



**COAST GUARD  
NATIONAL RETIREE COUNCIL  
RETIREE SERVICES PROGRAM (CG-13)  
2703 MARTIN LUTHER KING JR. AVE SE  
WASHINGTON, DC 20593-7801**

10 June 2015

**MEMORANDUM**

From: RADM John C. Acton, USCGR (ret) *John C. Acton* Reply to: Robert Hinds  
MCPOCG Skip Bowen, USCG (ret) *Skip Bowen* Attn of: Retiree Services Program  
Manager (CG-13)

To: Commandant (CG-00)  
Thru: Mr. Curtis Odom (CG-1)  
RDML James Heinz (CG-13)

Subj: 2015 ANNUAL REPORT OF THE COAST GUARD NATIONAL RETIREE  
COUNCIL (CGRNC).

Ref: (a) Coast Guard Retiree Services Program, COMDTINST 1800.5G

1. As co-chairs, the following 2015 Annual Report of the Coast Guard National Retiree Council (CGRNC) is submitted per reference (a). The Council held its 14<sup>th</sup> annual meeting on 28 April 2015 at Coast Guard Headquarters in Washington, DC. The meeting agenda is provided in Enclosure (1).
2. The Council was established in 1982 and, in step with other military services, it is chartered under reference (a) to represent more than 50,000 active duty and reserve retirees, including family members, annuitants, and survivors; to promote open and positive lines of communication between the Commandant and retiree community through the Commandant's Executive Agent (CG-13); and to inform CG leadership regarding retiree issues. The Council has two national co-chairs serving three-year terms, currently RADM John Acton (ret) and MCPOCG Skip Bowen (ret), and members from 16 regional retiree councils and at-large members agreed to by the Council and CG-13. Council members, CG-13 staff, and others in attendance at this year's annual meeting are listed in Enclosure (2).
3. During this year's meeting, the Council received community feedback and staff updates on the Retiree Services Program, including a new retiree services data capture tool, an overview of active duty feedback regarding the Regional Retiree Services Desks and CG-13 responses to the Council's 2014 observations and recommendations.
4. Council observations and recommendations from its 2013 and 2014 annual meetings are provided in Enclosure (3). Of the Council's eleven 2013 recommendations, 5 have been

addressed, 2 remain ongoing, and 4 are pending completion. The Council's 2014 recommendations remain pending completion. Though CG-13 is actively engaged and making progress on implementation of approved recommendations, the Council recognized that the staff is currently under-resourced to be able to make substantial progress on executing the recommendations. Hence, the Council's 2015 recommendations include the establishment of several working groups to address specific issues.

- a) The Regional Retiree Services Desk (RSD) Working Group will:
  - a. Identify key stakeholders;
  - b. Identify critical issues (such as the lack of desk volunteers);
  - c. Recommend changes to Commandant Instruction 1800.5G as needed.; and
  - d. Clarify roles and functions of the RSDs, versus a single national help desk.
- b) The Transition Assistance Program (TAP) Working Group will investigate and make recommendations on how to increase retiree participation.

5. Regional Retiree Services Desk Working Group conclusions

- a) After meeting, the majority of the RSD Working Group felt that the functions of the regional services desk hotline could be most efficiently handled by a single national hotline. Rather than having a regularly-manned desk in every region, other functions could be performed by expanding the Retiree Council structure to become more active, ensuring that each region has a committed volunteer coordinator and keeping an active duty Retiree Services Officer (RSO) as a collateral duty.
- b) There were some dissenting members, who felt that too little effort has been expended to make the RSDs fully functional and it was premature to shut them down. Dissenting members felt that the RSDs are the result of a long and arduous path to get the CG to recognize and actively support the CG retiree program.
- c) The council co-chairs contend that we should be less concerned with making sure that the RSDs exist and more concerned that the actual functions of the desks are taken care of. The RSDs have little justification, unless the CG integrates the desks into the total retirement process, including a seamless hand-off from the command where the member is when he/she retires, to the "receiving" regional service desk at the location in which the retiree will reside. The Army uses a similar construct.
- d) The co-chairs and the majority of the working group ask that CG-13 determine what changes could be made to Commandant Instruction 1800.5G to ensure that we are achieving these goals in the most efficient way possible. The CGNRC is ready to assist with any changes deemed necessary.

6. The Council extends its gratitude to the Commandant; Director, Reserve and Military Personnel (CG-13); Regional Retiree Councils (Enclosure 4); Retiree Services Desks and Commanders of sponsoring Bases and TRACENs; Pay & Personnel Center, Retiree & Annuitant Services (PPC-RAS); FORCECOM; and partnering organizations for their support of the Council and the Retiree Services Program.

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Enclosures: (1) CGNRC Meeting Agenda  
(2) CGNRC Meeting Participants  
(3) CGNRC Recommendations & CG-13 Responses  
(4) CG Regional Retiree Councils

Copy: CG-11, CG-PSC/PPC, DCMS

MEETING AGENDA – 28 APRIL 2015 "CALL TO ACTION"			
Time	Item	Planned Participants	Discussion / Comments
0830-0930	General discussions and meeting preparation	-RADM Acton (Co-Chair) -Skip Bowen (Co-Chair) -Bob Hinds (RSP Manager) -LCDR Thompson (Base NCR) -CDR Ash (Base Boston)	-Council's 2014 report, 6 priorities for 2015 -CGNRC Plan of Action and Milestone (POAM) -CG RSP update and strategic direction -Meeting agenda, goals, key issues/questions -Current National Retiree Help Desk
15 min Break	CG-13 Conference Room (9GG13)	-CWO Deal (Base Miami) -Marc Fagenbaum (Base Miami)	-RSP centralized retiree help desk model - CDR Ash -CG Retiree Services Desks activities
0945-1100	NO TELECONFERENCE DURING MEETING PREPARATION	-David Bernstein (Capital RRC) -John Milkiewicz (Capital RRC) -Dave DuPont (Nat. Help Desk) -Penny Collins (Fleet Res. Assoc) -Kim Lorigan (CPOA President)	-Addition of CPOA to CGNRC -Council "Standing Committees" to partner with active duty components and take action on RSP/Council initiatives (e.g. RSP Centralized National Help Desk)
Lunch – One Hour			
1200 - 1230	2015 CGNRC Annual Meeting Kick-off	ALL – CGHQ/Teleconference	-Welcome ALL -Council's 2014 report, 6 priorities for 2015 -CG RSP update & strategic direction -Meeting agenda, including meeting goals and key issues/questions -Council "Standing Committees" to partner with active duty components and take action on CG RSP/Council initiatives (e.g. CG RSP Centralized National Help Desk)
1230-1300	Current National Retiree Help Desk – Dave DuPont	Teleconference: Call-In# 1-855-475-2447 Participant Code: 48764921#	-National Retiree Help Desk Overview/Report
5 min Break			
1305 - 1400	CG RSP Centralized National Retiree Help Desk Model – CDR Ash		-Concept, design, development, implementation of CG RSP Centralized National Retiree Help Desk - Key issues, questions, stakeholders, planned action, leader/team  <i>Council Comments/Priorities:</i> -Long-established national 1-800 G-Mail help line has a proven track record of success. -Proper roles/relationship between CG National Retiree Help Desk and Retiree Services Desks -Relationship between the national help line and the evolving regional services desk help lines, reducing redundancy without leaving gaps.
5 min Break			

Enclosure (1)

MEETING AGENDA – 28 April 2015 "CALL TO ACTION"				
Time	Item	Planned Participants	Discussion / Comments	
1405 - 1450	Retiree Services Desks – LCDR Thompson	ALL – CGHQ/Teleconference  Teleconference: Call-In# 1-855-475-2447 Participant Code: 48764921#	-Director of Operational Logistics (DOL) update on CG Retiree Services Desks activities -Key issues, questions, stakeholders, planned action, Standing Committee  <i>Council Comments/Priorities:</i> -Evolving regional Retiree Services Desks were intended to provide local info to retirees. -Active Duty integration and ownership of RSDs -Procedural consistency for all RSDs	
10 min Break				
1500 - 1530	CG Transition Assistance Program, TAP Seminar - TBD			- Key issues, questions, stakeholders, planned action, Standing Committee  <i>Council Comments/Priorities:</i> -Retiree information needs to be formally integrated into the separation and out-processing for all retiring personnel and annuitants. -CG Retiree Service presence at all CG TAP Seminars
1530 - 1600	Other Council/RSP priorities and issues			<i>Council Comments/Priorities:</i> -Need to effectively/efficiently contact retirees, -legal and financial consideration (email vs mail) -Need "Care Givers Guide" for annuitants  -Execution of CI 1800.5G – gaps, needed change -CGNRC Plan of Action and Milestone (POAM) - Council "Standing Committees" to partner with active duty components and take action on RSP/ Council initiatives -Other issues
1600 - 1615	Wrap-up			-Meeting summary, Way-ahead -CGNRC to fwd meeting report to CG-13 by 9 June -CGNRC Co-Chairs to meet with CCG by 30 June
1615 - 1630	CGNRC Co-Chairs out-brief with CG-13/13d			-Meeting Summary, Way-ahead

Enclosure (1)

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Meeting Participants – Highlighted names confirmed, Strikethrough unable to attend Rev: 4/24/2015			
Council Member	Representative - Min 1 per RRC	Retiree Services Desks	Name (Unit POC, AD Ret. Coord., Vol. Ret. Director) - Min 1 per RSD
CGNRC Co-Chairs	RADM John Acton, Skip Bowen		
RRC Northeast	Thomas Hall (tentative)	Base Boston	CDR AnnaCarrie Ash, SCPO Sullivan
RRC Cape May	No RRC Co-Chair/Rep	TRACEN Cape May	MCPO Cowart
RRC Capital Area	David Bernstein, John Milkiewisz	Base NCR	LCDR Thompson, <del>CWO Liberty</del>
RRC Yorktown	Al (Bud) Buechler, Larry Conley, David Bunch, James O'Callagan, Billy Thedford	Base Portsmouth	CWO3 Riedel
		CG Base E-City	YN1 Clipse, Carla Maine
RRC Jacksonville	Mike Rosecrans, Bobby Wester	Sector Jacksonville	
RRC East Central	Barry Compagnoi, Ted Stacy-3pm		
RRC Tampa Bay	Don Goldstein, LeRoy Dennison	Sector St. Pete	
RRC Miami	Ken Harrison, Marc Fagenbaum	Base Miami	Marc Fagenbaum, CWO Deal
RRC Mobile	Terry Gilbreath, Jack Crowley	Base New Orleans	SKC McGruder
RRC New Orleans	Jerry Davis, Ken McGruder SR		
RRC St. Louis	Mike Kelly, Keith Livingstone	Base St. Louis	CWO Fairley, Keith Livingstone Joseph Bloomquist (tentative)
RRC Cleveland	Regis Cooney,	Base Cleveland	Bill Schmidt, Regis Cooney
RRC Northern Cal	Sal Romo Jr., David Swanson	Base Alameda	YNCM James, Marc MacDonald
		Base LA/LB	YNC Pope, Michael Drouillard
RRC Northwest	RADM Bert Kinghorn, Phil Johnson	Base Seattle	CAPT Marc Lebeau, LCDR Stehn (HSWL), Dave Sweeney, Phil Smith
RRC Kodiak	Robert Lachowsky	Base Kodiak	CDR Schaffer, Robert Lachowski
		Base Ketchikan	CWO Crabb, <del>YNCS Rodanhisler</del>
RRC Hawaii	Rod Schultz, <del>Tommy Dutton</del>	Base Honolulu	CDR Dorazio, YNC Dean, CWO Spencer, YNC Dean, Rod Schultz
At-Large Member	Penny Collins (Fleet Reserve)		
At-Large Member	Kim Lorigan (CPOA President)		
Annuitant.-At-Large	<del>Lula Carpenter</del>		
Others	Name		Comments
CG-13/13d	RDML Heinz, CAPT Mathers		CGNRC/CG-13 briefing following mtg
CG RSP Manager	Bob Hinds, Ordice Gallups (AUX)		CG Retiree Services Program Mgr
PPC-RAS	Debbie Farley		PPC-RAS update
NRHD	Dave DuPont, Bob Warakomsky		National Retiree Help Desk
TAP-TRMs	Brad Welch-New Orleans, Debbie Bower-Kodiak		TAP and Transition/Relocation Mgrs

Enclosure (2)

2015 ANNUAL REPORT OF CGNRC / CG-13 RESPONSE				
YR - #	CGNRC OBSERVATIONS & RECOMMENDATIONS	CG-13 RESPONSE	STATUS	UPDATE
2013-1	<p>Ensure proactive and effective communications with the Council Co-chairs on a regular basis for the partnership needed for planning and implementing an effective Retiree Services Program. Additionally recommend that RADM Day's relief meet with the Council Co-Chairs as part of the in-brief process to get up to speed on CG Retire Affairs issues and the CG retiree services program.</p>	<p><b>2013:</b> CG-13 will continue to maintain active communications with the CCGNRC co-chairs throughout the evolution of the retiree services program. The Council co-chairs will continue to meet on a regular basis with CG-13, either in person or by telephone.</p> <p><b>Update:</b> RDML Heinz (CG-13) has met with the Council Co-Chairs and facilitates regular open/positive communications through the Retiree Services Program Manager.</p>	ONGOING	OCT 2014
2013-2	<p>Establish and sustain effective, two-way communications between the CG retiree community and CG retiree service providers. Ongoing and needs additional work. The possibility of a separate "CG Retiree Communications Work Group" to be re-evaluated after Final Operating Capability (FOC) is established in June 2014.</p>	<p><b>2013:</b> Council co-chairs, CG-13 and program stakeholders actively promote multichannel communications with the retiree community. In addition, the CG retiree services website will increasingly serve the retiree community by providing key information needed by CG retirees. In regards to establishment of a retiree communications work group, I believe the Council co-chairs and CG-13 are best suited to monitor communications, identify shortcomings and implement strategic communication best practices. If a workgroup is needed after achieving final operating capability (FOC), the Council co-chairs and CG-13 will consider this option.</p> <p><b>Update:</b> As recommend in the Council's 2014 Annual Report, CG-13 plans to "develop and execute a formal Communications Plan to increase program awareness, including messaging, media vehicles, and frequency" and will continue to assess, with the Council, the need for a separate "CG Retiree Communications Work Group."</p>	ONGOING	OCT 2014

Enclosure (3)

2015 ANNUAL REPORT OF CGNRC / CG-13 RESPONSE				
YR - #	CGNRC OBSERVATIONS & RECOMMENDATIONS	CG-13 RESPONSE	STATUS	UPDATE
2013-6	Development of a Caregiver's Guide. Pending. CG Pay and Personnel Center (PPC) owns this guide and will work with the Retiree Services Program (RSP) manager to revise the current guide, as needed, to reflect the current practices and benefits employed by DoD. The Guide will require the widest possible dissemination throughout the CG retiree community, including a direct link to the CG retiree website.	<p><b>2013:</b> Ownership of a CG caregivers or equivalent guide will remain within CG PPC per CI 1800.5G. CG PPC has developed a 2013 Info Guide for Survivors of USCG, USCGR, and NOAA Retirees. I've instructed the RSP PM to collaborate with CG PPC and develop a revision plan to ensure the guide reflects current practices and benefits employed by DoD. Post FOC, collaboration between CG PPC and the RSP will ensure development of a newly enhanced caregivers guide specifically written to meet the CG retiree community's needs, primarily in the area of readability (i.e., the ease of which guide content can be read and understood).</p> <p><b>Update:</b> CG-13 will work with CG PPC to develop a newly enhanced caregiver's guide. This item will be added to RSP POAM.</p>	PENDING	OCT 2014
2013-7	Develop a Standard Retiree Briefing Sheet. Pending. Once CG-111 has collaborated with DoD to revise form DD-2648 "Pre-Separation Counseling Checklist" for service members, the new form should be made available through the CG retiree services website and routinely used during the transition to retirement.	<p><b>2013:</b> As discussed in response to 2013-4, the Office of Work-Life (CG-111) has established a workgroup that will support development of Military Lifecycle (MLC) plan to include enhancement of pre-separation and retirement transition of CG service members. The RSP manager is a member of the workgroup and will advocate for ensuring appropriate level of info is included in transition plans that promote the RSP and its resources. Regular updates on the progress of this workgroup will be provided to the Council co-chairs and regional councils.</p> <p><b>Update:</b> CG-13's RSP manager is a member of the CG-1 Transition Assistance Program Implementation Workgroup (TAPIWIG) and is working on development of appropriate pre-separation/retirement guidance. The RSP manager will keep the Council Co-Chairs and Regional Councils informed. This item will be added to RSP POAM.</p>	PENDING	OCT 2014

Enclosure (3)

2015 ANNUAL REPORT OF CGNRC / CG-13 RESPONSE				
YR - #	CGNRC OBSERVATIONS & RECOMMENDATIONS	CG-13 RESPONSE	STATUS	UPDATE
2013-8	Develop a comprehensive list of CG retiree benefits, entitlements, privileges and rights. Pending. Once the RSP manager has coordinated with CG-111 to develop this list, it needs the widest possible dissemination throughout the CG retiree community.	<p><b>2013:</b> I have instructed the RSP to coordinate this effort with CG-111 and after achieving FOC, to include the posting and advertising of member transition information on the CG RSP website.</p> <p><b>Update:</b> CG-13 is moving forward with this effort and it will be added to RSP POAM.</p>	PENDING	OCT 2014
2013-9	Decedent Affairs. Pending. CG-13 will coordinate with the Chief of Casualty Matters at the CG Personnel Service Center (PSC) to develop an annuitant/retiree decedent affairs program, with supporting materials.	<p><b>2013:</b> The RSP manager has begun coordinating with CG PSC-PSD Chief of Casualty Matters to address possible improvements to the decedent affairs program at it relates to retirees and annuitants. Our initial objective is to establish a more effective condolence outreach process and provide awareness training for CG units who often support a retiree's decedent affairs.</p> <p><b>Update:</b> CG-13 is moving forward with this effort and it will be added to RSP POAM.</p>	PENDING	OCT 2014

Enclosure (3)

<b>2015 ANNUAL REPORT OF CGNRC / CG-13 RESPONSE</b>				
<b>YR - #</b>	<b>CGNRC OBSERVATIONS &amp; RECOMMENDATIONS</b>	<b>CG-13 RESPONSE</b>	<b>STATUS</b>	<b>UPDATE</b>
<b>2014-1</b>	Complete all pending 2013 CGNRC Recommendations (as listed above).	Concur. These efforts will be added to RSP POAM.	PENDING	OCT 2014
<b>GOVERNANCE AND STRUCTURE</b>				
<b>2014-2</b>	Provide a standard framework for regional councils, including guidance on membership, roles and responsibilities, accountabilities, and processes. Standardization guidance should also be developed for both the active duty bases and the Retiree Services Desks.	CG-13 will enhance current guidance for Regional Retiree Councils and Retiree Services Desks. This item will be added to RSP POAM.	PENDING	OCT 2014
<b>2014-3</b>	Investigate and make a recommendation as to whether it is more effective and efficient to have the existing national retiree desk be replaced or augmented by regional desks. Include recommendations regarding staffing levels, clear roles and responsibilities, skills and training needed, institutionalizing support, and gaps/ redundancies that need to need addressed.	CG-13 is assessing the roles and organization of the national retiree help desk and retiree services desks and will work with stakeholders to implement needed changes. This item will be added to RSP POAM.	PENDING	OCT 2014
<b>2014-4</b>	Develop a password-protected SharePoint site for use by CG National Retiree Council members.	The RSP manager has initiated development. This item will be added to RSP POAM.	PENDING	OCT 2014
<b>2014-5</b>	Develop a password-protected source or a process (perhaps a document or website) that all Volunteer Directors and Active Duty Coordinators could use to pull retiree information in their AOR. This would help immensely with outreach and advertising our services. Note that there may be Personally Identifiable Information (PII) implications that need to be fully considered.	CG-13 is assessing the need and processes for access and use of retiree information. This item will be added to RSP POAM.	PENDING	OCT 2014

Enclosure (3)

<b>2015 ANNUAL REPORT OF CGNRC / CG-13 RESPONSE</b>				
<b>YR - #</b>	<b>CGNRC OBSERVATIONS &amp; RECOMMENDATIONS</b>	<b>CG-13 RESPONSE</b>	<b>STATUS</b>	<b>UPDATE</b>
<b><i>IMPLEMENTING THE RETIREE SERVICES DESKS</i></b>				
2014-6	Increase the effectiveness of education for transitioning members regarding the selection of survivor benefits.	The RSP manager is working with the CG-1 TAPIWG to develop and implement needed pre-separation/retirement training, including survivor benefits. This item will be added to RSP POAM.	PENDING	OCT 2014
2014-7	Provide strategies and share best practices regarding how to identify and recruit retiree volunteers to staff the desks.	The RSP manager has initiated efforts to develop strategies and share best practices to identify and recruit volunteers. This item will be added to RSP POAM.	PENDING	OCT 2014
2014-8	Provide the necessary information access for desk volunteers: a. Develop a plan to provide desk volunteers with a Common Access Card (CAC) for access to standard CG workstations; b. Develop a database that contains the information a volunteer watchstander will need to access to provide the retiree with the right information; c. Determine whether desk volunteers may need access to Gmail; and d. Determine how desk volunteers acting virtually (from home rather than physically from a CG base) can have access to the systems and information necessary to stand their watch.	The RSP manager has initiated efforts to assess and meet the needs of retiree services desks and volunteers, including access to CG workstations, database systems, g-mail, and provisioning for "virtual" watches at remote locations. This item will be added to RSP POAM.	PENDING	OCT 2014
2014-9	Develop and maintain a central repository for retiree inquiries received by the desks or website. Include a follow-up mechanism, such as a tickler-file. Address protecting personal information (PII) and cyber security concerns.	The RSP manager has initiated efforts to develop/implement a centralized information system for collection, analysis, tracking, and management of retiree inquiries. This item will be added to RSP POAM.	PENDING	OCT 2014

Enclosure (3)

2015 ANNUAL REPORT OF CGNRC / CG-13 RESPONSE				
YR - #	CGNRC OBSERVATIONS & RECOMMENDATIONS	CG-13 RESPONSE	STATUS	UPDATE
<b>OUTREACH AND COMMUNICATIONS</b>				
2014-10	Develop and widely distribute a comprehensive "career life-cycle track" that simply and clearly helps retirees understand milestone decision points along their career path, including which retirement decisions need to be made when. It is critical that this information be shared early with the retiring service member to facilitate and ensure a smooth, integrated transition into retirement.	The RSP manager is working with the CG-1 TAPIWG to implement the <i>Military Life Cycle (MLC) Transition Model</i> . This effort is being tracked on the TAPIWG POAM and will be added to RSP POAM.	PENDING	OCT 2014
2014-11	Increase educational efforts to help survivors/ annuitants better understand whatever benefits they may be entitled to, specifically targeting: a. Survivors – beneficiaries who are eligible to receive or are receiving, either the Survivor Benefit Plan (SBP) or the Retiree Serviceman's Family Protection Plan (RSFPP). This includes children and insurable-interest beneficiaries; and b. Surviving spouses not receiving pay – surviving spouses of sponsors who did not elect a benefit plan for their survivor or who are no longer eligible for SBP or the RSFPP, are eligible for some benefits under DEERS that are not found in the Survivor Pay Files.	The RSP manager is working with the CG-1 TAPIWG and other stakeholders to help ensure CG retiree survivors & annuitants are provided needed pay and benefits information. This item will be added to RSP POAM.	PENDING	OCT 2014
2014-12	Develop and execute a formal Communications Plan to increase program awareness, including messaging, media vehicles, and frequency.	The RSP manager has initiated efforts to develop/implement a RSP Communications Plan. This item will be added to RSP POAM.	PENDING	OCT 2014
2014-13	Arrange for both CGNRC Co-chairs to attend/participate as CG representatives/ observers to DoD's military services' retiree councils.	The RSP manager is working with DoD to strengthen the CG/DoD retiree services partnership. The RSP manager has also engaged the VA to better understand linkages between the CG and VA.	PENDING	OCT 2014

Enclosure (3)

<b>2015 ANNUAL REPORT OF CGNRC / CG-13 RESPONSE</b>				
<b>YR - #</b>	<b>CGNRC OBSERVATIONS &amp; RECOMMENDATIONS</b>	<b>CG-13 RESPONSE</b>	<b>STATUS</b>	<b>UPDATE</b>
2014-14	Develop and execute a plan to sustain and regularly refresh the CG retiree website. Institutionalize website support.	The RSP manager has initiated efforts to ensure needed RSP website support. This item will be added to RSP POAM.	PENDING	OCT 2014
<b><i>CGNRC ANNUAL MEETING</i></b>				
2014-15	Establish a more effective communication and battle rhythm between the CGNRC and the regional councils, including: a. Publishing an annual cycle for identifying/reviewing/selecting issues and agenda items for the annual meeting; b. Organize and distribute read-aheads well in advance of the annual meeting; and c. Discuss and develop recommendations to resolve issues at annual meeting (developing recommendations, rather than just identifying issues). d. Facilitate and simplify the process for security check-in for attendees at the annual meeting. Consider hosting a portion of the annual meeting at Joint Base Bolling to simplify logistics for attendees.	The RSP manager will work the CGNRC, regional councils, and other stakeholders to make needed improvements to RSP communications and logistics management, striving for transparency and promoting "best practices." This item will be added to RSP POAM.	PENDING	OCT 2014
2014-16	Develop and execute a plan for CG-13 and both CGNRC Co-chairs to network closely with MOAA and its coalition of organizations.	The RSP manager will work with the CGNRC to strengthen the partnership with VA, MOAA, and VSOs. A suggestion was made to the VA Secretary's office to include CG/DoD retiree councils in the VA Secretary's regular breakfasts with VSOs.	PENDING	OCT 2014
<b><i>LEVERAGING THE RETIREE COMMUNITY</i></b>				
2014-17	Identify/discuss/develop ways to leverage retiree skills, on a voluntary basis, to add value to active duty CG.	The RSP manager will work with the CGNRC & key stakeholders in finding ways to leverage the experience/skills of retirees – and add value to active duty CG.	PENDING	OCT 2014

Enclosure (3)

<b>2015 ANNUAL REPORT OF CGNRC / CG-13 RESPONSE</b>				
<b>YR - #</b>	<b>CGNRC OBSERVATIONS &amp; RECOMMENDATIONS</b>	<b>CG-13 RESPONSE</b>	<b>STATUS</b>	<b>UPDATE</b>
<b>2015-1</b>	Establish a Regional Retiree Services Desk Working Group to clarify and make recommendations regarding the roles and functions of the Regional Retiree Services Desks and the National Desk.		PENDING	JUN 2015
<b>2015-2</b>	Establish a Transition Assistance Program (TAP) Working Group to make recommendations on how to increase retiree participation.		PENDING	JUN 2015
<b>2015-3</b>	Test the architecture of the pilot retiree services data capture tool for help desks.		ONGOING	JUN 2015

<b>Regional Retiree Councils</b>	<b>Charter Date</b>	<b>Sponsoring CG Command</b>
Northeast Retiree Council	July 2013	CG Base Boston
East Central Florida Retiree Council	March 2009	CG Sector Jacksonville
Cape May Retiree Council	July 2003	CG TRACEN Cape May
Cleveland Retiree Council	July 2013	CG Base Cleveland
Hawaii Retiree Council	June 2005	CG Base Honolulu
Jacksonville Florida Retiree Council	September 2005	CG Sector Jacksonville
Kodiak Retiree Council	July 2013	CG Base Kodiak
Miami Retiree Council	July 2013	CG Base Miami Beach
Central Gulf Coast (Mobile) Retiree Council	November 2011	CG Sector Mobile
New Orleans Retiree Council	August 2014	CG Base New Orleans
St. Louis Retiree Council	November 2013	CG Base New Orleans
Tampa Bay Area Retiree Council	February 2011	CG Sector St. Petersburg
Yorktown Retiree Council	January 2003	CG TRACEN Yorktown
National Capital Region Retiree Council	Pending	CG Base National Capital Region
Pacific Northwest (Seattle) Retiree Council	Pending	CG Base Seattle
Northern California (Alameda) Retiree Council	Pending	CG Base Alameda

Enclosure (4)