



CCGNRC Report 2011
COAST GUARD NATIONAL RETIREE COUNCIL

"Coast Guard For'er"

Co-chairs
RADM Ronald F. Silva, USCG Retired
MCPOCG Vincent W. Patton, USCG, Retired

24 May 2011

To: Commandant (CG-00)
Via: Assistant Commandant for Human Resources (CG-1)
Subj: 2011 NATIONAL RETIREE COUNCIL MEETING REPORT

1. The Commandant of the Coast Guard National Retiree Council (CCGNRC) held its tenth annual meeting in accordance with COMDTINST 1800.5F from 10-12 May 2011 at Coast Guard Headquarters (Jemal Building). In addition to the National Co-Chairs, all ten of our chartered Regional Coast Guard Retiree Councils, one of our two Regional Councils that are in the process of establishment, CWO Fred Siegel of the Council-at-Large (Fred's Place), our Annuitant-at-Large Representative and our two new Military Service Organization Liaisons (MOAA & FRA) were in attendance. Since last year, the Cape May Regional Council has become inactive and was not in attendance. Also, our Civilian Retiree Council Liaison was not in attendance due to unavailability. Attendees are listed in the agenda, enclosure (1).
2. This year, one of our CCGNRC Co-Chairs, RADM Silva, attended the SECNAV Retiree Council on 2 May 2011 and presented a briefing on the CCGNRC. Additionally, there has been discussion via e-mail by the DoD Services and Coast Guard National Retiree Council Co-Chairs about the possibility of meeting to discuss common issues next spring and to establish a Joint Services Retiree Council. However, there are no firm plans yet.
3. The Council had an ambitious agenda of **Retiree Advocacy and Issues Development Work**, accomplished through group workshops and plenary discussions regarding the needs of the Coast Guard retiree community and the Proposal to Improve the Coast Guard Retiree Program, as well as **Retiree Council Educational and Informational Briefings** from staffs and organizations both within and external to the Coast Guard. This report serves two purposes—focusing on those issues of potential importance to retiree community and recommendations for consideration by the Commandant and the Assistant Commandant for Human Resources.
4. The Council was greatly impressed with and appreciative of the time provided to meet with and discuss retiree issues with the Commandant, Vice Commandant, Assistant Commandant for Human Resources, and Director, Personnel Management on multiple times during the annual meeting. The Council had more than two hours with each of the Coast Guard leaders noted above. It is clear that the senior leadership of the Coast Guard considers the retiree and annuitant community part of the Coast Guard family. As an initiative to support the Commandant's theme of the 'Year of the Coast Guard Family', the Commandant has committed to the development of policy and improvement of the business practices to improve the Coast Guard Retiree Program.
5. The Council notes the continued exceptional support and advocacy provided by The Military Coalition (www.themilitarycoalition.org), and especially the Military Officer Association of America (MOAA) and the Fleet Reserve Association (FRA) for this year's meeting. Besides the highly informative briefings, MOAA sponsored an annual lunch for

the Council in the Commandant's Flag Mess on Wednesday and FRA hosted a reception for the Council at their Headquarters on Tuesday evening. The Council would like to thank ADM Papp, VADM Brice-O'Hara, RADM Hewitt and Mr. Curt Odom for joining us at the MOAA lunch. The Council also greatly appreciates the continued support of Delta Dental in providing a comprehensive briefing and hosting our "welcome aboard" reception on Monday evening, as well as the National Association for Uniformed Services (NAUS) for their informative briefing and hosting lunch on Tuesday.

6. **Retiree Advocacy and Issues Development Work** was accomplished through group workshops and plenary discussions regarding the needs of the Coast Guard retiree community and specific proposals brought forward before the Council. The Proposal to Improve the Coast Guard Retiree Program (including Appendices A-G), submitted to Commandant (CG-122) by the CCGNRC Co-Chairs on 16 February 2011, clearly was the focus of the Council and garnered the most time and attention. As background, the Commandant was provided an overview of Coast Guard retiree issues and the proposal on 28 April 2011 by one of the CCGNRC Co-Chairs where the Commandant expressed interest in developing policy and improving the business practices for the Coast Guard Retiree Program.

1. **Proposal to Improve the Coast Guard Retiree Program** – The Council has validated the need for and opportunity to improve the Coast Guard Retiree Program as an important element of the Commandant's *Year of the Coast Guard Family* initiative and enthusiastically endorses the Proposal with the following comments for emphasis:

- Acknowledges the research and assessments of the current Coast Guard Retiree Council and other DoD Services Retiree Programs, which forms an excellent basis for comparison of retiree services and many best practices as a means to accomplish them.
- Recommends a Coast Guard Retiree Program Value Statement, such as the Department of the Navy Value Statement – *“By tradition and law, retired Navy and Marine Corps personnel are individuals with a continuing military status. They, as well as their family members and survivors, are entitled to certain rights, benefits, and privileges, and are subject to responsibilities arising from these entitlements. Retirees are also subject to recall to active duty at the discretion of the President. In discharging these responsibilities, retirees, as part of the total force, are capable of making meaningful contributions to the missions of the active forces. Therefore, their continuing participation as Navy-Marine Corps team members should be encouraged and supported. In order for retirees to make an effective contribution, they should be kept informed on changing programs and policies. The Department of the Navy's retired Activities Program provides an avenue to ensure that the relationship between retirees and the Navy and Marine Corps is reinforced and mutually beneficial.”*
- Recommends a Goal of an Improved Coast Guard Retiree Program – *“To locate, connect and communicate with all Coast Guard retirees and annuitants who want to maintain connection with the Coast Guard, providing valuable information and needed services”.*
- Recommends the development, documentation, approval and implementation of Coast Guard policy and improved business practices to establish a nation-wide program for retiree services that:

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- Ensures that all Coast Guard retirees and annuitants have access to retiree services – rights, benefits, privileges, info, etc. that they are entitled to and comparable to DoD
- Provides full nation-wide coverage for Coast Guard retirees in order to maintain communication between the Coast Guard and retirees, and *enables* Retiree Council support and activities of interest to retirees
- Solves the problem of CG Retiree Councils having the responsibility of communicating with retirees in AOR but not having access to retiree contact info
- Better defines roles/responsibilities/resources for all organizations (Coast Guard organic, CCGNRC and regional Councils) involved in the delivery of Retiree Service Mission, which is:
 - Help member and spouse prepare for retirement and a smooth transition
 - Assist survivors of members who die on active duty to maximize benefits
 - Serve retirees and family/survivors until death
- Makes best use of available DoD Retiree Services at most major DoD bases by Coast Guard retirees and annuitants
- Develops measures to determine if we are meeting the needs of our retiree and annuitant community
- Recommends a set of objectives for an Improved Coast Guard Retiree Program
- Recommends a *‘starting point’* for an Improved Coast Guard Retiree Program that is based on the best practices of the DoD Services Retiree Programs, while considering the differences in culture and organization of the Coast Guard. The recommendation provides a fully detailed program so that as modifications are made to the proposal, decisions can then be made as to need, risk, tradeoffs, effectiveness, etc. (An analogy would be to look at a fully loaded car and then go through the process of deciding which optional items you need or can afford and which ones you don’t).

It is therefore recommended that the Proposal for an Improved Coast Guard Retiree Program be approved in concept and assigned to a Project Officer for the development of policy and improved business practices. Please see comments in section 8.1 below for a discussion of social media and technology tools need for an improved Coast Guard Retiree Program. The Council offers to support this initiative in an advisory capacity and desires to have regular opportunities for input and review during development. It is recommended that a Plan of Action and Milestones (POAM) be developed to achieve an approved Improved Coast Guard Retiree Program and rewrite of Commandant Instruction 1800.5F to be briefed at the spring 2012 Flag Conference and CCGNRC 2012 annual meeting.

2. **Proposal to enhance Retiree Work-Life & Readiness through USCG e-mail –**
The Council was notified in January 2011 that the CCGNRC and its Regional Councils would not be able to receive retiree contact information from the Coast Guard due to Privacy Act restrictions, as the CCGNRC was not considered ‘an official part of the Coast Guard’. This severely inhibits, if not prohibits, the Council’s ability to accomplish its mission. The work around solution was to put

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a notice in the April CG/NOAA Retiree Newsletter to solicit retirees to contact Regional Councils. A poll at our CCGNRC meeting showed that half of the Regional Councils had received one contact and the other half none as a result of this notice. That is clearly not an adequate solution. A proposal was presented to the Council which recommended that all retiring and retired Coast Guard personnel (active and reserve) keep or be assigned a permanent Coast Guard e-mail address, in the usual – firstname.middleinitial.lastname@uscg.mil – format. Retention of e-mail addresses after service is common among many organizations, such as the US Army, higher educational institutions, etc. It should be noted that this proposal may not be the only solution to the problem noted above, but may be a needed solution for the Coast Guard as a whole to be able to keep in contact with retirees and others via e-mail vice mail for a variety of reasons. *It is therefore recommended that key stakeholders from CG-1, CG-6 and others as appropriate be tasked to look into implementing this tool as a way improve connection and communications with the retiree, annuitant and possibly other communities.*

3. **Proposal to do a Retiree Needs Survey** – RADM Hewitt, CG-1 asked the Council to consider this idea. The Council acknowledges the need to do a Retirees Need Survey (Note that this was also recommended by the SECNAV Retiree Council in their 2010 Retiree Council Report). The Council notes that it will be very important that the survey be designed properly to be effective and must be designed with the future in mind and not the past. The survey, if designed well, may also be an important vehicle to determine retiree needs and retiree services satisfaction, communicate/educate about retiree benefits and entitlements, and raise the visibility of a future improved Coast Guard Retiree Program. *It is therefore recommended that a Retiree Needs Survey be performed as part of the development of an Improved Coast Guard Retiree Program, with inputs, review and comment from the Council.*
4. **Proposal to develop a Retiree Caregivers Guide** – A proposal was made to the Council to seek assistance from the USAA Foundation for funding or direct assistance to develop a Retiree Caregivers Guide. The Council discussed this proposal and reaffirmed the need for a Retiree Caregivers Guide (initially approved three years ago by the Council). It was decided that this Guide should focus on a tool that would provide caregivers of retirees (be they family or others) the information to assist the retiree to ensure that retiree benefits and entitlements can be accessed or where to find assistance. This has a different focus than most other ‘Survivors Guides’. It was acknowledged that the effort to date has produced an outline of the Guide and that further clarity was needed as to a proposed way forward. The Council tasked the proposer to provide recommendations on the way forward by 1 July 2011 for Council review. *It is therefore recommended that this item be tabled for further review by the Council until a revised proposal is reviewed. Once reviewed and if accepted, the Council will forward its recommendation to Commandant (CG-1).*
5. **Proposal to invite the Commandant/Vice Commandant to meet with Retiree Council groups on travel to the field** – This proposal was generated after our productive meetings with the Commandant and Vice Commandant, who both expressed interest in visiting with groups of retirees when making field trips. The Council enthusiastically endorses this initiative and will support such efforts. *We therefore invite the Commandant and Vice Commandant to meet with retiree*

groups on their field trips and the Council will assist in setting up these meetings.

6. **As a result of the Coast Guard Pay and Personnel Center (PPC) briefing and Council discussions, several recommendations are made for tasking for PPC. *It is therefore recommended that PPC be tasked to accomplish the recommendations noted in section 7.19 below.***
7. **Retiree Educational and Informational Briefings** were provided to the Council from staffs and organizations both within and external to the Coast Guard. These briefings are important to keep the Council up to date on critical information on retiree programs, benefits, entitlements, and responsibilities to better serve our retirees and annuitants. A summary description of the briefs follows:
 1. **2010 CCGNRC Annual Meeting Report.** MCPOCG Patton reviewed the Commandant's Response to the 2010 CCGNRC Annual Meeting Report and noted with appreciation the more timely response than in previous years.
 2. **RADM Hewitt, Assistant Commandant for Human Resources (CG-1).** Discussed the Commandant's Direction (especially *Respecting our Shipmates* and the *Year of the Coast Guard Family*) and how it ties in with the retiree community. He asked the Council to consider whether a Retiree Needs Survey should be done, especially to determine if our Coast Guard retirees fully understand all the benefits and entitlements that they are entitled to and how to get them. He noted that there may be opportunities to create MOUs with the other DoD Services to partner with and better serve our Coast Guard retiree and annuitant community. RADM Hewitt also noted that a solution to the Council's inability to get retiree contact information needs to be developed and indicated that he has discussed this and other technology support needs, such as a SharePoint portal with CG-6 . RADM Hewitt expressed his appreciation to the Council for all the retiree volunteer efforts.
 3. **CCGNRC Slideshow.** RADM Silva presented a CCGNRC slideshow to the Council to ensure that the Regional Councils are aware of its existence and is available should they need it for presentation locally. It was noted that the slideshow had previously been given to the Coast Guard Academy Alumni Association Board of Directors in March 2011 and to the SECNAV Retiree Council in May 2011. *Tasking for the Regional Councils – Provide updates to the Regional Council Summary of Activities Chart by 30 June 2011.*
 4. **TRICARE.** The TRICARE website, www.tricare.osd.mil, is an exceptional healthcare information/access tool. Additionally, all Coast Guard members, especially retirees, should make note of the Coast Guard's toll-free health benefits advisor number, 1-800-9HBAHBA. All too often members are attempting to tackle complex issues on their own when expert help is readily available. As the Service goes through its realignment of support services delivery, the Council appreciates that adequate provision is being made to ensure that the Coast Guard health benefits advisory service remains available.
 5. **TRICARE Retire Dental Program.** See www.trdp.org. Some important items to note:
 - Delta Dental does not have a connection with DEERS; changes to DEERS status, such as dependents, must be transmitted to Delta Dental also.
 - This program is immediately available to "grey area" (RET-2) Reservists.
 - There is no waiting period if the member signs up within 120 days after retirement.

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- Delta Dental has included enhanced benefits under the new contract (began 1 October 2008).
 - Program goals: Publicize the program and increase enrollee satisfaction by continual improvement of benefits.
 - Delta Dental has offered to provide a speaker at Retiree Services Meetings – contact Tom McDavid at (571) 215-6129 or tmcdavid@delta.org.
6. **DoD Self-Service Logon (DS Logon).** A short briefing was provided by Mr. Steve Turner, DMDC, on the DoD Self-Service Logon (DS Logon), which is the DoD credential for self service.
 7. **SECNAV 2011 Retiree Council Summary.** RADM Silva provided a summary brief of the SECNAV Annual Retiree Council Meeting, which he recently attended. Presented was a list of the meeting agenda topics, a report on their 2010 Retiree Council Report and the Navy and Marine Corps Responses. Of note were the recommendations for paid positions for both Navy and Marine Corps Retiree Services Offices, as the volunteer staffing has become problematic and for a retiree needs survey. They also wished to pursue a Joint Board for Military Retirees to advise DoD of the concerns of the military retiree population. It was noted that their Council spent breakout time during their meeting working on the following committees: Medical, Outreach, Volunteerism, and Compensation. A copy of the 2011 SECNAV Retiree Council Annual Meeting Program was distributed for review by the Council.
 8. **National Association for Uniformed Services (NAUS).** LCDR Steve Hein USCG (ret) and CT1 Mike Plumer USN (ret) briefed the Council on legislative issues they are working on in support of military retirees and NAUS's legislative initiatives on Capitol Hill with the Military Coalition.
 9. **Proposal to Improve the Coast Guard Retiree Program.** RADM Silva provided an overview brief of the Proposal to Improve the Coast Guard Retiree Program to increase understanding and begin discussions of the Proposal and to set the stage for Group Workshops that followed.
 10. **Capital Area Retiree Council (CARC) and the Ft. Myer Retiree Council Partnership.** CAPT David Bernstein and SCPO Mike White from the CARC, briefed the Council on CARC initiatives, with particular emphasis on their emerging partnership with the Ft. Myer Retiree Services Office and Retiree Council in order to have Capital Area Coast Guard retirees to better avail themselves of the extensive retiree services provided by Ft. Myer. This partnership serves as good example of how Regional Councils can support Coast Guard retirees through partnerships and knowledge of Retiree Services provided at local DoD Bases throughout the United States.
 11. **DEERS/RAPIDS.** CWO Joey Brown, Compensation Branch, provided an update on DEERs initiatives including SSN reduction plan (eliminate unnecessary and unsecure use of SSNs (DEERs enrollment will replace SSNs with 10-digit Electronic Data Interchange –Person Identifier (EDI-PI) number). She notes that the new retiree ID cards will normally be provided at normal renewal dates. The timeline for SSN removal from all DoD ID cards will be done in three phases:
 - Phase 1 – removal of printed dependent SSNs from dependent ID cards began in December 2008 and continues
 - Phase 2 – removal of the printed SSN from all ID cards and will begin in May 2011

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- DoD ID number – a unique 10 digit number assigned by DEERS. Dependents will have their own DoD ID number
 - DoD Benefits Number – An 11 digit number that is tied to the sponsor and will be used to determine eligibility to receive benefits, including medical – note that DEERS, TRICARE and medical providers will recognize both SSN or the DoD Benefits Number to facilitate care/benefits
 - Phase 3 – removal of the SSN from the bar codes on all ID cards will begin in 2012.
12. **Coast Guard National Retiree Help Desk (NRHD).** This continues to be an exceptional example of Coastguardsmen helping their own. LCDR Dave Du Pont, USCG (Ret.) provided this year’s update. The help desk continues to provide retirees, and their dependents and survivors an important service as a “gatekeeper” to Coast Guard or veteran-related information. The email address for support is: NRHDesk@gmail.com. Members of the Capital Area Council manage this mission with currently 12 watchstanders from several Regional Councils across the country (FL, TX, CA, WA, & VA). The NRHD watchstanders work remotely from their home or office. Watchstanders call into the voice hotline and access voice inquiries as well as remotely accessing the gmail account during their duty. On average, the help desk responds to 10 inquiries per week on diverse topics such as retired pay, establishment of new regional councils, RAS issues, perspective retirees, etc. *Tasking for the CCGNRC Co-Chairs – Recognize the NRHD Watchstanders with Certificates of Appreciation*
13. **The Military Coalition Advocacy of Retiree Benefits.** The Council notes the continuing progress by the Military Coalition, working with the Administration and Congress, in obtaining and protecting important benefits for active duty and Reserve members, the retiree community, and their families. The Council continues to support those legislative initiatives that protect the benefits of and honor the men and women who serve.
- The Military Coalition, represented by MOAA and FRA, provided a briefing on their advocacy efforts. They noted that surveys determine that Military Healthcare is currently the most important issue for retirees.
 - As a strategy to deal with the tremendous pressures to increase TRICARE costs, The Military Coalition is supporting a very modest and measured increase to TRICARE costs. It was noted that the DoD Secretary has stated that “Health Care Costs are eating us alive” and there hasn’t been an increase in TRICARE enrollment fees since 1995. The Council recognizes that changes may be necessary, given the substantial rise in healthcare costs and that enrollment fees haven’t changed since TRICARE inception 16 years ago. We continue to recommend that any changes be carefully vetted with thoughtful consideration of the long-term effects on the force and should be modestly connected to an appropriate cost index.
 - The Council also expresses deep concern with the proposed 21% cut in Medicare/TRICARE payments that continue to loom. While Congress continues to pass stop-gap legislation that puts off the problem to a later date, allowing such reductions to go into effect would be devastating to the TRICARE program. Many providers of Medicare/TRICARE would simply stop seeing patients as their costs would no longer be covered.

14. **Meeting with the Commandant.** The Council had a one hour ‘All Hands’ meeting with the Commandant after the MOAA sponsored lunch in the flag mess. He described his 2011 Commandant’s Direction and how it relates to the retiree community. He views the retiree community as part of the Coast Guard family. He stated that the retiree community can be a “force multiplier” to the active force and is committed to improving the Coast Guard Retiree Program. The Commandant expressed his appreciation to the Council for all their retiree volunteer efforts.
15. **Public Affairs.** CAPT Ron LaBrec provided the Council an update on Coast Guard Public Affairs. His staff is working hard to ‘Raise the visibility of the Coast Guard to America’ and retirees can help. There is strong involvement with social media to get the word out – educate and inform.
16. **Coast Guard HQ Move to the St. Elizabeths’ Campus.** LT Matt Manofsky (SILC DET WASH PMB) provided a very informative brief of the design and construction of the new Coast Guard Headquarters at St. Elizabeths. The Council appreciated an inside look at this historic and challenging project and its status.
17. **Coast Guard Auxiliary.** Mr. Steve Minutolo gave a very good brief on the over 30,000 Coast Guard Auxiliary force, bringing 3,300 boats, 200 aircraft and almost 2,400 radio facilities to support the Coast Guard. There are opportunities for the retiree community to support the Coast Guard Auxiliary (they are always looking for new members) and for the Coast Guard Auxiliary to support the Coast Guard Retiree Program (possibly to staff future Coast Guard Retiree Services Offices). It was noted that Auxiliarists can retire from the Coast Guard Auxiliary after 15 years of service. *Tasking for the CCGNRC Co-Chairs – Contact the Auxiliary office at HQ and the National Commodore regarding interest by the Coast Guard Auxiliary in establishing a Coast Guard Retirees Service Mission Area and whether Auxiliary Retirees would like to become members of the Coast Guard Retiree Councils for social and information purposes.*
18. **Coast Guard Recruiting Command.** LCDR Rick DeTar and MCPO Joseph Wright briefed on Coast Guard recruiting efforts. There are 353 recruiters at 84 offices nation-wide. For FY11, the recruitment targets are 3250 active and 1500 reserves. There is a new advertizing campaign entitled ‘Born Ready’ which will use real stories of Coastguardsmen. The enlisted diversity numbers have increased in the last 8 years due to the SMART program, but diversity remains a challenge. Coast Guard Recruiting Offices have become standardized and are now ‘one stop shopping’ for enlisted, Academy and OCS accessions. Diversity has improved for officer accessions but not as well as enlisted and more remains to be done. The Council discussed this issue and how retirees might help contribute to recruiting success. Members felt that the regional retiree councils and the retiree community could be called on to assist in outreach to candidates or aid in reaching target institutions in their local areas. Flag leadership should continue to communicate their commitment to diversity to the retiree community and ask us how we can help (as the Commandant, Vice Commandant, and CG-1 clearly did during our meetings with them). Additionally, the Recruiting Command is looking at how to support the retiree community in areas like decedent affairs, funeral details, etc.
19. **Coast Guard Pay and Personnel Center (PPC).** Ms. Debbie Farley, Chief, Retiree and Annuitant Services (RAS) Branch gave the Council an update.

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- The Council remains concerned as to the level of resources available to support retirees. As part of the Most Effective Organization (MEO) competition, RAS staff shrank more than one-third. The dedicated, customer-focused, and responsive support provided by the PPC(RAS) staff for their basic missions and workload was acknowledged by the Council, but surge capability to deal with retiree benefit changes, particularly retroactive changes, remains a concern.
- The 2011 NDAA changes the retiree pay day to the *first day of the month* and will be implemented on 1 September 2011.
- The Council notes that Retirees are now able to make a number of on-line changes to their profiles using the Self-Service on Direct Access.
- State tax issues. When moving from one state to another, in addition to updating home mailing addresses, retirees must request a change for state tax as an address change does not automatically change or stop the state information that the tax is being paid to.
- PPC does not issue corrected 1099Rs for those retirees who receive a retroactive VA award. The retiree will need to submit a copy of the VA award letter with the income tax return. IRS Publication 525 addresses this issue.
- PPC continues to work with the VA to finalize an MOU on the interagency procedures for dealing with CRDP/CRSC. *Tasking for CCGNRC Co-Chairs – Consider a briefing for the 2012 CCGNRC Meeting on CRDP/CRSC.*
- PPC does not retain copies of retirees' DD214s. They must be obtained from the National Personnel Records Center, Military Personnel Records, 9700 Page Avenue, St. Louis, MO 63132-5100, phone: (314) 801-0800 e-mail: MPR.center@nara.gov.
- PPC provided a listing of the numbers of retirees by state or country. There are currently 39,844 Coast Guard Retirees, of which 170 live in foreign countries. The top twenty states with Coast Guard retirees are: FL, VA, CA, WA, NC, TX, MD, MA, OR, MI, NY, AL, ME, PA, GA, AK, NJ, OH, LA, SC. Eight of these states, noted in black, have full or partial coverage of retirees and twelve, noted in red, have no coverage by current Coast Guard Regional Retiree Councils. The full list is provided as Enclosure (2).
- PPC stated that they have e-mail addresses for less than 30% of Coast Guard retirees.
- The Council recommends that "Grey Area" Retired Reservists (RET-2) should be on the mailing list for the CG/NOAA Retiree Newsletter. *Tasking for PPC(RAS) – Please add RET-2 Retirees to the CG/NOAA Retiree Newsletter mailing list.*
- There was some discussion by the Council about changing the name of the Retiree Newsletter to *Coast Guard For'er*, but due to the newsletter also serving NOAA retirees, the issue was tabled for now.
- The Council discussed the concern that the Survivors Guide produced by PPC needs updating and to make more user friendly for non-CG/military readers. *Tasking for PPC(RAS) – Please update the Survivor's Guide and make more user friendly*

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- The Council noted that when a retiree reaches 65 years of age, several important benefits changes or required actions occur, such as needing a new ID card and changing to TRICARE For Life (where it is important to sign up Medicare Part B for best coverage) A special notification to retirees should be noted on their LES 6 months prior to turning age 65 on the importance of these requirements. *Tasking for PPC(RAS) – Please develop and implement a means to provide an LES notification 6 months prior to turning age 65.*

- 20. Armed Forces Retirement Home System.** Mr. Steve McManus provided an informative brief on the Armed Forces Retirement Home System with facilities in Gulfport, MS and Washington, DC. They currently have capacity for 1150 residents (Gulfport 582 and DC 568). The Council is pleased to note that after many years of supporting legislation for the inclusion of Coast Guard retirees into the AFRH program is now a reality. All DoD and Coast Guard Active Duty Enlisted personnel pay 50 cents per month, as well as all fines and forfeitures taken from NJP, Courts Martial, etc. are provided to the AFRH Fund for eligibility. Recently, a Coast Guard retiree has been selected for the Gulfport facility. Mr. McManus noted with appreciation that the Coast Guard CPOA and CWOA also partner with them to provide maintenance of the pond at the DC AFRH facility. *Tasking for CCGNRC Co-Chairs – Consider a field trip by the Council to the DC AFRH for the 2012 CCGNRC Meeting and ensure that information on the AFRH is published in the proposed Caregivers Guide.*
 - 21. Meeting with the Vice Commandant.** The Vice Commandant had a one hour meeting with the Council where she asked each member to comment on their most important retiree issues. The most recurring issue was the inability to connect and communicate with the retiree community. The Vice Commandant stated that this issue needs to be fixed with CG-6 and Legal assistance. As this session was towards the end of this meeting, many of the items presented in this report were discussed. She challenged the Council to think of ways for the Coast Guard to better engage with the CCGNRC, so that retirees are better informed and to possibly assist with recruiting, CGA/OCS accessions, and other outreach matters that the retiree community can assist with. The Council noted that the CCGNRC and retiree community needs to be ‘*enabled*’ to be supportive to the Coast Guard ... *make it important to do, rewarding to do, fun to do and give us the tools to get it done.* The Vice Commandant expressed her appreciation to the Council for all their retiree volunteer efforts and stated that she would like to see the Commandant and herself visit the Regional Councils during their field travels.
 - 22. Coast Guard Mutual Assistance.** Mr. Barry Boisvere gave a briefing on the Coast Guard Mutual Assistance Program. He noted that Coast Guard retirees are eligible for Mutual Assistance benefits/services and can contribute by check or allotment to the fund. Coast Guard Mutual Assistance consists of financial counseling and referral services, loans, and grants. It was noted that while active Coast Guard civilian employees are eligible for Coast Guard Mutual Assistance, unfortunately retired civilians are not. Retired Coast Guard civilians may be eligible for limited emergency assistance from the Federal Employee and Assistance Fund.
- 8. Additional CCGNRC Initiatives and Discussion Items**
 - 1. Social Media and technology tools for the CCGNRC.** As the Council discussed improving the Coast Guard Retiree Program it was clear that the future

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would require more use of social media and technology tools to improve CCGNRC and regional council efficiency and effectiveness and to connect with retirees in ways that they will want in the future. These include quick and easy access of information dissemination, a simpler way to stay in touch as the users control what they want to see and how much, and low to no maintenance (minimizes administrative matters). For example, the SECNAV Retiree Council is on Facebook, the Army provides Army retirees permanent .mil e-mail addresses, etc. to better connect with their retirees. As we develop business practices for an improved Coast Guard Retiree Program, we need to connect with as many retirees as possible with e-mail, websites, as well as other social media tools that are of common use by our retirees. The Council acknowledges the Fred's Place website (www.fredsplace.org) run by our Council-at-Large member CWO4 Fred Siegel as a good tool for posting information of interest to Coast Guard retirees, but a multi-pronged information dissemination approach is best. Additionally, the CCGNRC and regional councils need access to tools like SharePoint, teleconferencing, etc. to be *enabled* to accomplish our mission. *Tasking for CCGNRC Co-Chairs – Work with the Project Officer tasked to Improve the Coast Guard Retiree Program to ensure that social media and technology tools are built into the improvements for the Coast Guard Retiree Program. Support from CG-6 and other stakeholders will be required.*

2. **Establishment of CCGNRC Standing Committees.** The Council felt that the format of this year's CCGNRC annual meeting (two main business topics) was productive and enjoyable. The first was **Retiree Advocacy and Issues Development Work**, which this year primarily focused on group workshops and discussions regarding the Proposal to Improve the Coast Guard Retiree Program and the second was the **Retiree Council Educational and Informational Briefings**. The Council had a brief discussion as to whether to establish CCGNRC Standing Committees and have committee breakout work time provided as a way to do our **Retiree Advocacy and Issues Development Work** in the future. The Council felt that we should wait and see how the Project to Improve the Coast Guard Retiree Program develops. *Tasking for CCGNRC Co-Chairs – Work with the Project Officer tasked to Improve the Coast Guard Retiree Program regarding Standing Committee opportunities for a future CCGNRC.*

9. Summary.

- The CCGNRC program is comprised of a cadre of highly dedicated retirees. As noted in a survey of Regional Retiree Council activities performed last fall, a wide variety of retiree service activities are performed based on the needs of the retirees served and capabilities/resources of our Regional Councils. Members come ready to participate in ways to improve connections to the retiree community and “make a difference” for all of our Service’s men and women, active duty and retired, Reserve, civilian and Auxiliary. However, the majority of our Coast Guard retirees are not served by a Regional Council; that is a problem.
- We again note significant value is being provided to those Coast Guard units and surrounding retiree communities where there is “enlightened leadership” at the commands. Retirees who are willing to volunteer their time, skills, knowledge and expertise to the Coast Guard community leverage the commands’ workforce. Those supportive commanders and commanding officers truly understand that for a minor investment in space, resources, and time, and a good dose of respect, pays

CCGNRC Report 2011

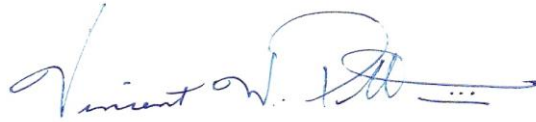
substantial dividends. However, this 'voluntary supporting command' approach is clearly problematic and should be seriously evaluated in developing an Improved Coast Guard Retiree program. The other DoD Retiree Services Programs can serve as a good model for the future.

- There is a need and opportunity to take make improvements to the Coast Guard Retiree Program and take it to a new level. There has been an analysis of the Coast Guard and other DoD Services Retiree Programs and a proposal prepared, reviewed, discussed, and endorsed by the Council. The Council is very excited about this opportunity to improve the Coast Guard Retiree Program and stands ready to assist in making it a reality.

10. The Council would like to thank Mr. Clifford Samuel and especially CWO Joey Brown for their diligent work in setting up the meeting and support throughout the proceedings. BZ!



Ronald F. Silva



Vincent W. Patton

Enclosures:

- (1) CCGNRC 2011 Agenda
- (2) Listing of Coast Guard Retirees by state or country

Commandant of the Coast Guard

National Retiree Council

Annual Meeting 2011



Jemal Building, 8th Floor, Room 08-1419

Monday, 9 May: Travel Day – Members arrive at Virginian Suites Hotel

1830 – Welcome Aboard Reception
Sponsored by Delta Dental
Hospitality Suite – Hotel

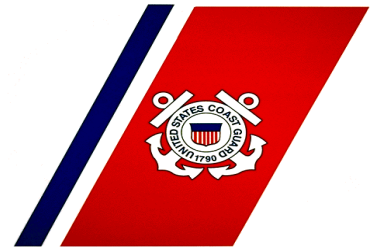
ATTENDEES

RADM Ron Silva	CCGNRC Co-Chair
MCPOCG Vince Patton	CCGNRC Co-Chair
LCDR Phil Johnson	Pacific Northwest (D13)
CAPT Bud Schneeweis	Military Service Organization/MOAA
Ms. Lula Carpenter	Annuitant at Large
SCPO Mike White	Capital Area
CAPT Bill Wilkins	North Coast (D9)
MCPO John Heaphy	East Central Florida
CAPT Rod Schultz	Hawaii
MCPO Marc Fagenbaum	Greater Miami
MCPO Bobby Wester	First Coast (Jacksonville, FL)
CAPT Bud Buechler	Yorktown
CDR Sal Romo	Northern California (D11)
CWO Fred Siegel	Council-at-Large
CAPT David Bernstein	Capital Area
MCPO Doug Squires	Tidewater
CPO Kim Lorigan	Tampa/St Petersburg
CAPT Dale Walker	Tidewater
CPO Penny Collins	Military Service Organization/FRA

Commandant of the Coast Guard

National Retiree Council

Annual Meeting 2011



Jemal Building, 8th Floor, Room 08-141

- Tuesday, 10 May:
- 0730 – Depart Hotel
 - 0815 – Pick up Badges in Lobby of Jemal Building
 - 0830 – Welcome & Introductions
 - Review Agenda/2010 Report
 - *RADM Silva/MCPOCG Patton*
 - 0900 – Welcome Aboard
 - *RADM Hewitt (CG-1) / Mr. Odom (CG-12)*
 - *Recognition: RADM Ames/CAPT Schneeweis*
 - 0930 – Administration & Logistics
 - *Cliff Samuel*
 - 0945 – *Break*
 - 1000 – CCGNRC Slideshow
 - *RADM Silva/MCPOCG Patton*
 - 1030 - Delta Dental
 - *Tom McDavid*
 - 1100 – DoD Self-Service Logon (DS Logon)
 - *Steven Turner, Defense Manpower Data Center*
 - 1130 - SECNAV 2011 Retiree Council
 - *RADM Silva*
 - 1200 – Lunch – *hosted by NAUS*
 - *Presentation by: LCDR Steve Hein, USCG (Ret)*

 - 1300 – Proposal to Improve the CG Retiree Program
 - *RADM Silva/ MCPOCG Patton*
 - 1400 – CARC & Ft. Myer Retiree Council Partnership
 - Including discussion of other examples
 - *CAPT David Bernstein/YNCS Mike White*
 - 1445 – *Break*
 - 1500 – Group Workshops to Improve the CG Retiree Program
 - *RADM Silva/MCPOCG Patton*
 - 1630 – Adjourn
 - 1730-1930 – FRA hosted reception at FRA HQ in Alexandria

Commandant of the Coast Guard

National Retiree Council

Annual Meeting 2011



Jemal Building, 8th Floor, Room 08-1419

- Wednesday, 11 May:**
- 0745 – Depart Hotel
 - 0830 – Review/Preps for Day
 - *RADM Silva/MCPOCG Patton*
 - 0900 – Proposal to enhance Retiree Work/Life & Readiness through USCG e-mail
 - *Bruce Russell/CARC*
 - 0920 – Proposal to develop Caregivers Guide
 - *Bruce Russell/CARC*
 - 0940 – National Help Desk Report
 - *Dave Du Pont/CARC*
 - 1000 – *Break*
 - 1015 – Group Workshops to Improve the CG Retiree Program
 - *RADM Silva/MCPOCG Patton*
 - 1045 – The Military Coalition (TMC) Briefings
 - *John Davis/FRA & Phil Odom/MOAA*
 - 1130 – Depart for Flag Mess
 - 1200 – MOAA Luncheon in Flag Mess
 - 1300 – Meet with Commandant
 - Room 2610
 - 1400 – Return to Jemal building/ *Break*
 - 1430 – Public Affairs
 - *Captain Ronald LaBrec*
 - 1500 – USCG HQ Move to St. Elizabeth's Campus
 - *LCDR Matthew Manofsky*
 - 1530 – CG Auxiliary
 - *Steven Minutolo*
 - 1600 – Coast Guard Recruiting Command
 - *LCDR Frederick DeTar/LCDR Eddie Lesane*
 - 1630 – Adjourn

Commandant of the Coast Guard

National Retiree Council

Annual Meeting 2011



Jemal Building, 8th Floor, Room 08-1419

Thursday, 12 May: 0745 – Depart Hotel
0830 – Review/Preps for Day
→ *RADM Silva/MCPOCG Patton*
0900 – Travel Claims/Admin/Surveys
→ *CWO Joey Brown/YNCM Mike Snyder*
0930 – *Break*
0945 – CG Pay and Personnel Center (RAS)
→ *Debbie Farley*
1100 – Armed Forces Retirement Home System
→ *Steven McManus, Deputy COO & CFO*
1200 Lunch
1300 – Meet with Vice Commandant
1400 – *Break*
1415 – CG Mutual Assistance
→ *Barry Boisvere*
1500 – Develop topic list for report
→ *RADM Silva/MCPOCG Patton*
1600 – Closing Remarks
→ *RADM Silva/MCPOCG Patton/RADM Hewitt*

Friday, 13 May: Travel Day; Have a Safe Trip Home

Coast Guard Retirees by State or by Country

Counts for CG Retirees with US Country Code

State	# Retirees	State	# Retirees
FL	4843	KS	192
VA	3489	NM	185
CA	3099	WV	180
WA	2607	DE	176
NC	2165	MT	165
TX	2122	UT	161
MD	1318	PR	146
MA	1213	IA	114
OR	1090	NE	83
MI	1072	VT	82
NY	1039	SD	62
AL	1009	WY	50
ME	919	DC	44
PA	903	AP	39
GA	798	GU	31
AK	766	ND	25
NJ	738	AE	15
OH	688	VI	7
LA	678	AS	4
SC	677	MP	3
CT	651	AA	2
AZ	608	Blanks	2
TN	545	FM	1
WI	509	MH	1
MO	501		
IL	391	US Total	39674
NV	381		
HI	374		
NH	369		
CO	344		
MS	330		
KY	310		
IN	241		
OK	241		
MN	236		
RI	218		
ID	215		
AR	207		

CCGNRC Report 2011
Coast Guard Retirees by State or by Country

Counts for CG Retirees by Country Code

Country Code	# Retirees
OU	1
AS	7
AU	2
BD	1
BR	1
CA	12
CH	1
CS	3
DR	1
EC	1
EI	2
FI	1
FR	1
GJ	1
IN	1
IT	2
JA	4
MX	5
NL	1
NO	2
NZ	5
RP	85
SA	2
SI	1
SN	1
SP	2
SW	2
SZ	2
TH	4
TW	1
UK	15
US	39674
Total	39844

Enclosure (2)