



DEPARTMENT OF THE NAVY
OFFICE OF THE CHIEF OF NAVAL OPERATIONS
2000 NAVY PENTAGON
WASHINGTON, D.C. 20350-2000

OPNAVINST 1720.3F
N135
20 Aug 08

OPNAV INSTRUCTION 1720.3F

From: Chief of Naval Operations

Subj: NAVY RETIRED ACTIVITIES PROGRAM

Ref: (a) SECNAVINST 5420.169J
(b) DoD Instruction 1344.07 of 30 Mar 06
(c) SECNAVINST 1740.2D

Encl: (1) Sample Request for Establishment of a Retired
Activities Office (RAO)
(2) Sample RAO Director Appointment Letter
(3) Sample Offer of Voluntary Services
(4) Sample Retiree Interest Item Format
(5) Sample Report of Retiree Seminar/Retiree Appreciation
Day

1. Purpose. To revise the scope and procedures for administering the Department of the Navy (DoN) Retired Activities Program within the Navy, including assignment of responsibilities for operation and support. This instruction is a complete revision and should be reviewed in its entirety.

2. Cancellation. OPNAVINST 1720.3E.

3. Discussion. The DoN Retired Activities Program, established by reference (a), consists of four main elements:

a. The Secretary of the Navy's (SECNAV's) Retiree Council (RC).

b. Retiree seminars/retiree appreciation days.

c. Retired Activities Offices (RAOs)/Retiree Liaison Offices (RLOs).

d. "Shift Colors" (the official Navy retiree newsletter).

4. Concept

a. SECNAV's RC. The SECNAV RC is established to consider issues of importance to retired military personnel and to

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facilitate interaction between SECNAV and the Navy retired community and participate in other aspects of the Retired Activities Program. The mission and responsibilities of the SECNAV RC are detailed in reference (a).

b. Chief of Naval Operations (CNO), Retired Activities Program Office. This office is located in the Office of the Chief of Navy Operations Navy Casualty Office (OPNAV (N135C)). The Retired Activities Program Office plans, develops, operates, promotes, and evaluates all aspects of the Navy's retiree services.

c. Commander, Navy Installations Command (CNIC). CNIC will provide assistance to regional coordinators and liaison with the Retired Activities Program Office to ensure the SECNAV directed program meets the needs of Retirees and their families.

d. Retiree Seminars/Retiree Appreciation Days. To ensure that there is wide dissemination of information and policies of concern to the retired Navy and Marine Corps communities, the CNO will ensure that retiree seminars are conducted in locations where there are substantial numbers of military retirees residing near a Navy or Marine Corps installation.

(1) Regional commanders/Navy commanders Outside Continental United States (OCONUS) are encouraged to involve RC members residing in their areas of responsibility. RC members may request funding for participation in seminars from OPNAV (N135C), or those costs may be borne by the host command. Such costs may include transportation and per diem for RC members who are invited to participate as speakers.

(2) Regional Commanders/Navy commanders OCONUS will designate local Navy commanders to host/conduct retiree seminars/retiree appreciation days and provide necessary administrative support. It is essential that RAO staffs participate in the planning and execution of seminars and appreciation days. Commands hosting/conducting seminars and appreciation days are responsible for all administrative costs associated with these events.

(3) Minimum administrative support includes: providing a meeting place; providing invitations to area retirees and surviving spouses; arranging unclassified briefings regarding current Navy policies, programs, and operations; presenting the briefings on local regulations, policies on retiree rights, benefits, and privileges; and collecting and assimilating the

comments and recommendations from seminar and appreciation days attendees to provide to the local Navy commanders, or the RC for action as appropriate.

(4) A limited number of personnel from the Retired Activities Program Office are available to speak at retiree seminars/retiree appreciation days. Requests should be submitted to OPNAV (N135C) as soon as dates are established. Funding for transportation and per diem is the responsibility of the requesting activity.

(5) Every effort should be made to ensure broad representation of the retired community at each seminar. Extensive publicity, adequate facilities, and ease of access are essential to achieving maximum attendance. Additionally, seminar host commands are encouraged to invite local flag officers to participate in seminars and appreciation days.

(6) Each seminar and appreciation day will include a review of the most recent report of the RC (including the SECNAV position concerning the report if possible); matters affecting retiree rights, benefits, and privileges within the purview of the host commander; and other matters relating to retired military personnel considered pertinent by the majority of the attendees.

(7) Retiree seminar and appreciation day agendas should consist of the following topics and speakers whenever feasible:

<u>Topic</u>	<u>Recommended Speaker</u>
Opening remarks	Sponsoring commanding officer
SECNAV RC report with Navy Department comments	RC member or OPNAV (N135C) representative
Keynote address regarding the Navy today and issues of particular interest to the retired community	Keynote speaker

(8) Workshops and information booths provide an excellent venue for disseminating information and providing retirees an opportunity to seek personal assistance. Suggested topics include:

<u>Topic</u>	<u>Recommended Facilitator</u>
Veterans benefits	Department of Veterans Affairs
Social Security benefits	Social Security Administration
Retiree rights and benefits, Survivor Benefit Plan (SBP) update	Career counselor, military fraternal group, or OPNAV (N135C) representative
TRICARE/Dental care	Patient affairs officer, health benefits advisor
Navy Exchange	Navy Exchange Command representative
Recruiting	Local recruiters
Identification (ID) cards	Base ID card issuing facility
Volunteer opportunities	RAO director
Retiree concerns	Representatives from various organizations within the military coalition
Pay matters	Defense, Finance and Accounting Service-Cleveland, representative or the local Personnel Support Activity Detachment or the Navy Operational Support Center

(9) Private corporations will not be solicited for donations to defray the administrative costs of seminars. Private corporations may be participants in a Navy-sponsored education or orientation program subject to the prohibitions in references (b) and (c). Specifically, no life insurance agents may participate in a Navy-sponsored education or orientation program. Moreover, under no circumstances will the services of commercial agents, including loan, finance, insurance, or investment companies, be used for these purposes.

e. RAOs. RAOs, manned by retiree volunteers, have been established at locations worldwide. The Deputy Chief of Naval Operations (Manpower, Personnel, Training and Education) (DCNO (MPTE)) (N1) is the program sponsor. OPNAV (N135C) will provide information regarding establishing and operating RAOs at Navy installations as appropriate.

(1) New RAOs will be established based on the following criteria:

(a) Commanding Officers (COs), in consultation with OPNAV (N135C), will determine the need for an RAO based on the number of military retirees/widows/widowers residing within a 100-mile radius of the command (based on zip codes that encompass the local area). Additionally, the location of the nearest RAO or similar office sponsored by our sister Services (e.g., retirement services offices for the Army, Marine Corps, and Air Force) and the types of services they offer will be considered prior to establishing a new RAO. Close interaction should exist with the RAOs and other Service retiree offices within the local geographical area. Such interaction helps to foster a spirit of teamwork among area RAOs and improves the level of service provided to the entire military retired community.

(b) OPNAV (N135C) will provide the CO with information on estimated start-up costs as well as annual operation and maintenance costs.

(c) Once the need for a new RAO is established and a minimum of six retired Service members volunteer their efforts, the CO will forward a request, via the chain of command, to OPNAV (N135C) for establishment of an RAO. A sample request is attached at enclosure (1).

(d) Local commanders, or appropriate authority, will appoint an RAO director and forward the appointment letter (enclosure (2)) to OPNAV (N135C). RAO director appointments are normally limited to a term of 3 years. Consecutive appointments are permitted at the sponsoring command's discretion. A civil servant or active duty member may be designated as RAO director where commands deem that the size of the retired community, and level of services required, warrant a compensated position. Sponsoring commands are encouraged to work closely with RAOs by allowing RAO directors to have direct access to COs. The sponsoring commander is encouraged to designate an active duty coordinator responsible for facilitating effective communication with the RAO director.

(2) The sponsoring command will ensure that requisite funding is programmed and provided. Manpower considerations dictate that RAOs usually be manned by retiree volunteers and surviving spouses. An agreement to provide voluntary services, shown at enclosure (3), must be signed by all RAO volunteers.

(3) RAOs will assist the retired community by:

(a) Helping to solve the problems of retirees by serving as a point of contact between the retiree community and all military agencies, local and at the headquarters level.

(b) Providing follow-up service and liaison support to survivors of retirees and family members of military retirees to ensure they are aware of all entitlements (SBP, veterans benefits, Social Security, etc.).

(c) Assisting in the conduct of retiree seminars/retiree appreciation days sponsored by their installations.

(d) Providing speakers at pre-retirement seminars who will inform those preparing to retire of the services available through the RAO program and stress the importance of volunteer support to maintain a strong retired activities program.

(e) Consolidating inputs from the local retiree community and forwarding recommendations to OPNAV (N135C) by 1 January of each year for consideration by the RC.

(4) RLOs may be established at major Navy medical treatment facilities (MTFs) at the invitation of the MTF CO. The purpose of the RLO is to provide general assistance and referral information to retirees and to act as a liaison between the MTF CO, their personnel, and the retirees and their family members.

(5) Independent retired activities coordination offices provide a vital service to retirees living in areas remote from Navy installations. These independent entities may be formed by interested retirees who have a concentration of Navy/Marine Corps retirees and survivors who would benefit from an RAO, but, due to geographic isolation, do not have local access to a Navy installation. Independent retired activities coordination offices may tailor their services to the needs of the local retired community and shall bear full responsibility for financing their operation and maintenance costs. The Navy does not endorse or monitor their activities and provides no direct operational support, funding, training, or oversight. These independent organizations receive the same support as offered to any retiree or patriotic organization.

f. Local Retiree Councils. Reference (a) requires those in positions of responsibility and leadership to lend their personal attention and support to the retired activities program. Local commanders will provide members of the military retired community an opportunity to express their ideas and suggestions concerning Navy and Department of Defense programs. Retiree councils, made

up of regional representatives from activities and groups that have a direct effect on retiree programs, provide an excellent venue for communication with the retired community. These councils should be affiliated with RAOs and be attended by local command representatives. Local command religious programs can also provide excellent assistance to retiree councils.

5. Action

a. DCNO (MPTE) (N1), acting on behalf of the CNO, will

(1) advise regional commanders/OCONUS Navy commanders and seminar host commands of the RC membership by 1 March annually.

(2) publish the annual RC report in Shift Colors per reference (a).

(3) advise the military retiree assistance branches of the other Services of the proposed/planned dates and locations of retiree seminars/retiree appreciation days.

(4) provide RAOs without computer capabilities, information to allow them access to the Retired Address Finder (RAF). The RAF will permit the RAOs to download retirees and surviving spouses addresses. This information will be used to disseminate information about upcoming seminars.

(5) provide guidance to RAOs and convey the latest information relevant to Navy retirees through periodic visits, mail-outs and via the internet.

(6) provide, whenever practical and requested, a speaker for retiree seminars/retiree appreciation days.

(7) sponsor/host a worldwide seminar for RAO directors/volunteers annually (funds permitting).

(8) ensure that pertinent information regarding burial benefits is routinely published in Shift Colors.

b. Regional commanders/OCONUS Navy commanders will

(1) convene retiree seminars/retiree appreciation days annually at major Naval complexes and other areas of responsibility.

(2) coordinate the activation and deactivation of RAOs in order to strategically locate offices in areas of high retiree concentration.

c. Sponsoring COs will

(1) forward RAO director appointment letters, (enclosure (2)) to OPNAV (N135C)). RAO director appointments are limited to a term of 3 years. Consecutive appointments are permitted at the sponsoring command's discretion.

(2) provide funding to meet operational requirements so that, as a minimum, each office will be equipped with desk, chair, and phone for volunteers plus appropriate seating for visitors. Computer services, network connectivity, modem and printer will also be installed. Appropriated funding will be used to fund the foregoing as well as office supplies, printing, and postal support.

(3) notify OPNAV (N135C) and appropriate Echelon 2 commands annually of the planned locations and dates of the retiree seminars/retiree appreciation days to be held during the year within their areas of responsibility.

(4) meet quarterly (or as deemed appropriate) with the RAO director to discuss retiree issues as they impact the local area.

(5) appoint the RAO director, or a representative from the RAO, as a member of various base advisory committees (e.g., Morale, Welfare, and Recreation, Navy Exchange, community relations) whenever feasible.

d. Active duty coordinators will

(1) arrange for the RAO director to meet with the CO quarterly and other base representatives as appropriate.

(2) ensure that necessary supplies are provided to the RAO and provide any other needed assistance.

e. RAO directors will

(1) consolidate recommendations from the local retired community for submission to the RC. Recommendations are to be forwarded to OPNAV (N135C) via the sponsoring command no later than 1 January each year and should be formatted per enclosure (4).

(2) coordinate the planning of an annual retired personnel seminar.

(3) establish accounts with the Defense Manpower Data Center (DMDC) to facilitate downloading retiree addresses via the RAF. Access to RAF can only be authorized by OPNAV (N135C). If the RAO does not have an account with DMDC, a mailing label disk may be requested from OPNAV (N135C). Geographic areas served by each seminar will be identified by zip code so that appropriate addresses may be provided for use on seminar invitations. Mailing label disks will be provided once per year to each RAO upon request.

(4) submit retiree seminar/retiree appreciation day reports to OPNAV (N135C) via the sponsoring command and any intermediate support commands (e.g., Fleet and Family Support Center directors) using the sample format shown in enclosure (5). This report should include the number of retirees and surviving spouses that attended, items covered as part of the program or brought up by retirees attending the seminar, and any other matter of interest to SECNAV, the RC, CNO, or OPNAV (N135C).

(5) ensure volunteers sign an offer of voluntary services agreement as per enclosure (3).

(6) provide assistance to surviving family members of deceased retirees. Careful attention must be given to ensure surviving spouses/family members are informed of all agencies and organizations that are able to provide additional benefits or assistance.



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OPNAVINST 1720.3F
20 Aug 08

SAMPLE REQUEST FOR ESTABLISHMENT OF RETIRED ACTIVITIES OFFICE

1720
Ser XX/XXX
DD MMM YY

From: (sponsoring command)
To: Chief of Naval Operations (N135C)
Via: (chain of command)

Subj: ESTABLISHMENT OF RETIRED ACTIVITIES OFFICE (RAO)

Ref: (a) SECNAVINST 5420.169J
(b) OPNAVINST 1720.3F

1. Per references (a) and (b), request an RAO be established at (name of activity, complete mailing address, and phone number(s)).
2. This RAO is planned to service the (state) zip code areas (list zip codes). Accordingly, request mailing labels be forwarded to the RAO at the earliest opportunity.
3. (Name, Rank/Rate) (Ret) will serve as director of the RAO. A desk, telephone, computer system and administrative assistance will be provided by (official name of sponsoring command).
4. The RAO hours of operation will be (times, days of the week).

Commanding Officer
Signature

Enclosure (1)

OPNAVINST 1720.3F
20 Aug 08

SAMPLE RAO DIRECTOR APPOINTMENT LETTER

1720
Ser XX/XXX
DD MMM YY

From: (sponsoring Command)
To: (Name and retired rank of RAO director)
Subj: APPOINTMENT OF RETIRED ACTIVITIES OFFICE DIRECTOR
Ref: (a) SECNAVINST 5420.169J
(b) OPNAVINST 1720.3F
(c) Bureau of Naval Personnel "Retired Activities
Program Desk Guide"

1. You are hereby appointed as the Director of the Retired Activities Office for this command.
2. In the performance of your duties, you are guided by the contents of references (a) through (c).
3. The Command Master Chief will schedule quarterly meetings for you to meet with me. Additionally, you are authorized direct liaison with me as you deem necessary.

Commanding Officer
Signature

Copy to:
OPNAV (N135C)

Enclosure (2)

SAMPLE OFFER OF VOLUNTARY SERVICES

I, the undersigned, desire to volunteer my services to the Retired Activities Office at the (Navy or Marine Corps Installation). I expressly agree that such services are offered at no cost to the U.S. Government or any instrumentality thereof. I expect no present or future compensation as a result of the services I will perform under this agreement. I understand that the performance of services under this agreement entitles me to no compensation, either in pay or benefits.

(Signature)
RAO Volunteer

(Date)

Accepted:

(Signature)
RAO Director

(Date)

SAMPLE RETIREE INTEREST ITEM FORMAT

Date:

ISSUE/PROBLEM:

REFERENCE(S):

FACTS:

DISCUSSION:

CONCLUSION:

RECOMMENDATIONS:

ORIGINATOR:

POINT OF CONTACT:

OPNAVINST 1720.3F
20 Aug 08

SAMPLE REPORT OF RETIREE SEMINAR/RETIREE APPRECIATION DAY

1720
Ser XX/XXX
DD MMM YY

From: (Seminar Host Commander)
To: Chief of Naval Operations (N135C)

Subj: REPORT OF RETIREE SEMINAR/RETIREE APPRECIATION DAY

Ref: (a) OPNAVINST 1720.3F

Encl: (1) Summary of Topics Discussed Including Retiree
Attendance and Seminar Success
(2) Items of Concern Raised by the Retirees and Action
Taken
(3) Items Recommended to be considered by the RC, with
Problem Description/Discussion thereon
(4) Copy of Seminar Program

1. Per reference (a), enclosures (1) through (4) are forwarded.

//Signature//

Copy to:
CMC (MMSR-6)

Enclosure (5)