



National Retiree Council
Annual Meeting 2023

Coast Guard National Retiree Help Desk



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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, Reserve and Military Personnel Directorate
Retiree Services Program

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

Coordinated by:

- CAPT Robert Warakomsky USCG (Ret)
- LCDR David Du Pont USCG (Ret)

Origin: Established by CACGRC in 2006.

Reference: COMDTINST 1800.5H (dtd 12 Apr 2017)



NRHD Logistics

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



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The Volunteers (15 current)

- Ben Stoppe [VA] (2006)
- Tracy Royce [FL] (2010)
- David Bernstein [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)
- Jeff Rosenberg [AL] (2022)



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Volunteers // Items of note

- 39 individuals stood watches since inception
- 20 volunteers served 25+ 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) – 82 wks
 - Marc Fagenbaum & Dan Rogers [FL] (last watch Jun 2016) – 65 wks
 - Tim Flanagan [MD] (last watch Dec 2019) – 55 wks
 - David Bernstein [MD] (active) – 50 wks
 - Bob Warakomsky [VA] (plank owner) (2006-2010) – 49 wks
 - Bob Hinds [MD] (last watch Feb 2018) – 15 wks
 - Dave Du Pont [MD] (plank owner) (2006-2009) – 40 wks
- In TOTAL – **1,050** wks of vol service



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The Statistics

- **For the period 08/01/2022 – 07/30/2023**
- **505 queries (fm 52 weekly reports)**
 - 87% via phone
 - 13% via email
- **Ave ~10 queries per week**
- **Peak week – 31 queries**
- **Low week – 0 query**
- **Topic categories of queries**
 - **Form 1099 – 23%**
 - **Retiree/Annuitant Pay & Benefits (referred to PPC) – 14%**
 - **Retiree & Dependent ID Cards – 10%**
 - **DD-214 – 8%**



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Summary

- **NRHD Operating Successfully for 17 Years**
- **Undoubtedly Fills a Need; the canary in the coal mine**
- **About 500 Requests for Support Annually**
- **Participation by Volunteers Nationwide**
- **Sponsored by CG-13; Administered by CACGRC**
- **New Volunteers Welcome**
- **Thank you to RRCs for supporting this effort and
to all those that volunteer**