

Afterburner

News for Department of the Air Force Retired Personnel



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Air Force retirees part of ‘family ethic’ ensuring excellence, strength, continuity

by Gen. Charles Q. Brown Jr.

It’s an article of faith that the United States Air Force’s “family ethic” is a major reason our service is the best in the world, why it succeeds, endures and excels everywhere, everyday across our far-flung enterprise. From the Air Force’s first day 74 years ago, spouses, siblings, and extended family have stepped in, stepped up and served whenever the need arose.

Air Force retirees – all 685,000 of you – are a critical part of that family fabric too.

Our retirees’ histories and service are impressive. Your work and contributions are worthy of praise and your continued contributions are vital to the missions and excellence that define our Air Force. We are duty bound to recognize and celebrate your service just as we praise contributions from your families, both immediate and extended.

Simply put, Air Force retirees are key players that keep the Air Force of today ready and primed for any mission, anytime, anywhere. Your experiences, the stories you share, and your volunteer work have long been a powerful “secret weapon” that helps us recruit and retain Airmen. You help us remember and use “best practices” and you set an example for all of us to follow.

I see it everywhere I go and almost every day.

Visit almost any Air Force installation and you can find retired



Air Force Chief of Staff Gen. Charles Q. Brown Jr. (Courtesy photo)

Airmen stepping up to make our Air Force better. You’re serving as volunteers at our Retiree Activities Offices, Clinics, and other facilities lending a hand where you can. You’re serving as mentors to currently serving Airmen by offering guidance, sharing lessons learned, and just sharing “war stories” that give us a glimpse of the past.

As Air Force retirees, you are powerful ambassadors outside the gate.

You may not be wearing the uniform or live near a military installation, but you still represent our Air Force in communities

See **RETIREES** on Page 3

www.retirees.af.mil

Fraud alert:

Protection bureau offers tips for avoiding VA home loan scams

By Patrick Brick, Carolyn Hahn and Alberto Planas
Consumer Financial Protection Bureau

WASHINGTON – People with VA home loans have been receiving fraudulent calls and mailers from companies who claim to be affiliated with the government, the Department of Veterans Affairs, or your home-loan servicer.

These calls or mailers often try to sway you to refinance your home, agree to a loan modification, or pay your loan via purchased money orders. They may also try to convince you that your home is facing foreclosure.

Be wary of any individual or lender that contacts you and:

- Asks you to pay fees upfront before receiving any services
- Tells you to cancel your mortgage payment and resend the funds elsewhere
- Asks you to make your mortgage payment via money order or gift cards
- Tells you to make mortgage payments to someone other than your loan servicer

- Asks you to stop making mortgage payments altogether
- Represents that they're calling on behalf of the VA or another agency of the U.S. government
- Guarantees to get you a loan modification or stop the foreclosure process
- Asks you to sign over the title to your property
- Pressures you to sign papers you haven't had a chance to read thoroughly or that you don't understand
- Or other unusual offers or requests

Never give out personal information to a lender or servicer who contacts you out of the blue. Scammers can spoof phone numbers, so you can't rely on caller identification. If you're unsure, it's always safer to hang up and call your loan servicer directly at the number on your mortgage statement.

If you are a victim of or spot a scam, you should first file a complaint with your state attorney general's office. You should also report it to the

Federal Trade Commission at [ftc.gov/complaint](https://www.ftc.gov/complaint).

In response to concerns raised by VA officials about potentially unlawful advertising in the mortgage lending market, the bureau recently conducted a sweep of investigations of multiple mortgage companies that used deceptive mailers to advertise VA-guaranteed mortgages. More than \$4.4 million was obtained in civil money penalties as a result of this sweep. These investigations reflect a commitment to enforcing the laws to ensure the financial marketplace is fair and consumers are protected from deceptive practices, including service members, veterans and surviving spouses whom VA-guaranteed mortgages are designed to benefit.

If you can't pay your mortgage or are worried about missing a mortgage payment, you have options. Use our [checklist](#) for more information on how to avoid foreclosure.

You can also visit the [VA website](#) or call a VA Regional Loan Center at 1-877-872-3702 for more information. (Courtesy of the CFPB)

Afterburner

News for Department of the Air Force Retired Personnel

The *Afterburner* is authorized by Department of the Air Force Instruction 36-3106. When funding permits, it is printed and mailed twice a year by the Air Force Personnel Center Retiree Services Office.

Distribution: Airmen and Guardians receiving Department of the Air Force retired pay; unmarried surviving spouses of retirees (automatically if they are entitled to an annuity under Survivor Benefit Plan and/or the Retired Serviceman's Family Protection Plan, or the Reserve Component Survivor Benefit Plan); unmarried non-annuitant surviving spouses of deceased Department of the Air Force members who were receiving retired pay may receive the *Afterburner* by requesting it from the address below. The hard-copy *Afterburner* is not sent to former spouses nor to retirees of other services, or to retirees and survivors overseas. Additional copies are not available. The *Afterburner* address is:

AFPC/DPFPP
550 C Street West
JBSA Randolph TX 78150-4713

Email address for opting out of receiving the hard copy is afpc.retiree@us.af.mil and the phone number is (210) 565-2126. The *Afterburner* is available on the Internet at www.retirees.af.mil. PLEASE DO NOT SEND CHANGE-OF-ADDRESS NOTIFICATIONS TO THE AFTERBURNER. Distribution is based on the address on file with the Defense Finance and Accounting Service when creating mailing labels. Contact DFAS at 800-321-1080, or make changes using myPay online.

Some expired IDs valid through Jan. 22

Retiree and certain family member identification cards that expired between Jan. 1, 2020, and July 31, 2021, will remain valid until Jan. 21, 2022, according to the Defense Human Resources Activity.

For a listing of ID card issuing sites and appointment information, visit the ID card office online at <https://idco.dmdc.osd.mil/idco/#/>.

Air Force debuts new records correction website

by Tech. Sgt. Areca T. Wilson
Secretary of the Air Force Public Affairs

ARLINGTON, Va. -- The Department of the Air Force debuted a new website for past and present Airmen and Guardians to correct their military records, April 5.

Members, and those submitting on their behalf, can submit applications and supporting documents to four boards: The Air Force Board for Correction of Military Records, Air Force Discharge Review Board, Department of Defense Discharge Appeal Review Board and Department of Defense Physical Disability Board of Review.

"Across the Air Force, our workload kept increasing with more and more applications for records corrections, but without a corresponding increase in manpower," said Clifford Tompkins, Air Force Review Boards Agency mission support director. "We had to become more efficient and one area identified was the amount of physical time that it took to handle hard-copy mail, so the idea of having an electronic way that people can apply, made sense."

The Air Force Review Boards Agency has worked on the new website since last year to improve efficiency for record corrections. To make the portal accessible to both current and former service members, the website does not require a Common Access Card. Instead, a unique e-

application number will be provided to track each case.

Despite the launch of the website, people can still submit applications via mail; however, processing times may be slower. People can use their unique e-application number to check the status of their application, whether it was submitted online or via mail.

"In the application portal, we designed a decision tree that guides members through the process of figuring out which board they should apply to and determine their eligibility to apply based on their service and the issue they're trying to get corrected for the records," Tompkins explained.

Additionally, the website will serve as a single source of information on other boards:

- Air Force Civilian Appellate Review Office
- Air Force Personnel Board
- Civilian and Military Service Review Board
- Secretary of the Air Force Personnel Council
- Secretary of the Air Force Remission Board
- Security Protection Directorate

"Our intent is to provide updated and unified information through this single site, describing all of our boards, their requirements, eligibility and the methods for applying to those boards," Tompkins said.

Visit the records correction website at <https://Afrba-portal.cce.af.mil>. (Courtesy of Air Force News Service)

RETIREES Continued from Page 1

worldwide. Whether that means speaking at local schools, supporting your communities or just being good neighbors, as retirees you are constantly telling the Air Force story through your words and actions. And how we treat our retirees is a

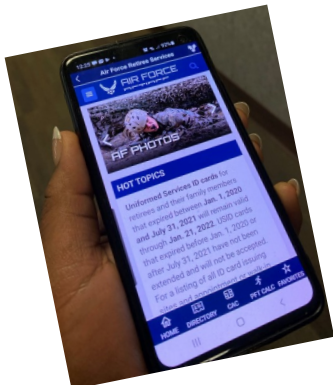
reflection of how the Air Force will treat our nation's sons and daughters.

In short, retirees are the "connective tissue" that binds our Air Force family of yesteryear to the force of today and the one building for tomorrow. Our Air Force retirees provide continuity and knowledge,

experience and authenticity. All of that is needed for us to succeed going forward.

We are indebted to you.

Our retirees deserve our support and respect as valued members of the Air Force family. To all our Air Force retirees no matter where you are, I thank you and salute you.



Stay connected with AF Connect!

The Air Force Retiree Services and Airman & Family Readiness Operations Division websites are now featured sites on AF Connect, the Air Force's Total Force mobile app. On the AF Connect main page, just click on "Featured Sites" and you will find listings for Air Force Retiree Services and Airman & Family Readiness. You can still find both websites on the Air Force Personnel Center section of AF Connect by clicking on the "Family" and "AF Retirees" icons. The AF Connect app is available for both iPhones and Androids.

www.retirees.af.mil

Retirees answer the call for help again in 2021!

by Bill D'Avanzo
Department of the Air Force fundraising chief

The annual Spring Air Force Assistance Fund Campaign has come to a close, and once again, Air Force retirees continued supporting the four official charities.

This year, you donated over \$69,700 as of mid-July -- a 20.9% increase over the *entire year's* donations in 2020!

These four charities of the Air Force Assistance Fund have been ready to assist Airmen — and now Guardians — and their families since their inception. Today, the need remains a stark reality as the economic recovery from the pandemic shut-downs has yet to overcome the marked increase in the consumer price index.

Thank you. These great charities are only able to do what they do because you gave in the past, and you passed on that tradition to those who followed in your footsteps.

The Air Force Enlisted Village assists widows and widowers of enlisted Air Force retirees. In the past year, they provided over \$500,000 in financial assistance for housing and medical support services for eligible Bob Hope Village and Hawthorn House residents. A monthly gift of \$20 provides bus transportation for an entire year for a resident to get to medical appointments, the Exchange, commissary, and to attend entertainment outings! A monthly gift of \$100 provides three to four hours of direct care monthly for one memory support resident.

The General & Mrs. Curtis E. LeMay Foundation provides surviving spouses of officer and enlisted Air Force retirees with grants of financial support. During COVID, these surviving family members received two one-time relief grants to assist with home deliveries so our spouses would stay safe at home. Monthly grants are provided to help with many types of expenses such as utility bills, rent/mortgage delinquencies, or food. Your contributions also supply funding for dental work, minor home repairs, car repairs, medical and prescription needs.

The Air Force Villages Charitable Foundation ensures widowed spouses of retired Air Force officers receive critical care and housing, thanks to your gifts. Over 70% of those receiving assistance reside in skilled nursing or memory care facilities -- truly in the most vulnerable phase of their lives. Increased longevity and health care costs have created a crisis for many seniors, but your assistance guarantees these widows and widowers always have a home at Blue Skies of Texas, formerly Air Force Village. From \$25 for prescription co-pays to \$200 for monthly home health service to over \$3,500+ for all-inclusive memory care, your donations help take care of our Air Force family.

In fiscal 2020, AFAS provided direct assistance to over 26,000 Airmen, Guardians, and their families. This includes helping 59

wounded warriors who received more than \$73,000 in assistance -- 97% in the form of grants! Every year, the society provides on average \$15-16 million in support for Air Force and Space Force families. That's only possible because you make it possible. All of your donation is used to help military families.

If you haven't yet had the opportunity to give but so desire, you can give anytime online now at <https://www.afassistancefund.org>. Just click the "DONATE NOW!!" button at the top right of the page. You can also text **AFAF** to 50155 using your smart phone. By either means, a one-time donation as well as recurring (monthly) donations can be made by either credit/debit card or by e-check (draw from checking). We know many of you have asked in the past to be able to give on a continual basis without having to renew the Payroll Deduction Plan each year. That capability is available now with e-Giving using your credit card, debit card or authorizing auto-draft from checking (e-check).

If you authorize monthly recurring e-giving, it's *highly recommended* that you set up an account by clicking the "Sign In" link just below the "E-Giving" heading. In the box that pops up, you can log in with Facebook, Google, Apple, or if you've already established an account, you can enter your username/password; otherwise, click the "Create an Account" link. This will give you the autonomy to manage your monthly gifts without requiring assistance.

You can still give by check, money order, cashier's check, or through payroll deduction plan from your retired pay.

Do not send cash in the mail.

Thank you once again for your continued support of the annual AFAF campaign, and our fellow Airmen, Guardians, and their families. *Retired, but still Active!*

AFAS has new CEO, more needs categories

Retired Chief Master Sgt. Kaleth Wright, the 18th CMSAF, is the Air Force Aid Society's newest CEO. With this change comes implementation of new and innovative ways to help all Airmen/Guardians, including retirees, from adding additional categories of need to using digital disbursement of approved funds into bank accounts. To learn more, visit <http://www.afas.org> or contact the nearest Airman and Family Readiness Center.

AIR FORCE ASSISTANCE FUND This form is subject to the Privacy Act of 1974			Contributions deductible for federal income tax purposes as itemized deduction. Contributors receive no goods or services.		
Name (last, first, middle initial)		Rank/RET Rank	SSN (Payroll Deduction Only)		LOCAL CONTROL NBR:
Organization and E-mail Address		Check Box or Circle Below: AD RET ANG RES CIV (No PDP) Fundraiser/Outside Org <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
IF CASH, COMPLETE SECTION A IF PDP, COMPLETE SECTION B ONLINE E-GIVING, SECTION C		B. PAYROLL DEDUCTION PLAN		Allotment	Months
A. CASH/CHECK		(The minimum allotment to any affiliate is \$1 per month).		Total	
Air Force Villages Charitable Foundation (AFVCF)		Air Force Villages Charitable Foundation (AFVCF) T595130 (Class C: 708)		X	=
Air Force Aid Society (AFAS)		Air Force Aid Society (AFAS) T598092 (Class C: 707)		X	=
Air Force Enlisted Village (AFEV)		Air Force Enlisted Village (AFEV) T560898 (Class C: 705)		X	=
The General and Mrs Curtis E. LeMay Foundation (LeMay)		The Gen and Mrs Curtis E LeMay Foundation (LeMay) T000270 (Class C: 704)		X	=
Undesignated					
TOTAL GIFT		SIGNATURE/DATE _____		TOTAL PDP	
C. ON-LINE E-GIVING		Please Read : I hereby authorize deductions from my monthly pay (not to exceed 12 months) beginning with effective date and in the amount shown for the period indicated. I understand this allotment authorization must remain in effect for a minimum of 3 months.			
		FOR AFO USE ONLY NON-DISCRETIONARY CLASS "F" ALLOTMENT FOR AFAF CONTRIBUTION EFFECTIVE DATE: 1 JUNE			
		KEYWORKER SIGNATURE/DATE _____			
<p>Note: Section C is no longer used to document donations made online. Please visit https://www.afassistancefund.org to give via credit card, debit card, e-Check (checking account authorization), etc.</p>					
VOLUNTARY INFORMATION RELEASE AUTHORIZATION: Let us thank you, and update you on what your donation is accomplishing! Information you voluntarily enter here will be released, along with your name and amount given to the Charity(ies) to which you made a pledge. <i>Please do not enter your work e-mail address.</i>					
Home Mailing Address _____					
Personal E-mail Address _____			Release of information authorization (Signature) _____		
AUTHORITY: 5 U.S.C. 301, Departmental Regulations; 37 U.S.C.; and E.O. 9397 (SSN) PURPOSE: To document and account for military pay and allowance disbursements and collections. ROUTINE USES: May specifically be disclosed outside the DoD as routine use pursuant to 5 U.S.C. 552a(b)(3), to the Treasury Department, Internal Revenue Service, military relief societies, and the Blanket Routine Uses. DISCLOSURE: VOLUNTARY. Not providing SSN may result in delaying or the inability to process your allotment. SORN(S): T7340, Defense Joint Military Pay System-Active Component					
AF FORM 2561-Retiree, 20210624		PREVIOUS EDITIONS ARE OBSOLETE		Print four copies (AFO, IPO, Key Worker, Donor)	

Mail completed forms/checks to: Air Force Assistance Fund, AFPC/DP3SA, 550 C Street West, JBSA-Randolph TX 78150 (Please do not send forms, cash or checks to the Afterburner office.)

VA offers airborne hazards, burn pit registry

FALLS CHURCH, Va. -- Department of Veterans Affairs officials developed the [Airborne Hazards and Open Burn Pit Registry](#) to help service members and veterans document potential exposure to airborne hazards while serving overseas.

The registry is a secure database of health information voluntarily provided by service members and veterans that helps VA collect, analyze, and report on health conditions that may be related to environmental exposures experienced during deployment.

As part of the registry, service members and veterans can participate in an optional medical exam to discuss their health with a

care provider. Participation in the registry will not affect access to health care or benefits, and it is not related to the VA disability compensation claims process.

"In addition to encouraging eligible service members and veterans to register, we are working across the Military Health System and in collaboration with VA to make it easier for health care providers to access patients' environmental exposure data and assess their health concerns," said Steve Jones, Force Readiness and Health Assurance Policy director and a retired Army environmental science and engineering officer. "Through all these efforts, we'll continue to collect critical data and gain a better

understanding of how airborne hazards impact our troops' short- and long-term health."

Eligibility

VA staff determine eligibility for the registry based on deployment information from the Department of Defense. Service members and veterans who deployed to the Southwest Asia theater of operations on or after Aug. 2, 1990, or in Afghanistan or Djibouti on or after Sept. 11, 2001, may be eligible to sign up for the Airborne Hazards and Open Burn Pit Registry.

These regions include the following countries, bodies of water and the airspace above these locations: Afghanistan; Bahrain; Djibouti; Gulf of Aden; Gulf of Oman; Iraq; Kuwait; Oman; Qatar; Saudi Arabia; United Arab Emirates; and waters of the Arabian Sea, Persian Gulf, and Red Sea.

Disability claims processing begins for some particulate matter conditions

WASHINGTON -- The Department of Veterans Affairs began processing disability claims Aug. 2 for asthma, rhinitis and sinusitis on a presumptive basis based on presumed particulate matter exposures during military service in Southwest Asia and certain other areas if these conditions manifested within 10 years of a qualifying period of military service.

VA conducted the first iteration of a newly formed internal process to review scientific evidence to support rulemaking, resulting in the recommendation to consider creation of new presumptions of service connection for respiratory conditions based on its evaluation of a National Academies of Science, Engineering and Medicine report and other evidence.

The process concluded that particulate matter pollution is associated with chronic asthma, rhinitis and sinusitis for veterans who served in the Southwest Asia theater of operations beginning Aug. 2, 1990 to the present, or Afghanistan, Uzbekistan, Syria or Djibouti beginning Sept. 19, 2001 to the present. VA's review also concluded that there was sufficient evidence to presume that these veterans have been exposed to particulate matter.

VA will conduct outreach to impacted veterans and survivors to inform them about their eligibility and will provide information on how to apply. Veterans and survivors who believe they may be eligible for the newly established presumptive conditions are encouraged to apply. They should file a VA Form 21-526EZ if applying for the first time or a VA Form 20-0995 if they are reapplying for these conditions. For more information on the new presumptive conditions, visit the [Airborne Hazards and Burn Pit Exposures - Public Health website](#).

To apply for benefits, veterans and survivors may visit VA.gov or call toll-free at 800-698-2411. (Courtesy of VA News)

How to participate

1. Obtain a Premium DS Logon Level 2 account. To obtain or upgrade a DS Logon account, visit the [DMDC Identity Management website](#). Visit the DS Logon Frequently Asked Questions for assistance.
2. Go to the registry website and use your DS Logon to access the registry. Once logged in, verify and/or edit eligible deployment history.
3. Complete and submit the online questionnaire, then save and print your completed questionnaire for your records.
4. If interested, schedule an in-person medical exam to discuss your health with a doctor.

Assistance

For assistance or questions, call the registry help desk at 877-470-5947, 8 a.m. to 8 p.m. ET. (Courtesy of the Military Health System)

Foreign government work requires approval

Military retirees seeking any civil employment with a foreign government agency -- or any instrumentality of a foreign government agency -- must apply for permission in advance or risk losing their military retirement pay.

For retired Airmen and Guardians, the Secretary of the Air Force and Secretary of State serve as approval authorities for requests. The Air Force's Personnel Center's Airman & Family Readiness Operations Division functions as the administrative manager for the Foreign Government Employment program.

Legally, there are certain

situations in which an employee receives compensation where the payment is indirectly received from a foreign state. Examples include consulting and legal services, as well as payments from domestic professional corporations. Before accepting employment, retirees should contact an ethics attorney at their local base legal office to discuss the implications.

Pre-approval is required whether or not compensation is received.

If retired Airmen/Guardians start working for a foreign government without pre-employment approval, they risk having to repay some or all of their retirement pay.

Air Force Instruction 36-2913, Request for Approval of Foreign Government Employment of Air Force Members, outlines the rules and necessary paperwork and application instructions. The application package includes the Foreign Government Employment Memo, Foreign Government Employment Questionnaire, and a Standard Form 312, Nondisclosure Agreement. These documents can be found on the Air Force Retiree Services website's [Foreign Government Employment page](#).

Mail application packages to AFPC/DPFFF, 550 C Street W, JBSA-Randolph TX 78150.

6 in 10 retirees have incorrect information in DEERS

When TRICARE officials tried reaching a group of retirees with critical information recently, more than 6 out of 10 had incorrect information in DEERS.

To maintain medical benefits and receive crucial health care and benefit communications, retirees and surviving spouses must maintain accurate information in the Defense Enrollment Eligibility Reporting System.

Beneficiaries need to update their information in DEERS so that health care teams can contact people with critical healthcare and appointment information; vital authorizations; claims; and enrollment information.

Retirees and surviving spouses enrolled in any TRICARE plan need to update DEERS as soon as possible anytime they move, change contact information, or experience a qualifying life event such as:

- Change in sponsor's status
- Having a baby or adopting

- There is a change in a student's full-time enrollment status
- Becoming eligible for Medicare
- Death of sponsor or family member
- Marriage or divorce

For a more extensive list of qualifying events, visit the TRICARE website.

Besides notifying DEERS, beneficiaries should also notify their regional contractor.

To learn how to update DEERS, visit <https://www.TRICARE.mil/DEERS>; call 800-538-9552 (TTY/TDD: 1-866-363-2883); fax updates to 800-336-4416 (primary) or 502-335-9980 (alternate); or mail updates to Defense Manpower Data Center Support Office, Attn: COA, 400 Gigling Road, Seaside, CA 93955-6771. (Courtesy of Defense Health Agency)

New procedures for incapacitated child redeterminations

As of last March, retirees must now visit or call an [ID card issuing office](#) to answer the three financial dependency redetermination questions on behalf of their permanently incapacitated child for the DEERS program.

Department of Defense budgetary and technical services required the self-service option to

stop; however, DOD officials are reviewing the option of resuming self-service in the future.

The questions will not appear in the system unless all required data fields are filled in with corresponding documentation affirming the child is permanently incapacitated. For example, an approved medical provider statement attesting to

child's permanent incapacitation, and an approved financial dependency determination, also known as a Secondary Dependency Compensation approval. Air Force financial approvals are verified by the Defense Finance and Accounting Service in Indianapolis.

For forms and more information, visit the [DFAS website](#).

Junior ROTC seeks retirees for instructor duty

by Col. Johnny R. McGonigal
Air Force Junior ROTC director

Following a successful military career, you may be missing the lifestyle of team work, discipline, dedication, hard work, and the experience of living our Air Force core values. If so, Air Force Junior ROTC needs you.

The mission of Air Force Junior ROTC is to "develop citizens of character dedicated to serving their nation and community."

Air Force Junior ROTC is not an accessions program, and cadets are never under any obligation to join the military. Air Force Junior ROTC is a Title 10 US Code-mandated citizenship training program that is designed to educate and train high school cadets in citizenship, promote community service, instill personal responsibility, character, and self-discipline. The program achieves this through classroom education in air and space fundamentals and hands on learning opportunities in a number of fun and challenging extra-curricular activities.

The Air Force Junior ROTC program is grounded in the Air Force core values of "integrity first, service before self, and excellence in all we do." It has more than 860 Air Force Junior ROTC units in high schools worldwide. There are more than 120,000 high school cadets in the program and more than 1,800 retired USAF instructors who lead, mentor, guide, and teach cadets in high schools in the United States and around the world.

Air Force Junior ROTC enjoys overwhelming school administration and community support because of the huge positive impact on cadets, schools, communities, and our nation. In communities that have no military bases within many miles, the cadets and instructors of Air Force Junior ROTC are truly "the face of the U.S. Air Force across the U.S. and around the world."

If you want to continue to serve and make positive impacts in the lives of our nation's high school students, then consider applying to be an AFJROTC instructor. We are



always seeking highly motivated retirees (majors through colonels and technical sergeants through chief master sergeants with a four-year degree) who have a passion for mentoring youth. We have vacancies across the nation and overseas for both officers and enlisted.

If you are interested or want more information about the program, visit our [website](#).

Afterburner office does not maintain addresses

Please **DO NOT** send your U.S. Postal Service change-of-address announcements to the *Afterburner* office as the editor does not have the ability to make official address changes.

Mailing labels used to send out the *Afterburner* are based on addresses already on file with the Defense Finance and Accounting Service. Any change announcements sent to the *Afterburner* cannot be processed or forwarded, and are shredded.

Retirees must change their address by calling 800-321-1080. (Do not mention the *Afterburner* or you may be referred elsewhere.) If you have a [myPay](#) account you can make the change online. You can fax your change to 800-469-6559, or send it to: DFAS, US Military Retirement Pay, 8899 E 56th Street, Indianapolis IN 46249-1200.

Air Force Survivor Benefit Plan annuitants must call DFAS at the number above, or use their online [myPay](#) account. The fax number for annuitants is 800-982-8459 or mail the change to: DFAS, US Military Annuitant Pay, 8899 E 56th Street, Indianapolis IN 46249-1300.



DFAS announces status notification system

CLEVELAND – Defense Finance and Accounting Service officials recently announced an improvement for retirees and Survivor Benefit Plan annuitants.

DFAS is rolling out the use of status notifications to keep customers in the loop as forms or documents they submit move through the retired pay or annuitant pay processing cycles.

Status notifications are a three-step process that updates customers when DFAS receives forms or documents for processing by mail or fax, or in some specific cases, through AskDFAS. Customers will receive separate status notifications when their form or document is:

1. Received and queued in the DFAS work system
2. Assigned to be worked
3. Completed, with either a notification that processing is complete or a notification that DFAS is sending a request for additional information.

To be eligible to receive status notifications, customers should ensure their email address is available and updated in myPay. To add or ensure an email address is up-to-date, visit myPay.

The first rollout of status notifications involved submissions related to the Survivor Benefit Plan, including the DD 2656-6 for SBP changes and the DD 2656-7 SBP annuity startup form, as well as school certifications, the direct deposit form-SF 1199, and change of address requests. These were followed by requests related to federal tax changes (for retirees or annuitants), state tax changes (for retirees) and the designation of beneficiary for arrears of pay. Status notifications for additional categories of requests will be added throughout the coming year.

Watch for more information on status notifications and other improvements from DFAS on the DFAS retired & annuitant pay website. (Courtesy of DFAS)

VA produces informational welcome kit for veterans

by Mike Galloucis
VA Benefit Experience Directorate

WASHINGTON -- Veterans oftentimes receive information about the Department of Veterans Affairs in a fragmented way. This can create confusion and a disjointed experience for veterans and their families as they attempt to understand and access VA's many different services and benefits.

VA officials have produced the VA Welcome Kit to specifically address this challenge.

Since assuming his current duties in February, Secretary of Veterans Affairs Denis R. McDonough has added customer experience principles to VA's longstanding "I CARE" (integrity, commitment, advocacy, respect and excellence) core values.

In support of the Secretary's intent, the VA's Veterans Experience Office under the direction of Chief Experience Officer John W. Boerstler, produces the VA Welcome Kit each year and distributes it in conjunction with Veterans Day. The product is specifically designed to make it easier for U.S. service



members, veterans, family members, caregivers and survivors to understand the many different benefits and services offered by VA.

"Veterans remain at the center of every decision we make. It is the responsibility of every [VA] employee to deliver exceptional outcomes and experiences," said McDonough. "Our individual and organizational commitment to delivering exceptional experiences in our service delivery continues."

The VA Welcome Kit provides pertinent information and helps overcome the natural apprehension most people experience when interacting with a large, complex organization like VA for the first time. It is written in an easy-to-understand and concise manner and includes information on popular VA benefits, including applying for VA health care, a disability rating, education benefits, etc. The welcome kit highlights key benefits and services available that can positively impact quality of life, and explains how and where to go to access those benefits and services.

The VA Welcome Kit also includes handy one-page (front and back) Quick Start Guides focused on specific topics of interest to people that has been validated through empirical and anecdotal field research. The welcome kit is regularly updated online as new information becomes available.

The kit can be downloaded and printed directly from the [website](#). A YouTube video on the welcome kit can be viewed at <https://youtu.be/DZvITWcWutE>.

Department of the Air Force Retiree Activities Offices

Department of the Air Force Retiree Activities Offices are made up of retired volunteers from all services, including surviving spouses. Their charter is to coordinate, establish and staff an office on an active-duty, Reserve or Guard base through command channels that helps retirees and surviving spouses with myriad actions.

These actions include: serving as an information center for TRICARE, base services, etc.; offering referrals for financial assistance and pay matters; counseling active-duty Airmen/Guardians nearing retirement; and

providing guidance on retirement issues.

Another major activity involves working with base agencies to set up Retiree Appreciation Day events offering briefings by different agencies on respective services, tax preparation and advice (at selected locations); staff judge advocate assistance, base tours, Defense Finance and Accounting Service, etc.

Not all states or countries have an established DAF RAO. The phone numbers and email addresses of RAOs Department of the Air Force-wide are listed below.

Alabama - Area IX
MAXWELL
Phone: 334-953-6725
Email: retiree.affairs@us.af.mil

Alaska - Area XIV
JOINT BASE ELEMENDORF-
RICHARDSON
Phone: 907-384-3500
Email: usaf.jberrso@mail.mil

Arizona - Area III
DAVIS-MONTHAN
Phone: 520-228-5100
Email: keith.connolly@us.af.mil

LUKE
Phone: 623-856-3923
Email: 56fw.rao@us.af.mil

Arkansas - Area VII
LITTLE ROCK
Phone: 501-987-6095
Toll Free: 877-815-3111
Email: henry.ward.2@us.af.mil

California - Area II
BEALE
Phone: 530-634-3000
Email: bealerao@gmail.com

EDWARDS
Phone: 661-277-4931
Email: 412tw.rao@us.af.mil

LOS ANGELES
Phone: 310-653-5144
Email: rao.laafb@gmail.com

MARCH
Phone: 951-655-4077
Email: albert.bailey.4@us.af.mil

MCCLELLAN
Phone: 916-640-8446
Email: raomcclellan@yahoo.com

TRAVIS
Phone: 707-424-3904
Email: raotravis@yahoo.com

VANDENBERG
Phone: 805-606-5474
Email: vandenbergrao@us.af.mil

Colorado - Area IV
BUCKLEY
Phone: 720-847-6693
Email: 460sw.rao.org@spaceforce.mil

PETERSON
Phone: 719-556-7153

Email: raopeterson@us.af.mil

USAF ACADEMY
Phone: 719-333-7877
Email: raopeterson@us.af.mil

Delaware - Area XII
DOVER
Phone: 302-677-4612
Email: dover.rao@us.af.mil

District of Columbia - Area XII
BOLLING
Phone: 202-767-5244
Email: rao.jbab@us.af.mil

Florida - Area X
CENTRAL FLORIDA
Phone: 352-430-1679
Email: rw.edmayfield@gmail.com

EGLIN
Phone: 850-882-5916
Email: eglin.rao@us.af.mil

HOMESTEAD
Phone: 786-415-7580
Email: rao.homestead@us.af.mil

HURLBURT FIELD
Phone: 850-884-5443
Email: 1sofss.rao@us.af.mil

MACDILL
Phone: 813-828-0248
Email: rao.macdill@us.af.mil

PATRICK
Phone: 321-494-5464
Email: psfbvolunteers@gmail.com

Georgia - Area XI
MOODY
Phone: 229-257-3209
Email: moodyrao@us.af.mil

ROBINS
Phone: 478-327-8028
Email: robins.rao@us.af.mil

Hawaii - Area XIV
JB PEARL HARBOR-HICKAM
Phone: 808-474-0032
Email: mfschawaii@navy.mil

Idaho - Area I
MOUNTAIN HOME
Phone: 208-828-8037
Email: carl.w.olsen.vol@mail.mil

Illinois - Area VIII
ARLINGTON HEIGHTS

Phone: 719-366-2091
Email: usrao2@gmail.com

RANTOUL
Phone: 217-893-1723
Email: geneandjune@aol.com

SCOTT
Phone: 618-256-5092
Email: scottrao@us.af.mil

Indiana - Area VIII
FORT WAYNE
Phone: 260-478-3780
Email: 122retireeoffice@gmail.com

Kansas - Area VII
MCCONNELL
Phone: 316-759-3829/4411
Email: 22.arw.cvr.na@us.af.mil

Louisiana - Area IX
BARKSDALE
Phone: 318-456-5976
Email: retiree.office@us.af.mil

Maryland - Area XII
JOINT BASE ANDREWS
Phone: 301-981-2726
Email: ssato3@verizon.net

Massachusetts - Area XIII
HANSCOM
Phone: 781-225-1310
Email: dean.mottard@us.af.mil

OTIS
Phone: 508-968-4175
Email: 102iw.rao@ang.af.mil

WESTOVER
Phone: 413-557-3918/3424
Email: walter.southard@us.af.mil

Michigan - Area VIII
SELFRIDGE AIR NATIONAL GUARD
BASE
Phone: 586-239-5580
Email: selfrao@yahoo.com

Minnesota - Area V
MINNEAPOLIS-ST PAUL ARS
Phone: 612-713-1517
Email: msp934rao@yahoo.com

Mississippi - Area IX
COLUMBUS
Phone: 662-434-3120
Email: 14ftw.rao.columbus@us.af.mil

KEESLER
Phone: 228-376-8110
Email: rao.keesler@us.af.mil

Missouri - Area VII
JEFFERSON BARRACKS NGB SRAO
Phone: 314-527-8212
Email: 157.aog.retirees.office@us.af.mil

O'FALLON
Phone: 636-379-5577
Email: veteransaffairs@ofallon.mo.us

WHITEMAN
Phone: 660-687-6457
Toll free: 800-303-5608
Email: 509.bw.retiree.affairs.office@us.af.mil

Montana - Area I
MALMSTROM
Phone: 406-731-2911
Email: curtis.hunt.4@us.af.mil

Nebraska - Area V
OFFUTT
Phone: 402-294-2590
Email: 55msg.cvr@us.af.mil

Nevada - Area IV
NELLIS
Phone: 702-652-6339
Email: 99abw.nellis.rao@us.af.mil

New Jersey - Area XIII
JOINT BASE MCGUIRE-DIX-
LAKEHURST
Phone: 609-754-2459
Email: mcgrao@us.af.mil

New Mexico - Area III
KIRTLAND
Phone: 505-846-1536
Email: sally.uebelacker@us.af.mil

New York - Area XIII
NIAGARA FALLS ARS
Phone: 716-236-2389
Email: jtreele117@hotmail.com

North Carolina - Area XI
POPE FIELD
Phone: 910-394-1950
Email: popeaafrao@gmail.com

North Dakota - Area V
MINOT
Phone: 701-723-3440
Email: 5bw/rao@us.af.mil

Ohio - Area VIII
YOUNGSTOWN ARS
Phone: 330-609-1611/1196
Email: rao.youngstown.ohio@gmail.com
WRIGHT-PATTERSON
Phone: 937-257-3221

Email: paul.moore.21@us.af.mil

Oklahoma - Area VII
ALTUS
Phone: 580-481-6831
Email: stevefrancis988@gmail.com

TINKER
Phone: 405-739-2795
Email: 72abw.cvr@us.af.mil

VANCE
Phone: 580-213-7859
Email: 71ftw.cvr.retireeactivitiesoffice@us.af.mil

Pennsylvania - Area XIII
DLA TROOP SUPPORT-
PHILADELPHIA
Phone: 215-737-7300
Email: raotpspt@dla.mil

PITTSBURGH ARS
Phone: 412-474-8816
Email: earl.marsh@us.af.mil

HORSHAM AGS
Phone: 215-323-7135
Email: jenny.pappas.2@mail.mil

WYOMING, PA
Phone: 570-288-1947 Ext. 220
Email: raysmith1313@frontier.com

Puerto Rico - Area X
MUNIZ ANGB
Phone: 787-253-5100, Ext. 253-9125
Email: rao.puerto.rico@gmail.com

South Carolina - Area XI
CHARLESTON
Phone: 843-963-2228
Email: rao.628abw.cvr@us.af.mil

SHAW
Phone: 803-895-1098/8421
Email: 20fw.rao.retireeactivities@us.af.mil

South Dakota - Area V
ELLSWORTH
Phone: 605-385-3600
Email: 28bwr@us.af.mil

Tennessee - Area IX
ARNOLD
Phone: 931-454-4574
Email: patrick.long.9@us.af.mil

Texas - Area VI
DYESS
Phone: 325-696-4980
Email: 7bw.rao.dyess@us.af.mil

GOODFELLOW
Phone: 325-654-3708
Email: 17trw.cvr.retireesactivity@us.af.mil

LACKLAND
Phone: 210-671-9182
Email: 802fss.raoassistance@us.af.mil

LUBBOCK
Phone: 806-749-3728
Email: Lubbock.rao@us.af.mil

RANDOLPH
Phone: 210-652-6880
Email: rao.randolph@us.af.mil

SHEPPARD
Phone: 940-676-2654/5088
Email: sheppard.rao@us.af.mil

Utah - Area IV
HILL
Phone: 801-777-2307
Email: 75abw.rao.retireeoffice@us.af.mil

Virginia - Area XI
LANGLEY
Phone: 757-764-7386
Email: langley.rao@us.af.mil

Washington - Area I
FAIRCHILD
Phone: 509-247-5359
Email: rao.fairchild@us.af.mil

JOINT BASE LEWIS-MCCHORD
Phone: 253-982-3214
Email: retaffairs@us.af.mil

Wisconsin - Area V
MILWAUKEE
Phone: 414-944-8212

TRUAX FIELD
Phone: 608-242-3115
Toll Free: 800-335-5147 Ext 3115
Email: widma.retiree@wisconsin.gov

Wyoming - Area IV
FE WARREN
Temporarily Inactive

Pacific Region - Area XIV

Guam
ANDERSEN - Temporarily Inactive

HAWAII
JOINT BASE PEARL HARBOR-
HICKAM
Phone: 808-474-0032
Email: mfschawaii@navy.mil

Thailand
BANGKOK
Phone: 66-2-287-1036 Ext 166
Email: raothailand@jusmagthai.org

Japan
MISAWA
Phone: 011-81-176-77-4428
Email: misawa.rao@us.af.mil

YOKOTA
Phone: 011-81-3117-55-8324
Email: yokota.rao@us.af.mil

South Korea
OSAN
Phone: 011-82-31-663-0319
Email: amberine.rice@us.af.mil

Philippines
CLARK AB REGION
Phone: 011-63-45-625-5522/888-2748
Email: rao_cabr@mozcom.com

NORTHERN MARIANA ISLANDS
SAIPAN RAO
Phone: 670-285-7383
Email: PeterC11@yahoo.com

European Region - Area XV
England
ROYAL AIR FORCE ALCONBURY

Phones: 011-44-1480-84-3364
Email: 423fss.rao@us.af.mil

ROYAL AIR FORCE CROUGHTON
Phone: 011-44-1820-70-8182
Email: rao-02@us.af.mil

ROYAL AIR FORCE MILDENHALL/
LAKENHEATH
Phone: 011-44-1638-54-2039
Email: rao1@us.af.mil

Germany
RAMSTEIN/KAISERSLAUTERN
MILITARY COMMUNITY
Phone: 011-49-6371-47-5486
Email: 86aw.rao@us.af.mil

SPANGDAHLEM
Phone: 011-49-656561/1991
Email: 52fw.rao@us.af.mil

Spain
TORREJON
Phone: 011-34-91-231-1215
Email: rao.torrejon@gmail.com

RAOs are always seeking volunteers

Retiree Activities Offices are staffed by volunteer military retirees from all services, including spouses and surviving spouses. All offices worldwide are always seeking more volunteers.

For more information or to volunteer, contact the nearest RAO. If an installation is not listed, or is inactive, send email to afpc.retiree@us.af.mil or call 210-565-2126 for details.

Air Force Retiree Council

The following people currently serve on the Air Force Retiree Council:

Lt. Gen. Stephen L. Hoog, Co-Chairman
Chief Master Sgt. of the Air Force No. 17 James A. Cody, Co-Chairman
Chief Master Sgt. Carl W. Olsen, Area I representative - Oregon, Idaho, Montana and Washington
Lt. Col. Michael J. Reagan, Area II representative - California
Chief Master Sgt. James R. McCarty Jr., Area III representative - Arizona and New Mexico
Lt. Col. John S. Lannefeld, Area IV representative - Colorado, Nevada, Utah and Wyoming
Senior Master Sgt. Robert E. Greene, Area V representative - North Dakota, South Dakota, Iowa, Minnesota, Nebraska and Wisconsin
Chief Master Sgt. Jon R. Lindgren, Area VI representative - Texas
Chief Master Sgt. Stephan R. Francis, Area VII representative - Arkansas, Kansas, Missouri and Oklahoma
Master Sgt. Cindy Cox, Area VIII representative - Illinois, Indiana, Kentucky, Michigan, Ohio, West Virginia
Master Sgt. Bennie J. Wells, Area IX representative - Alabama, Louisiana, Mississippi and Tennessee
Col. Terry W. Jensen, Area X representative - Florida (Includes Puerto Rico and Panama)
Chief Master Sgt. James D. Ingram, Area XI representative - Georgia, North Carolina, South Carolina and Virginia
Maj. Lisa Forester, Area XII representative - Delaware, District of Columbia and Maryland
Chief Master Sgt. Jenny W. Pappas, Area XIII representative - Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island and Vermont
Vacant, Area XIV representative - Pacific Region (includes Alaska and Hawaii)
Col. Heather L. Osterhaus, Area XV representative - Atlantic Region (includes Europe and The Azores)
Col. Frank G. Rohrbough, member at large
Chief Master Sgt. John "Doc" McCauslin, member at large
Susie Schwartz, member at large
Sandra Taylor, member at large

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