

U.S. Department of
Homeland Security

United States
Coast Guard



Commandant
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1800
26 Sept 2017

MEMORANDUM

From: A. S. McKinley, RDMC
Acting CG-13

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

To: CCG
Thru: (1) CG-1
(2) DCMS
(3) VCG

Subj: 2017 ANNUAL REPORT OF THE CG NATIONAL RETIREE COUNCIL (CGRNC)

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

1. As your Executive Agent, I am pleased to forward the 2017 Annual Report of the Coast Guard National Retiree Council (CGNRC), in accordance with reference (a).
2. I will formally respond to the Council, thanking them for this report and continued help in implementing policy recently promulgated in reference (a). The Council's top priorities/work products detailed in enclosures (3) – (6) of their report will help further reduce demands on CG resources while strengthening services to our CG retiree community – as highlighted below:
 - a. Strategic Communications – The framework, developed in partnership with CG-092, provides needed CG retiree communications strategy, structure, and processes. *The Retiree Newsletter*, CG Retiree Services Program website, *newsfeeds* to members transitioning to retirement and retirees, and annual CGNRC reports to CCG on behalf of the retiree community are key components of the framework.
 - b. National Retiree Help Desk SOP – The National Retiree Help Desk (NRHD), now formalized within the CG Retiree Services Program by reference (a), is an activity of the CGNRC. NRHD SOP addresses important topics such as Personally Identifiable Information (PII) and will help further improve services to the CG retiree community.
 - c. Regional Retiree Council Framework – Regional Retiree Councils (RRCs) have taken on most of the responsibilities previously assigned to CG Base/TRACEN Retiree Services Desks. The CGNRC has defined a basic framework for RRCs that will help to improve their effectiveness in serving the retiree communities within their AOR.

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Enclosure: (1) 2017 Annual Report of the Coast Guard National Retiree Council (CGNRC)

Copy: CG PSC/PPC
DOL