

CGNRC Meeting

7-8 Sep 2022



**Assistant Commandant
for Human Resources**



Military Personnel (CG-13)

- **CG-13**
 - Thanks so much for making time for important event
 - Thanks for all you do for the CG and our Retirees
 - Thanks to Bob Hinds for putting this together
 - 2 full days of action
 - Special Thanks to those supporting
 - RADM Hathaway, MCPO Pierce, CWO Hinds
 - Interested in your feedback



Military Personnel (CG-13)

- **CG-1331 (Policy Development)**

- Workforce Planning Team (Active, Reserve)
- Career Flexibility Program
- Tattoo and Body Piercing



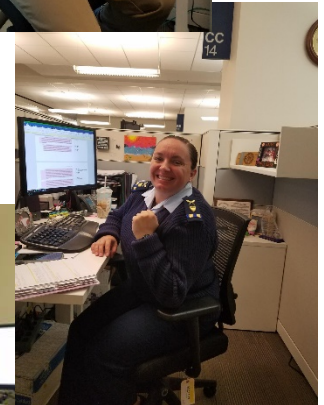
- **CG-1332 (Pay and Compensation)**

- JTR Change, allows more flex for final HHG moves upon retirement
- JTR Change, increased fuel reimbursement rate for PCS/TDY (01July)
- Govt Charge Card can now be used for (40%) of PCS costs (PPM)



Military Personnel (CG-13)

- **CG-1333 (Housing)**
 - Leased housing policy expanded to be more flexible
 - Housing Guide published
 - Safe Homes Initiative SITREP III
- **CG-1334 (Policy Sustainment)**
 - Drug and Alcohol Policy update
 - Religious Accommodation Processing
- **CG-1335 (Retiree Affairs)**
 - The Long Blue Line, Summer (July)
 - CG National Retiree Council Meeting, 7-8 Sep



Military Personnel (CG-13)

- **Arrivals**

- CAPT Monique Roebuck
- CWO Jeremy Hahn
- YNCS Jennifer Hassan
- CWO Tais Dominguez
- CWO Jennifer Cockram



CWO Jeremy Hahn

- **Departures**

- CWO Tim “Tip Top” Tipton
- LT Dillion Sapp



Military Personnel (CG-13)

Operational Highlight:

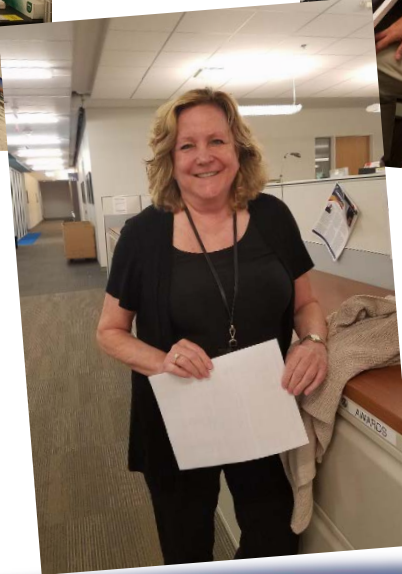
LTJG Madison “Maddie” Heist is currently deployed with CGC ISAAC MAYO in D7. She qualified as an Inport and Underway Officer of the Deck and has been involved in several successful migrant operations.



LTJG Heist (TDY to CGC
ISAAC MAYO)



Military Personnel (CG-13)



Thank You!



USCGA ADMISSIONS PARTNER OVERVIEW

Associate Director for Volunteer Programs
Vacant




Volunteer Programs Support & Marketing Specialist
Stefanie Senkow
Stefanie.J.Senkow@uscga.edu | 860.701.6327

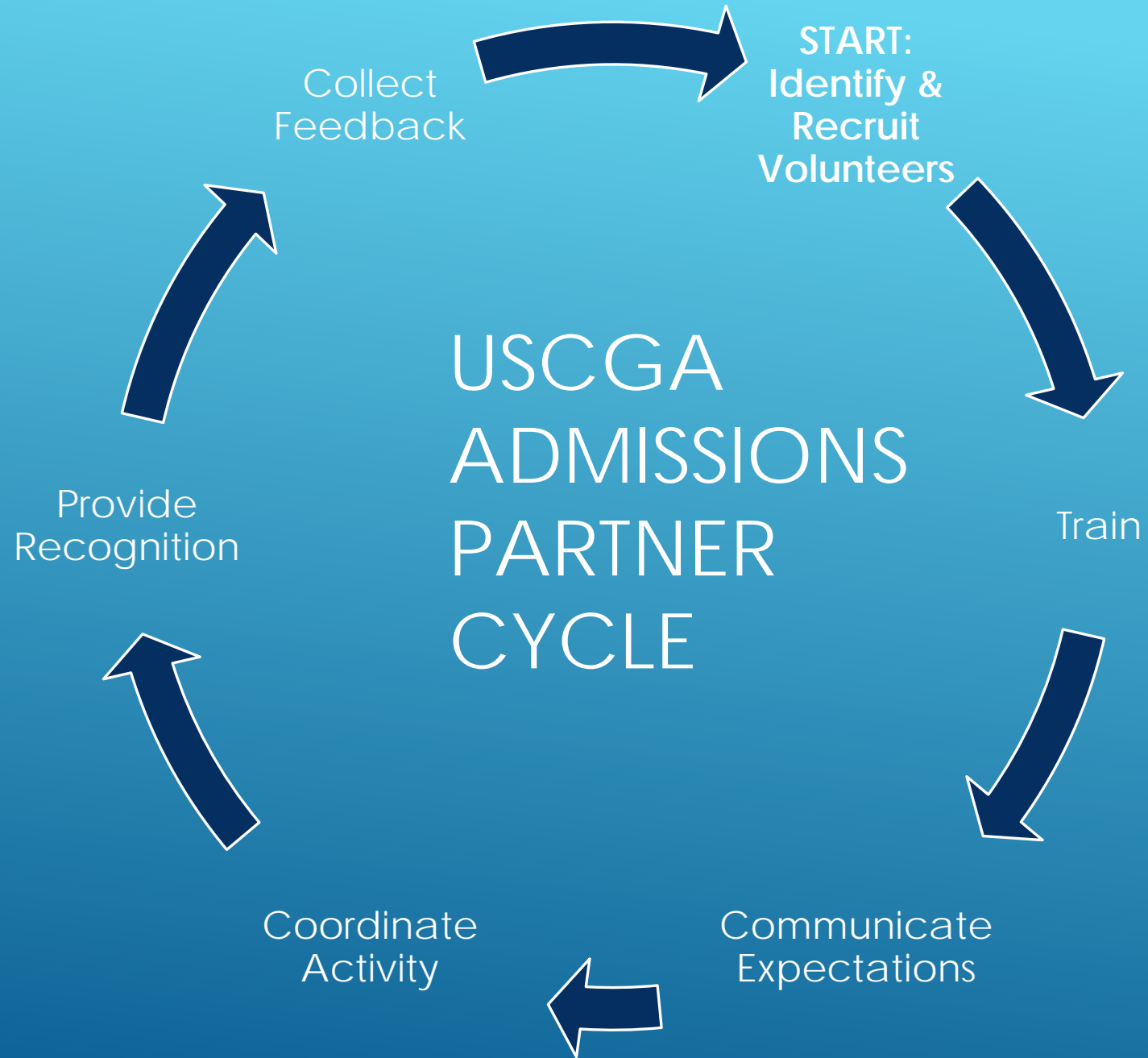


Associate Director for Diversity Outreach
& Student Engagement
Katy Robbins
Katy.A.Robbins@uscga.edu | 860.701.6177

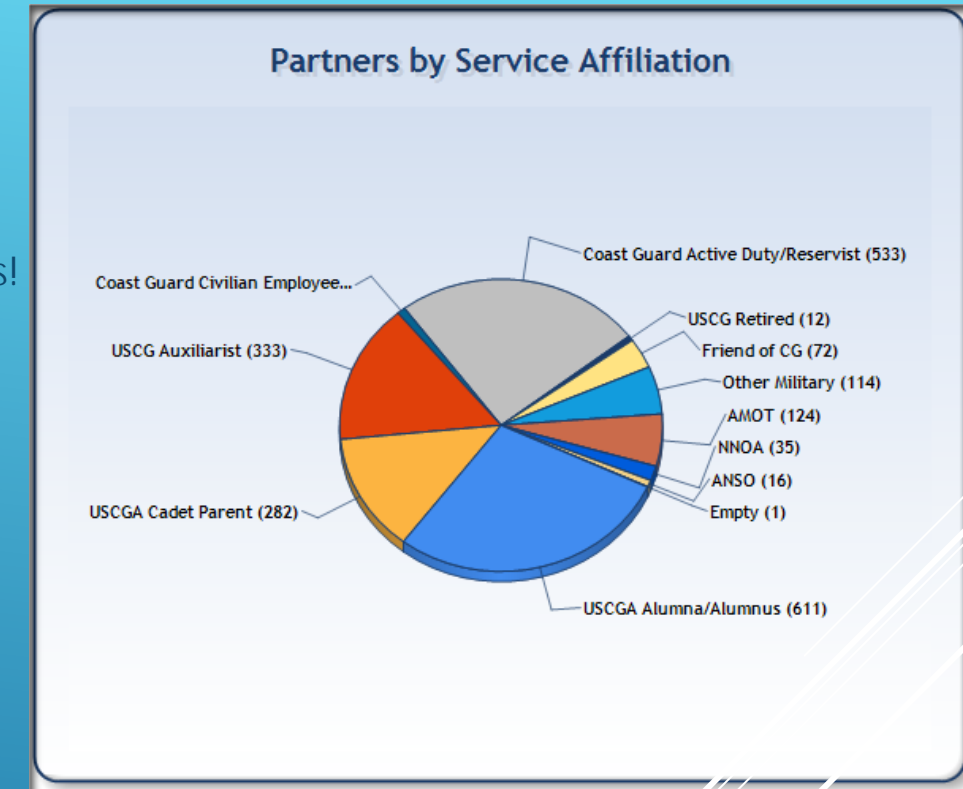
AAP History

- ▶ 1930's: The Auxiliary Academy Information Program (AIP) formed as the first volunteer workforce for the Coast Guard Academy Admissions office. It was primarily responsible for the Academy Introduction Mission (AIM). Throughout its existence, this program evolved to meet the needs of the Coast Guard Academy. In 2006 it became the Coast Guard Academy Admissions Partner (AAP) program.
- 
- A series of white diagonal lines of varying lengths and thicknesses are positioned on the right side of the slide, extending from the middle towards the bottom right corner.

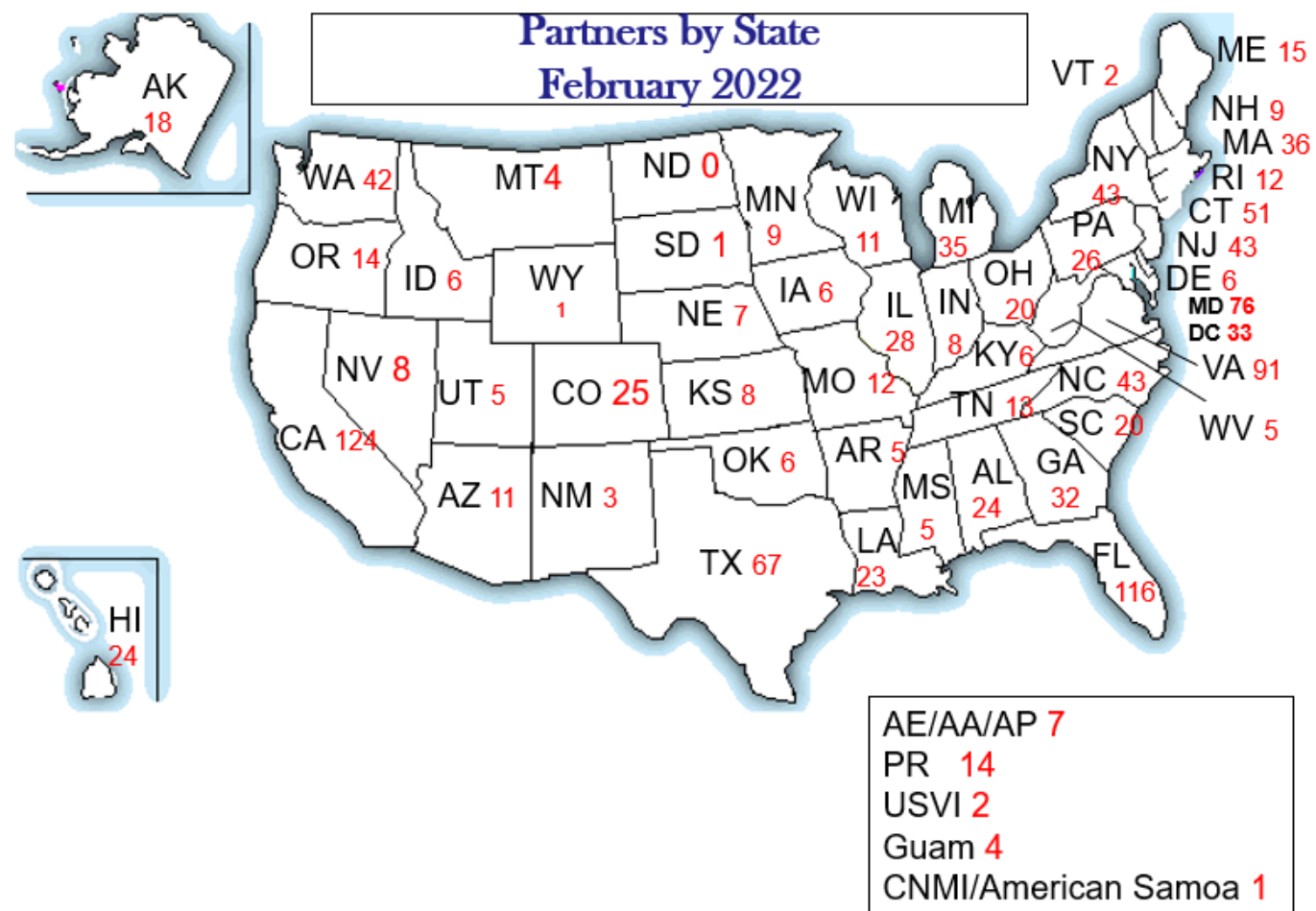




- ▶ Currently 1,306 AAPs
 - ▶ 28% female, 16% Underrepresented Minorities
 - ▶ 47% Alumni, 41% Active Duty/ Reserve, 26% Auxiliary, 22% Parents!
- ▶ 64 State & Regional Coordinators
 - ▶ 2 Interview Coordinators, 1 Auxiliary Liaison + Regional Leads
- ▶ Academy Minority Outreach Team (AMOT)
 - ▶ 126 Members
- ▶ Management & Advisory Board



PARTNER MAKE UP



WHAT WE DO: OUTREACH VS RECRUITING

Outreach: Awareness & Education

- Service Culture
- Quality of life
- Ask/Answer Questions
- Call to action

Recruiting: Building Relationships



- ▶ High School Visits
- ▶ College Fairs
- ▶ CGA Representation at AUX/CG Events
- ▶ Congressional Service Academy Events
- ▶ Interviews
- ▶ Appointment Presentations
- ▶ Admissions Workshops
- ▶ EAGLE Events
- ▶ Academy Introduction Mission (AIM)

You are a messenger –
Spread the good word!

GET INVOLVED



Support	2021-2022	2020-2021	2019-2020	2018-2019	2017-2018	2016-2017	2015-2016
College Fairs	133	88	392	402	389	397	347
Applicant Interviews	373	1,218	632	598	373	323	369
HS Visits	272	162	222	303	272	252	107
Congressional Events	157	50	199	224	157	79	158
Other (personal outreach, Admissions event, JROTC, Congressional office visit)	145	205	399	230	145	156	302
Appointment Presentations	51	25	*COVID	36	51	30	77
Total AAP Events	1387	1,748	1,837	2,034	1,387	1,237	1,360

ACTIVITY BY YEAR

Partner Activity Totals 2021

	Miles	Event Length (Hrs)	Number of Students At Event	Percent Minorities	Percent Female	Quality Interactions
Nov-Dec	7866	501	18686	28%	29%	1593
Sep-Oct	11686	677	38893	27%	34%	3038
Jul-Aug	9113	301	1187	19%	24%	455
May-Jun	2685	208	4056	26%	34%	502
Mar-Apr	481	109	1153	20%	19%	406
Jan-Feb	340	270	619	23%	23%	282
Total	32,171.00	2,066.00	64,594.00	24%	27%	4683
	Dollars saved	\$ 45,452.00	\$22/service hour: CG value for one hour of Auxiliary volunteer support			

ACADEMY MINORITY OUTREACH TEAM (AMOT)

- ▶ AMOT Mentor Program Administrator
 - ▶ Ms. Katy Robbins, Associate Director of Diversity, Outreach and Student Engagement
Katy.A.Robbins@uscga.edu
- ▶ AMOT Segment Coordinators
 - ▶ African American: CDR Andrea Parker-Smith Andrea.JP.Smith@uscg.mil
 - ▶ Asian American: CDR Min Kim Min.H.Kim@uscg.mil
 - ▶ Hispanic American: CDR David Smith Daivd.ASmith@uscg.mil

AMOT SUPPORT



Targeted Outreach Efforts



Partnering with Community Based Organizations to help develop future applicant pools



Participate in Yeilding Campaigns



Leverage Mentorship



CHRONUS: AMOT MENTORING

- ▶ **What is it:** facilitates one-to-one mentoring relationships that connect current minority cadets and minority appointees with leaders in the Coast Guard to learn, grown, and develop.
- ▶ **Mentor's Role:** Our deep and experienced pool of AMOT mentors volunteer to share their educational, career, and life experiences with mentees to support expanding social networks, fine tuning leadership capabilities, and foster personal and professional development.
- ▶ **Get Involved:** Academy Minority Outreach Team | Program Overview (chronus.com)

USCG Academy Admissions Officers



- 
- ▶ AAP Training
 - ▶ Website Resources:
 - ▶ www.uscga.edu
 - ▶ www.uscga.edu/partners
 - ▶ www.uscgasports.com
 - ▶ www.gocoastguard.com
 - ▶ **Bears Den: “Partner Documents”**
 - ▶ LinkedIn Group: U.S. Coast Guard Academy Admissions Partners
 - ▶ YouTube Training Videos

RESOURCES

QUESTIONS?





USCG
Health Safety & Work-Life Service Center
Records Processing Center

Health Records Digitization Update

Created by HSC Y. Vazquez
30 August 2022



CG STR Digitization History

- USCG sends records to NARA
- HSWL SC Records Processing Center (RPC) was created to track and QA flow of records the coast guard sent to NARA in 2014
- NARA halts digitization and storage of CG records at the start of 2020.
- USCG starts a new contract to Digitize Health Records in Feb2022.

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ALCOAST 102/21

HEALTH RECORD DISPOSITION DELAYS DUE TO COVID19 PANDEMIC

- ALCOAST 102/21 was released to provide information on the closure of the National Archives and provided steps for all service members to file their disability claims.

R 151243Z MAR 21
FM COMDT COGARD WASHINGTON DC
TO ALCOAST
BT

UNCLAS

ALCOAST 102/21

SSIC 6000

SUBJ: COVID-19: HEALTH RECORD DISPOSITION DELAYS DUE TO
COVID-19 PANDEMIC

A. Coast Guard Medical Manual, COMDTINST M6000.1 (series)

B. Disposition of Health Records, COMDTINST M6150.4 (series)

C. DOD Health Record Lifecycle Management, DODI 6040.45

1. REF (A) through (C) provide policy guidance for health record disposition. The COVID-19 pandemic has significantly impacted the CG Central Cell Records Processing Center's (RPC) ability to meet these requirements. The most significant constraint has been the closure of the National Archives Records Administration's (NARA) National Personnel Records Center (NPRC), the organization that has been digitizing the CG Service Treatment Record (STR) for electronic archiving. NARA NPRC also stores CG archived paper health records after the record is cut-off, which is when a service member (SM) separates or retires from service. Due to the COVID-19 pandemic, NARA suspended reproduction and digitization services in March 2020. Additionally, NPRC, the entity that stores the archived health records, has been closed and is not accepting shipments of records.



ALCOAST 455/21

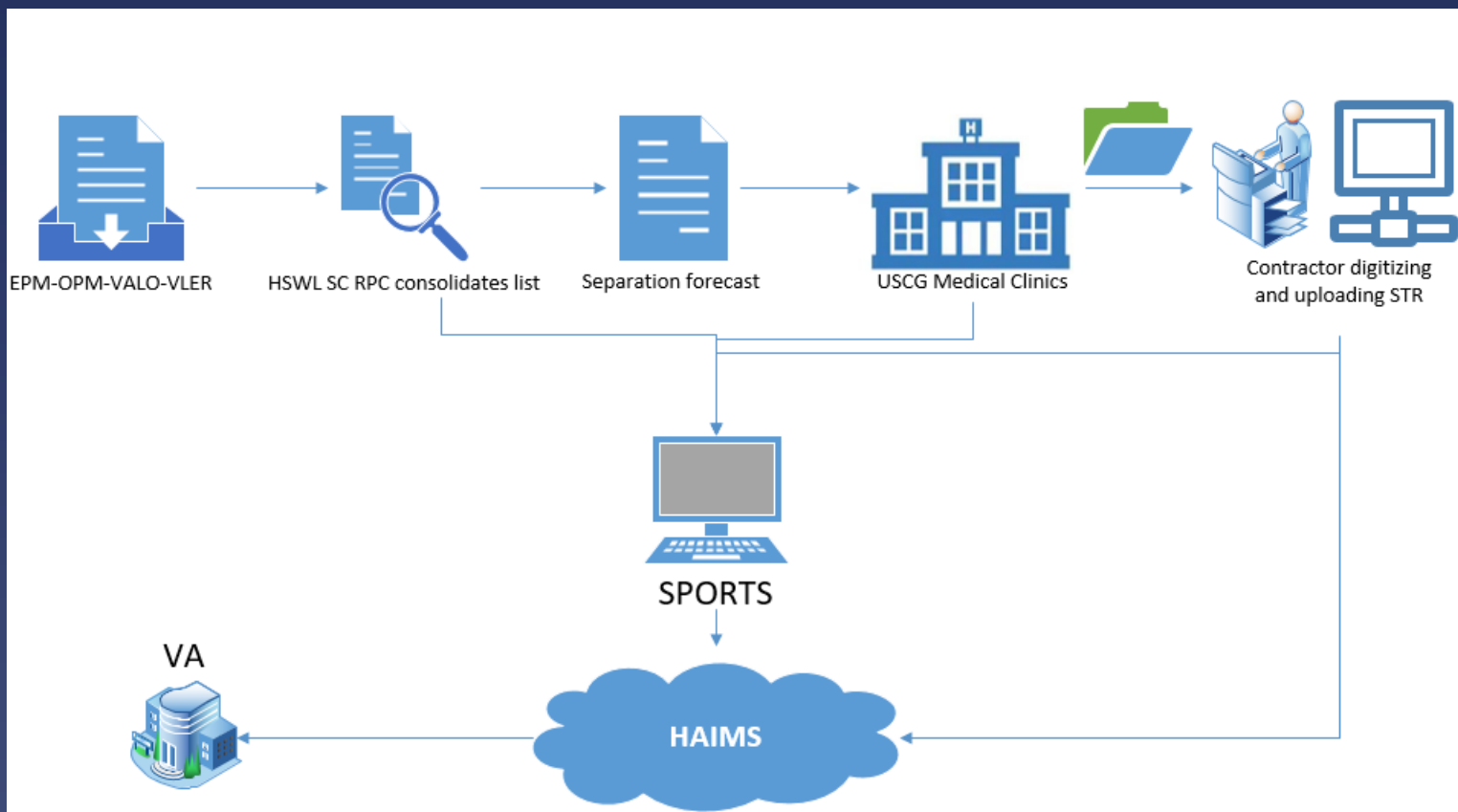
HEALTH RECORD DISPOSITION TRANSITION UPDATE

- ALCOAST 455/21 was released with the intent to provide background information to the CG of the status of the new contract and have the clinics start the QA process of the records.

R 151710Z DEC 21
FM COMDT COGARD WASHINGTON DC
TO ALCOAST
BT
UNCLAS
ALCOAST 455/21
SSIC 6000
SUBJ: HEALTH RECORD DISPOSITION TRANSITION UPDATE
A. COMDT COGARD WASHINGTON DC 151243Z MAR 21/ALCOAST 102/21
B. Coast Guard Medical Manual, COMDTINST M6000.1 (series)
C. Disposition of Health Records, COMDTINST M6150.4 (series)
D. DOD Health Record Lifecycle Management, DODI 6040.4
1. As per REF (A), HSWL SC Central Cell Records Processing Center (RPC) ceased processing of health records in accordance with REF (B) through (D) in March 2020 due to closure of the agency that was digitizing the CG Service Treatment Record (STR) in preparation for electronic archiving. This has been problematic for individual service members (SMS), as the CG has been unable to electronically upload STRs into the Health Artifact Imagine Management System (HAIMS) document management system. This system interfaces with the Veterans Affairs (VA) Veterans Benefit Management System (VBMS). VBMS is the electronic document storage information system that enables the VA claims process. There are currently 9566 CG health records backlogged awaiting final disposition. In response, HSWL SC Central Cell RPC sought a new contracted service provider to support records processing.



Health Record digitization work flow





Digitization Progress

As of 30 August 2022

Open service treatment record (STR) disposition cases (i.e. separated/retired members): 6,372

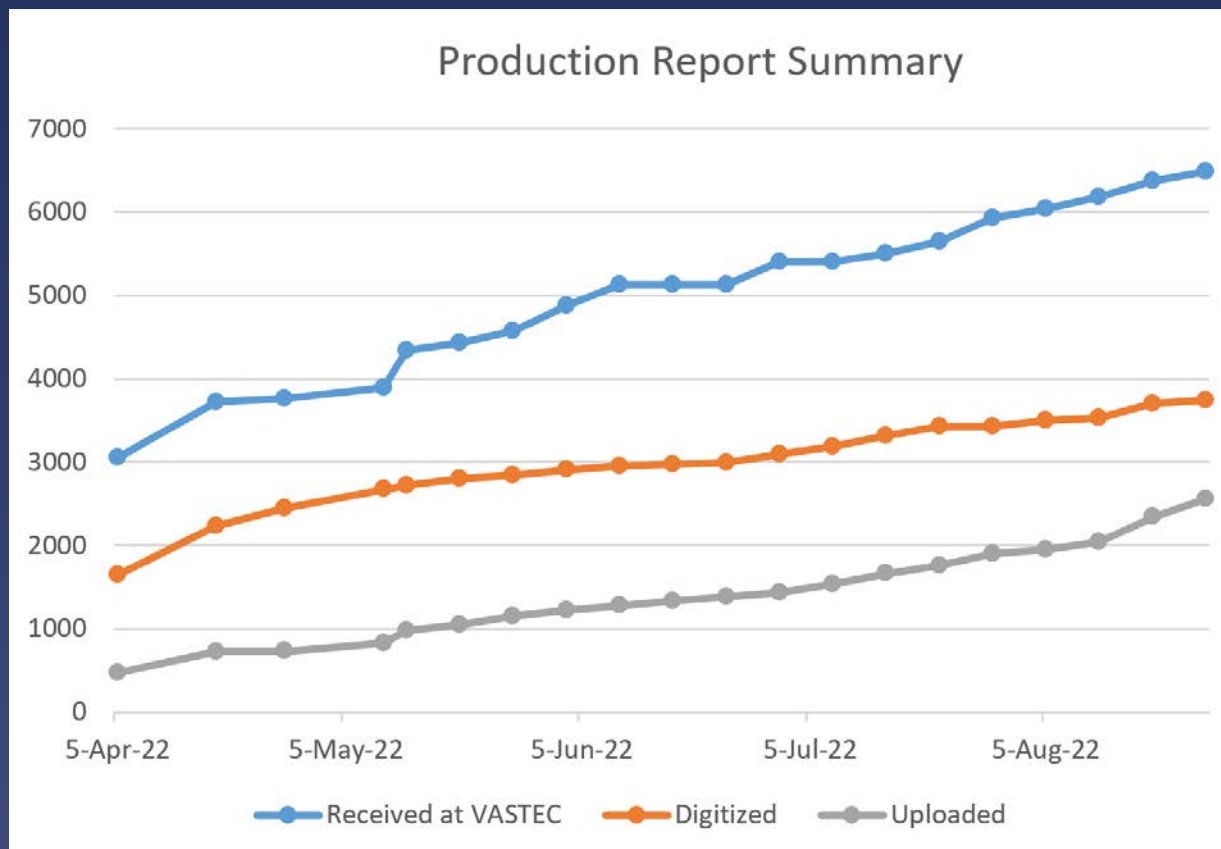
Received by DLA Service Provider: 6,488 STR

Digitized: 3,739

Uploaded to HAIMS: 2,557



Digitization Progress



Legislative Update on Military and Veterans Benefits

**Paul Frost, AFC®
CAPT, USN (Ret)
Program Director, Finance and Benefits Information
MOAA Transition Center**



MOAA = Advocacy

When earned pay and benefits are threatened, MOAA stands ready to protect and defend all of the uniformed services present, past and future.



YOUR BIGGEST ALLY



Since 1929, MOAA's greatest mission has been to protect your earned military benefits. Through tireless advocacy, we've forged a legacy of success benefiting the entire military community.



**Passing the historic
Post-9/11 GI Bill**



**Blocking
disproportionate
TRICARE fee
increases**



**Repealing COLA
cuts for retirees**

- ❖ **Military Compensation**
- ❖ **Concurrent Receipt**
- ❖ **SBP/DIC**
- ❖ **TRICARE fees**
- ❖ **Veteran Healthcare**

**THE HILL'S 2021
TOP LOBBYISTS**



Never Stop Serving

MOAA operates two charity subsidiaries to help military and veteran families enjoy a quality of life they have earned through their service.



- ✓ Career Transition
- ✓ Military Spouse Professional Development
- ✓ Professional Education Outreach
- ✓ Community Outreach & Emergency Relief

- Active duty
- Reserve & National Guard
- Retirees



- 100% of your donation goes to a student
- \$160M to 16,000 students
- 2021-2022: 1,100+ students awarded \$8M

- Veterans
- Military Spouses & Families
- Extended Military Community

**To learn more and to join the efforts, visit
www.moaa.org/donate**



**To All of You Who...
are wearing the uniform...
have worn the uniform...
supported your Service member...**

THANK YOU!

The Military Coalition



AAAA	CWOA	MOAA	TIF
AFA	EANGUS	MOPH	TREA
AFSA	FRA	NERA	USAWOA
AMSUS	GSW	NCOA	USCGPOA
AMVETS	IAVA	NGAUS	VFW
AUSA	JWV	NMFA	VVA
AUSN	MCA	ROA	VETS FIRST
BVA	MCL	SWAN	WWP
COA	MCRA	TAPS	

35 Organizations—5.5 million strong

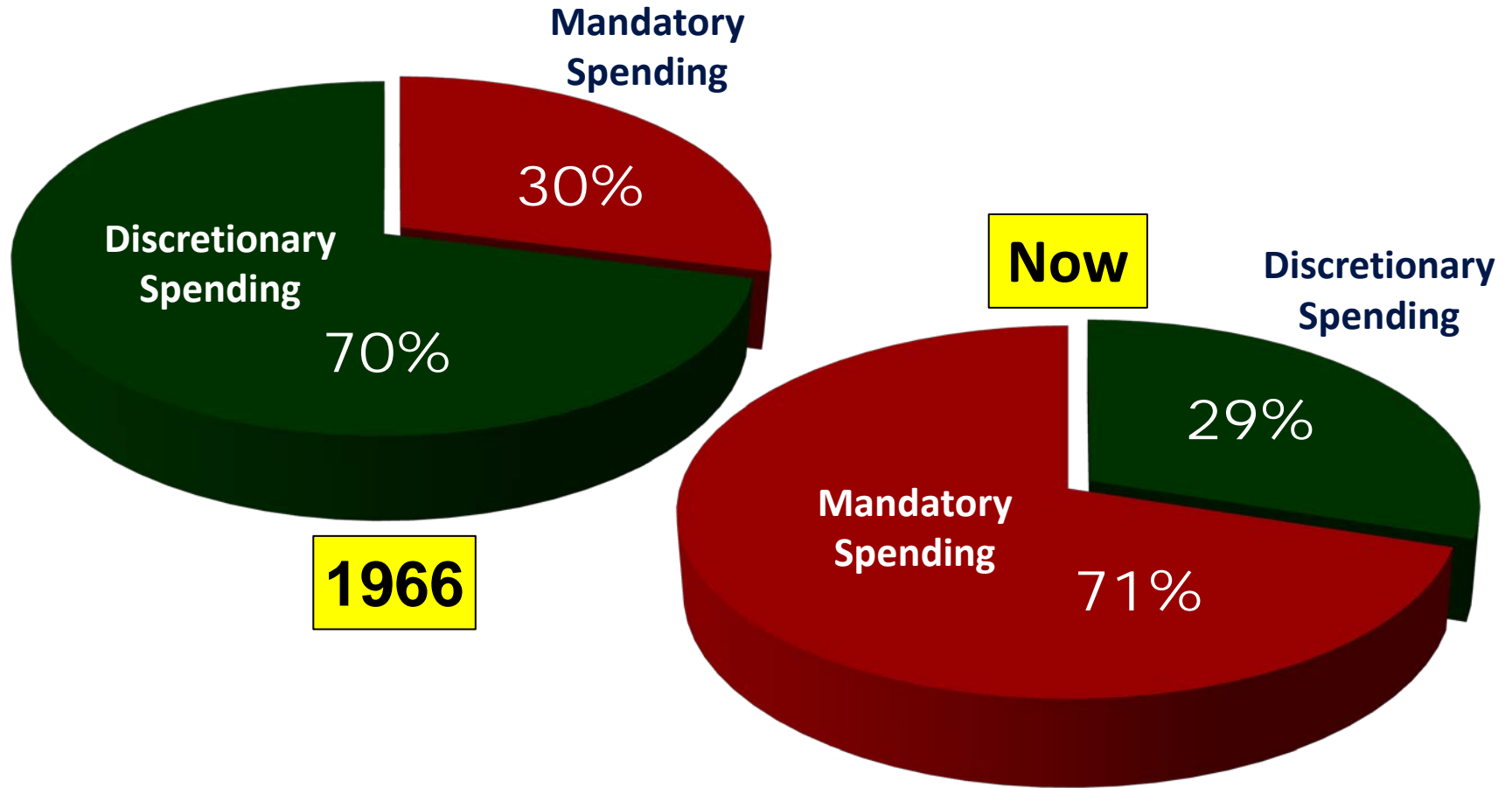
Source: [The Military Coalition](https://www.themilitarycoalition.org/)



The Legislative Big Picture

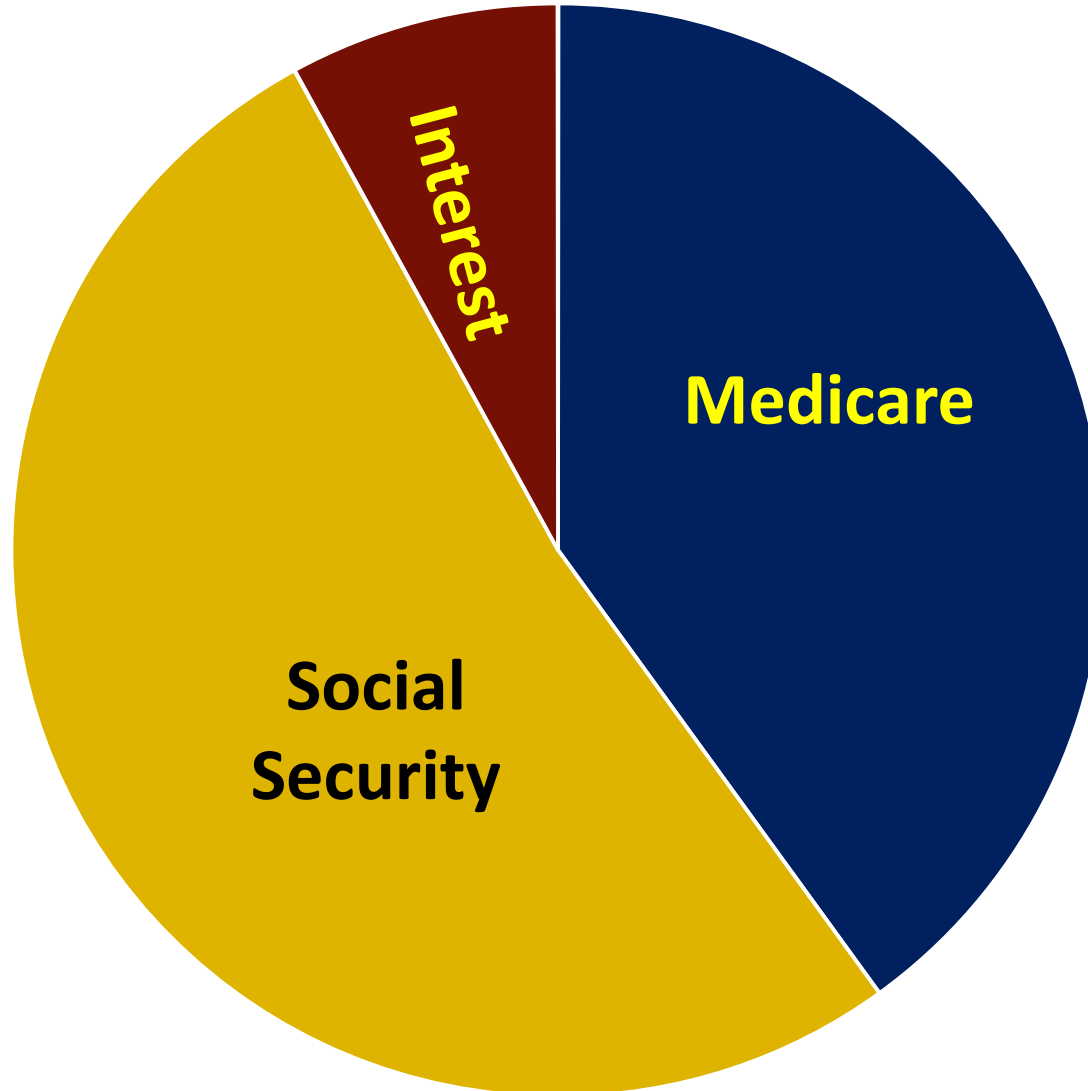


Where the Fed Money Goes



“Discretionary spending now makes up only about a third of the federal budget, with the remaining two-thirds coming from entitlement programs and other “mandatory” spending, according to figures from the **House Budget Committee**. And it wasn't always so. In 1966, those ratios were almost precisely reversed, with entitlement money making up just a third of the budget, committee figures show.” Congressional Quarterly 5Feb16 “Evading the Elephant” Numbers from OMB, @Federal-Budget.insidegov.com and Congressional Research Service, “Mandatory Spending Since 1962.” March 2015.

Mandatory Spending



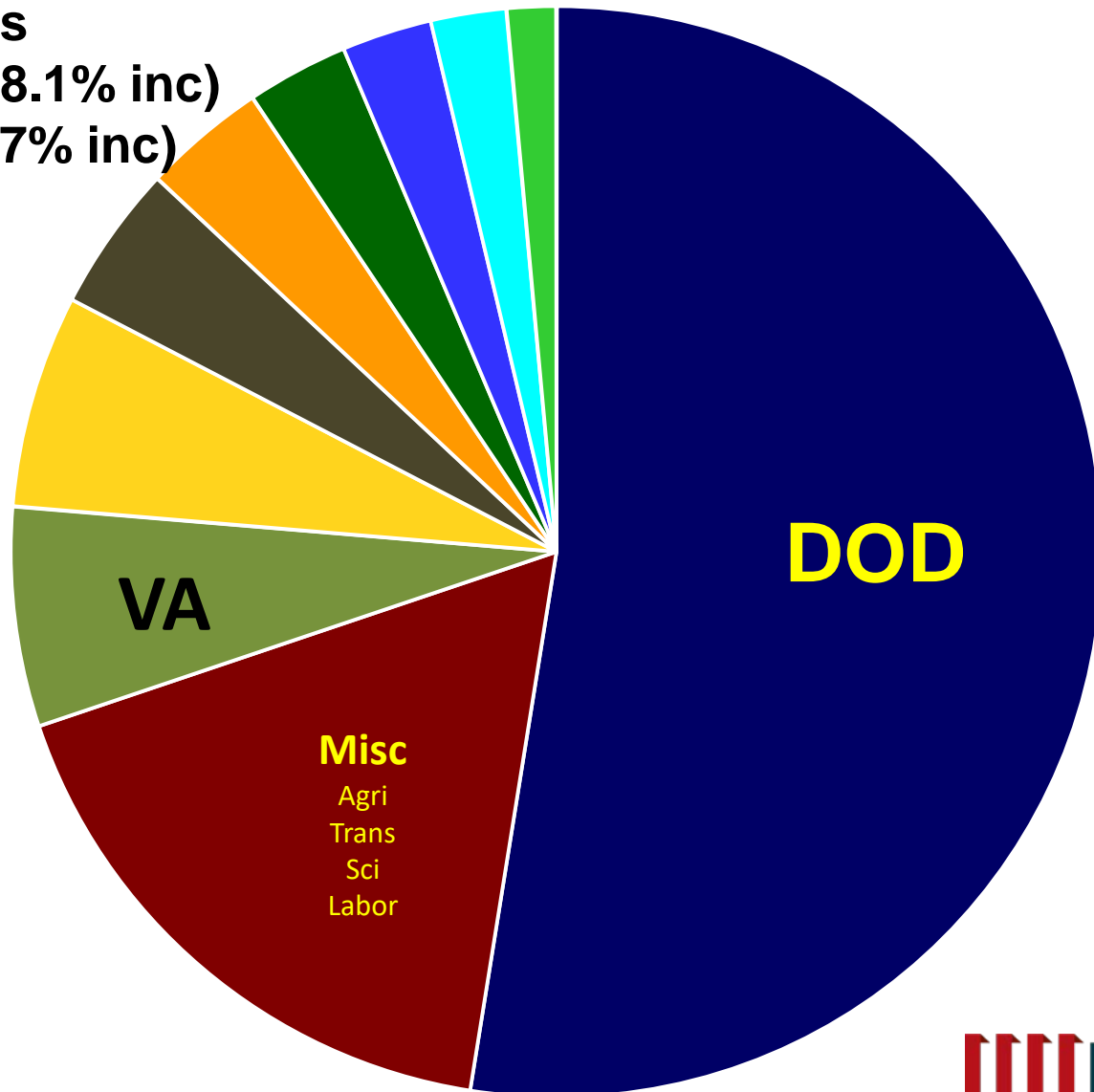
Discretionary Budget

2023 proposals

NDAA \$773B (8.1% inc)

VA \$301.4 (11.7% inc)

- DOD
- Other
- VA
- HHS
- Education
- Hm Sec
- St Dept
- HUD
- Energy
- NASA



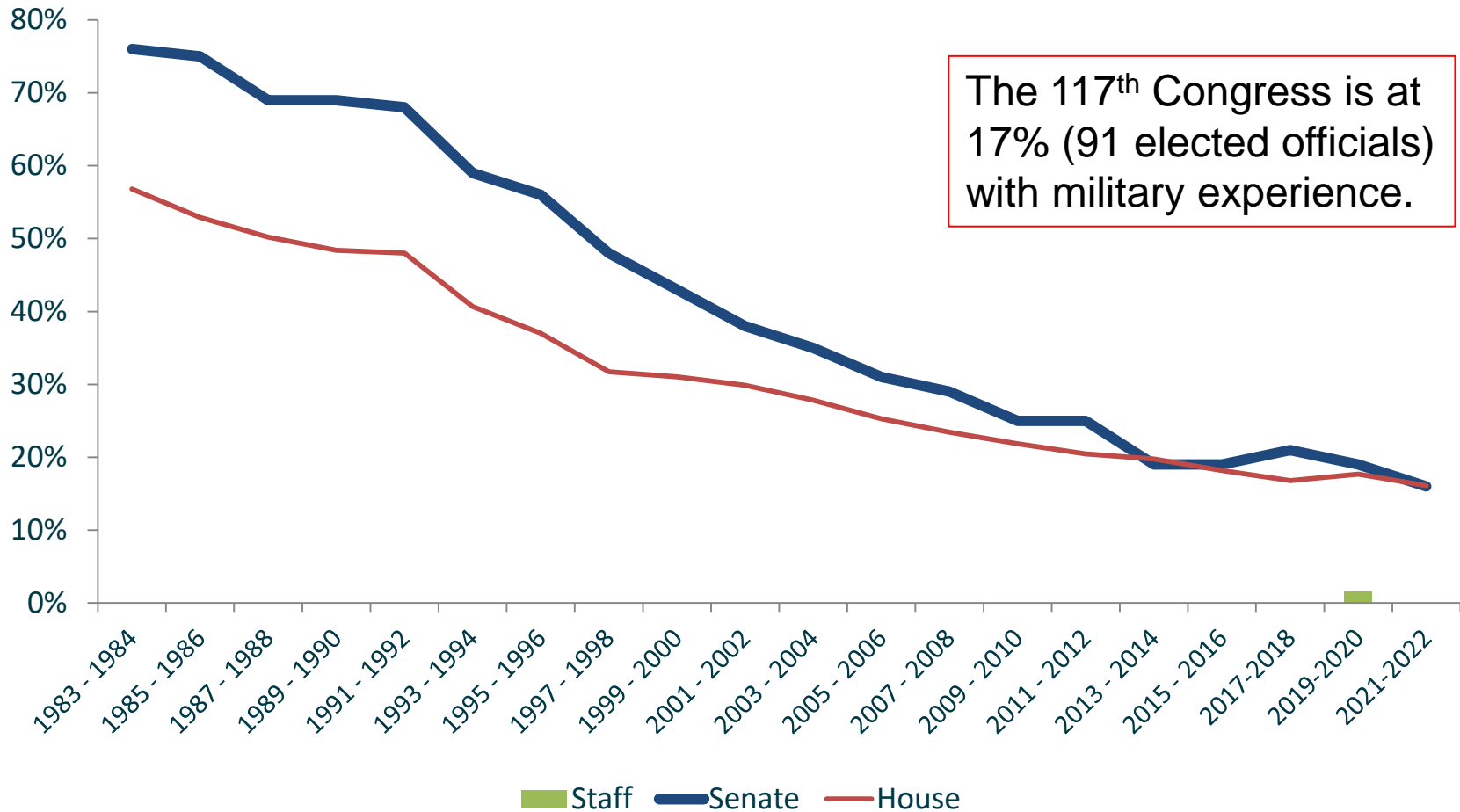
The Political Environment

- Trillions spent for virus issues and economy
- Virus management
- Unemployment
- Restarting the economy
- Police reforms
- Social unrest

DoD Environment

- Flat DoD budgets in the future will require tough prioritization (Year-long CR is a threat)
- Pivot from Contingency Operations to near peer threat requires significant modernization and funding
- Planned cuts to Military Health System difficult to reconcile with COVID lessons learned
- Congress desires to reduce entitlement costs
- Sexual assault and privatized housing scandals
- Suicide rates are moving in the wrong direction
- Each fiscal year, for the last 20 years, has started either under a CR or a government shutdown

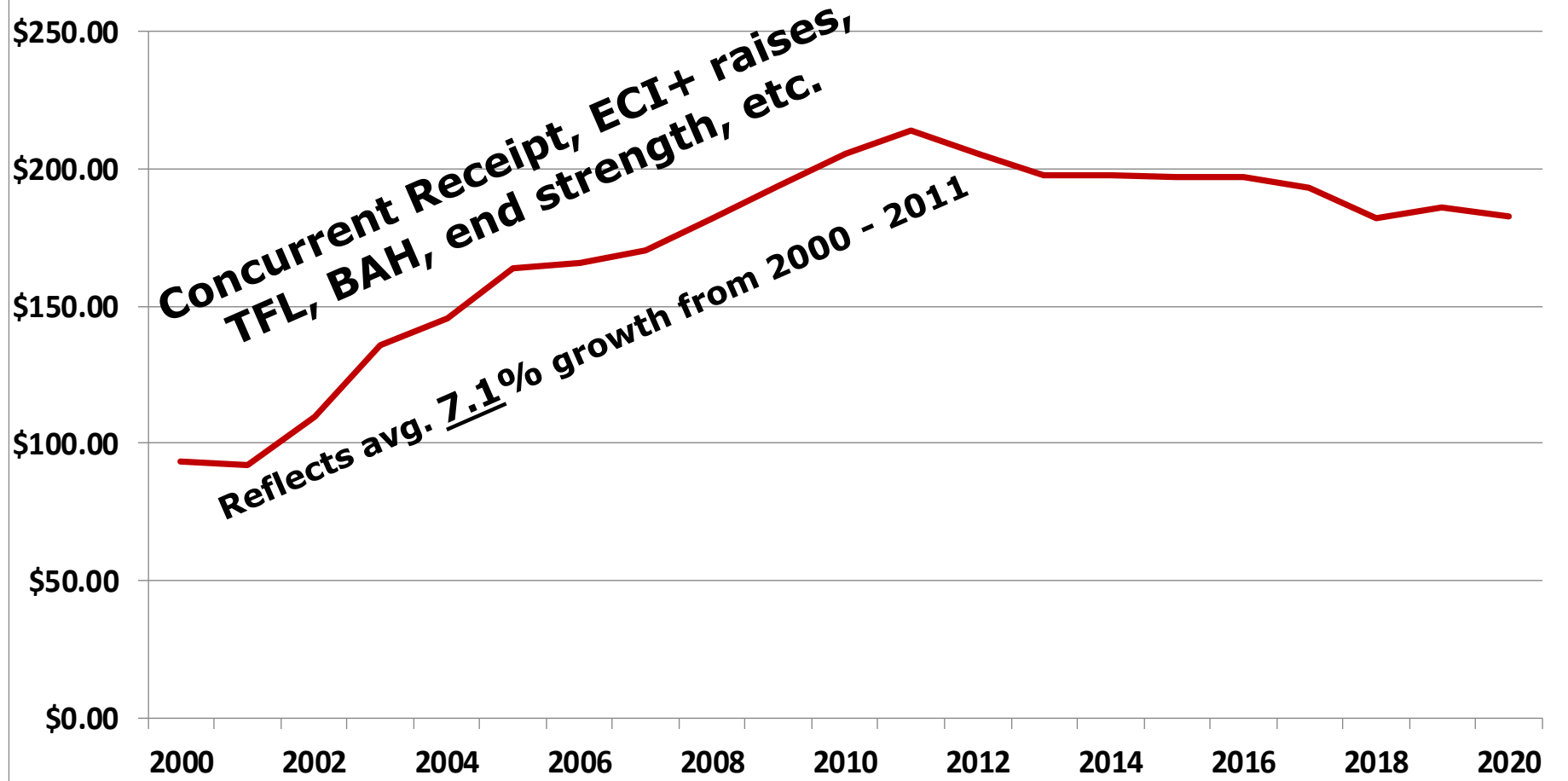
Military Experience in Congress



Sources: [Military Times](#), [Pew](#), and [HillVets](#)

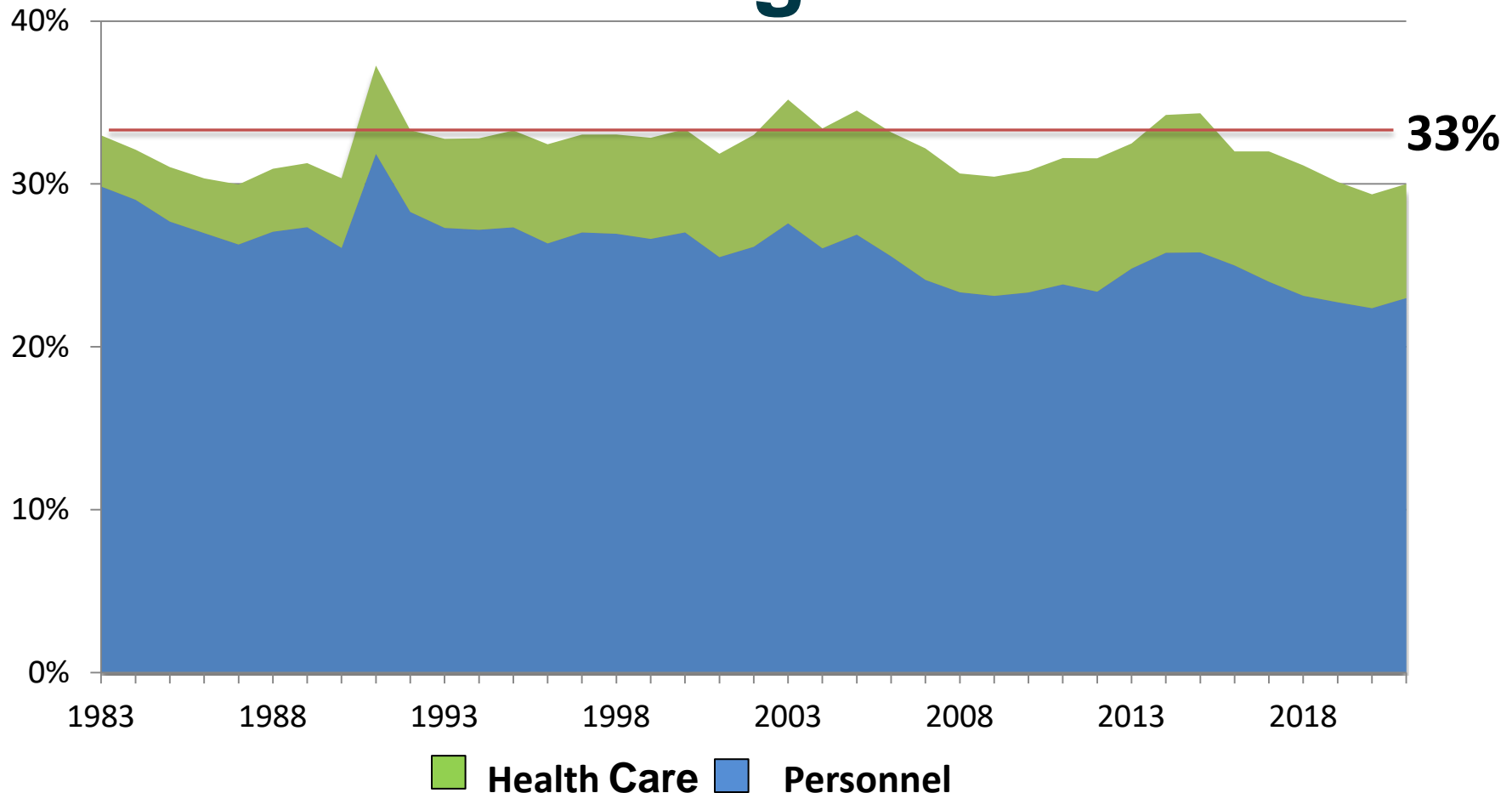
DOD Personnel-Health Care Expense

Defense Personnel and Health Programs



Outlays in \$ Billions
Source: NDAAs

Personnel Costs as % of DoD Budget



For decades, on average, less than one-third of the defense budget (under subtotal of “DoD-Military”) went to military personnel and health care costs.

Sources:

Table 3.2 Outlays by Function: <https://www.whitehouse.gov/omb/historical-tables/>



FY 2022/2023 Legislative Priorities



MOAA's 2022/23 Priorities

- Sustain pay raises, adequate BAH for troops / COLA for retirees
- Ensure CG/USPHS/NOAA continue getting paid during shutdowns
- Protect value of military health benefit
- Protect Military Health System pharmacy benefit, and achieve flexibility in TRICARE pharmacy co-pays
- Address barriers to accessing care within MHS, including TRICARE coverage gaps and mental health access challenges
- Protect family support programs, and ensure military-provided services (housing, PCS, childcare, youth programs, financial counseling) are readily available and meet standards for quality and costs
- Achieve equity of benefits, protections and administrative support for Guard/Reserve members consistent with their counterparts

MOAA's 2022/23 Priorities

- **Sustain Veterans Health Administration (VHA) foundational missions and services**
- **Reform the presumptive claim process to support veterans claiming service-connected conditions for toxic exposures**
- **Achieve concurrent receipt of service-earned retirement pay and VA disability compensation.**
- **Protect full military honors and burial at Arlington National Cemetery for those currently eligible**
- **Improve survivor benefits**
- **Support a quality transition experience from AD to veteran status for all servicemembers**
- **Recognize the pandemic continues to affect the lives of our servicemembers and their families**

Advocacy in Action Campaign

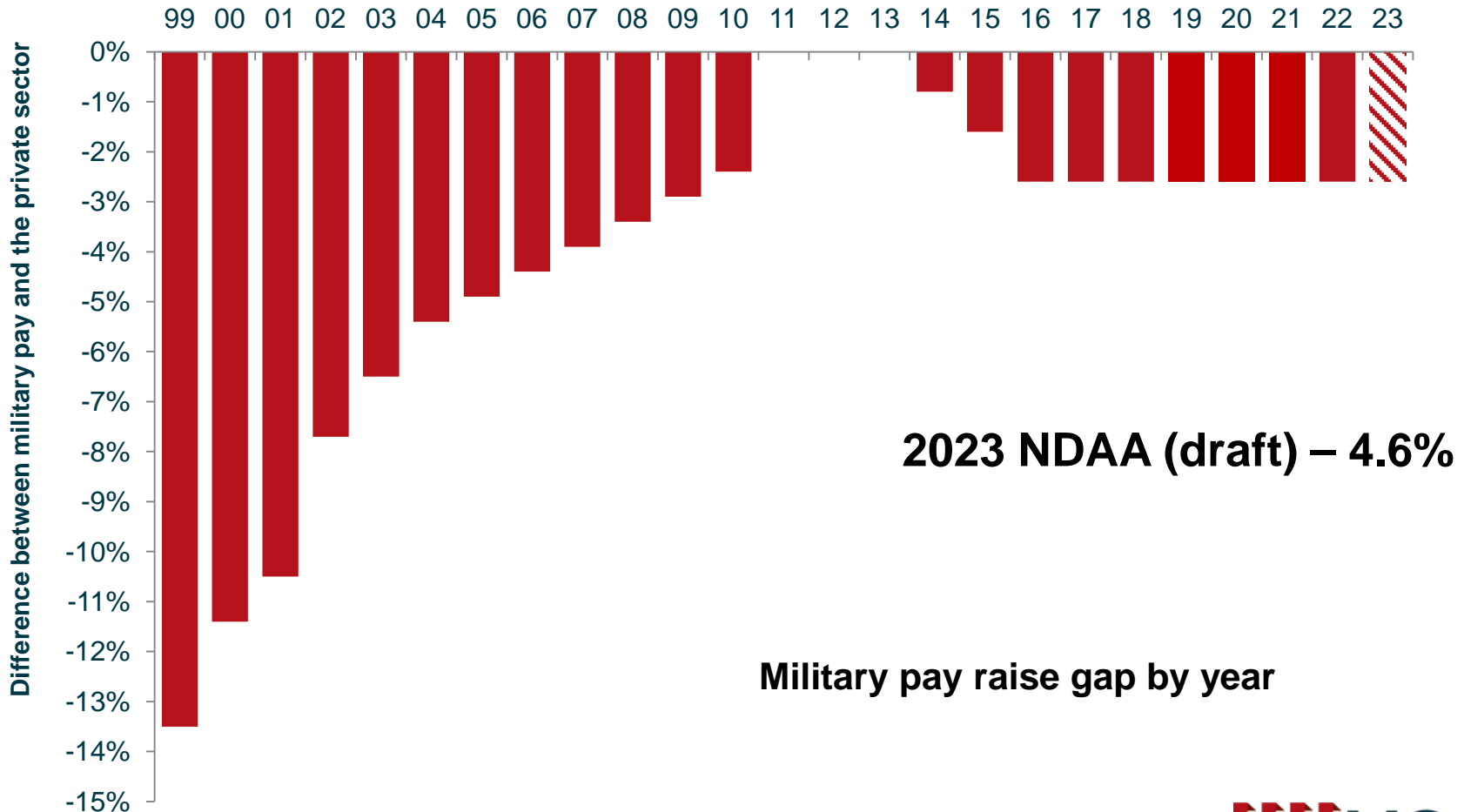
Each Spring, MOAA Councils and Chapters, with support from the National Headquarters, bring 3 specific, high priority legislative actions to every member of Congress

This year's campaign focused on:

- Support the Major Richard Star Act (concurrent receipt for combat-injured servicemembers) H.R. 1282 & S. 344**
- Reduce TRICARE Mental Health Copayments H.R. 4824**
- Enact a 4.6% Military Pay Raise in the FY 2023 National Defense Authorization Act (NDAA)**

Military Pay Steady but Behind

After years of hard work by MOAA and Congress to eliminate the 1999 13.5% pay gap, military pay raises once again edged into the negative territory currently projected at a 2.4% gap behind the private sector for 2021.



0% Base line is Employment Cost Index by Bureau of Labor Statistics

MOAA's Legislative Action Center

[Action Center Tutorial](#)[Return to MOAA.org](#)[Sign Up](#)

Key Advocacy Issues

Learn about our advocacy!

Engage with Lawmakers

Tell us about your meetings!

MOAA-Supported Legislation

See what bills MOAA supports!

Find your Elected Officials

Learn about your legislators!

Active Legislative Campaigns

Ask Congress to Preserve Arlington National Cemetery Eligibility

Help MOAA stay in the middle of this important conversation – Contact your elected officials and urge them to designate in the FY 2023 NDAA the next national cemetery as ANC reaches capacity.

[Write](#)

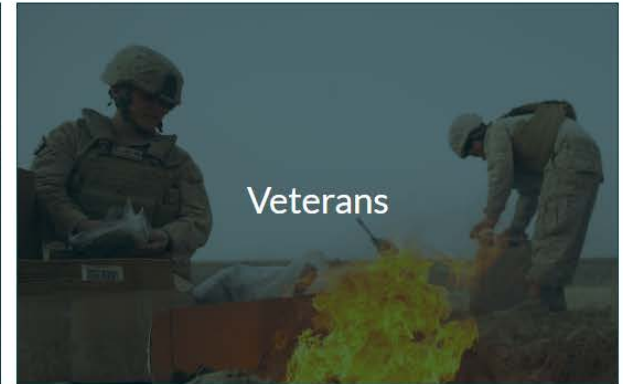
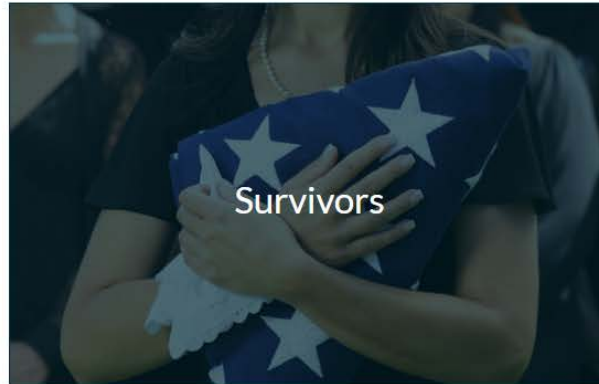
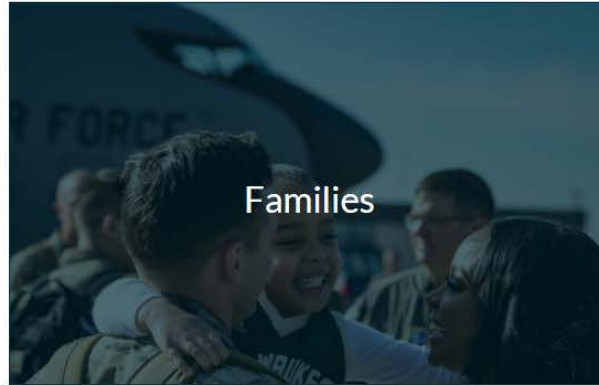
Ask Your Senators to Pass the Honoring Our PACT Act

On March 3, the House of Representatives passed the Honoring Our PACT Act (H.R. 3967) 256-174. Please contact your senators and urge them to continue the work of their counterparts from the other side of Capitol Hill.

[Write](#)

MOAA's Legislative Action Center

Key Advocacy Issues


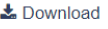











MOAA's Legislative Action Center

MOAA-Supported Legislation

MOAA's experts in Washington are constantly reviewing and assessing any and all legislation that may impact the earned pay, benefits, and support programs of the uniformed services and veteran communities. The organization's endorsement process is deliberative; MOAA will not support or oppose any legislation without a thorough review of its potential effects, positive or negative.

The list of bills below offers to you, our advocates, a comprehensive list of legislation that MOAA has publicly endorsed for the current session of Congress.

MOAA-Supported Legislation					
Search by title...					 
	Bill	Last Timeline Action Date	Last Timeline Action	Number of Cosponsors	Source Link
1	S. 2533: Making Advances in Mammography and Medical Options for Veterans Act	03/24/2022	Held at the desk.	5	External Link 
2	S. 2794: Supporting Families of the Fallen Act	03/24/2022	Held at the desk.	8	External Link 
3	S. 3909: Military Spouse Hiring Act	03/23/2022	Introduced in Senate	3	External Link 
4	H.R. 7041: Record of Military Service for Members of the Armed Forces Act of 2022	03/09/2022	Introduced in House	37 ■	External Link 
5	S. 3781: A bill to amend the Food and Nutrition Act of 2008 to exclude a basic allowance for housing from ...	03/08/2022	Introduced in Senate	13	External Link 
6	H.R. 3967: Honoring our PACT Act of 2021	03/03/2022	Passed/agreed to in House: On passage Passed by the Yeas and Nays: 256 - 174 ...	100 ■■	External Link 
7	S. 3734: Gold Star Families Day Act	03/02/2022	Introduced in Senate	3	External Link 
8	S. 3025: Servicemembers and Veterans Empowerment	03/01/2022	Committee on Veterans' Affairs. Reported	4	External Link 

Review Recent Developments/Changes



SBP-DIC Offset Elimination Timeline

- 2020 was for legal interpretation and process development
- 2021-2023 are for phased-in of DIC-offset elimination in SBP

★ – No payback of past refunded premiums ★

- Survivors of Currently Serving members who chose “Child” beneficiary rather than face the SBP-DIC offset will be able to change their beneficiary back to “Spouse”

SBP - DIC Offset - SSIA

How It “Worked”...

- There is **NO** Social Security Offset
- SBP-DIC Offset explained; offset was dollar-for-dollar:

SBP and the DIC Offset Examples		
SBP →	\$1000	\$2000
DIC offset →	- \$1438	- \$1438
Net SBP →	0	\$562
SSIA →	+ \$346	+ \$346
Actual SBP payment →	\$346	\$908

**VA DIC is
\$1438mo
tax-free
for 2022**

SBP-DIC Offset Elimination Process

The DIC offset amount will be phased-out over three years

- Nothing happened in 2020
- DIC offset will be reduced by 1/3rd over three years

2021	
SBP	\$1500
DIC offset	<u>- \$905</u>
Net SBP	\$595
SSIA	<u>+ \$327</u>
Actual SBP payment	\$922

2022	
SBP	\$1500
DIC offset	<u>- \$479</u>
Net SBP	\$1021
SSIA	<u>+ \$346</u>
Actual SBP payment	\$1367

2023	
SBP	\$1500
DIC offset	<u>- \$0</u>
Net SBP	\$1500
SSIA	<u>+ \$0</u>
Actual SBP payment	\$1500

Tricare Select Changes

Jan 1, 2021, “Select” new annual enrollment fee

- \$150 individual; \$300 family (now \$158/317)
 - Not for med retirees, currently serving, survivors of active duty or medical retirees
- COLA applies to enroll fee in future years
- Deductibles still apply at current rates (\$150/\$300)
- **SBP payments do not qualify for allotment**

Select Catastrophic Cap increased to \$3500 (now \$3706)

- Retirees only
- COLA in future years
- Currently serving remains \$1000

TRICARE Changes

Open Season—Annual enrollment at end of year

- Tricare “Prime” and “Select” Only*
- Automatic rollover if no change
- Must make changes during the Open Season
- Open Season held in Nov – Dec
- “Qualifying Life Event” changes allowed any time

*Tricare Open Season **doesn’t apply to TRICARE For Life, TRICARE Young Adult, TRICARE Reserve Select, TRICARE Retired Reserve, or the Continued Health Care Benefit Program.**



Tricare for Life (TFL)

What About Tricare for Life?...

- **Nothing happened!—a very good thing**
 - Only Tricare changes are in “Prime” and “Select”
- **No discussion of Tricare for Life fee**
- **Nothing is on the horizon—at this point**
 - We remain vigilant

Pharmacy Increases

Phased Increases Over 10 Years

	2020/1 Rate	CY 2022 Rate	CY 2027 Proposed Rate	Annual % Increase 2021-22
MTF Pharmacy (90-days)	0	0	0	0%
Retail (30-days)				
Generic	\$13	\$14	\$16	8%
Brand	\$33	\$38	\$48	15%
Non-Formulary	\$60	\$68	\$85	13%
Mail Order (90-days)				
Generic	\$10	\$12	\$14	20%
Brand	\$29	\$34	\$44	17%
Non-Formulary	\$60	\$68	\$85	13%

Three New Agent Orange Diseases

- Hypothyroidism, Bladder Cancer and Parkinsonism
- [https://www.publichealth.va.gov/exposures/agent orange/conditions/](https://www.publichealth.va.gov/exposures/agent-orange/conditions/)
- Still waiting on Hypertension for all (now a presumptive for terminally ill, homeless, under extreme hardship or over 85 years old)
- Remaining Vietnam Vets on Oct 2026
- Blue Water Navy now implemented for submariners

PACT Act

- The Sergeant First Class Heath Robinson Honoring Our Promise to Address Comprehensive Toxics Act
- Signed Aug 10th by President Biden
- Three current burn pit exposure presumptive conditions (asthma, rhinitis and sinusitis)
- When signed, immediately add head, neck, respiratory, gastro-intestinal, reproductive, lymphoma, and lymphomatic cancers of any type, plus kidney and brain cancers, melanoma and granulomatous disease (blood)
- Secretary's discretion, plus other conditions will be added over time

COLA Watch

Would be highest
since 1982 – 7.4%

8.9%

Was the highest
since 2008 - 5.8%

5.9%

Military Officers Association of America

WWW.MOAA.ORG

Please contact your elected representatives
Strength comes in numbers
Your single voice does matter

Join MOAA at
MOAA.org

The logo for the Military Officers Association of America (MOAA) is located at the bottom of the page. It features a stylized American flag with red and white stripes on the left and the letters "MOAA" in a bold, blue, sans-serif font on the right. Below the letters "MOAA" is the full name "Military Officers Association of America" in a smaller, blue, sans-serif font.



National Retiree Council
Annual Meeting 2022

**2022 Commandant's National
Retiree Council Meeting 7-8
September 2022**

**Coast Guard
National Retiree Help Desk
Retirees Supporting Retirees**





National Retiree Council Annual Meeting 2011

THE LONG BLUE LINE

Entry
into
Service

Indoctrination
- Include
Retiree
Support
Structure

Reaching Out 3-
4 years prior to
retirement Intro
to personal
retiree support
structure

Pre-counseling 1 yr
prior to retirement .
information handouts,
retiree support
structure location of
base/RSO functions,
benefits,
responsibilities, phone
#s,email addresses

TAPS

Handoff to
RSO. Email,
home
address,
family
needs, etc

Intro to
Retiree
Council &
Volunteeri
ng

Crossing the Bar
- survivors,
dependents,
burial - military
honors, etc



National Retiree Council
Annual Meeting 2022

National Retiree Help Desk (NRHD)

Purpose: To respond to inquiries from the world-wide Coast Guard military retiree community, "connecting" individuals with needed retiree services information and resources.

Sponsored by: CG-13, Military Personnel Directorate
Retiree Services Program

Administered by: Capital Area Coast Guard Retiree
Council (CACGRC)

Reference: COMDTINST 1800.5H (dtd 12 Apr 2017)



NRHD

Initiated 2006 – Capital Area Retiree Council Bottom Up

RADM Fred Ames USCG (Ret) Co-chair

CAPT Norm Lemley USCGR (Ret)

CAPT Bob Warakomsky USCG (Ret)

LCDR Dave Du Pont USCG (Ret)

Numerous Retiree Calls for Support

No Single Source for Direction

Recognition of CG Responsibility

"The Long Blue Line"



NRHD Logistics

- Toll-free phone number and gmail
- Volunteers
- Standard Operating Procedure (SOP)
- Training
- Phone/email statistics compiled periodically



The Volunteers (14 current)

RETIREES SUPPORTING RETIREES

- Ben Stoppe [VA] (2006)
- Tracy Royce [FL] (2010)
- David Bernstein [DC-MD] (2011)
- Mike Rosecrans [FL] (2016)
- Collin Lau [CA] (2016)
- Jan Walker [MD] (2016)
- Kathy Tiongson [CA] (2018)
- Kevin Sheehan [NC] (2018)
- Holly Boehme [WA] (2018)
- Al Peek [VA] (2018)
- Rafael Ortiz [NV] (2019)
- Tom Faircloth [TN] (2019)
- Bill Killion [NV] (2019)
- Tina Tennyson [VA] (2020)



THE NEED IS OBVIOUS

SINCE 2006

AVERAGE – 750 CALLS PER YEAR

HIGH – 1100 PER YEAR

PEAKS – PARTIAL GOV'T SHUTDOWN
COVID PPC
1099's



National Retiree Council Annual Meeting 2022

Volunteers // Items of note

- 38 individuals stood watches since inception
- 21 volunteers served 20+ weeks
- Longest serving // Ben Stoppe [VA] // Aug 2006 w/ over 50 vol weeks
- Highest # watch weeks // Jim Kosar [VA] (last watch Apr 2015) – 83 vol wks
- Others of note
 - Tracy Royce [FL] (active) – 78 wks
 - Marc Fagenbaum & Dan Rogers [FL] (last watch Jun 2016) – 65 wks
 - Tim Flanagan [MD] (last watch Dec 2019) – 55 wks
 - David Bernstein [DC-MD] (active) – 46 wks
 - Bob Hinds [MD] (last watch Feb 2018) – 15 wks
 - David Du Pont [MD] (plank owner) (2006-2009) – 40 wks
 - Bob Warakomsky (VA) (plank owner) (2006-2009)-50 wks
- IN TOTAL – **1,000** WKS OF VOLUNTEER SERVICE
- PARTICIPATION AND INVOLVEMENT



National Retiree Council
Annual Meeting 2022

A FEW EXAMPLES

- Partial Government Shutdown
- Severe Emotional Issues
- ADM Allen – Bereaved Widow – Lula
- 0-6 (Ret) Assisted Living Facility
- CG wife “abandoned” requiring assistance
- Retired CG Father of Disabled Adult Child₉



STRATEGIC VALUE

- STATISTICS DEMONSTRATE RETIREE SUPPORT PROGRAM VALUE – THERE IS A DEMAND
- RETIREES VOLUNTEERING TO SUPPORT RETIREE SUPPORT PROGRAM – SHOWS ACTIVE RETIREE SUPPORT – *1000 WEEKS*
- INTEGRATED OPERATION WITH OTHER CG ORGANIZATIONS
 - PPC
 - PSC
- DEMONSTRATES COAST GUARD LEADERSHIP IN SUPPORTING RETIREES – MODEL TO OTHER SERVICES
- DEMONSTRATES TO ALL ACTIVE DUTY AND RESERVE CG THAT THERE IS CG LIFE AFTER RETIREMENT
- ACTIVE ONGOING SUPPORT BY CG-13 (BOB HINDS)



CANARY IN THE COAL MINE

Discovering Problems

- PPC Responsiveness
 - Phone
 - Voicemail
 - Resolution
- VA Disability Benefits Offset by CG Retired Pay
- Partial Government Shutdown



Summary

National Retiree Council Annual Meeting 2022

- NRHD Operating Successfully
- Undoubtedly Fills a Need
- “Canary in the Coal Mine” – Early Warning
- Participation by Volunteers Nationwide – 1000 WEEKS
- Sponsored by CG-13; Administered by CACGRC
- Significant Strategic Value to CG
- Demonstration of CG Leadership
- New Volunteers Welcome
- Thank you to RRCs for supporting this effort and
to all those that volunteer



National Retiree Council Annual Meeting 2022

The **Statistics**

- For the period 09/20/2021 – 08/15/2022
- 442 queries (fm 48 weekly reports)
 - 84% via phone
 - 16% via email
- Ave ~9 queries per week
- Peak week – 26 queries
- Low week – 1 query
- Topic categories of queries
 - Retiree/Annuitant Pay & Benefits (referred to PPC) – 13%
 - Form 1099 – 11%
 - Retiree & Dependent ID Cards – 10%
 - DD-214 – 9%



Pay and Personnel Center



CAPT Derek Smith
Commanding Officer



Pay and Personnel Center



Retired and Annuitant Services

Automated Error Worksheets
RAS Optimization



PPC/RAS By the Numbers

35 RAS staff members serve:

- 55,837 Retirees
- 7,566 Annuitants
- 4,119 Former Spouses (FSPA)

(Numbers include USCG, NOAA, and USPHS)



VA COMPENSATION AND AUDIT ERROR WORKSHEETS (AEWs)

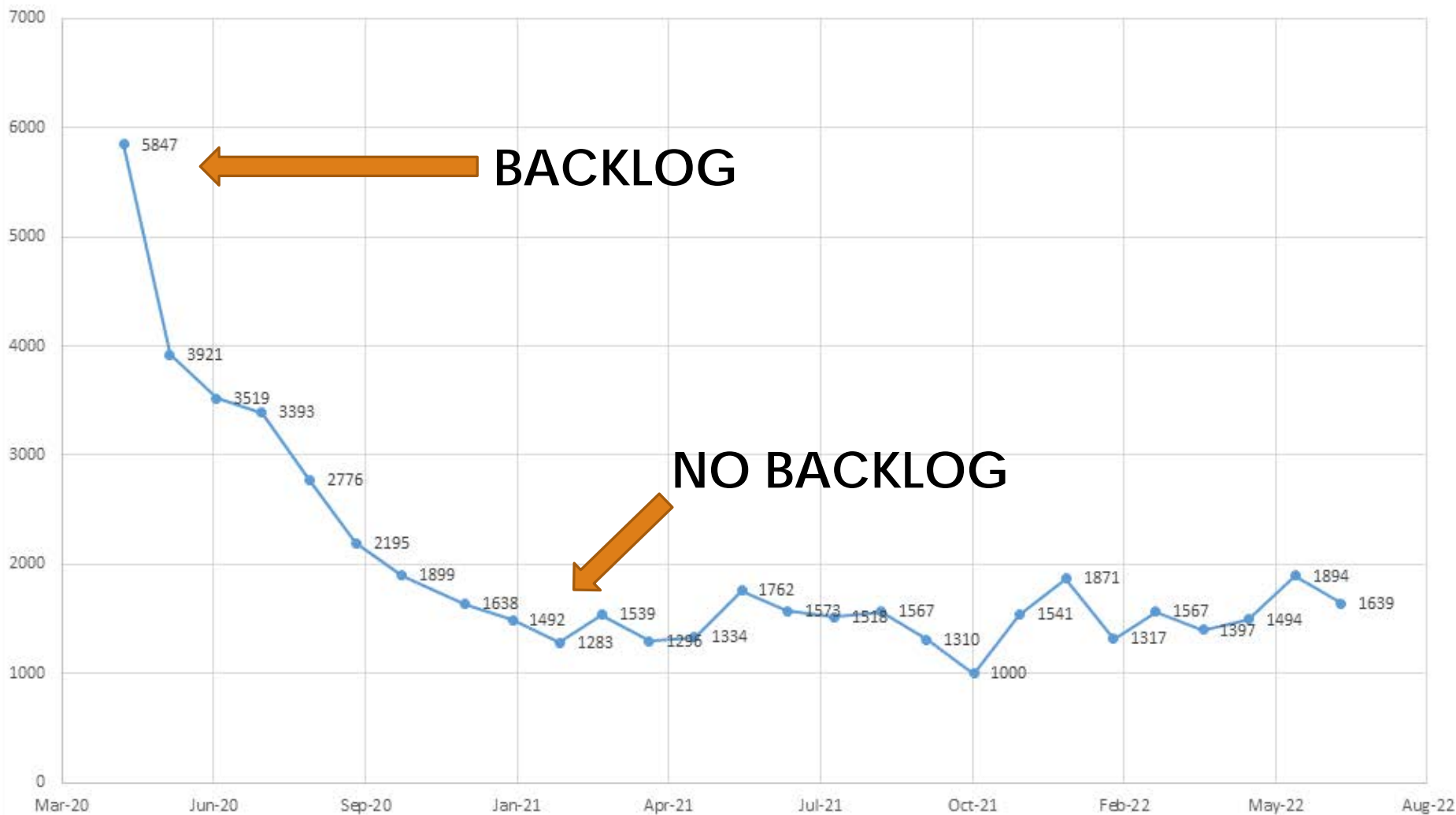


Updates:

- The two year backlog is gone
 - Approximately 6000 backlog in 2020
 - Zero backlog in 2022
- The temporary VA Compensation Team is gone
 - Still able to maintain 120 turnaround max
 - Average is 75 days



Number of AEWs in Process





VA COMPENSATION AND AUDIT ERROR WORKSHEETS (AEWs)



- Changes to Direct Access submitted to reduce manual input
 - **Functional Requirements Document** is one of my highest priorities
 - Inserts VA Comp database into Direct Access
- Expected to result in 65% fewer touchpoints
- Will greatly reduce turnaround time
- Anticipate completion within the next six to twelve months



RAS Optimization



- Study began late 2021
 - VA Compensation process
 - New Accessions (RET-2 to RET-1)
 - Deceased Claims
- Decision memo signed April 2022
 - Over 30 findings



RAS Optimization



Significant findings

- Create a Customer Response Team to improve outreach
- Increase the personnel in VA Compensation & Deceased Claims
- Increase automation in VA Comp
- Add automation to the RET-2 to RET-1 process
- Streamline the deceased claims process
- Increase self-service options



Deceased Claims



- Added two additional personnel (military)
- June 2022 eliminated direct calls to Military Pay Techs
- Established electronic case work
- Impact:
 - In June 2022 average case load was 180 per tech
 - In Sep 2022 average case load is 70 per tech
 - Volume has not decreased
 - Efficiencies have increased



Customer Response Team (CRT)



- Created to increase interaction with customers
- Reduces the need for repeat calls
- Sequence:
 - Tier 1 request are handled by PPC Call Center
 - Tier 2 requests go to Customer Response Team to solve or manage expectations
 - Tracked through case management software
 - Call back requests go to CRT
 - All correspondence is scanned and attached to ticket by CRT
- Developing metrics



RET-2 to RET-1

- Case management software now used to track RET-2 to RET-1
 - Increases inter-branch collaboration and communication
- Increased communication with customers to confirm receipt of critical documents like DD 2656



Case Management Software (Ivanti)



- RAS has converted to Ivanti to track customer tickets
- Eliminates the need to print cases on paper
- Easier to track
- Improves communication between branches



Self Service







USCG PAY & PERSONNEL CENTER RETIREE AND ANNUITANT SERVICES (PPC-RAS)

4 WAYS TO TAKE CONTROL OF YOUR RETIRED PAY ACCOUNT

With our improved tools, you can manage your account easily and when it is most convenient for you.

30% of all requests coming to PPC can be performed through DA Self Service

1	 WEBSITE	Site address: www.dcms.uscg.mil/ppc/ras/ On the website you can: <ul style="list-style-type: none">• Get important updates• Get information on accessing Direct Access ("DA") Self-Service;• View and download forms and packets• Get answers to frequently-asked questions (FAQs)
2	 SELF-SERVICE	Site address: https://hcm.direct-access.uscg.mil/ Helpful Guides are located at www.dcms.uscg.mil/ppc/ras/gp/ You can do the following in DA Self-Service (<i>with nearly immediate results</i>): <ul style="list-style-type: none">• Update Contact Information (Address, Phone, and Email)• Update Direct Deposit Information and Allotments• Update Delivery Options for Pay Slips/1099R/and Long Blue Line• Update Federal and State Taxes• View and Download Pay Slips and 1099Rs• View Final Pay Beneficiaries
3	 EMAIL	Address: ppc-dg-customer@uscg.mil Email us: <ul style="list-style-type: none">• Send us questions or requests (they all get tracked)• Submit forms• Avoid having to call• Avoid having to wait for your mailed documents to be delivered to us• Submit completed W4s for Federal tax updates not made in DA
4	 Postal Mail	If you do not have access to a computer or email, you can submit your request through US Postal Mail. Our mailing address is: Commanding Officer US Coast Guard PPC (RAS) 444 SE Quincy St Topeka KS 66683-3591

PPC-RAS can process most requests within one or two pay periods.

Remember! Incomplete forms or missing documents may result in a delay in processing your request.

DIRECTORY ASSISTANCE



U.S. COAST GUARD RETIREE INFORMATION



Questions





The philosophy of The Coalition is that, by working together on issues of mutual agreement, the participating organizations can harness the grassroots support of more than 5.5 million members plus their families and accomplish far more than by working on these initiatives separately. When one or more of the Coalition organizations is invited to testify before Congress, we frequently coordinate the testimony with the other Coalition associations and present it on behalf of the entire Coalition. This lends greater weight and unanimity to the testimony than if it were presented by any individual association.

www.themilitarycoalition.org



Who We Are



- The Military Coalition is a group of 35 military, veterans and uniformed services organizations in joint pursuit of the following goals:
- Maintaining a strong national defense provided by recruiting and retaining skilled and highly capable personnel in the eight uniformed services;
- Maintaining uniformed services compensation and benefits at levels sufficient to attract and retain professional uniformed service members for careers of service to the Nation.
- Representing the interests of the entire uniformed services community, including members' families and survivors, and responding to assaults upon the compensation and benefits earned by members of that community through years of dedicated service; and
- Educating the public on the extraordinary demands and sacrifices associated with a career in uniformed service, and the need to maintain a similarly unique system of compensation and benefits to attract and retain the kinds and numbers of high-quality personnel needed to meet the Nation's short- and long-term defense requirements.



TMC Committees Include:



- Awards
- Communications
- Guard and Reserve
- Health Care
- Personnel
- Retired Affairs
- Taxes/Social Security
- Veterans



Letters to Congress



May 27, 2022

- TMC consolidated statement to House Committee on Armed Services (HASC) Personnel Subcommittee leadership requesting consideration and support of TMCs fiscal year 2023 National Defense Authorization Act (NDAA) priorities.

May 27, 2022

- TMC consolidated statement to Senate Committee on Armed Services (SASC) Personnel Subcommittee leadership requesting consideration and support of TMCs fiscal year 2023 National Defense Authorization Act (NDAA) priorities.

April 14, 2022

- TMC letter expressing support for H.R.4824, the Stop Copay Overpay Act.

December 8, 2021

- TMC letter expressing support and/or opposition to specific provisions of the Fiscal Year 2022 National Defense Authorization Act (NDAA).

December 8, 2021

- TMC forwarding letter further reaffirming provisional and procedural priorities for the Fiscal Year 2022 National Defense Authorization Act (NDAA).

December 1, 2021

- TMC letter expressing inclusion of Sec.721, Modifications and report related to reduction or realignment of military medical manning and medical billets, in the final version of the FY22 National Defense Authorization Act (NDAA).

www.themilitarycoalition.org/letters



The Pre Separation Claim Process BDD

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Operations, NVS

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mark.barrett@va.gov

619-797-7809

Lesson Plan



1. Understanding Pre-Discharge claims
2. Knowing the claim process time-table
3. Preparing to file your pre-separation claim **
4. Understanding service connection
5. Understanding the Examination Process ***
6. Additional evidence

The Game Plan for Success



1. Thorough Preparation
2. VA Examination Process
3. Evidence review, Rating decision, Award Letter
4. Decision in Hand

Pre-Discharge Claims



- **Benefits delivery at discharge [BDD]**
 - Typically mailed to recipient w/in 30-day window following separation
- **Fully developed claim process [FDC]**
 - Claim process begins following separation from service

Pre-Discharge Claims



Benefits delivery at discharge (BDD)

- 180-90 days from EAOS [day for day to include last day]
- Priority level high
- Rating Decision should be complete shortly following separation
- VA Contract Examination QTC / VES / LHI



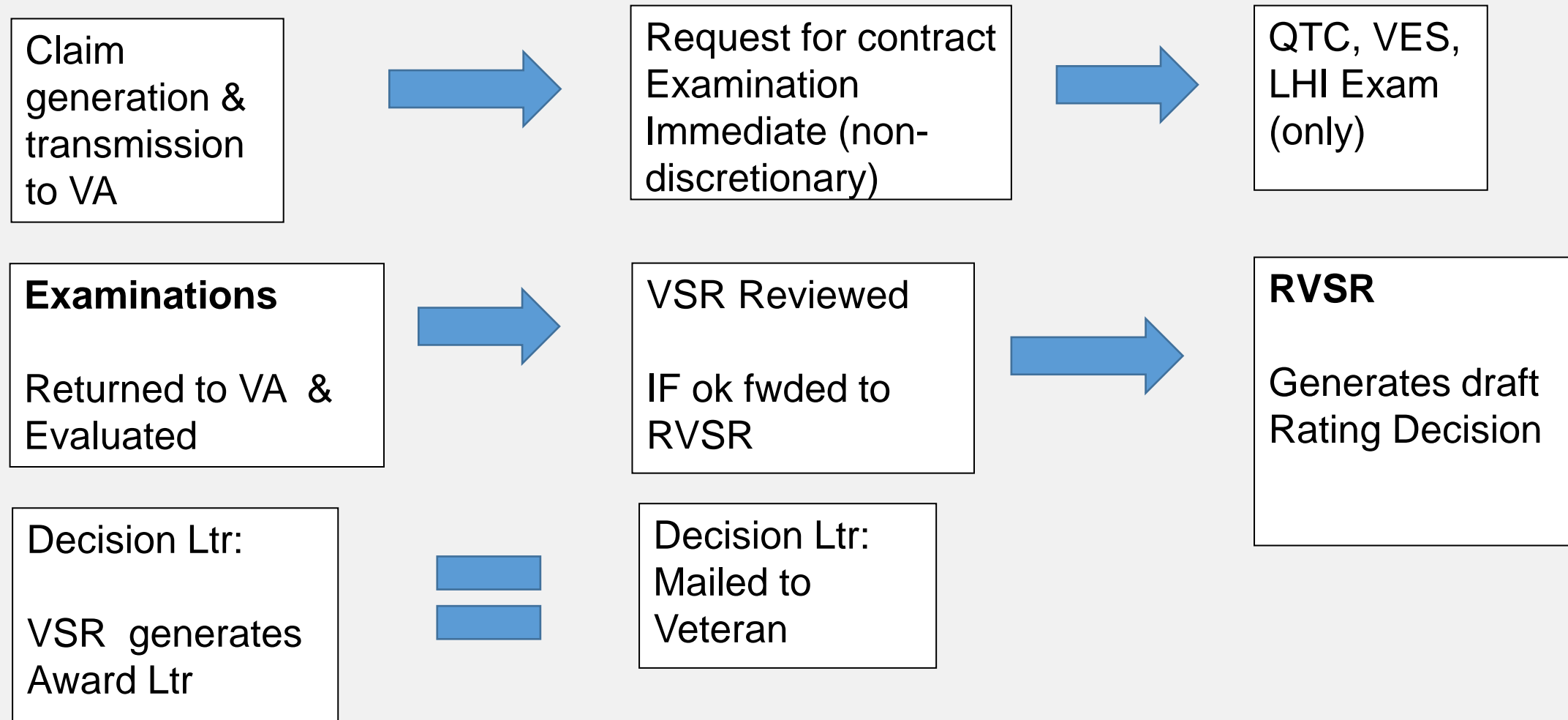
Fully developed claim process [FDC or BDD Excluded]

- 89 days or less from EAOS to include post service
- Lesser priority level
- Development may not start until after separation
- VA Contract Examination QTC / VES / LHI / VHA



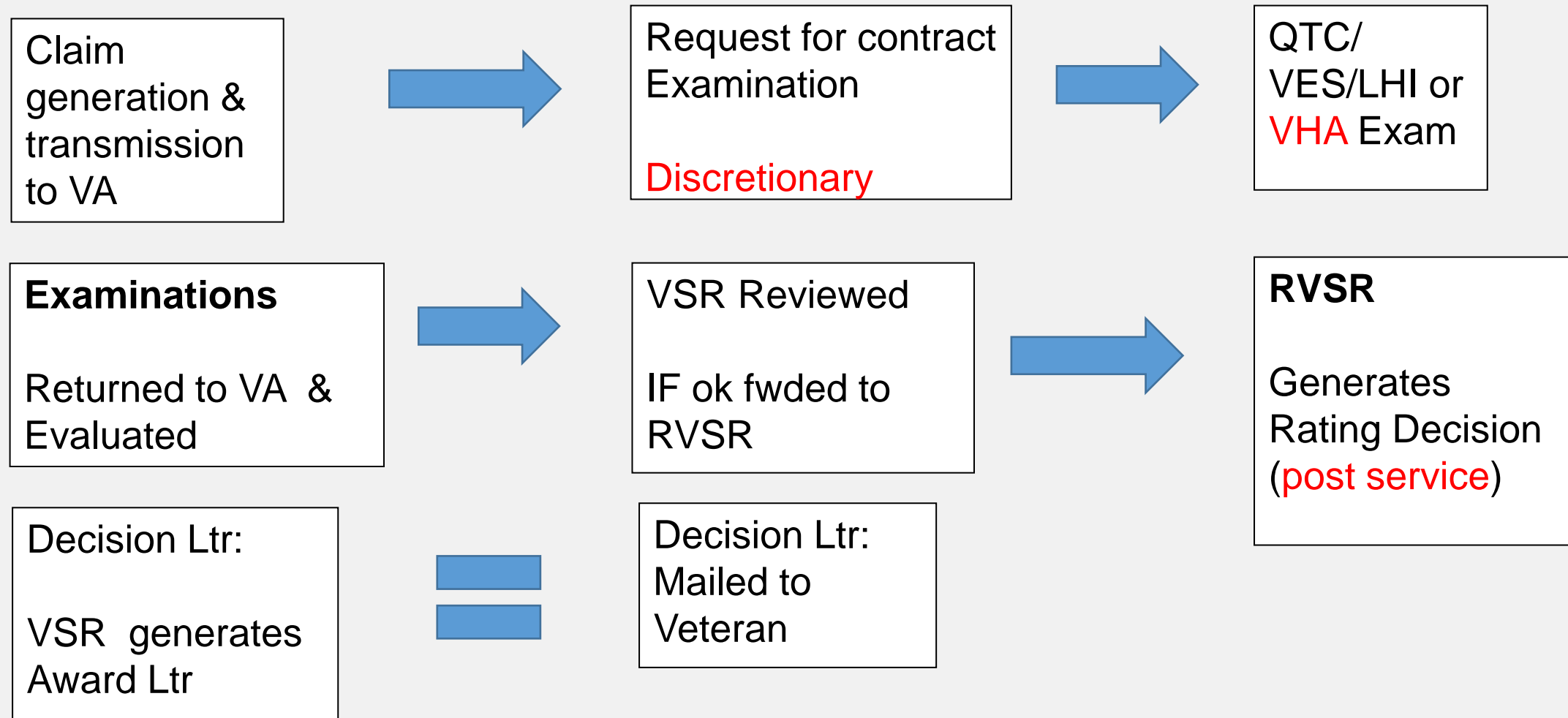
BDD Claim Type (graphically)

BDD Claim (180 – 90)



BDD (Excluded) Claim Type (graphically)

BDD Excluded Claim (89 – 1)



Preparing to file VA claim



- **Documentation necessary for Pre separation claim filing**
- **Don't forget that you may have dependents**

Preparing to file VA claim



- Military documentation necessary for your VA Claim
 - Ahlta Record (Electronic Medical Record
 - Armed Forces Health Longitudinal Technology Application
 - 2005 – Feb 26, 2021
 - Genesis Record (Electronic Medical Record)
 - Feb 27, 2021 – Present
 - Hardcopy Medical and Dental Record
 - Scanned (150 Mb limit per attachment)
 - Absolutely necessary (Service preceding 2005)

Preparing to file VA claim



- **Private Treatment Records** (if applicable)
 - Medical and Psychological Records
 - Do not assume, if outsourced, treatment notes are available in military records
 - Sleep Studies and CPAP Receipts
- **Dependents**
 - Spouses (including military spouses)
 - Biological/Step-Child/Adopted Child (preceding 18 yrs of age)
 - School Age Child 18 yrs – preceding 23 yrs of age (attending 2/4 yr accredited college)

VA forms



Claim form

VA form 21-526ez

To claim dependents

- VA form 21-686c
- VA form 21-674 (school age Child)

To claim PTSD

- VA form 21-0781 (Combat & Non-Combat)
- VA form 21-0781a (military sexual trauma ONLY)
- VA form 21-10210 (use to provide any statement)

Certain claimed issues may need additional documentation

- Logs indicating recurrence [Migraine Headaches, Vertigo, etc]
- Stressor statement (PTSD only)
- Diagnosis and treatment supports incurrence in service

VA forms weblink



Weblink to find fillable forms online

<https://www.va.gov/find-forms/>

Pre-Separation VFW Locator

[Pre-Discharge Locations and Contacts - VFW](#)

The Examination Process



- Contract Exam QTC / VES / LHI [BDD]
 - Exams are in geographic area where claim filed
 - Availability Requirements
 - The book says 45 days
 - Two phases of examination
 - Questionnaire
 - Physical Assessment
 - Decisions have consequences
 - What if I miss an exam?

Examination Psychology



- You are leaving the military!
- Be specific
 - Avoid verbiage that necessitates interpretation
 - Two-part exam
 - Exam Questionnaire
 - Exam Assessment

Where to File claim



File VA claim through a VFW VSO

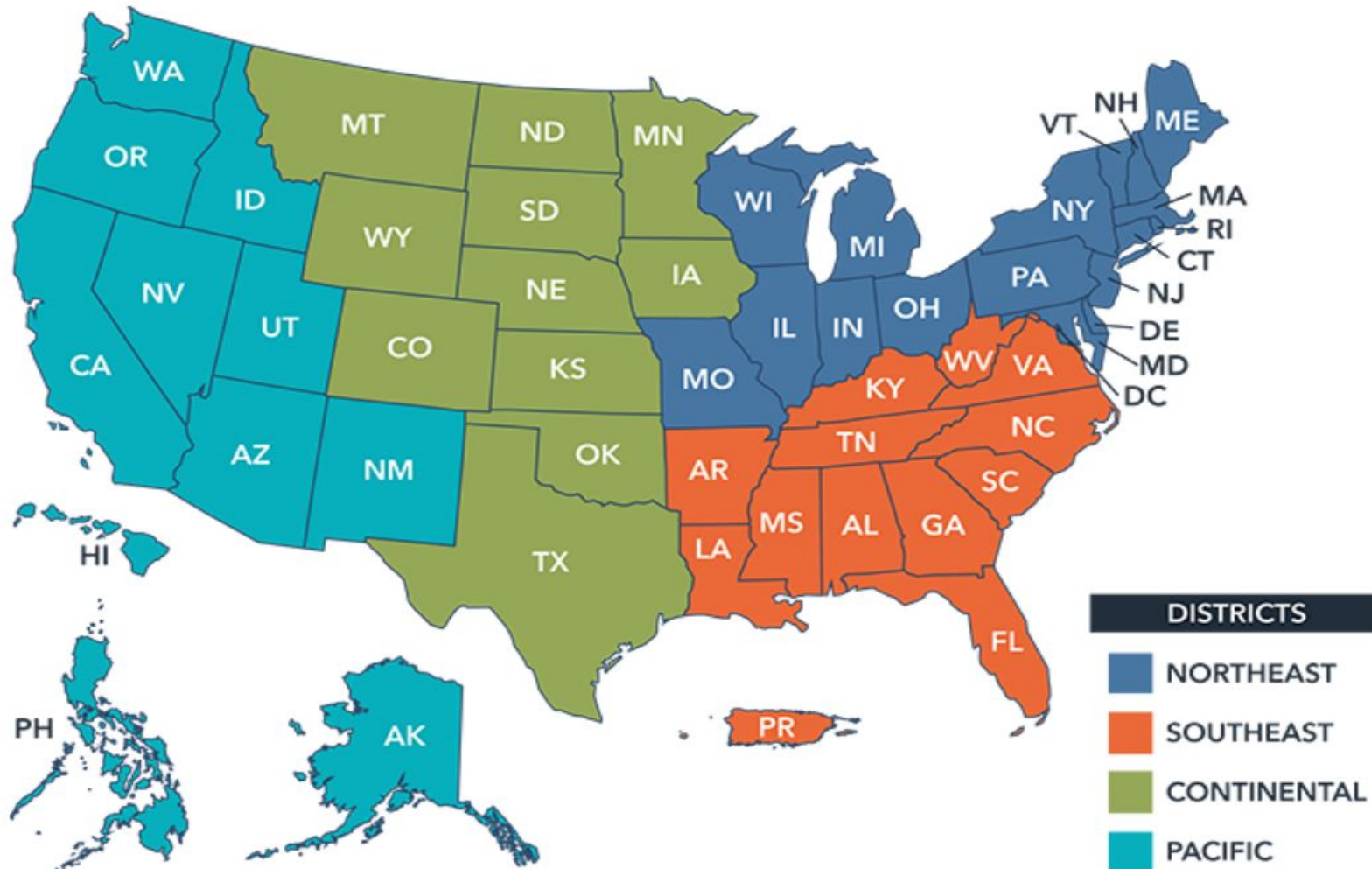
- VFW BDD sites locally: JB Anacostia-Bolling, JB Andrews, FT Myers, Bethesda, and NCR
 - VFW legally represents you throughout the claim process and beyond.

File directly through VA military service coordinator (MSC) or online at www.va.gov

- MSC's are VA representatives that can help you submit your VA claims
- All major military installations have MSC's
- MSC's assist you, however, they do not represent you.

Reach

Select a map: Veterans Benefits Administration



56 VA Regional Offices
[worldwide coverage]

56 VFW Service Offices
[worldwide coverage]

VA Healthcare

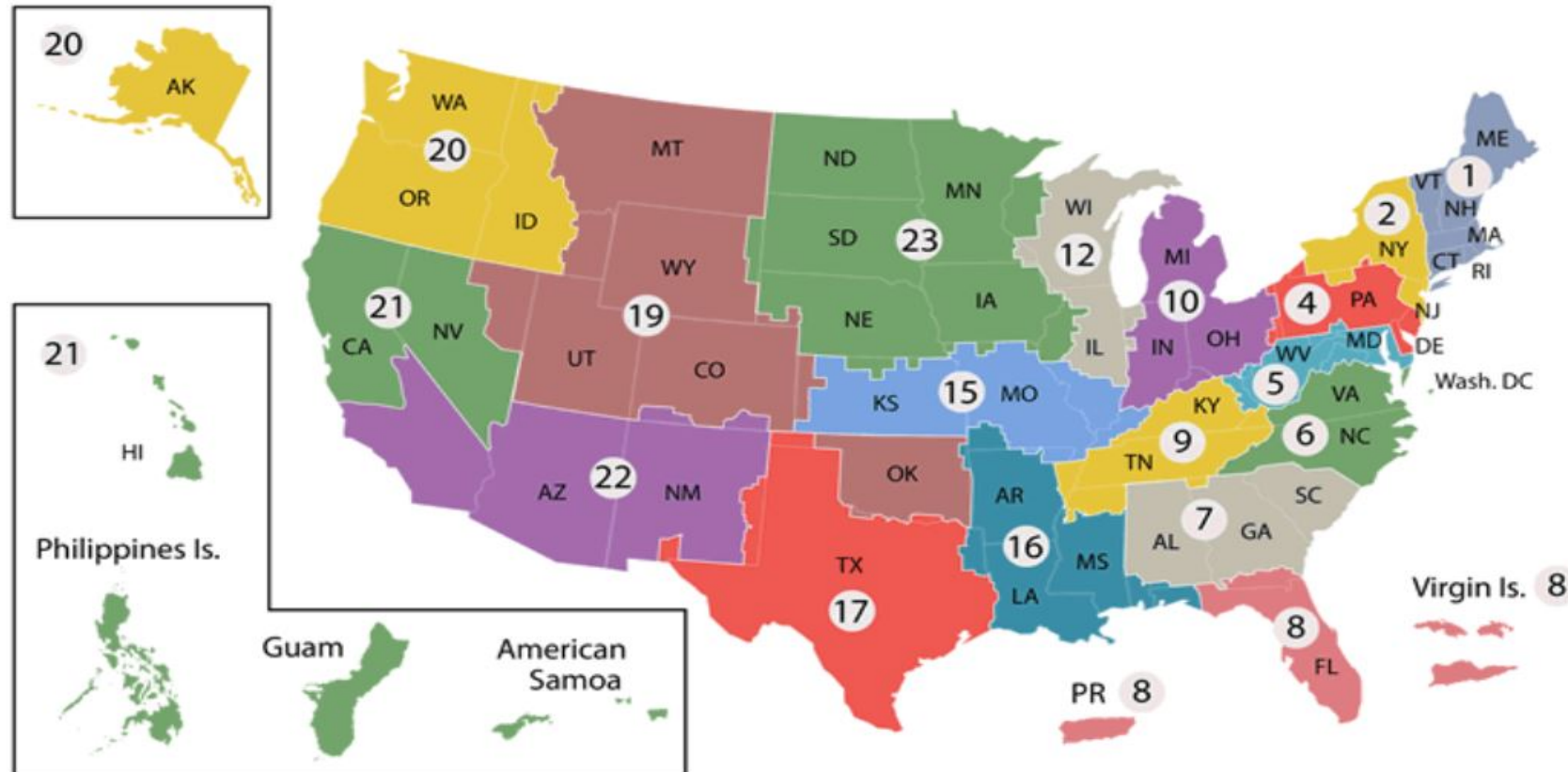


- Begin the process
 - Sign up for VA Healthcare online at www.va.gov under the VA healthcare portal
- Healthcare groups are determined by Service-Connected percentage or Needs based.

Reach - Healthcare

Interactive US Map

Select a map:



Click on the state or the visn number for information about facilities there.

Point of Contacts



Veterans of Foreign Wars

- VFW Washington DC bdd@vfw.org
- JB Andrews and JB Anacostia-Bolling
Kevin Buckner kbuckner@vfw.org
- Fort Belvoir // Melissa Gilliam
mgilliam@vfw.org
- Naval Support Activity Annapolis and
Navy Yard // Miranda Drummond
mdrummond@vfw.org

VA Military Service Coordinators (MSC)

All major installations have MSC's servicing specific areas

Additional Resources



VFW help Online

- www.vfw.org
- Locate a VFW Service Officer
 - Pre Separation
 - [Pre-Discharge Locations and Contacts - VFW](#)
 - Post Service
 - www.vfw.org/assistance/va-claims-separation-benefits
- VA Help Online
 - <https://www.va.gov/>
 - VA Hotline: 1-800-827-1000
 - VA Education: 1-888 442-4551

When do my benefits begin



- Your VA decision should be completed shortly after separation.
 - Typically mailed out and received by Veteran w/in 15/30 days following EAOS
- **You will not know your official rating decision until after you separate from service**
- Ensure VA always has your correct contact information
- **Compensation begins to accrue 1st day of 1st month following separation**



QUESTIONS?