

U.S. Department of
Homeland Security

United States
Coast Guard



Commandant
United States Coast Guard

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Phone: (202) 475-5210
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1800
JAN 13 2022

MEMORANDUM

From: *Dr. D. M. Navarro*
Dr. D. M. Navarro
CG-13

Reply to Robert Hinds
Attn of: (202) 475-5451

To: RADM Jeff Hathaway, USCG (Ret)
MCPO Lloyd Pierce, USCG (Ret)
CG National Retiree Council Co-Chairs

Subj: CG NATIONAL RETIREE COUNCIL ANNUAL REPORT

Ref: (a) Coast Guard Retiree Services Program, COMDTINST 1800.5H
(b) CG National Retiree Council Annual Report, 16 Nov 2021
(c) CGNRC Co-Chair Meeting with CCG, 14 Dec 2021

1. As the Commandant's Executive Agent for the CG National Retiree Council (CGNRC), I want to personally thank you for your exceptional annual report and detailed briefing you provided to Coast Guard Senior Leadership.
2. I commend the Council for *staying the course* throughout the COVID-19 pandemic with Regional Retiree Councils (RRCs) remaining strong advocates for area retirees and the CGNRC conducting a productive *virtual* annual meeting in September 2021. I thank you for your leadership in sustaining efforts to reduce the maximum time to process *Audit Error Worksheets* from 120 to 90 days and raising awareness of retiree difficulties in getting authenticated copies of their health records and in communicating with the CG Pay & Personnel Center.
3. Please extend my appreciation to the entire CGNRC, including the 19 RRCs, for their continued important volunteer service to the Coast Guard and our retiree community. I look forward to working with the Council in addressing its top priorities, including those above, and hosting an *in-person* annual meeting of the CGNRC at CG Headquarters in September 2022.

#

Enclosure: (1) 2021 CGNRC Annual Report Package

Copy: PSC/PPC
CG-11
DOL
FORCECOM

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1800
DEC 01 2021

MEMORANDUM

From: Dr. D. M. Navarro
CG-1D

Reply to: Robert Hinds
Attn of: (202) 475-5451

To: CCG

Thru: (1) CG-1
(2) DCMS-DPR
(3) DCMS
(4) MCPOCG
(5) VCG

Dr. D. M. Navarro
12.1-21
ROOM USEG 12/14/21
for Dr. D. M. Navarro
12/3/2021
12/6

met w/ CGMTRC earlier today; committed to reviewing AEW processing & potential to establish ceiling processing time of 90 days (resource implications; previous re redux of processing time Result of surge efforts... what does adequate steady state staffing look like. JMD issue is medical records digitization This will be reviewed...

Subj: CG NATIONAL RETIREE COUNCIL ANNUAL REPORT

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

1. In accordance with reference (a), as your Executive Agent, I am pleased to forward the 2021 Coast Guard National Retiree Council (CGNRC) Annual Report.
2. I will formally respond to the CGNRC, thanking them for this report and continued support in implementing policy promulgated in reference (a). The Council's priorities are well aligned with the needs of the Coast Guard and our military retiree community – helping to ensure your CG Retiree Services Program remains *Ready, Relevant, and Responsive*.
3. I plan to join the CGNRC Co-Chairs for their annual meeting to be scheduled with you, MCPOCG, DCMS, and CG-1 in December 2021 to discuss the report, including the Council's priorities, for your feedback and direction.

#

Enclosure: (1) 2021 CGNRC Annual Report

Copy: CG-PSC-C
CG-PPC
DOL
FC-C

R/J

DEPARTMENT OF HOMELAND SECURITY
U.S. COAST GUARD

DIGEST

APPROVAL

SIGNATURE

INFORMATION

From: CG-1D

29 November 2021

To: CCG

Thru: CG-1

DCMS-DPR

DCM

MCPOCG

VCG

Handwritten notes and signatures:
Aram, USCG 12/14/21
Dr. B. [unclear] 12.1.21
[unclear] 12/3/2021
[unclear] 12/6

Subj: 2021 ANNUAL REPORT OF THE COAST GUARD NATIONAL RETIREE COUNCIL

1. Enclosed, please find the 2021 Annual Report of the Coast Guard National Retiree Council (CGNRC). The Council remains active in engaging our CG military retiree community and coordinating efforts with my office to fully implement policy promulgated in COMDTINST 1800.5H - within available resources.
2. As your Executive Agent, I will formally respond to the Council, thanking them for their continued dedicated efforts and this year's annual report. Council top priorities are well aligned with the needs of the CG and our military retiree community - helping to ensure your CG Retiree Services Program remains Ready, Relevant, and Responsive.
3. I plan to join the CGNRC Co-Chairs for their annual meeting to be scheduled with you, MCPOCG, DCMS, and CG-1 in Dec 2021 to discuss this report, including the Council's top priorities, for your feedback and direction.

SIGNER'S COMMENTS

Signer's Name:



**U.S. COAST GUARD
NATIONAL RETIREE COUNCIL
RETIREE SERVICES PROGRAM (CG-1335)
2703 MARTIN LUTHER KING JR. AVE SE
WASHINGTON, DC 20593-7801**

1800
16 Nov 2021

MEMORANDUM

From: RADM Jeffrey Hathaway, USCG (Ret.) *JH Hathaway*
 MCPO Lloyd Pierce, USCG (Ret.) *RL Pierce* Reply to: Robert Hinds
 Attn of: RSP Manager (CG-13)

To: Commandant (CCG) *ADM; USCG 12/14/21*

Thru: (1) CG-13 *Dr. D.M. D'Amico*
 (2) CG-1 *Dr. D. Marchese D'Amico 12.1.21*
 (3) DCMS *12/13/21*
 (4) MCPOCG *12/13/21*
 (5) VCG

Subj: 2021 ANNUAL REPORT OF THE CG NATIONAL RETIREE COUNCIL (CGRNC)

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

- 1) The Coast Guard National Retiree Council (CGNRC) held its 20th annual meeting on 8-9 September 2021. Once again, because of COVI protocols, our annual meeting was conducted virtually utilizing Microsoft Teams, from Coast Guard Headquarters in Washington, DC. As co-chairs, we submit the following 2021 Annual Report for the CGNRC in accordance with reference (a).
- 2) BACKGROUND. The Council was established in 1982 and is comprised of the national co-chairs, members from 19 Regional Retiree Councils (RRC), and several at-large members. The co-chairs consist of one retired flag officer and one retired master chief petty officer. The Council is chartered as directed by reference (a) to represent more than 55,000 active duty and reserve retirees, including family members, annuitants, and survivors, and to:
 - a. Promote open and positive lines of communication between the Commandant and the retiree community through the Commandant's Executive Agent (CG-13); and
 - b. Inform CG leadership about ongoing retiree issues.

The Council meets annually to review the Retiree Services Program, address ongoing priorities and discuss retiree issues. Upon conclusion of the meeting, they report findings via the chain of command and directly out-brief senior leadership, including the Commandant.

- 3) This report was prepared by national co-chairs, RADM Jeff Hathaway (Ret.) and MCPO Lloyd Pierce (Ret.). As experienced by all again this year, COVID-19 restrictions caused almost all retiree community functions and meetings to be conducted online, or not at all.

This included our normal multi-day CGNRC meeting which was originally scheduled to be held at USCG HQ in late August. Instead, we held a two day virtual online meeting in September. The meeting agenda is provided in enclosure (1). The meeting included representatives from almost all RRCs, CG-13 staff, senior leaders, and several guest speakers. Names are contained in the CGNRC meeting minutes, included as enclosure (2). Interestingly, our fellow DoD national retiree councils did not meet during 2020 due to a DoD ordered ongoing review of all “advisory councils”.

- 4) As can be seen in the meeting agenda, our focus again this year was mainly on updating RRCs on progress made on our current CGNRC priorities list for the CG Retiree Services Program. An updated list is provided as enclosure (3). The following items were highlighted during our CGNRC meeting:
 - a. **Retiree Strategic Communications** – The Council received briefs from several Coast Guard and other service organizations in order to assess their connections and relevance to retirees. It is our intent to inform retirees of the benefits and opportunities available to them (retirees) through engagement with these organizations. **The Long Blue Line**, continues to receive rave reviews throughout our retiree community! The National Coast Guard Museum Association is producing a consistently high quality product in coordination with CG-13. The fact that a hard copy of the Long Blue Line is mailed to all retirees (unless a retiree otherwise directs) is a great benefit as we are still working on closing the gap of retiree/annuitant e-mail addresses contained in Direct Access (DA). Currently, about 60% of retirees/annuitants are listed in DA with e-mail addresses. We are continuing an “advertising” push to urge our retiree community to update e-mail addresses in DA, with CG-13 tracking closely. The “My CG” app has added a retiree section but, for now and by agreement, it simply links to the CG-13 Retiree Services website which continues to be tweaked for easier access and searching.
 - a. **PPC Audit Error Worksheet (AEW) Processing** – The Commanding Officer of PPC provided an insightful brief that showed, thanks to establishing an AEW section aided by automation, AEW processing time has been reduced below the goal of 120 days. In fact, the current average is 75 days. This is an impressive accomplishment given that AEW processing was taking well over a year only eighteen months ago. Since almost 50% of USCG retirees apply for Concurrent Retiree and Disability Pay (CDRP), approval of which requires AEW processing by PPC, your CGNRC hopes that the Coast Guard will establish a final 90 day processing goal for AEWs, which mirrors DoD’s normal processing time. CGNRC will continue to closely monitor.
 - b. **PPC Responsiveness to Retiree Inquiries** - Many retiree complaints had been received recently regarding long delays or no replies to email or phone requests for assistance from PPC. Once the issue was studied by PPC, it was determined that over 70% of the calls coming into the relatively small Retiree & Annuitant staff did not require specific RAS knowledge to address (i.e., password issues, address change, direct deposit, 1099s, etc.) The quick PPC solution was to have both the RAS and Customer Care call centers answer retiree calls as most could be resolved by either desk without the need to create a RAS “ticket” for follow-up. This has resulted in a huge drop in “abandoned calls” as call wait times have decreased from over 20min. to about 10 sec. A revised system to track the smaller number of RAS “tickets” is being developed by PPC as well as new better

templates to aid retirees in online self-help. Your CGNRC will ensure that our retiree community is aware of self-help options and that PPC will be making them easier to use in the near future. CGNRC will monitor for desired improvements.

- c. **Regional Retiree Councils** – COVID-19 restrictions continued to disrupt the “battle rhythm” of our Regional Retiree Councils (RRC) during 2021. But annual reporting indicates that RRCs have done as much as possible to stay connected to their respective retiree populations. Work will continue to assist some of our RRCs that lack adequate volunteer leadership, regular communication with their active duty sponsor unit, or are having issues maintaining a connection to their geographic retiree community. The CGNRC and CG-13 continue to forge a strong relationship with both the Force Readiness Command (FORCECOM) and Director of Operational Logistics (DOL). Both show commitment to ensuring that Base and Training Center COs/XOs under their control that sponsor a RRC understand the importance of an active relationship and an attentive retiree services collateral duty officer. We currently have 19 standing RRCs. Efforts continue to charter a 20th RRC sponsored by Base LA/LB.
- d. **CG Retiree Mentoring/Final Sponsor Pilot** - An initiative to pilot a Retiree Mentor Program by our National Capital RRC was finally launched this year. Coordination with CGHQ mentoring initiatives were established plus we received a huge assist from the Base NCR Transition/Relocation Manager (TRM), matching area mentors/mentees. We received an encouraging brief from initial participants at our CGNRC annual meeting. Many issues remain to be addressed as this initiative evolves and matures. Kudos to our National Capital RRC for leading this pilot program.
- e. Finally, an important issue has come to light that was not discussed at our CGNRC annual meeting in early September. Retiring service members need to provide their service medical records when applying for VA disability. Historically, the medical records of retired personnel were forwarded to the National Archives Record Administration (NARA) by the last servicing CG medical clinic to be digitized along with a DD-2963, verifying the medical record authenticity. The finished product was then uploaded into a document management system called the Health Artifact Image Management Solution (HAIMS). NARA shut down due to COVID-19 sometime in 2019 and all digitizing of CG medical records stopped. An ALCOAST was issued in March 2021 advising of the issue and that a new digitizing contract would be issued shortly. That new contract was awarded in September 2021 but the Coast Guard has not established a timeline with the new contractor for recommencement of records processing. Another ALCOAST is evidently in draft form to be released once plans are finalized.

The current lack of ability to get a certified copy of their medical records to the VA has resulted in months of additional waiting time for VA disability claims adjudication for many of our retirees. Members can make a copy of their medical records as they near retirement but, without a DD-2963 certifying their authenticity, VA cannot complete processing a disability claim. Some CG members that did not copy their own records prior to retirement have, evidently, been denied access copy to them, as they sit in CG medical clinics. Most importantly, there seems to be confusion within CG medical clinics as to whether they can issue a DD-2963 directly to a retiree who has obtained a copy of

their medical record outside of the currently broken digitizing program.

The CGNRC requests that clarifying guidance is issued in the upcoming ALCOAST (or before, if the ALCOAST is further delayed) that provides an expeditious means for a retiree to obtain a certified copy of their medical record to support a VA disability claim until the new digitizing contract is functioning and able to clear, what must certainly be, a large backlog of member medical records requiring processing.

- 5) The National Retiree Council extends its gratitude for the enduring and strong support of the Retiree Services Program to the Commandant, DCMS, Assistant Commandant for Human Resources (CG-1), Director of Military Personnel (CG-13), Retiree Services Program Manager, Regional Retiree Council members, DOL, FORCECOM, Commanders of sponsoring Bases and TRACENs, and the CG Pay & Personnel Center, Retiree & Annuitant Services (PPC-RAS).

Enclosures: (1) CGNRC 2021 Meeting Agenda
(2) CGNRC 2021 Meeting Minutes
(3) CGNRC 2021 Priorities for the Retiree Services Program

Copy: CG-11, CG-PSC, CG-PPC, DOL, FORCECOM

2021 CGNRC Annual Meeting Meeting Agenda					
8 SEP (Day One) – MS TEAMS, HQ 6J07-02					
Start	End	Minutes	Activity	Speaker/Facilitator	Remarks
1045	1100	15	Meeting Kick-Off, Goals	RADM Hathaway MCPO Pierce	
1100	1115	15	DCMS Welcome	VADM Thomas	
1115	1135	20	CG-1 Welcome, Awards	RADM Jones CAPT King (CG-13D) CAPT Williams (CG-133)	Awards to National Retiree Help Desk (NRHD) Volunteers
1135	1150	15	CG Retiree Services Update	Bob Hinds (CG-1335)	
Break (5 Min)					
1155	1215	20	National Retiree Help Desk Update	David Bernstein Dave Du Pont	
1215	1255	40	CG PPC Update & Discussion	CAPT Smith (CO PPC)	
Break (10 Min)					
1300	1355	55	CG Retiree Mentoring Initiative <ul style="list-style-type: none"> • NCR Prototype • CG Mentoring 	Base NCR/CARC CG-128, CGA	
Break (5 Min)					
1400	1420	20	CG Health, Safety, & Work-Life (CG-11) Update/Q&A	LCDR Kristine Neeley (CG-1122)	
1420	1440	20	CPOA Update	Randy Reid, CPOA Executive Director	
1440	1500	20	DOL (Bases) Update	Mr. Stephen Sabellico	Breaks as needed
1500	1515	15	FORCECOM (TRACENs) Update	CMC Ed Lewis	
1515	1625	70	Regional Retiree Councils (RRCs) <ul style="list-style-type: none"> • RRC Updates, Initiatives • Discussion, Way-Ahead 	RRC Chairs	
1625	1645	20	1 ST Day Wrap up	RADM Hathaway MCPO Pierce	

2021 CGNRC Annual Meeting Meeting Agenda					
9 SEP (Day Two) – MS TEAMS, HQ 6J07-02					
Start	End	Minutes	Activity	Speaker/Facilitator	Remarks
1050	1100	10	1 st Day Recap, 2 ND Day Overview	RADM Hathaway MCPO Pierce	
1100	1120	20	<i>The Military Coalition</i> , Top Legislative Issues/Initiatives	Randy Reid CPOA Executive Director	
1120	1140	20	Coast Guard Mutual Assistance (CGMA) Update	RADM Cari Thomas, CEO	
1140	1200	20	CG Foundation Update	CAPT Ron LaBrec, VP External Affairs	
Break (5 Min)					
1205	1225	20	VFW Pre-Discharge/VA Claims Briefing/Q&A	Gregg Orto, Deputy Director, NVS, VFW Washington DC	
1225	1245	20	CG Recruiting Update, Partnering Opportunities with CGNRC	CAPT Richter Tipton, CGRC CO	
1245	1305	20	CG Exchange Update, Partnering Opportunities with CGNRC	CAPT Jeffrey Eldridge, CG Community Services Command	
Break (5 Min)					
1310	1350	40	National CG Museum Association (NCGMA) Update	CAPT Wes Pulver Drew Forster	
Break (5 Min)					
1400	1500	60	CCG & MCPOCG Annual Update, Q&A	ADM Schultz (CCG) MCPOCG Vanderhaden	RADM Hathaway intro CCG/MCPOCG at 1400
Break (5 Min)					
1500	1530	30	Meeting Wrap-Up	RADM Hathaway MCPO Pierce	

2021 CGNRC Annual Meeting
Meeting Minutes

General.

- Due to reemergence of COVID-19, less than 30 days prior to kick-off of the annual *in-person* meeting of the CG National Retiree Council (CGNRC), planning began for a *virtual* meeting via MS TEAMS – a completely unfamiliar platform.
- Lacking *in-person* engagement among the Council, including 19 Regional Retiree Councils (RRCs) and at-large members, DOL/FORCECOM, CG senior leadership, and other presenters, goals for facilitated strategic planning shifted more to a PUSH of information to RRCs.
- LT Noah Miller (CG-1333) served as Project Officer, collecting/facilitating meeting presentations and providing related logistics support. Base NCR Facilities and C4IT/PRC provided a meeting conference room and web-cam, also used for *Pre-Meeting TEST* prior to the actual meeting.
- A lack of expertise in using TEAMS and related technical issues caused frustration among meeting participants and further hampered accomplishment of meeting objectives.
- Despite challenges of *virtual* format, the meeting was an overall success, thanks to *can-do* attitude of participants, informative presentations, increased awareness of key issues among the Council, and *after-action* items which will be of benefit to the Coast Guard and retiree community.

Day One – 8 September

(Approximate Times)

1045 – 1115: RADM Jeff Hathaway, USCG (Ret), CGNRC Co-Chair, kicked-off meeting, with a limited number of participants able to connect via TEAMS, thanking all for their participation and highlighting the two-day meeting agenda. LT Miller exchanged e-mails/texts/phone calls with those having difficulty connecting via TEAMS to resolve technical issues and proceed with briefings by CG senior leadership.

1115 – 1145: RADM Joanna Nunan (DCMS Deputy for Personnel Readiness) welcomed the CGNRC on behalf of VADM Paul Thomas (DCMS), providing an update on DCMS initiatives and pledging support for the Council's important work. RADM Eric Jones, Assistant Commandant for Human Resources (CG-1), also welcomed and pledged his support for the Council and "virtually" presented Meritorious Public Service Awards to 10 current and former watch-standers with the National Retiree Help Desk (NRHD).

1145 – 1200: Bob Hinds, CG Retiree Services Program Manager (CG-1335) provided program update, including review on the program's strategic intent, organization, and key activities.

1200 – 1215: David Bernstein/Dave Du Pont provided an update on the NRHD, including current watch-standers and statistics on customer queries during the past year. The NRHD remains a core activity of the CG Retiree Services Program, CI 1800.5H. See presentation at: https://www.dcms.uscg.mil/Portals/10/CG-1/cg133/docs/2021_CGNRC_Mtg_NRHD.pptx?ver=G6QQy3W2JJwqTe4wtruSmA%3d%3d

1215 – 1300: CAPT Smith (CO PPC) provided an update on PPC activities, including CRDP/AEW and Communications and Support, highlighting a revised process for answering calls by Customer Care or RAS Call Center personnel, noting that 73% of past calls didn't require specific RAS pay knowledge and will now be handled on the spot by call technicians. Calls needing RAS support will be completed within 7 days or the caller given an explanation and estimated completion time. CAPT Smith highlighted future intentions to create more transparency on tickets, use standardized response times, revise external facing website to make more user friendly and encourage greater use of self service, create online templates for queries, and work with CGNRC to direct more retirees to self-help options. See presentation at: https://www.dcms.uscg.mil/Portals/10/CG-1/cg133/docs/2021-CGNRC-meeting/2021%20CGNRC%20Mtg_PPC.pptx?ver=qBZ7xUjZ8h3jNle21TQOJQ%3d%3d

1300 – 1400: Robert Miller (Base NCR, Transition/Relocation Manager) provided an update on the Capital Area Retiree Mentoring initiative, with input David Bernstein (CARC Co-Chair). Geoff Abbott provided an update on his mentoring pilot with a mentee. Carl Boehmer (CG-128), CG Mentoring Program Manager, also offered his support for the retiree mentoring initiative. RADM Hathaway helped to facilitate discussions, suggesting the program needed a "central hub" to solicit, facilitate pairing connections, and track mentors and mentees. There was general consensus that the retiree mentoring pilot needed further development before broadening beyond the NCR. See presentations at:

1. Robert Miller: https://www.dcms.uscg.mil/Portals/10/CG-1/cg133/docs/2021-CGNRC-meeting/2021%20CGNRC%20Mtg_Base%20NCR%20Retiree%20Mentoring.pdf?ver=Ynd5bHjzzacd8vCQUxzX5Q%3d%3d
2. Geoff Abbott: https://www.dcms.uscg.mil/Portals/10/CG-1/cg133/docs/2021-CGNRC-meeting/2021%20CGNRC%20Mtg_Mentoring%20Pilot.pptx?ver=NQo4eEfpqiI66rveCp qjxg%3d%3d

1400 – 1420: LCDR Kristine Neeley (CG-1122) provided a CG Health, Safety, & Work-Life update, highlighting current Medical Ops/Priorities, CG-11/HSWL Initiatives, and CG Medical Process for Transitioning Members. See presentations at:

1. https://www.dcms.uscg.mil/Portals/10/CG-1/cg133/docs/2021-CGNRC-meeting/2021%20CGNRC%20Mtg_CG-11-HSWL.pptx?ver=3o2NE8q9tf2WrBhuqsY5Cg%3d%3d

2. https://www.dcms.uscg.mil/Portals/10/CG-1/cg133/docs/2021-CGNRC-meeting/2021%20CGNRC%20Mtg_HSWL%20Sep.%20Health%20Assessment.pdf?ver=VJnxGfo3-HwOipwc8MWIMg%3d%3d
3. https://www.dcms.uscg.mil/Portals/10/CG-1/cg133/docs/2021-CGNRC-meeting/2021%20CGNRC%20Mtg_VA%20Sep.%20Health%20Assessment.pdf?ver=JMjv0h6K-DR085Zc3pMu4w%3d%3d

Note: CG doesn't currently transmit Health Records to VA or provide members with a copy and DD-2963 (Health Record Certification). CGNRC push to have a copy of Health Record/DD-2963 given to all transitioning members. See After-Action items.

1420 – 1440: Randy Reid, CPOA Executive Director, provided update on CPOA – 63 Chapters, 59 Branches, 12,000 members. CPOA partners with CG Foundation, as *Boots on the Ground*, in providing disaster relief and grants to CG families (e.g. 5 CPOA Chapters involved in response to Hurricane IDA, supporting 20 families, \$20K). Maximum “grant” is \$3K. CPOA doesn't formally partner with CGMA. Donors to CG Foundation designate how money is to be used. The CPOA is an “At-Large” member of the CGNRC, with many CGNRC/RRC members also CPOA members. MCPO Lloyd Pierce, CGNRC Co-Chair, is additionally well-connected with the MCPOCG and the CG Gold/Silver Badge network.

1440 – 1500: Stephen Sabellico (DOL) provided update on Bases. 17 Bases, 2 Detachments, including new Base Galveston and new Detachment Pensacola (Base NOLA). Many *Change of Commands (COs, XO's, and Silver Badges)* during 2021. Rod Schultz extended thanks from Hawaii RRC to CAPT Andrew Joca, CO Base Honolulu for his support. Planned operational reorganization in 2022. *D-13:* Two Sectors combining into one in Portland, OR, A/S Astoria establishing new Base, A/S North Bend establishing new Detachment. *D-14:* Establishing new location in Guam. *D-1:* Establishing new location in Newport, RI – mission support of OPCs/270s. CG Cutters much more reliant on shore support. See presentation at: https://www.dcms.uscg.mil/Portals/10/CG-1/cg133/docs/2021_CGNRC_Mtg_DOL_Bases.pptx?ver=6Kpm0r7SFTcPRiZVFjutZg%3d%3d

1500 – 1515: MCPO Ed Lewis (CMC FORCECOM) provided update on TRACENs, noting that RDML M. W. (Joe) Raymond recently reported as Commander, FC. CMC Lewis, who also recently reported to FC, has been actively engaging with TRACENs to promote support for the CG Retiree Services Program – quickly identifying unit POCs (Active Duty Retiree Services Coordinators). CMC Lewis highlighted *DOD SkillBridge* as an opportunity for transitioning members to gain valuable civilian work experience through specific industry training, apprenticeships, or internships during the last 180 days of service.

1515 – 1625: Regional Retiree Councils (RRCs) in attendance provided updates, highlighted below:

- **Capital Area** (David Bernstein): Needs continued support from CGHQ for website, including notices on Annual Holiday Party. Publishes regular newsletter. Conducts quarterly meetings. Leading NCR Retiree Mentoring Pilot with Robert Miller, Base NCR. Established NRHD in 2006 and continues to support its administration. Remains active in supporting retirees
- **Charleston** (Ray Bryant): 59 members on e-mail. Active relationship with Base Charleston. Links to South Carolina Dept. of Veterans Affairs. Exploring mentoring opportunities. Supporting CG JROTC program at Lucy Beckham High School, Mount Pleasant, SC. https://www.postandcourier.com/education-lab/lucy-beckham-high-becomes-first-school-in-sc-to-offer-coast-guard-jrotc-program/article_1299b89c-2d02-11ec-bde2-536d457a7041.html
- **Jacksonville** (Mike Rosecrans): 143 members. Quarterly meetings. Hosted a VFW event on 1 Aug with 15 attendees.
- **Hawaii** (Rod Schultz): Great relationship with Base Honolulu, with thanks to CAPT Andrew Joca, Commanding Officer. Quarterly “Zoom” meetings. Thanked Marc Fagenbaum for passing info.
- **Miami** (David Cinalli, Marc Fagenbaum): Participating in TAP Seminars at Base Miami Beach in coordination with new Transition/Relocation Manager. No regular meetings due to COVID-19. North & South Miami meetings, Retiree Appreciation Day. Exploring professional coaching.
- **Northern California** (David Swanson), **Base Alameda** (MCPO Cynthia Moneda): Meet nine times per year. 2 meetings cancelled due to COVID-19. Met with PACAREA Commander. Active relationship with Base Alameda. MCPO Moneda (Active Duty Retiree Services Coordinator) sends regular e-mails to retirees on behalf of Northern California RRC.
- **Northwest** (RADM Bert Kinghorn, Phil Johnson): Outstanding support from D-13/Base Seattle, including LCDR Patricia Green (Active Duty Retiree Services Coordinator) who participates in quarterly Council meetings. **1.5 hours per/day dedicated to website/social media.** 7,000 hits per/month at website. FACEBOOK has 2,500 visits per/month. 90,000 square miles in AOR.
- **Pensacola** (Jeff Rosenberg): Currently not an active RRC. Exploring potential for Central Gulf Coast RRC in Baldwin County, AL.

- **Tampa Bay, FL** (Don Goldstein, LeRoy Dennison): Highest density of retirees in U.S. Supported by Sector St. Petersburg. Regular e-mails to area retirees. Difficult to meet at Sector St. Pete.

1625 – 1645: RADM Hathaway/MCPO Pierce provided a wrap-up of the first day, suggesting that ALL RRCs/Co-Chairs be published in each quarterly issue of *The Long Blue Line*. Bob Hinds (CG-1335) took this for action, beginning with the FALL (Oct) 2021 LBL. RADM Hathaway facilitated a brief discussion of prior suggestion to standardize CGNRC/RRC e-mail addresses, with consensus to defer this initiative. RADM Hathaway and MCPO Pierce adjourned the meeting.

Day Two – 9 September

(Approximate Times)

1050 – 1100: RADM Hathaway and MCPO Pierce provided recap of 1st day and overview of 2nd day.

1100 – 1120: Randy Reid, (*The Military Coalition*, Treasurer), provided a briefing on *The Military Coalition* (TMC) and top legislative issues. TMC comprised of 35 organizations, 5.5M members. TMC serves as eyes/ears on the “Hill” Committees (e.g. awards, MWR, personnel compensation, etc.). Meets monthly on the first Thursday, with “Zoom” meetings the past year due to COVID-19. The TMC works to come together on specific topics. 19 letters to legislators during the last year (e.g. Health Care, CRDP). Randy noted he doesn’t think Congress is looking to lower % of disability rates. Discussion highlights:

- MCPO Pierce – Need to increase outreach on legislative issues, no large scale retiree lobbying.
- Randy – Many people don’t see the VALUE in associations like TMC.
- RADM Hathaway – Is CPOA a member of TMC? (Randy – Yes). We need active engagement with lobbying groups on behalf of veterans/retirees, particularly on important legislative issues like TRICARE Select fees, SBP, and CG Retiree Recall (e.g. specific skill sets).
- MCPO Pierce – Military Officer Association (MOA) helped to ensure increases to TRICARE Select fees were not even greater/worse than they are.
- Phil Johnson – Does TMC conduct Zoom meetings with Congress? (Randy – Yes, some).
- At Bob Hinds’ request, Randy agreed to provide TMC article for LBL

1120 – 1140: RADM Cari Thomas, USCG (Ret), CEO CGMA, provided an annual update on CGMA. “*State of the Business*” – \$9.1M in relief, 9,085 incidents, 319 retirees & widows

supported (e.g. widow without SBP). \$5.5M in Grants, largest ever. Good balance of Grants and Loans. Received a big gift from USAA, negotiating with USAA as to restrictions on spending. Low Liabilities. **“What’s New?”** – \$8.4M lapse in appropriations; CGMA is viewed as a CG Active Duty BENEFIT; Rebranded CGMA last year; Always developing new programs; QUICK Loans. **“What’s the Same?”** – Hurricane Relief (e.g. IDA); Active Duty support is “flat,” about \$1M per/year, which is worsened with attrition when members separate/retiree; Promoting “Donor Awareness;” CGMA staff remains smaller than CG Small Boat Crew. **“How Can You Help?”** – Promote awareness of CGMA among retirees. Fundraising (e.g. monthly allotments from retiree pay). #1 Priority – “Putting \$ in the Hands of People Who Need It.” Loan to Grant Conversion Program – Quick Loans sometimes converted to Grants (e.g. Adoptions – CGMA provided Grant to family in Mobile, AL to adopt four children). Worked hard to tailor Loans and Repayments to individual needs and ability. Loans are 0% interest rate. Best way to contact CGMA is by phone or e-mail. See presentation at: https://www.dcms.uscg.mil/Portals/10/CG-1/cg133/docs/2021-CGNRC-meeting/2021%20CGNRC%20Mtg_CGMA.pdf?ver=CkWNhXMNkQ0zC-K2DWJWIA%3d%3d

1140 – 1200: CAPT Ron LeBrec, USCG (Ret), CG Foundation, VP External Affairs, provided an update on the CG Foundation (CGF). CGF provides continuum of support for CG members. Started as CG Academy Foundation. Five CGF representatives and 22,000 individual donors throughout U.S. CGF also works with corporate partners/grant organizations. **Program Areas:** **Disaster/Emergency Assistance** – Grants up to \$3K (e.g. Hurricane IDA, Gov. Shutdown). Apply for grant via CGF website or CPOA. **Morale/Wellness** – The Evergreen Program is now the Shipmate Program. Focus on unit level facilities that can support local needs (e.g. CG Station MWR). Youth Enrichment Programs in “pilot” stage. Working with Chaplains throughout U.S., particularly on resiliency/suicide prevention. Fallen Heroes program pays travel costs for memorial services, funerals, and transportation to CG units. **Education/Employment Assistance** – 150 to 200 annual *merit-based* scholarships (~\$1.5K), ranked on academic performance/financial need. Submit scholarship applications via CGF website. Supports active duty workforce development, promoting awareness of professional mariner certification for transitioning members (e.g. boat “CAPT” designation). **Active Duty Spouses** – \$500 grants for training, certification, and child care costs. Supports Child Development Centers (CDCs). **CG Missions** – Public awareness. Hosts eight formal dinners annually, recognizing CG members and bringing partners and donors together. Partners with Vice Commandant to maintain connections throughout the CG.

1200 – 1225: Gregg Orto, Deputy Director, VFW Washington, DC, provided briefing on VFW Pre-Discharge/VA Claims Services. 26 VFW Offices. COVID-19 challenges. 1,000 claims processed digitally through Safe Portal. Members may submit claims to VA through VA Benefit Delivery. VA needs health records and DD 2807-1 (Report of Medical History. See presentation at: <https://www.dcms.uscg.mil/Portals/10/CG-1/cg133/docs/2021-CGNRC->

[meeting/2021%20CGNRC%20Mtg_VFW%20Services.pptx?ver=_SUfkphhPAh5eZAKI6QgkQ%3d%3d](https://www.dcms.uscg.mil/Portals/10/CG-1/cg133/docs/2021-CGNRC-meeting/2021%20CGNRC%20Mtg_VFW%20Services.pptx?ver=_SUfkphhPAh5eZAKI6QgkQ%3d%3d)

1225 – 1245: CAPT Richter Tipton, CGRC CO, provided an update on CG Recruiting. 332 CGRC staff throughout U.S. COVID-19 challenges. 110 individuals recruited, with no availability at TRACEN Cape May, required CGRC support. CGRC staffed to recruit 3,700 annually, with CG demand for 4,200. Adding CG Reserve Recruiters. Granting waivers as appropriate to help meet demand. Call to Action - *Everyone is a Recruiter*, Social Media, Go Coast Guard.com (referral tab for entering individual's contact info). Centers of Influence in communities. Recruiters connect with teaching staff at schools. Marketing budget increased from \$4.5M to \$11M. Flag letters, challenge coins, etc. are among ways to recognize retirees for help in recruiting. The CGNRC/RRCs will continue to support recruiting efforts, with CGRC marketing in the LBL. See presentation at: https://www.dcms.uscg.mil/Portals/10/CG-1/cg133/docs/2021-CGNRC-meeting/2021%20CGNRC%20Mtg_CGRC%20Recruiting.pptx?ver=KFNqYQCYRbdJFT_ChG4ygA%3d%3d

[meeting/2021%20CGNRC%20Mtg_CGRC%20Recruiting.pptx?ver=KFNqYQCYRbdJFT_ChG4ygA%3d%3d](https://www.dcms.uscg.mil/Portals/10/CG-1/cg133/docs/2021-CGNRC-meeting/2021%20CGNRC%20Mtg_CGRC%20Recruiting.pptx?ver=KFNqYQCYRbdJFT_ChG4ygA%3d%3d)

1245 – 1305: CAPT Jeffrey Eldridge, CO CG Community Services Command (CSC), provided an update on CSC activities. CSC is a “for-benefit” enterprise providing CGX/MWR benefits for CG active duty members and retirees, their dependents, and all eligible patrons. A retiree shared that they were told by a CGX that the CGX doesn't sell CG active duty uniforms to retirees. CAPT Eldridge offered to research this issue and it is listed among the *after-action* items. CG Retiree Services will continue to promote the CSC in the LBL. See presentation at: https://www.dcms.uscg.mil/Portals/10/CG-1/cg133/docs/2021-CGNRC-meeting/2021%20CGNRC%20Mtg_Community%20Services.pptx?ver=a3sRyCoy-BenWIRp2j-zNQ%3d%3d

1305 – 1345: Drew Forster, National CG Museum Association (NCGMA) provided an update on the NCGMA. The NCGMA began publishing The Long Blue Line (Retiree Newsletter) in January 2020, as provided in the CG/NCGMA Cooperative Agreement, November 2019. The LBL is a highly professional publication, well received by a readership of +65K retirees and active-duty members. The LBL is the second highest cost of the NCGMA and efforts to increase retiree engagement in the NCGMA continue. NCGMA representatives are visiting CG Units to promote awareness of the NCGM. RRCs are asked to continue to actively support NCGMA events at CG Bases/TRACENs in their AOR. Efforts continue to increase the number/accuracy of retiree e-mail addresses in Direct Access (DA). The NCGM will have dedicated areas to CG Reserves and CG Auxiliary. The NCGMA is pursuing outreach to these groups. See presentation at: https://www.dcms.uscg.mil/Portals/10/CG-1/cg133/docs/2021-CGNRC-meeting/2021%20CGNRC%20Mtg_NCGMA.pdf?ver=gWw2jabD1pTcc-nZnb_Igg%3d%3d

1400 – 1500: ADM Karl Schultz (CCG) and MCPOCG Jason Vanderhaden thanked the CGNRC for their continued volunteer support of the CG and retiree community and provided an annual update. CCG noted Audit Error Worksheet (AEW) backlog reduction, a success story, and shared that PPC issues are being addressed. **CG OPS** – Highlighted CG engagement in 9/11 commemorations, thanking RADM Hathaway and all who served during 9/11. Also noted CG Hurricane Relief. Canadian Arctic and CG Healy crew excited to hear about new NSCs. “Your” CG is at work in global activities; like-minded partners, with like-minded interests. Response to fast moving disasters (e.g. 400 oil spills). CGMA, CG Foundation, etc. are linked and supporting CG members – Thank You! Noted mandatory COVID-19 vaccination and CG loss of life. Thanked CG retirees for assisting in CG Recruiting. MCPOCG said *communications* is a high priority, noting underutilized resources such as **MyCG**, encouraging all to download the **MyCG App** to access very relevant information. CCG added “the goal is to bring communications to where people are and asked for retiree input on **MyCG** retiree section. MCPOCG highlighted importance of *Everyone is a Recruiter* – CG needs 2,700 new members over the next 10 years. “The CG is growing and the shape of the CG is changing.” New Cutters, NSCs (only 8 seaman), “Ready Workforce 2030” (new OPS and Engineering core competencies to meet the needs of the workforce). CCG noted victory in getting 2,700 of needed 3,100 recruits. CCG is very excited about 2 JROTC programs, one in Charleston, SC, commenting that they are “Good for America” and reflected the CG “Bias for Action.” Ray Bryant (RRC Charleston) shared that their Council is involved with the JROTC, Boy Scouts, and Sea Scouts. MCPOCG – The CG is investing in TRACEN Cape May and CYBER; “It is a great time, morale is high” in the CG; CG training teams being deployed to other countries; Redoubling efforts to recruit, with priority on afloat demands; A School waiting times very short, with successful Apprentice Programs (e.g. Airman Program). CCG – 14% of Arctic is mapped; MSRT capturing terrorist weapons; “1,000% all-in” support for the planned National CG Museum (NCGM); Ship Building (25 OPCs, 65 FRCs, Polar Security Cutters, River Tenders, mixed gender berthing); Reducing HH-65s, adding HH-60s, C130Js; CG Academy 33% women graduates; PEOPLE are #1 priority. Q&A – Build CG “Swag” by continuing to tell the CG Story. Good news on budget, \$400M deficit is now \$400M surplus, with only 12% increase in DoD budget. CG is raising its visibility. Solved healthcare problems. Legislation protecting retiree pay is a victory. New Electronic Health Record will help in submitting health records to VA. Adopting official Army Personnel Record System. CG form documents exposure to lead/asbestos. New “Data Readiness Task Force” will help in addressing AEW processing. MCPO Moneda (Base Alameda) underscored importance of relationship between RRCs and Bases/TRACENs. RADM Hathaway noted CG Foundation’s Child Scholarship Program and support for boat “CAPT” licenses, which will better messaged within the retiree community, leveraging **MyCG** – see **After-Action** items. See CCG/MCPOCG presentation at:
https://www.dcms.uscg.mil/Portals/10/CG-1/cg133/docs/2021-CGNRC-meeting/2021%20CGNRC%20Mtg_CCG-MCPOCG.pptx?ver=1v55guABilu_GY5oaTGqdw%3d%3d

1500 – 1530: RADM Hathaway/MCPO Pierce wrapped-up meeting, highlighting key discussions and action items and inviting final comments. RADM Kinghorn (Northwest RRC) suggested RRCs be provided a means to post relevant information at *MyCG*. RADM Hathaway noted that *MyCG* is currently being run like social media with daily input and it wasn't feasible, but it's among the action items. MCPO Pierce cautioned against suggestion that Bob Hinds push out retiree e-mail addresses (PII), to all retirees, with agreement to invite retirees to join RRC mailing lists through the LBL. MCPO Pierce said he hoped "we've done a good job in pushing out relevant information and helping to make our Council a little better." RADM Hathaway encouraged all to complete the meeting survey, noting which topics were of interest and which were not, and committed to getting the bottom of problems with *MS TEAMS*. Bob Hinds shared that meeting presentations would be posted at CG Retiree Services website. RADM Hathaway and MCPO Pierce thanked all for participating and adjourned the meeting.

After-Action Items

CG PPC – Push to reduce "standard" AEW processing from 120 to 90 days. Monitor/support PPC efforts to improve customer assistance to retiree community (e.g. dropped calls, delays in response).

CG HSWL – Push to have a copy of Health Record/DD-2963 given to all transitioning members.

CSC – Does CGX sell CG active duty uniforms to retirees?

CG Foundation – Message CGF to retiree community (*MyCG*, *LBL*), highlighting boat "CAPT" training/certification and Child Scholarship Program, etc.

MyCG – Explore ways to improve platform, with greater access by RRCs, and value to retirees.

CG Retiree Services Website – Redouble efforts to update and maintain currency of website.

2021 CGNRC Priorities for the CG Retiree Services Program

Item#	Priority	Objective	Discussion	Action/Responsibility/Dates
1	1	Promote CG efforts to reduce backlog of Audit Error Worksheets (AEWs) and expedite processing of Concurrent Retirement Disability Pay (CRDP).	PPC, under the watchful eye of CG-1, has successfully resolved this long standing issue and has reduced AEW processing from over a year to a current average of 75 days	Action: The current PPC goal for AEW processing is 120 days. The CGNRC requests that maximum processing time be set at 90 days to comport with DoD. CGNRC will continue to monitor AEW processing. Ongoing.
2	1	Promote distribution of certified copy of health records to retirees filing VA disability claims	Former CG system to digitize and upload retiree health records collapsed due to COVID-19 resulting in retirees not having access to a certified health record to support VA disability claims	Action: Request CG detail method for retirees to access a certified copy of their health records until new digitizing contract in place and backlog erased. Ongoing
3	1	Better integrate Retiree Services Program (RSP) into Coast Guard Transition Assistance Program (TAP).	Ensure transitioning members are appropriately informed of RSP services. Better leverage CG Transition Seminars, (Transition Goals, Plans, and Success) in messaging RSP to transitioning members.	Action: Continue distributing RSP Guide (Tri-Fold) at TAP Seminars and e-mailing to active duty members with retirement orders. Engage RRCs in TAP Seminars. Ongoing.
4	2	Continue to improve communications to the CG retiree community. Implement CG Retiree Communications Strategy and validate effectiveness.	Communication is the single most important activity of the CGNRC/RRCs, ensuring effective communication with retirees & annuitants, sponsoring active duty units, retiree services organizations, and other retiree services providers.	Action: CGNRC work with CG-13 in implementing, evaluating, & updating CG Retiree Communications Strategy, leveraging CG communications systems (e.g. <i>Long Blue Line, MyCG</i>)
5	2	Continue pilot retiree mentoring initiative	Exploring best practices to establish a permanent retiree mentoring/last sponsor program	Action: National Capital RRC continue to provide examples of retiree mentoring successes for further discussion at 2022 Annual CGNRC Meeting
6	2	Better standardize RRC structure & procedures, as published in the RRC Guide	The RRC Guide supplements CI 1800.5H with additional guidance/tools to better standardize RRCs and strengthen their relationship with sponsor units and retirees in their AOR. Need to ensure seamless network of RRC AORs.	Action: CG-13/CGNRC/RRCs continue to better standardize RRC structure & procedures, as published in the RRC Guide. Evaluate progress at the 2022 Annual CGNRC Meeting. Ongoing.
7	3	Issue updated CG National Retiree Help Desk (NRHD) SOP and revise Help Desk Tracking Log to reduce recordkeeping burden.	NRHD SOP provide essential operating procedures aligned with CI 1800.5H, including NRHD Tracking Log, used in collection of customer data needed to assess and improve RSP/NRHD services.	Action: NRHD administrators & RSP Manager are taking needed action. Complete.
8	3	Ensure Retiree & Annuitant volunteerism is appropriately recognized.	Modest, but timely CG active duty recognition of retiree volunteerism is consistent with CG Core Values and strengthens the Long Blue Line.	Action: CG-13 continues to promote & facilitate CG active duty recognition of retiree & annuitant volunteerism – as also supported by CCG/DCMS.