



TJAG Sends

A Message from The Judge Advocate General



The Army Claims Program is the “gold standard” which other federal claims programs seek to emulate. A key to our success has been the outstanding service provided to our Soldiers and Families by the men and women in our Claims Offices worldwide and at the U.S. Army Claims Service (USARCS). These dedicated professionals process claims for personal property losses incident to service, primarily household goods (HHG), under the Personnel Claims and Recovery (PCR) program.

In 2008, all military services transitioned to the Full Replacement Value Program, under which Soldiers file HHG claims directly with the moving company, which pays the claim directly to the Soldier. As a result, the number of HHG claims processed in Army Claims Offices decreased significantly. In response to this reality, and the requirement to reduce both our military and civilian force, I directed a Claims Working Group to consider ways to accomplish the PCR mission with fewer personnel. After careful study, the recommendation was made to centralize the PCR function at one location employing an online and “call-center” format. While this necessarily would mean diminution of the face-to-face service we currently are able to provide most clients, it would allow us to meet mandatory reductions in a way that minimizes the impact on legal services overall.

After analyzing various courses of action, the Installation Management Command (IMCOM) commander and I made the decision, recently approved by the Vice Chief of Staff of the Army, to establish the new Centralized Personnel Claims and Recovery Office at Fort Knox, Kentucky. Establishing this new office will be challenging and will take time, but we set the goal of reaching full mission capability by 1 October 2017.

This change is expected to impact approximately 50 employees in USARCS and our consolidated legal offices. The USARCS Commander and SJAs at impacted installations received advance notice of this decision and have met with their affected employees. The appropriate local and national unions also have been notified and we have begun work on a Human Capital Plan. The JAG Corps will make every effort to minimize the impact of this change on all employees, and we will continue to provide as much information as possible throughout the transition.

Strategic change of this magnitude is always challenging, however, the JAG Corps must adapt to the present operating environment, and do our part as the Army undergoes significant reductions. I have complete confidence that we will execute this mission flawlessly, continue to take care of our employees, and maintain the “gold standard” of Army Personnel Claims for our Soldiers and their Families. Army Strong!

FLORA D. DARPINO
Lieutenant General, USA
The Judge Advocate General