

**Table 1: CG Retiree Services Balanced Scorecard**

<b>MISSION</b>	Support, monitor, and strengthen CG military retiree/annuitant services and the life-long relationship between the CG military retiree community and the CG.			
<b>VISION</b>	CG military retirees/annuitants are forever members of the CG family, the <i>long blue line</i> , who share a life-long, mutually beneficial relationship with the CG.			
<b>STRATEGIC THEMES</b>	<b>1. CG Military Member and Family Preparation/Transition to Retirement</b>	<b>2. CG Military Retiree and Annuitant Services</b>	<b>3. CG Military Retiree Continued Service to CG</b>	<b>4. Staying Connected</b>
<b>STRATEGIC INTENT</b>	CG military members and family are prepared for and supported in transition to retirement – and <i>connected</i> to the CG Retiree Services Program.	CG military retirees, annuitants, and survivors receive the pay, benefits, rights, privileges, communications, and support services to which they are entitled.	CG military retirees continue to serve and make life-long contributions to the CG.	The CG military retiree community <i>stays connected</i> with the CG and engages in CG events/activities.

STRATEGIC GOALS AND STRATEGY MAP		METRICS	TARGETS	INITIATIVES (*Priority Goals)
<b>Customers/ Stakeholders</b> 		Member/spouse satisfaction with Transition Assistance	TBD	*CG Transition Assistance
		Member/spouse satisfaction with Separation Process	TBD	CG Separation Process assessment
		CG Retiree/Annuitant satisfaction with services	TBD	CG Retiree/Annuitant Services assessment
		# Customers served by CG Retiree/Annuitant services	TBD	*CG National Retiree Help Desk modernization
		CG Retiree Caregiver satisfaction with CG support	TBD	*CG Retiree Caregiver Guide
		CG Retiree Survivor satisfaction with CG support	TBD	CG Retiree Survivor Support
		# CG Retirees involved in CG Community Services	TBD	CG Retiree/Community Affairs partnership
		# CG Retirees serving as CG Auxiliary members	TBD	CG Retiree/CG Auxiliary partnership
		# CG Retiree referrals recruited by the CG	TBD	CG Retiree/CG Recruiting partnership
		# CG Retirees connecting via CG web/newsletters	TBD	*CG Retiree Services awareness & accessibility
<b>Resource Stewardship</b> 		CGNRC Annual Meeting Costs	TBD	*CGNRC Annual Meeting ROI
		CG Retiree Help Desk VOLAC/Remote Access costs	TBD	*CG National Retiree Help Desk modernization
		# Active/Reserve hours in support of retiree services	TBD	CG Retiree Services cost/benefit analysis
		CG Retiree Services Program total costs	TBD	CG Retiree Services cost/benefit analysis
<b>Internal Processes</b> 		# and type of CG Retiree Help Desk Calls	TBD	*CG National Retiree Help Desk modernization
		# CGNRC Recommendations (Open, Closed, Other)	TBD	*Implementation of CGNRC Recommendations
		# CG Retiree Councils with web sites/newsletters	TBD	*Improve Communications & Messaging
		# Modernized CG Retiree Services Desks	TBD	*CG Retiree Services Desks modernization
		# Transitioning CG members/spouses introduced to RSP	TBD	*CG Preparation/Transition to Retirement
<b>Organizational Capacity</b> 		# CG Retiree e-mail addresses in CG RSP system	TBD	Improve utilization of technology
		# CG Retirees/Annuitants utilizing DoD RAOs	TBD	Improve utilization of DoD RAOs
		# CG Retirees serving on CG Retiree Councils	TBD	*Improve CG Retiree/Aux Volunteer capacity
		# CG Bases connected to CG Retirees in their AOR	TBD	*Improve CG organizational capacity
		#/location of CG Military Retirees/Annuitants/Survivors	TBD	*Improve CG organizational capacity
		# Active/Reserve hours in support of retiree services	TBD	*Improve CG Active/Reserve capacity

● Honor ● Respect ● Devotion to Duty ● Care for all members of the CG Family