

## **COAST GUARD NATIONAL RETIREE HELP DESK**

### **"Service Continues"**

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In 2006, members of the Capital Area CG Retiree Council (CACGRC) established the *Coast Guard National Retiree Help Desk (CGNRHD)*. It was designed from the outset to provide a 24/7 "hotline" where CG military retirees and their families, annuitants, and survivors can receive help in getting needed information, assistance, and referral services – for any area of concern.

While many retirees are self-sufficient and already know the answers to questions brought to the CGNRHD, many of our retirees, family members, annuitants, and survivors have been away from the CG for a long time and have no idea where to go for information on issues that are extremely important to them – for whom the CGNRHD provides a critically needed service.

Since its establishment, CGNRHD volunteers have "stood the watch," responding to thousands of inquiries from the CG military retiree community, located throughout the world. Volunteers stand a 7-Day watch, regularly monitoring and responding to CGNRHD 1-800/G-Mail messages. Watch-standers are not subject matter experts nor should they offer personal opinions. Their role is to help "connect" people with needed information/resources.

Watch-standers are also provided a Training Guide & Resource Kit and Help Desk Report to help them respond to inquiries, capturing relevant data, including customer contact info, description of inquiry, watch-stander response/follow-up action, and final disposition (i.e. pay issue, caller provided needed contact information and referred to CG PPC-RAS).

CGNRHD retiree services align with the CG Retiree Services Program's mission to support, monitor, and strengthen CG military retiree services and the life-long relationship between the CG and CG retiree community. The CGNRHD offers a great opportunity to volunteer in continued service to the CG and CG military retiree family (*the long blue line*).

CACGRC members CAPT Bob Warakomsky, USCG (ret) and LCDR Dave Du Pont, USCG (ret), founders/administrators of the CGNRHD, are working with the CG Retiree Services Program Manager (CG-13) and members of the CG National Retiree Council to place the CGNRHD as an official part of the CG Retiree Services Program organization. The CGNRHD will be incorporated in the next revision of the CG Retiree Services Program, CI 1800.5G.

Efforts are also underway to provide CG Base/TRACEN Commanders the option to shift their CG Retiree Services Desk 1-800/G-Mail help desk services to the CGNRHD (based on service demand). Increased emphasis is being placed on **active outreach** to the CG retiree community by CG Retiree Services Desks – with centralized *volunteer* help desk services provided by the CGNRHD.

**CGNRHD "HOTLINE"**: Toll free (866) 664-6245 or (202) 475-5381. E-Mail: [NRHDesk@gmail.com](mailto:NRHDesk@gmail.com). For additional information and/or to serve as a CGNRHD watch-stander, contact Bob Warakomsky at [bopakom@verizon.net](mailto:bopakom@verizon.net) or Dave Du Pont at [David.A.DuPont@uscg.mil](mailto:David.A.DuPont@uscg.mil).