, AUTHORIZATION TO START, STOP, OR CHANGE BASIC ALLOWANCE FOR QUARTERS (BAQ)-RENT PLUS, AND/OR VARIABLE HOUSING ALLOWANCE. Verifies source document, prepares form, and submits to the CBPO.

1.53.5. PROCESSES AF FORM 987, RECERTIFICATION OF BASIC ALLOWANCE FOR QUARTERS (BAQ)--VARIABLE/RENT PLUS HOUSING ALLOWANCE (VHA/RPHA). Prepares AF Form 987 semi-annually for member, and forwards to the CBPO.

1.53.6. PROCESSES REQUEST FOR REPLACEMENT CHECK. Obtains pertinent information, prepares documentation, and forwards to the AFO.

1.53.7. PROCESSES REQUEST FOR STUDENT LOAN. Receives request for payment on guaranteed student loan, prepares DD Form 114, Military Pay Order, obtains required signature, and forwards to the BCA.

1.54. PREPARES FOR UNIT TRAINING ASSEMBLY (UTA):

1.54.1. PREPARES LISTING OF REQUIRED PERSONNEL ACTION. Prepares list, and forwards to appropriate work center.

1.54.2. SCHEDULES PERSONNEL RELATED UTA ACTIVITY.

1.54.3. SCHEDULES TRAINING FOR SUBORDINATE DRILL STATUS ORDERLY ROOM PERSONNEL.

1.54.4. PREPARES TRAINING MATERIAL FOR SUBORDINATE DRILL STATUS ORDERLY ROOM PERSONNEL.

1.55. MAINTAINS READINESS ACCOUNTABILITY:

1.55.1. PREPARES IDENTIFICATION TAG.

1.55.2. PREPARES PERSONNEL DEPLOYMENT INFORMATION PACKAGE. Prepares information package for deploying member, and forwards to member.

1.55.3. MAINTAINS PERSONNEL READINESS FOLDER (PRF). Prepares required documentation, and PRF. Reviews semi-annually to ensure currency. Updates item as necessary.

1.55.4. PROCESSES MOBILITY DUTY STATUS CHANGE. Ensures accuracy of duty status of assigned personnel, and makes change as necessary.

- 1.56. PROCESSES PERSONNEL SECURITY CLEARANCE. Initiates request for investigation and security clearance. Requests tracer action on past due request. Maintains Automated Security Clearance Approval System (ASCAS) and unit security roster.
- 1.57. PROCESSES REINVESTIGATION SECURITY CLEARANCE. Reviews draft DD Form 398/398-2, Personnel Security Questionnaire, for accuracy. Prepares required documentation and forwards package to the appropriate agency.
- 1.58. PERFORMS WORKDAY ACCOUNTING. Receives NGB Form 177, Workday Issue Document, annotates addition, subtraction, and change to form. Files source document. Performs quarterly reconciliation. Monitors usage.
- 1.59. ARRANGES TEMPORARY DUTY (TDY). Coordinates with the host base Transportation Management Office (TMO) to arrange air transportation for member, and forwards TDY order to TMO. Briefs member on TDY requirement, and issues TDY package.
- 1.60. PROCESSES MEAL AUTHORIZATION CERTIFICATE. Initiates AF Form 9 to establish Blanket Contract Authority (BCA), receives meal authorization certificate, and issues to eligible member. Enters data in control log, and processes invoice.
- 1.61. PROVIDES FOOD SERVICE SUPPORT. Processes necessary documentation to procure subsistence item for UTA. Manages funds, prepares Form 9 for contract mess attendant, processes time card and forwards to Contracting. Processes incoming subsistence funds.
- 1.62. PROCESSES CONTRACT HOUSING. Initiates Form 9 and certifies eligibility. Manages funds, coordinates billeting requirement, receives invoice, and processes for payment.
- 1.63. PROCESSES DD FORM 1351, TRAVEL VOUCHER. Provides assistance to member, and forwards to the AFO.
- 1.64. PROCESSES DD FORM 1351-2, TRAVEL VOUCHER OR SUBVOUCHER. Provides assistance to member, and forwards to the AFO.
- 1.65. OPERATES INCOMING/OUTGOING ADMINISTRATIVE DISTRIBUTION CENTER. Receives, processes, and distributes incoming/outgoing classified/unclassified correspondence. Maintains and monitors unit mail stamp supply.

1.66. SERVES AS PUBLICATION DISTRIBUTION OFFICE (PDO) AND/OR CUSTOMER ACCOUNT REPRESENTATIVE (CAR). Receives request and requisitions and distributes publication and blank form. Maintains record. Reviews publishing bulletin and requisitions applicable publication and blank form. Maintains index.

1.67. MAINTAINS FUNCTIONAL/MASTER PUBLICATION LIBRARY. Requisitions, receives, posts and files publication. Conducts periodic inventory and self inspection to ensure publication is current and up-to-date, correctly posted, and appropriately filed.

1.68. MAINTAINS DOCUMENTATION FILE. Reviews correspondence for correct coding. Sorts and files document.

1.69. ADMINISTERS RECORDS MANAGEMENT PROGRAM. Annually performs Staff Assistance Visit (SAV) to office of record. Inspects file for compliance with directive. Reviews and approves file plan. Reviews and approves request for additional office equipment/supplies. Prepares survey of office filing system.

1.70. PROCESSES AGR LEAVE REQUEST. Processes AF Form 988, Leave Request Authorization, and forwards to the appropriate agency.

1.71. PROCESSES COMPUTER GENERATED REPORT. Receives report from CBPO, reviews for accuracy, and updates as required.

1.72. PROCESSES VASGLV8286, SERVICEMEN'S GROUP LIFE INSURANCE ELECTION. Provides assistance to member, authenticates, and forwards form to CBPO.

2. TRAINING:

2.1. ADMINISTERS ON-THE-JOB (OJT) TRAINING PROGRAM. Evaluates personnel, briefs management on status, issue, policy and personnel progress. Identifies training deficiency, evaluates possible solution and recommends improvement. Recommends change to local policy and procedure.

2.1.1. ENTERS ELIGIBLE PERSONNEL IN OJT.

2.1.2. BRIEFS TRAINEE ON OJT PROGRAM.

2.1.3. IDENTIFIES PERSONNEL IN OVERTIME AND EXCESSIVE TRAINING STATUS AND RECOMMENDS CORRECTIVE ACTION.

- 2.1.4. COORDINATES TRAINING MATTER WITH FIELD TRAINING DETACHMENT (FTD).
- 2.1.5. COORDINATES TRAINING FACILITY, EQUIPMENT AND MATERIAL.
- 2.1.6. PERFORMS STAFF ASSISTANCE VISIT. Evaluates overall effectiveness of the training program and prepares report.
- 2.2. ADMINISTERS EXTENSION COURSE INSTITUTE (ECI)/CAREER DEVELOPMENT COURSE (CDC) PROGRAM. Determines requirement and eligibility, prepares request and forwards to CBPO. Provides assistance and advice to supervisor/trainee.
- 2.3 ADMINISTERS AND CONTROLS END-OF-COURSE (EOC) TESTING. Maintains test log, and performs monthly inventory of test material. Reviews test result, destroys test material and annotates test log.
- 2.4. MONITORS/PROCESSES MILITARY PERSONNEL CLASSIFICATION, TRAINING AND REASSIGNMENT ACTION. Coordinates on AF Form 2096 that impact training status.
- 2.5. ADMINISTERS ANCILLARY TRAINING PROGRAM. Coordinates ancillary training schedule. Ensures ancillary training is conducted and documented.
- 2.6. ADMINISTERS FORMAL TRAINING PROGRAM:
 - 2.6.1. PROJECTS ANNUAL FORMAL TRAINING REQUIREMENT.
 - 2.6.2. PREPARES AND PROCESSES APPLICATION FOR TRAINING. Receives request, verifies eligibility, and counsels applicant on special requirement. Receives approval or disapproval and notifies individual. Requests order.

INDIRECT: Indirect work involves those tasks that are not readily identifiable with the work center's specific product or service. The major categories of Standard Indirect work are Supervision, Administration, Meetings, Training, Supply, Equipment Maintenance, and Cleanup. See AFMS OAAA for the Standard Indirect Description.

STANDARD MANPOWER TABLE

WORK CENTER TITLE/CODE			STANDARD APPLICABILITY MANHOUR RANGE																	
Support Services/FAC 1100			267.02 - 910.59																	
AIR FORCE SPECIALITY TITLE	AFSC	GRADE	MANPOWER REQUIREMENT																	
Administration Supt	70290	CIV	1	1	1	1	1	1												
Personnel Techn *	73270	CIV		1	1	2	2	2												
Training Systems Techn	75171	CIV	1	1	1	1	2	2												
Administration Spec	70250	CIV			1	1	1	2												
* Not Authorized to units collocated with their servicing CBPO, substitute Admin Spec																				
TOTAL			2	3	4	5	6	7												
AIR FORCE SPECIALITY TITLE	AFSC	GRADE	MANPOWER REQUIREMENT																	
TOTAL																				