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For Immediate Release: 08-19 July 10, 2008

**The Army's Combat-Related Special Compensation and Traumatic
Servicemembers' Group Life Insurance programs recognized by the
Computerworld Honors Program**

Washington, DC—The U.S. Army Human Resources Command (HRC) was recently given the distinction of Laureate by the Computerworld Honors Program. This recognition was for the remarkable use of technology by two of its divisions—Combat-Related Special Compensation (CRSC) and Traumatic Servicemembers' Group Life Insurance (TSGLI)—in helping traumatically injured Soldiers and veterans receive the compensation they deserve for their sacrifices to our country.

Each year Chairmen/CEOs from leading global IT companies identify organizations in 10 different categories, for their noteworthy use of information technology to benefit society. These organizations then contribute a Case Study to the program's collection, which is then reviewed and must meet strict criteria in order to be granted Laureate status. Through their use of technology, CRSC and TSGLI have demonstrated how automated computer systems can be designed, to greatly enhance the personal side of their staff's efforts in caring for Soldiers and veterans.

Examples include an automated telephone system that handles 30 to 40 percent of routine calls, thus freeing up CRSC/TSGLI Call Center Representatives to specifically address servicemembers' more serious case issues and three high-speed scanners that allow for quicker file processing and document retrieval. In addition, a dynamic website and E-toolkits electronically reach and teach retirees, Soldiers, Families and conference attendees, and the CRSC/TSGLI database systems offer complete accountability tracking, of all 117,000 claims at any time, with data call custom reporting at a moment's notice.

“Technology has maximized the efforts of our staff,” says COL John F. Sackett, Chief of CRSC/TSGLI Divisions, “Which has allowed us to provide a superior level of human concern and compassion for those who have sacrificed greatly for our country.”

The selected Laureates were honored on June 2, 2008 at two events held in Washington, D.C. The first event was the Laureate Medal Ceremony, which included a medal presentation with the official induction of their Case Studies into Computerworld’s Honors Program’s International Archives. Then a Gala Awards Evening was held later, for the Laureates and members of the Chairmen’s Committee, as well as other prominent members of the technology industry.

Fifty finalists—5 Laureates from each of the 10 categories—whose Case Studies were deemed outstanding innovations in the information technology field, were honored at the Gala Awards Evening. CRSC/TSGLI received this additional honor, having been selected as one of the five Laureates in the Government category. “Being recognized by Computerworld’s Honors Program is truly an exceptional achievement,” states COL Sackett. “It is humbling to see the role technology plays, in enhancing the ability of CRSC/TSGLI to perform a very human mission during these times of severe need.”

CRSC is a Congressionally mandated program that helps 20-year military retirees, Medical Chapter 61 retirees, Temporary Disabled Retired List retirees (a component of Chapter 61) and Temporary Early Retirement Act (TERA) retirees by providing a monthly tax-free compensation (full concurrent receipt option) that supplements Veterans Administration (VA) disability and military retired payments. To be eligible, a retiree must meet three basic criteria: 1) they must be receiving military retired pay, 2) they must have had their military retired pay reduced by VA-disability payments (VA Waiver), and 3) they must have a 10% or greater VA-rated disability that can be linked to a combat-related event through official military documentation.

TSGLI is a Congressionally mandated insurance program for all members of the Armed Forces, Active, Guard, and Reserve, who incur a qualifying traumatic injury at any time during their service commitment, whether on or off duty. It provides a tax free payment of up to \$100,000 per traumatic event, which can be used to help with unseen expenses or provide a financial start on life after recovery. The program began on 1 December 2005 and all Soldiers covered under SGLI are eligible. In addition, there is retroactive coverage going back to 7 October 2001, with slightly different eligibility requirements.

For more information on CRSC, TSGLI, including eligibility requirements or claim instructions, please call 1-866-281-3254 for CRSC and 1-800-237-1336 for TSGLI or visit www.crsc.army.mil and www.tsqli.army.mil.

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