

## 2025 CG National Retiree Council (CGNRC) Priorities

**Standing Priority:** Sustain open line of communication between CCG and the retiree community through CG-WM and provide oversight of Regional Retiree Councils (RRCs) and the CG National Retiree Help Desk (NRHD).

| No | Prio | Issue                                                                                                                                                                                                                                                                                                                                                                   | Objective (Outcome) / Action (High-Level)                                                                                                                                                                                                                                                                                                                                                                                        |
|----|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | 1    | <b>CG Real-Time Communication with Retirees –</b><br>The CG lacks critically needed capability to communicate real-time, urgent information to the CG retiree community, including: <ul style="list-style-type: none"> <li>• Critical Incidents (e.g. BASE Alameda, Oct 25)</li> <li>• Natural Disasters</li> <li>• Time Sensitive Pay &amp; Benefits Issues</li> </ul> | <b>Objective:</b> Deploy CG system for mass/targeted real-time notifications to the CG retiree community.<br><b>Action:</b> <i>CG capability to communicate real-time, urgent information to retirees via SMS text messaging</i> has been added to the CG People Table's Pivot Action Group action items, led by CAPT Skwarek (CG-C5I).                                                                                          |
| 2  | 1    | <b>VA Compensation:</b> The major backlog of AEWs >120 days in processing is significantly delaying payment of VA benefits. PPC's MS ACCESS system to process AEWs remains a <b>single point of failure</b> and presents an unacceptable risk. PPC has stated the expected launch date of Jan 2028 for AVAC is unacceptable.                                            | <b>Objective/Action:</b> The CGNRC will continue to monitor the situation and strongly encourage the CG to launch Automated VA Compensation (AVAC) <b>ASAP</b> .                                                                                                                                                                                                                                                                 |
| 3  | 1    | <b>Retired Reserve Affairs:</b> Reserve members report difficulty in transitioning to retirement. Many CG units are ill-informed on current policy/procedures. 2,747 RET-2 and recent RET-1 members were asked in a 2024 survey if they've "received needed information and support from the CG." 129 (75%) of 173 respondents indicated it to be lacking.              | <b>Objective:</b> CG provides timely, needed information and support to transitioning and retired Reserve members, particularly +2.8K RET-2, averaging +7 yrs in non-pay status.<br><b>Action:</b> CG-WM/CGNRC coordinate with transitioning and retired Reservists, PSC/PPC and appropriate HQ offices to make needed improvements. Promote awareness among separating Reserve members of entitlement to a DD-214.              |
| 4  | 1    | <b>CG PPC Retiree &amp; Annuitant Services (RAS):</b> While the NRHD/CG Retiree Services has received notably fewer requests for help with Retiree & Annuitant Services issues over the past year, there are times when customers continue to report difficulty in getting timely, needed information and support.                                                      | <b>Objective:</b> CG PPC provides timely, needed information and support to the retiree community.<br><b>Action:</b> CG-WM/CGNRC continue partnering with PPC to make needed improvements (e. g. reduce time to process deceased claims, automate RET-2 to RET-1 process, fully leverage GovDelivery/SMS text messaging, DA Self-Service).                                                                                       |
| 5  | 1    | <b>CG Retention &amp; Recruiting:</b> FD-28 People Campaign targets workforce growth of 15K                                                                                                                                                                                                                                                                             | <b>Objective:</b> Help achieve FD-28 targeted workforce growth.<br><b>Action:</b> The Tampa Bay Retiree Council. Sector St. Pete, CG Recruiting, and affinity groups (e.g. CWOA/CPOA/CGEA) are partnering in efforts to encourage high-performing enlisted members to "Stay CG" and promote awareness of CG operations and career opportunities among prospective recruits at Sector St. Pete units – as a model for other RRCs. |
| 6  | 2    | <b>Transition Assistance Program:</b> The CG continues in efforts to increase participation in <b>TAP Seminars</b> . Many retirees didn't participate in TAPS and are unaware of the CG Retiree Services Program.                                                                                                                                                       | <b>Objective/Action:</b> Bob Hinds (CG-WMM2) promote participation in <b>TAP</b> and awareness of the <b>Retiree Services Program</b> through Long Blue Line, GovDelivery newsfeeds, Retiree Services website, and CGNRC/RRCs.                                                                                                                                                                                                   |
| 7  | 2    | <b>Retiree Volunteerism:</b> Volunteerism is well aligned with the strategic objectives of the Retiree Services Program and presents an opportunity to more fully engage retirees in volunteer activities.                                                                                                                                                              | <b>Objective/Action:</b> CGNRC/RRCs and affinity groups (e.g. CWOA, CPOA) promote awareness of volunteer opportunities among retirees, matching individual skills, interests, and available time/resources. Explore partnering with CG Auxiliary.                                                                                                                                                                                |
| 8  | 2    | <b>CG Estate Planning &amp; Final Affairs Handbook:</b> CG-WM published/mailed to CG retirees 65 years and older in Sep. 2025, with planned mailing to CG retirees under age 65 in FY26. The handbook is to be an enduring document and should be reviewed regularly, with updates to the online version.                                                               | <b>Objective/Action:</b> Bob Hinds (CG-WMM2) oversee mailing to CG retirees under age 65 in FY26 – soliciting support from PHS/NOAA for mailing to PHS/NOAA retirees. Bob Hinds will update policy establishing an annual review and needed updates to the online version of the handbook.                                                                                                                                       |