

Capital Area Coast Guard Retiree Council "Service Continues"

From: Co-Chairs, Capital Area Coast Guard Retiree Council
To: Commanding Officer, Headquarters Support Command (HSC)
Copy to: Council Members (via E-mail – following approval by (HSC))

Subject: Minutes of the Friday September 23, 2005 Capital Area Coast Guard Retiree Council Meeting

In accordance with COMDTINST 1800.5D, Sec. 6.b. (6) the following minutes are submitted for your review and comment. Upon receipt of your comments, the minutes will be revised as recommended and will be distributed to Capital Area Coast Guard Retiree Council Members, to the National Retiree Council and to other Coast Guard Regional Retiree Councils. They will also be distributed, as part of a newsletter, to other Retiree Council affiliated retirees in the Washington DC area.

MINUTES OF THE SEPTEMBER 23, 2005 MEETING OF THE CAPITAL AREA COAST GUARD RETIREE COUNCIL

1. Welcome and Introductions – CAPT Glass convened the Council meeting at 0900 on Friday,

SEPTEMBER 23, 2005 in Room B732 at Coast Guard Headquarters. Following is the list of attendees:

Council members: (7) LCDR. George D Bond II CDR. Bruce Russell
LCDR. David A. DuPont CWO4 Elizabeth F. Splaine
CAPT. Charles J. Glass CDR. Benjamin J. Stoppe, Jr.
CAPT Norman W. Lemley
USCG Headquarters Support Command - CDR. Keith Whiteman

Guest: LT Terry Walsh, USCG - COMDT (CG-1)

RADM Fred L. Ames, USCG (Ret) – Co-Chair, Commandant of the Coast Guard National Retiree Council

2. Agenda

2.1 WELCOME, Introductions, Guest Comments, and Approval of Agenda -

2.2 Comments – CDR Keith Whiteman

3. ADMINISTRATIVE ITEMS

3.1 Review and approve minutes of the June 10, 2005 Council meeting

3.2 Schedule for future meetings

4. COUNCIL PROGRAM

4.1 OLD BUSINESS - Progress on and discussion of pending Council projects

4.1.1 Planning for the Combined Coast Guard/Fort Myer Oct 14, 2005 Retiree Benefit Seminar

4.1.2 Council Christmas Cards

4.1.3 Coast Guard Retiree Bang List

5. NEW BUSINESS - Discussion of new Council projects

5.1 Capital Area Coast Guard Retiree Council Web site

5.2 Recruiting Assistance

5.3 Retiree Program Coordinator's Office – RADM Ames and LT Terry Walsh will discuss planning and arrangements for the Coordinator's Office

6. ADJOURN

3. Welcome and Introductions –

3.1 CAPT Glass welcomed the attendees and distributed copies of the above Agenda. It was suggested that the discussion of New Business Including Retiree Program Coordinator's Office be placed at the top of the agenda when both RADM Ames and LT Walsh are present

3.2 CDR Keith Whiteman introduced himself and announced that he was representing CAPT Farmer who was unable to attend this meeting because of other business. CDR Whiteman reported that he was in charge of Headquarters IT and telephone services, and possibly could contribute some information on the configuration of these services for the Retiree Program Coordinator's Office.

3.3 Administrative Items -

3.3.1 The Minutes of the June 10th meeting were distributed, and reviewed. It was noted the dates for the September 2005 Council meeting and for the Fort Myer RAD were changed from September 30, 2005 to October 14, 2005. It was suggested that these changes be considered as amendments to the Minutes of the June 10th Council Meeting. There was a motion by LCDR DuPont which was, seconded, and approved unanimously to accept the June 10th Minutes incorporating the above stated amendments...

3.4 Schedule for future meetings – are as follows:

Friday 14 October, 2005 (from 1pm to 3pm in Spates Community Center at Ft. Myer,

in connection with the Ft. Myer Retiree Appreciation

Day)

Friday 9 December 2005

Friday 24 March, 2006

Friday 23 June, 2006

4. COUNCIL PROGRAM – NEW BUSINESS –

4.1 Retiree Program Coordinator's Office – RADM Fred Ames opened discussion of his proposal to establish a Headquarters Retiree Program Coordinator's Office staffed with members of the Capital Area Coast Guard Retiree Council, as described in Appendix 3 of the Report of the April 2005 meeting of the National Coast Guard Retiree Council. This would require working space at Headquarters, and associated office equipment and supplies, a standard workstation, HQ's telephone directory listing and parking support. This Office would serve as Headquarters single point of contact between the active duty Coast Guard and the Coast Guard military retiree community. .

4.1.1 CAPT Glass reminded Council members that CAPT Robert E. Warakomsky volunteered and was unanimously approved by the Council at the May 6 Retiree Council meeting, to head up this effort. He is expected to report to the Council Co-Chairs on developments of this project as they occur and may call on the Co-Chairs for assistance as-required.

4.1.1.1 CAPT Warakomsky commented that he currently had a full work schedule and would not be available to develop the Retiree Program Coordinator's Office program until after 1 January, 2006. He indicated however that he would make time to get together with RADM Ames and LT Walsh for preliminary planning on the project.

4.1.2 LT Walsh reported that a space in Headquarters, Room 5500, equipped with a computer and telephone service, has been set aside in Headquarters for use by the Retiree Program Coordinator's Office. The computer will be equipped for internet access, and the telephone will have a specifically assigned number and directory listing and call-answering and forwarding capabilities as determined necessary for the Retiree Program Coordinator's activities.

4.1.2.1 CDR Whiteman commented that Headquarters telephone services will be modified within the next year to use voice-over-IP technology which will provide flexibility in tailoring telephone services to

the needs of the Retiree Program Coordinator's Office.

4.1.2.2 RADM Ames commented that the first order of business for the Coordinator's Office would be the establishment of a Retiree Program Coordinator's Office Web Site and telephone number, and the preparation of an announcement advertising the Duties of the Coordinators Office.

4.1.2.3 CAPT Lemley commented that it would be important that user expectations for the Coordinator's Office be established and publicized.

4.1.2.4 RADM Ames stated that the duties and expectations for the Coordinators Office are as defined in Appendix 3 of the April 2005 National Retiree Council Report.

4.1.2.5 CAPT Warakomsky commented that his first priority when he becomes available in January 2006, is the development of a Web site for the Capital Area Coast Guard Retiree Council.. CAPT Glass commented that the development of a Web site for the Capital Area Council has been a priority for at least two years, and is considered critical for improvement of our Retiree Council outreach to affiliated retirees. Currently, the Capital Area Council uses group E-mailing to its "bang list" of affiliated Coast Guard Retirees, and the establishment of a Council Web site would be a significant improvement for communicating Council initiatives.

4.1.2.6 CAPT Lemley inquired about changes that he noted in the main Coast Guard Web site.

4.1.2.7 CDR. Whiteman responded that the Coast Guard Web site had recently been revamped.

4.1.2.8 CAPT Lemley asked if it was expected that the Retiree Program Coordinator's Office would be manned on a daily basis.

4.1.2.9 RADM Ames responded that it was expected that the manning schedule for the National Retiree Program Coordinator's Office would be based on demand and would be modeled on manning practices of other Regional Council Program offices.

4.1.2.10 Capt Glass commented that he would E-mail the other Regional Councils to obtain information on their practices, procedures, and information resources to be used as a basis for establishing guidelines for the National Retiree Program Coordinator's Office. CAPT Glass said that it would be reasonable to expect that the National Program Coordinator's Office would be able to check and respond to E-mail and telephone voice mail on a daily basis. This should include the capability for remote access and response to E-mail and telephone calls so as to not require the physical presence of a watch stander in the Coordinators Office.

4.1.2.11 CAPT Lemley commented that someone should be designated to arrange for staffing of the Coordinator's Office.

4.1.2.12 CAPT Warakomsky responded that he would manage Office staffing but that the following advance work would be necessary:

4.1.2.12.1 A Coast Guard wide announcement should be made that the National Coast Guard Retiree Council Program Coordinator's Office will be implemented on a "date certain".

4.1.2.12.2 Before such an announcement, volunteer staff for the Retiree Program Coordinator's Office

should be recruited.

4.1.2.12.3 Prospective volunteer staff should become acquainted with their duties (as described in

Appendix 3 to the report of the 2005 National Retiree Council Meeting.

4.1.2.12.4 Once a pool of informed volunteer staff is identified, it will be necessary to develop

and implement E-mail and telephone voice-mail responder schedules, as well as a Coordinator's Office manning schedule.

4.1.2.12.5 VADM Ames added that another significant Coordinator's Office duty is the provision of clerical and logistic support to LT. Walsh for the planning and operation of the annual Coast Guard

National Retiree Council meeting.

4.1.2.13 CDR. Russell suggested that a separate E-mail program announcement be made to Capital Area retirees asking for volunteers for the Coordinator's Office staff.

5.1.2.13.1 CAPT Lemley commented that he would prepare an announcement to be included in the next Capital Area Retiree Council Newsletter.

5.1.2.13.2 CAPT Lemley and CDR Russell said there was a need to get procedures, frequently asked questions (FAQs), a list of links with other programs, and a knowledge base used by other Regional Coast Guard Program Offices.

5.1.2.14 CAPT Warakomsky likened the operation of the Coordinator's Office to a "Nurse Line". Telephone callers would expect quick and direct access to a responder. Responses must be correct. Call responders must therefore be trained and prepared. Call transfers must be made to authoritative sources. Coordinator Office personnel would act as "gate keepers".

5.1.2.14.1 CDR Whiteman commented that the planned conversion to Voice Over IP telephone technology would permit computer configuration of phone services to satisfy the needs of the Coordinator's Office. He explained that with the planned technology, incoming telephone calls could be forwarded, in order, to up to ten different telephone numbers.

5.1.2.14.2 CAPT Warakomsky commented that placing callers on hold or transferring them to voice messaging is a "turn off" and should be avoided if possible. It would be preferred that telephone calls be answered directly by volunteer watch standers, and if indicated, callers be referred to reliable sources for answers to their questions.

5.2 Capital Area Coast Guard Retiree Council Web Site – As noted in previous Retiree Council meetings, CAPT Warakomsky has been designated as the project officer for development of the Capital Area Coast Guard Retiree Council Web site. CAPT Warakomsky was asked to describe his vision for the Web site. Following are his comments on this subject:

5.2.1 He has been considering HTML and Front Page as tools for Web site construction. CDR Whiteman commented that Front Page was generally not used for professional Web Site development but might be satisfactory for development of Web sites that did not require user interactivity. CAPT Warakomsky replied that he did not visualize a need for user interactivity. CDR Whiteman stated that Headquarters had training classes in the use of Front Page and Web site development that could be made available for Retiree Council purposes.

5.2.2 CAPT Warakomsky stated that his objective is to develop a Website that is commensurate with that of Headquarters, Fred's Place, and other Regional Councils. The Web site will be user friendly and focused on minimizing the number of choices or "clicks" needed to navigate to a desired file. Screen views will be made as uncluttered and simple as possible.

5.2.3 Web site content will focus on quick access to information of Regional Council interest such as the Council newsletters and bulletins of interest to our Council. Duplication of information available on other Web sites will be avoided. The capability to access information on other Web sites will be through links to other Web sites.

5.2.4 CAPT Glass asked if the Council Web site would be designed to be hosted by Headquarters. CAPT Warakomsky stated that this feature had been raised as an option in his discussions with CAPT Farmer,

5.3 Recruiting Assistance – CAPT Lemley and CDR Russell stated that there was no change in the status of the recruiting assistance initiatives since the June 10, 2005 Retiree Council.

6. COUNCIL PROGRAM – OLD BUSINESS – Progress on and discussion of pending Council projects:

6.1 The Capital Area Coast Guard Retiree Council / Fort Myer Retiree Appreciation Day (RAD) -

6.1.1 RAD Rescheduling and Announcement - On August 23rd COL Frank Cohn, Co-Chair of the Fort Myer Retiree Council advised CAPT Glass that the RAD was rescheduled for 0830 – 1500 on Friday 14 October 2005 in the Spates Community Club. On August 28, CAPT Glass sent an E-mail announcement to twenty (20) Capital Area Coast Guard retirees who had previously expressed interest in attending the RAD.

6.1.2 Retiree Council Meeting Announcement – On August 28, a notice was sent to Capital Area Coast Guard Retiree Council members that a Retiree Council meeting would be held on October 14th after the RAD lunch in the Spates Club, to enable attendees to meet Council members, to discuss issues of interest to retirees, and to distribute copies of PCSPUB 1800 "Information for Survivors of USCG, USCGR, and NOAA Retirees".

6.1.3 Planned Coast Guard Retiree RAD Activities – To the extent that time and conditions permit the following activities will be conducted:

- Review the Coast Guard Retiree Benefits Seminar Survey to select several issues of importance to retirees. Select three or four of these issues and prepare material for presentation at the Coast Guard session.
- Conduct a demonstration of Coast Guard retiree information available on the Coast Guard Retiree WEB Page.
- Prepare handouts for distribution based on Power-Point presentations from the April 2005 National Retiree Council meeting.
- Distribute of copies of PCSPUB 1800 "Information for Survivors of USCG, USCGR, and NOAA Retirees".
- Distribute copies of the MOAA (Military Officers Association of America) publication "Help Your Survivors – NOW! – Prepare for Your Family's Future".
- Plan and convene a meeting of the Retiree Council to acquaint attendees with Retiree Council members and to enable retirees to ask questions and make suggestions regarding Retiree Council projects, and to raise issues and concerns of retirees.
- Prepare and distribute a Coast Guard Retiree package of handouts at a Coast Guard table.

6.1.4 CAPT Glass agreed to continue E-Mail distribution of RAD information bulletins to the Capital Area Coast Guard Retirees who had previously expressed interest in attending the Fort Myer RAD.

6.2 Council Christmas Cards - CAPT Glass referenced the progress report on the Christmas Card project as described in Sections 5.3 through 5.3.4 of the Minutes of the June 10th Retiree Council meeting. **6.2.1 Card Illustration** - Since the June meeting, five pictures for the card were distributed by E-mail to Council members. The majority of members selected the Penguin picture. A sample card with the Penguin picture was circulated and approved by the attendees.

6.2.2 Changes in Card – A motion was made, seconded, and approved by majority voice vote, to change the greeting on the card cover from "Merry Christmas and Happy New Year" to "Seasons Greetings". CAPT Glass suggested and attendees agreed that the card should cite the source of the illustration and should include the caption accompanying the Penguin illustration in the Coast Guard Historian's archive.

6.2.3 Printing and Distribution – CAPT Glass reported that he had sufficient card stock and ink cartridges to produce enough cards for the expected distribution. CAPT Farmer will provide a prospective 2005 distribution list by September 30. CAPT Lemley and CDR Russell agreed to review

and edit the distribution list. CAPT Glass agreed to produce mailing labels for the card envelopes using the edited distribution list. CDR Russell and CAPT Lemley agreed to provide postage for the cards.

6.2.4 Schedule – CDR Russell asked if the cards could be printed in time for distribution at the next Retiree Council meeting. CAPT Glass replied that cards could be printed by 9 December. CAPT Lemley suggested and the attendees agreed that all available Council members at the December 9 meeting be engaged in preparing the cards for mailing.

6.3 Capital Area Coast Guard Retiree Bang List - As agreed at the May 6 Retiree Council, CAPT Lee Carpenter has been working with his Bang List Committee consisting of CAPT Chuck Glass, CAPT Norm Lemley, CWO4 Elizabeth Splaine, Mrs. Eileen Delaney, CAPT Michael Hendrickson, and CAPT Bud Schneeweis, to expand the list of Capital Area retirees who wish to become affiliated with the Retiree Council

6.3.1 Committee members were assigned telephone call lists, consisting of retirees listed on specified pages of the REGISTER OF MILITARY PERSONNEL IN WASHINGTON D.C. AREA (HSCNOTE 1720 - NOVEMBER 2004)

6.3.2 Committee Members telephoned retirees on their assigned call list to confirm/update information on their address, name of spouse, telephone number, and E-mail address, and to ask for their approval to include them on the list of Capital Area Coast Guard Retiree Council Affiliated Retirees and "bang list".

5.3.3 Committee Members also identified other Capital Area Coast Guard retirees who might want to be included on the list of Capital Area Coast Guard Retiree Council Affiliated Retirees and "bang list".

6.3.4 Committee Members forward the collected information to CAPT Carpenter. This information was then be relayed to CAPT Glass who used it to update the current list of Retiree Council Affiliated retirees, and prepare a related E-mail "bang list".

6.3.5 The Committee planned to complete this project by September 30, 2005.

6.3.6 At the May 6 Retiree Council Meeting CAPT Farmer asked that the Council encourage Capital Area Coast Guard retirees who are not listed in the current edition of HSCNOTE 1720 (REGISTER OF MILITARY PERSONNEL IN THE WASHINGTON DC AREA) to submit a CGHQ Form 9737 to become listed in the next edition of HSCNOTE 1720. Bang List Committee members were asked to advise Capital Area retirees to submit Form 9737 to the Headquarters Support Command.

6.3.7 A copy of CGHQ Form 9737 was included in the Capital Area Coast Guard Retiree Council Newsletter No. 2 which was E-mailed to all Capital Area retirees on the Council bang list on 5 July, 2005.

7. At 1115 a.m. CAPT Glass moved that the meeting adjourn. The motion was seconded and approved unanimously.

Submitted:

CAPT C. J. Glass _____ CDR Bruce Russell _____

Co-Chairs, Capital Area Coast Guard Retiree Council